Voicemail Quick Guide

Voicemail can be activated in AAD by a CSR or online in VoiceZone by the customer.
Note: If activating in AAD & account has 2 lines, verify it is on the correct number. If not, this goes to Tier 3 to rectify via OMSe provisioning and/or auto-complete fixes in CSG and re-activation.

Correct Steps for Customer setup per twc.com:
http://www.timewarnercable.com/en/support/phone/topics/voicemail-setup.html

1. From any phone, dial the voicemail access number, or **98** from home. (The access link online shows all TWC footprint areas.)
2. Beginning with your area code, enter your 10-digit phone number, if prompted. (When away from home phone only.)
3. Enter the last four digits of your phone number (this is your temporary PIN).
4. The voicemail system will prompt you to select a permanent four-digit PIN and to press the pound (**#**) key. You will be prompted to enter it again. (It will also allow customer to turn on PIN SKIP which allows them to skip entering a PIN when dialing *98 from home phone.)
5. The voicemail system will prompt you to state your name and press the pound (**#**) key.

   When completed you may:
   Press the '**1**' key to use the recording of your name.
   Press the '**2**' key to listen to the recording of your name.
   Press the '**3**' key to record your name again.

6. The voicemail system will ask you to record a greeting followed by the pound (**#**) key.

   When completed you may:
   Press the '**1**' key to use the recording of your standard greeting.
   Press the '**2**' key to listen to the recording of your standard greeting.
   Press the '**3**' key to record your standard greeting again.

Once your voicemail account set-up is complete, you will have the opportunity to listen to the main menu, or, if you are finished, simply hang up to exit.

Per twc.com:

Your Voicemail access number is included in your Home Phone Welcome Kit. From any phone, you can dial the Voicemail access number or *98 from your Home Phone

Do Not tell the customer to dial their home phone number to access voicemail from home phone. *98 is the correct process as many areas now require a 10-digit number because of multiple area codes in one rate center (ex. 310 & 424). Dialing the 7-digit number works sometimes, the 10-digit number works more often, but *98 works every time.

Voicemail access number for our West Market when away from home:

Area	Phone Number
Barstow	(760) 718-3100
Coeur d'Alene, ID	(208) 930-4100
Desert Cities	(858) 880-9000
El Centro, CA	(760) 693-4100
Los Angeles	(888) 657-4572

Moscow, ID	(208) 930-4100
Pullman, WA	(208) 930-4100
San Diego	(858) 880-9000
Yuma, AZ	(928) 276-4000

The other option for calling into voicemail when away from home (if customer forgets number above):
Customers can call home phone number & when voicemail message picks up & begins to play, they dial * and then it will prompt for the PIN and #.

Voicemail Facts
Maximum storage: 40 minutes
Maximum message length: 3 minutes
Maximum greeting length: 3 minutes
Number of days until messages are deleted: Messages are saved indefinitely.
At 90% storage capacity, you will hear an alert message.

After voicemail is accessed via home phone (*98) or away from phone (access number or home number), here is the Voicemail Phone Tree the customer will experience:

Voicemail Phone Tree

- **1 - Listen to your messages**
  - 1 - Start the current message over
  - 3 - Delete the current message
    - If you have accidentally deleted a Voicemail message, press star (*) **7** immediately to return to the deleted message.
    - If you have chosen to delete a message, that message will be temporarily stored in saved messages until you end the session and hang up the phone.
    - If at a later time during the session you wish to recover a message you have chosen to delete, you can review deleted messages by pressing the '**1**' key from the main menu. When you hear the message you wish to recover, you can either save the message by pressing (**#**) key or mark it as new by pressing the '**6**' key
  - 4 – Forward message to another TWC DP mailbox
  - # - Save current message
  - 6 - Mark the message as new
  - 9 - Fast forward
- **2 - Send a message to another TWC DP customer**
  - 92 toggle priority
  - 93 toggle confidentiality
- **3 - Work with your greetings**
  - 1 Personal (if no lines are being used)
    - **If your customer wants THE SYSTEM GREETING, they will press 2 0 6**
      - *Explain to customer to first press 1 for personal greeting, then press 2 0 6 to use the automated personal greeting.*
  - 2 No answer (If one line is in use)
  - 3 Busy (If both lines are in use)

At this point, it will tell the customer to **press 0** if they "**need something else**", but the following commands (4, etc.) will work nonetheless. If they press 0 it will read a few of the following and then repeat for them to press 0 if they need something else. Occasionally, if no action is taken, the system will also offer for the customer to **press 8** if they "**need more time**" or **press 9** for a "**help session.**"

- **4 – Settings**
  - 1 Distribution lists
  - 3 Login Options
    - 1 Change Pin
    - 2 Toggle Pin Skip
  - 4 Message notification
    - 1 Preferences
      - 1 Message Waiting Indicator toggle (stutter tone)
      - 5 Notification thru Email – must be setup thru PC, however this is not a feature we use currently
    - 3 Time Period
  - 5 – Message Playback
    - 1 Urgent played first
    - 2 Auto play new messages
      - 1 toggle auto play
    - 3 Change how messages are played
      - 1 Headers only
      - 2 Bodies only
      - 3 Both
  - 6 – Business Days and hours
    - 1 Days
    - 2 Hours
    - 3 Standard
  - 9 – Language preference
    - 1 English (Para Inglés presione numero uno)
    - 2 Spanish (Español)

Other voicemail tree system options:
*2 – To make no changes
*5 – To work with another mailbox
*9 – To hang up/Disconnect

NOTE these common issues:

If the customer hears the phone repeat for them to press 1 to listen to voicemail even after pressing 1, generally that means that no message was left and/or that someone hung up on their voicemail after a second. They can delete that message by pressing 3.

If the customer hears other menu options not stated above (ex. "press 7 to be removed from our list") and they do not work when the customer uses them, that is because an automated message was left on their voicemail. These commands would have only worked on a live call and do not work since this is a recorded message. They can delete the message by pressing 3.

If an automated male voice answers the call (ex. "please leave a message"), that is a physical answering machine picking up, not our voicemail. Perhaps the answering machine on the phone needs to be disabled to set to a higher number of rings then our voicemail in order for it to not pick up if the customer does not want to use it.

If our voicemail is picking up before the customer's answering machine (and they wish to use the answering machine instead or in addition to our voicemail), the customer can set the number or rings on the answering machine to a lower number (per instructions from the phone's manual) or the number of rings for the voicemail to a higher number (in VoiceZone under Call Forwarding No Answer/Call Forwarding Busy). They can also disable the voicemail altogether.

If a fax machine noise picks up instead of the voicemail (or an answering machine), the customer has a fax machine plugged into a home phone jack or modem port. Having voicemail (or an answering machine) and fax on the same line causes a conflict as both systems are set to answer the call. They will need to make a choice based on number of rings or only plugging the fax in when it is in use (set to a lower number of rings, so it picks up).