

# VoiceMail

## Instructional Manual



*Your pathway to the world*



# Table of Contents

<b>SETTING UP YOUR VOICE MAILBOX</b>	<b>1</b>
To Record your Greeting	1
To Record Multiple Greetings	1
To Change your Password	1
To Change your Language	2
To Record your Name	2
 <b>RETRIEVING MESSAGES FROM YOUR PHONE</b>	 <b>2</b>
To Access Voice Mail from your Home	2
To Access Voice Mail from another Location	2
 <b>FORWARDING YOUR MESSAGES FROM YOUR PHONE</b>	 <b>3</b>
 <b>SETTING UP MyFeatures</b>	 <b>3</b>
Change your MyFeatures Password	3
Change your Voice Mail Password	3
Adding Email Addresses	4
Deleting Email Addresses	4
 <b>RETRIEVING MESSAGES FROM MyFeatures</b>	 <b>4</b>
Marking your Messages as Read	4
Deleting your Messages	4
Save your Messages to your Computer	4
Check for new Messages	5
 <b>ACCESSING GREETINGS FROM MyFeatures</b>	 <b>5</b>
Listen to your Greetings	5
Changing Greetings	5
Adding a new Greeting	5
Deleting a Greeting	5

## Setting up your Voice Mailbox

1. From the phone subscribed to the service you can dial either (715)237-MAIL (6245) or press \*98 to access your mailbox
2. Enter your mailbox number (10 digit phone number)
3. Enter the default password, 0000, and press #
4. You will be prompted to change your password and then #
5. Reenter password for verification and then press #
6. Message should state “You have 0 new messages and 0 saved messages”
7. You will then need to select from the following options
  - Press 1 to listen to new messages
  - Press 2 to listen to saved messages
  - Press 7 to play current date & time
  - Press 9 to setup mailbox
  - Press 0 to hear the menu again
8. Press 9 to setup mailbox
9. Choose from the following menu
  - Press 1 for greeting options
  - Press 2 to change your password
  - Press 5 to change your language
  - Press 8 to record your name
  - Press \* to return to main menu
  - Press 0 to hear setup menu again

### To Record Your Greeting

1. Press 1 from the setup menu options
2. Message should state “No greeting recorded.”
3. You will then need to select from the following options
  - Press 1 to play greeting
  - Press 2 to rerecord greeting
  - Press 3 to delete greeting
  - Press 5 to pick new greeting
  - Press \* to return to main menu
  - Press 0 to hear setup menu again
4. Press 2 to record new greeting
5. Record your greeting and then press #
6. Your greeting has been saved! You can now simply hang up.

### To Record Multiple Greetings

1. Press 5 from the setup menu options
2. Using the Number pad, enter the next available number. For example, if you have already saved 2 greetings, press 3.
3. You will then need to record your greeting and then press #
4. Your greeting has been saved. You can now simply hang up or follow the steps again to create more greetings.

### To Change Your Password

1. Press 2 from the setup menu options
2. You will be prompted to enter new password and then press #
3. Reenter your password for verification and then press #

### To Change Your Language

1. Press 5 from the setup menu options
2. Press 1 for English or Press 2 for Spanish
3. Once selected, you can simply hang up

### To Record Your Name

1. Press 8 from the setup menu options
2. At the tone say your name and press the # key
3. Once completed, you can simply hang up

## Retrieving Messages from your Phone

### To Access Voice Mail from your Home

1. Press \*98 to access your voice mailbox
2. Enter your password and press #
3. Your first new message may play immediately. If not you will hear the announcement “You have x new messages and x saved messages”. At this time, you will need to select from the following options:
  - Press 1 to listen to new messages
  - Press 2 to listen to saved messages
  - Press 0 to hear instructions again
  - Press \* to return to main menu
4. Press 1 or 2 to listen to messages

Using the following playback controls will allow you to manage the message:

- Press 1 to **Play** the message
- Press 2 to **Save** the message and play the next
- Press 3 to **Delete** the message and play the next
- Press 4 to **Save** the message as new
- Press 5 to **Return** the call
- Press 6 to **Forward** to another mailbox
- Press 7 to **Skip backward** in the message
- Press 8 to **Pause/UnPause** message
- Press 9 to **Skip forward** in the message
- Press \* to return to main menu
- Press 0 to hear menu again

### To Access Voice Mail from another Location

1. Dial (715)237-MAIL (6245)
2. Enter your mailbox number (10-digit telephone number)
3. Enter your password and press #
4. See step 3 under “To Access Voice Mail from Home” above



## Forwarding Your Messages from your Phone

1. After listening to the message, Press 6 to forward to another mailbox that has voice mail and is within our three exchanges
2. You will be prompted to enter a list of mailboxes separated by the #  
Ie: 2372605#2372607# and so on
3. Once you have entered the mailboxes that you would like the message sent to, end the list with an extra # Ie. 2372605#2372607##
4. You will be given the following options
  - a. Press \* to attach an introduction
  - b. Press # to send now
5. By pressing the \* key you will be prompted to record an introduction and will get the following menu
  - a. Press 1 to forward message now
  - b. Press 2 to review your message
  - c. Press 3 to rerecord your introduction
  - d. Press 4 for message options
  - e. Press 9 to cancel forward and return to message menu
6. By pressing 1 to forward the message now you will be given the following options
  - a. Press 1 to delete copy in your mailbox
  - b. Press 0 to continue to send message
7. Once the message has been forwarded to your selected mailboxes you will be sent back to the original message menu.

## Setting up MyFeatures\*

***\*Must be subscribed to Basic Plus, Family, or Business Voice Mail***

1. Go to [www.citizens-tel.net](http://www.citizens-tel.net) and click on My Account, click on MyFeatures
2. Enter your 10-digit phone number in the Username field
3. Enter the default password, the last 4 digits of your phone number, in the Password field
4. Click on the Login button to access MyFeatures

### Change your MyFeatures Password

1. Click on the My Settings tab
2. Under the Categories heading, click on General
3. Enter your default password or if changed your current password in the Old Password field
4. Enter your new password in the New Password field
5. Reenter your new password in the Verify New Password field
6. Click the Save button

### Change your Voice Mail Password

1. Click on the My Settings tab
2. Under the Categories heading, click on Voice Mail
3. Under the Settings heading, click the blue arrow next to General
4. Enter your new password in the PIN field
5. Click the Save button

### **Adding Email Addresses**

1. Click on the My Settings tab
2. Under the Categories heading, click on General
3. Click the Add button
4. Enter your email address
5. Click OK
6. To enter additional address, repeat steps 3 through 5
7. Once completed, click the Save button

### **Deleting Email Addresses**

1. Click on the My Settings tab
2. Under the Categories heading, click on General
3. Highlight the address you want to delete
4. Click the Delete button
5. You will see a pop up box asking if you are sure you want to delete, click OK
6. To delete additional address, repeat steps 3 through 5
7. Once completed, click the Save button

### **Retrieving Messages from MyFeatures\*\***

#### ***\*\*Must be subscribed to Basic Plus Voice Mail***

1. Once logged into MyFeatures
2. Click on the My Settings tab
3. The Home tab will automatically show a list of the voice messages that you have received.
4. There are several icons that will help you determine the type of message. They are as follows:
  - a. A closed envelope in the Type column – New Message
  - b. An open envelope in the Type column – Marked as Read
  - c. A Red ! - Urgent
  - d. Officer & Lock – Private
5. Clicking anywhere in the row will open the audio player
6. Click on the Arrow on the left side to listen to your message
7. You can control the volume by using the slider next to the speaker icon

### **Marking your messages as Read**

1. Place a checkmark in the checkbox in front of the message by clicking on the box
2. Click on the Mark Read button

### **Deleting your messages**

1. Place a checkmark in the checkbox in front of the message by clicking on the box
2. Click on the Delete button

### **Save your Messages to your Computer**

1. Click on the World with a Red Arrow icon
2. Select where you would like to store your file
3. Name your file
4. Click the Save button

### Check for new Messages

1. Click on the Refresh button
2. Any new messages will automatically appear

## Accessing Greetings from MyFeatures\*

***\*Must be subscribed to Basic Plus, Family, or Business Voice Mail***

1. Once logged into MyFeatures
2. Under the Categories heading, click on Voice Mail
3. Under the Settings heading, click on the blue arrow next to Greetings
4. You are now able to add, delete, or play your greetings by clicking on the Name of the greeting

### Listen to your Greetings

1. Click on the greeting that you want to hear and the audio player will open
2. On Click on the Arrow on the left side to listen to your greeting

### Changing Greetings

1. Highlight the greeting that you want callers to hear
2. Click on the Blue button with the checkmark
3. Once completed, click the Save button

### Adding a new Greeting

1. To add a new greeting, you must have created a .wav file
2. Click on the Green button with the plus sign
3. In the popup box you will need to attach the file you want
4. You will also need to enter a description of your greeting
5. Once both the file and description fields are entered, click the Save button
6. Repeat steps 2 through 5 to add additional greetings
7. Once completed, click the Save button

### Deleting a Greeting

1. Highlight the greeting that you want to delete
2. Click on the Red button with the plus sign
3. Repeat steps 1 and 2 to delete additional greetings
4. Once completed, click the Save button