

VOICEMAIL MAIN MENU

The following voicemail main menu options are available:

ACTION	KEY
Play Inbox Messages	1
Send Messages	2
Work with Greetings	3
Mail Box Settings	4
Access Deleted Messages	6
Log on as a different user	7
Help	0
Exit Voicemail System	*



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MIDTEL Voicemail Quick Reference Guide

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**Simple
Convenient
Reliable**

USING THE VOICEMAIL SYSTEM

Our voicemail system is menu driven. Listen to the voice prompts and then press the keys on your phone to select which option you would like.

ACCESSING VOICEMAIL

The first time you access your voicemail box you will be prompted to set up your mailbox and record your name and a greeting to be played to callers. When you have one or more unchecked voice messages waiting, your phone's message waiting indicator light, if supported, will be on and there will be a fast paced "stutter" dial tone when you pick up the receiver.

FROM YOUR OWN PHONE:

- Press the Messages button and dial ***98**; or call **827-2222**
- Enter your voicemail PIN.
- If you have new messages, the messages will be identified.
- After hearing any new messages, you will be presented with the Voicemail Main Menu. A table of the Main Menu options are listed in this quick reference guide.

FROM ANOTHER PHONE:

- From any other phone, dial the voicemail access number **518-827-2222**.
- When prompted, **enter your full, 10-digit, telephone number**, then press the # key.
- When prompted, enter your voicemail PIN code, then press the # key.
- If you have new messages, the messages will be identified.
- After hearing any new messages, you will be presented with the Voicemail Main Menu. A table of the Main Menu options are listed in this quick reference guide.

CHANGING YOUR VOICEMAIL PIN

- Access your voicemail box.
- From the Main Menu, press 4 to change your settings.
- Press 3 for security options.
- Press 1 to change the PIN.
- **Please note, your PIN must be 6-digits or more.**

BYPASSING YOUR VOICEMAIL PIN

To bypass entering your PIN when calling from home:

- From the Main Menu, press 4 to change your settings.
- Press 3 for security options.
- Press 3 to change your skip PIN feature.

RECORDING YOUR PERSONAL GREETING

- Access your voicemail box.
- From the Main Menu, press 3.
- To set up a personal greeting, press 1.
- To set up a system generated greeting or to change the recording of your name, press 3.
- To change the greeting that callers hear when you're busy, press 5.
- If you don't record a personal greeting, a generic greeting will be played.

MESSAGE PLAYBACK OPTIONS

While listening to your voicemail messages, the following options are available:

ACTION	Before Message	During Message	After Message
Skip Message	# (skips header, goes to message body)	# (skip to next message)	N/A
Reply to Message	n/a	4	4
Save Message and go to next	n/a	2	2
Delete	n/a	3	3
Play Inbox Messages	1	n/a	1
Send Messages	n/a	5	5
Work with Greetings	3 (from main menu)		
Mailbox Settings	4 (from main menu)		
Access Deleted Messages	6 (from main menu)	n/a	After playing a deleted message, 2 to save, 3 to permanently erase
Log on as a different user	7 (from main menu)		
Help	0	0	0
Return to Main Menu, Exit Voicemail System	* (repeatedly, depending on how deep you are in the menu)	*	*
Increase volume	n/a		n/a
Slow playback	n/a		n/a
Pause playback (at other times, pauses activity for 30 secs)	n/a		n/a
Speed playback	n/a		n/a
Skip back 5 secs	n/a		n/a
Skip forward 5 secs	n/a		n/a