



MIDTEL Voicemail Guide

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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.

VOICEMAIL MAIN MENU

The following voicemail main menu options are available:

Button	Action
1	Play Inbox Message
2	Send Messages
3	Work with Greetings
4	Mailbox Settings
6	Access Deleted Messages
7	Log On as Different User
0	Voicemail Help
*	Exit Voicemail System

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.

ACCESSING FROM YOUR OWN PHONE:

1. Press the Messages button and dial ***98**; or call **518-827-2222**.
2. Enter your voicemail PIN.
3. If you have new messages, the messages will be identified.
4. After hearing any new messages, you will be presented with the Voicemail Main Menu. On the left of this page a table of the Main Menu options are listed.

ACCESSING FROM ANOTHER PHONE:

1. From any other phone, dial the voicemail access number **518-827-2222**.
2. When prompted, **enter your full, 10-digit, telephone number**, then press the # key.
3. When prompted, enter your voicemail PIN code, then press the # key.
4. If you have new messages, the messages will be identified.
5. After hearing any new messages, you will be presented with the Voicemail Main Menu. On the left of this page a table of the Main Menu options are listed.

CHANGE YOUR VOICEMAIL PIN

1. Access your voicemail.
2. From the Main Menu, press 4 to change your settings.
3. Press 3 for security options.
4. Press 1 to change the PIN.

***Please note, your PIN must be 6-digits or more.**

BYPASS YOUR VOICEMAIL PIN

To bypass entering your PIN when calling from home:

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

RECORD YOUR PERSONAL GREETING

1. Access your voicemail.
2. From the Main Menu, press 3.
3. To set up a personal greeting, press 1.
4. To set up a system generated greeting or to change the recording of your name, press 3.
5. To change the greeting that callers hear when you're busy, press 5.
6. 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:

Press...	During Message	After Message
1	-	Play Inbox Messages
2	Save Message and Go to Next	
3	Delete Message	
4	Reply to Message	
6	Access Deleted Messages	
7	Log On as a Different User User	
0	Voicemail Help	
*	Return to Main Menu/Exit Voicemail System	
#	Skip to the Next Message	-

