

USING RANDOLPH TELEPHONE VOICE MAIL



Access Your Voice Mail

From the phone subscribed to the service:

1. Dial 879-MAIL, 857-MAIL, or 622-MAIL.¹
2. If prompted, enter your PIN and then #.

From a different phone:

1. Dial 879-MAIL, 857-MAIL, or 622-MAIL.¹
2. Enter your 7-digit mailbox number.
3. Enter your PIN and then #.

Record Your Greeting

1. Access your voice mailbox.
2. Press 9 for the mailbox setup menu.
3. Press 1 for greeting options.
4. Press 4 to record your greeting.
5. Record your greeting and then press #.
6. Press 2 to keep your greeting.

Change Your PIN

1. Access your voice mailbox
2. Press 9 for the mailbox setup menu.
3. Press 2 to change your password.
4. Enter your new password and then press #.
5. When prompted to verify the password, enter it again and then press #.

¹ Choose the number local to you. All three numbers are in area code (336).

Retrieve Messages

1. Access your voice mailbox.
2. Your first new message may play immediately. If not, press 1 to listen to your messages. You will hear the announcement "You have x new messages and x saved messages."
3. Press 1 to listen to new messages.
4. Press 2 to listen to saved messages.

WHEN RETRIEVING MESSAGES, YOU CAN:

- Press 1 Play the message again
- Press 2 Save the message and play the next
- Press 3 Delete the message and play the next
- Press 4 Save the message as new
- Press 5 Reply to the message²
- Press 6 Forward the message to another mailbox²
- Press 7 Skip backward in the message
- Press 8 To pause the message
- Press 9 To skip forward in the message

² Voice Mail package must be set to allow this capability.



Listening to Voice Mail via E-Mail:

Note: You must request this e-mail option to be activated by calling 611 from your Randolph Telephone phone.

1. Check your E-Mail as you normally would.
2. When you get a voice mail message, you will receive an e-mail from Randolph Telephone delivered right to your inbox. The message will have an attachment.
3. Open the attachment and your media player will play the message.
4. If desired, save the attachment on your PC.
5. Follow the links in the message to save or delete the message from the Voice Mail system.
6. These messages can also be checked via phone unless you select delete in the e-mail.

Your Voice Mailbox

Number: _____

Default PIN: _____

New PIN: _____