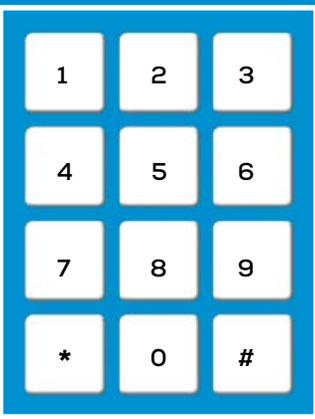


Setting Up Basic Functions of Your VOICEMAIL



Default Password is 0000

Your voicemail box is auto login enabled by default. This means when you retrieve your voicemail from home, you don't need to enter the default password. If you wish to access your voicemail with a personalized password, you must disable the auto login feature before you create a new password.

CHANGING YOUR PASSWORD

Lift the handset and **Press * 9 9** to access your voicemail.

- Press 9** – access the setup menu
- Press 2** – change your password
- Enter your new password, **Press #**
A password is any series of up to 16 digits you choose. You will need your password to access your mailbox when you are away from home.
- To verify, enter password again, **Press #**
- You will be returned to the setup menu, or **Press *** for main menu

DISABLING AUTO LOGIN

Lift the handset and **Press *99** to access your voicemail.

- Press 9** – access the setup menu
- Press 4** – auto login options
A recording confirms auto login is disabled.
- Press 1** – disable auto login
- Press *** – return to setup menu
- Press *** – return to main menu

ADDITIONAL FEATURES

Message Delivery

After someone leaves you a voicemail, they have the option to mark the message as normal or urgent. If a message is marked urgent, it will play before any other messages when you log in to your voicemail.

Voicemail to Email

All voicemail customers can receive voice messages via email. Open your email message, and you can listen to the audio file, save it, forward it to other email addresses, and/or delete it. If this feature hasn't been activated for you, contact Golden West at 1-855-888-7777 to set it up.

VOICEMAIL SETUP

The first time you access your voicemail, you may want to set up a custom voicemail greeting. A standard greeting is the default.

From Home or Business

Lift the handset and **Press * 9 9**.

From Remote Location

Dial your 10-digit home phone number. When you hear your message **Press *** and enter your **Password**, followed by the **#**.

If you are asked for a mailbox number, enter your 10-digit phone number. If you have multiple mailboxes you will need to enter your mailbox number to access it.

GREETING SETUP:

- Press 9** – access the setup menu
- Press 1** – greeting options
- Press 4** – record a greeting
- Record your greeting and **Press #**
- Press 1** – play back your greeting
- Press 2** – keep your customized greeting
- Press *** – return to setup menu
- Press *** – return to main menu

MESSAGE RETRIEVAL

- Press 1** – play
- Press 2** – save and play next
- Press 3** – delete and play next
- Press 4** – save as new
- Press 5** – return this call
- Press 6** – forward to another mailbox
- Press 7** – skip
- Press 8** – pause or continue
- Press 9** – skip forward
- Press 0** – hear instructions again
- Press *** – return to main menu

To set up additional features or group greetings for multiple mailboxes call **1-855-888-7777**.

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