

How to Setup the Basic Functions of Your Voice Mail

The first time you access your voice mail, you may want to setup a custom voice mail greeting. A standard greeting is the default.

Before You Begin:

Lift the handset and press ***** **WXV 9** **WXV 9** to access your voice mail.

Setup Your Voice Mail Greeting:

- 1 Press **WXV 9** to access the setup menu.
- 2 Press **1** for greeting options.
- 3 Press **GH 4** to record a greeting.
- 4 Record your greeting and press **#**.
- 5 Press **1** to play your greeting.
- 6 Press **ABC 2** to keep your customized greeting.
- 7 Press ***** to return to the setup menu.
- 8 Press ***** to return to the main menu.

Group Greetings for multiple mailboxes are available. Please dial 777 or 1-866-279-2161 to have these advanced features activated.

Your Voice Mailbox has Auto Log-in enabled by default, which means that when you retrieve your voice mail from home, you do not need to enter your password. Your **Default Password is 0000**. We recommend that you change your password for your security.

To Change Your Password:

- 1 Lift the handset and Press ***** **WXV 9** **WXV 9**.
- 2 Press **WXV 9** to access the setup menu.
- 3 Press **ABC 2** to change your password.
- 4 Enter your new password, followed by **#**. 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.
- 5 To verify, enter your password again, followed by **#**.
- 6 You will be returned to the setup menu or Press ***** for the main menu.

Should You Disable Auto Log-in? Auto Log-in allows you to use your voice mail at home without a password. If you wish to access your voice mail at home with a password you must disable the auto log-in feature.

- 1 Lift the handset and Press ***** **WXV 9** **WXV 9**.
- 2 Press **WXV 9** to access the setup menu.
- 3 Press **GH 4** for auto log-in options (a recording will say auto log-in is now enabled).
- 4 Press **1** to disable auto log-in.
- 5 Press ***** to return to setup menu.
- 6 Press ***** to return to main menu.

Golden West Voice Mail – Simple, Convenient, Reliable

Listening and Responding to Messages

Retrieving from home – Lift the handset and Press *** 9 9**.

Retrieving from a remote location – Dial your home phone number, Press ***** when you hear your voice mail greeting. Enter your password and Press **#**.

When Listening to Your Messages:

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

Message Menu		
1 Play -Replay Messages	2 Save Messages	3 Delete Messages
4 Save As New	5 Return Call	6 Forward to Mailbox
7 Skip Forward	8 Pause or Continue	9 Skip Forward
* Main Menu	0 Repeat Instructions	#

Main Menu		
1 Listen to Messages	2	3 Send Messages
4	5	6
7 Date and Time	8	9 Setup Voice Mailbox
*	0 Repeat Instructions	#

Setup Menu		
1 Greeting Options	2 Password Change	3 Edit Notification
4 Auto Log-in Options	5	6
7	8	9
* Return Main Menu	0 Repeat Instructions	#

For more information
Dial 777
(from any Golden West phone)
or 1-855-888-7777
www.goldenwest.com



Great Features That Simplify Your Life

Busy Message

Callers will receive a busy message greeting letting them know you are home but currently on the phone. This feature also works with Call Waiting.

Message Delivery

Now when someone leaves you a voice mail, 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 voice mail.

Voice Mail to e-mail

Now you can receive your voice mail via e-mail. Simply open your e-mail message, listen to the audio file and save it on the hard drive, forward it to other e-mail addresses or delete it.

To setup this feature on your account, call Golden West.

Call Return

Simply Press **5** after listening to a message and automatically return the call. No longer do you need to try to remember a phone number. This feature is available for most local and long distance calls.

Forwarding a Message

Press **6** to forward the message you are listening to. Enter a list of mailboxes (10-digit phone numbers) separated by **#**. Please end the list with **# #**.
(e.g. 605-555-1212#605-555-2121##)

Messages can only be forwarded to local phone numbers. The number you are forwarding to must have voice mail to receive the message.



Dial 777 (from any Golden West phone) or **1-855-888-7777**
goldenwest.com

