

## CHANGE YOUR SUB-MAILBOX PASSWORD

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 (1-16 digits) and then press #.
5. When prompted to verify the password, enter it again and then press #.

## RETRIEVE MESSAGES FROM YOUR SUB-MAILBOX

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 message\*  
Press 6 Forward the message to another mailbox\*  
Press 7 Skip backward in the message  
Press 8 To pause the message  
Press 9 To skip forward in the message

\* Voice Mail package must be set to allow this capability.



Voice Mail from Brazos Telephone helps you enjoy the most important things in your life—knowing you'll always get your phone messages.

Our Voice Mail guarantees that you won't miss a call—if you are away from home, on the phone, or just don't feel like answering right now.

- ✓ Experience Crystal Clear Clarity
- ✓ Save Important Messages
- ✓ Have separate voice mailboxes for your family members

**SIMPLE  
CONVENIENT  
RELIABLE**

**THAT'S BRAZOS VOICE MAIL.**

# VOICE MAIL USER GUIDE



**SIMPLE ■ CONVENIENT ■ RELIABLE**

**THAT'S VOICE MAIL.**

### Voice Mail Packages Available

- Bronze** Pkg. (2 mailboxes) \$3.95/mo\*  
**Silver** Pkg. (4 mailboxes) \$5.95/mo\*  
**Gold** Pkg. (9 mailboxes) \$7.95/mo\*

\*Residential account pricing. Business accounts add \$1.00 respectively to the package price.

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## USING BRAZOS TELEPHONE VOICE MAIL

### SOME THINGS TO KNOW BEFORE YOU BEGIN:

- ✓ One person's mailbox is assigned the Administrator of the group greeting for your sub-mailboxes. Your group greeting directs callers to press the appropriate key to reach the individual sub-mailboxes.
- ✓ Once the group greeting is recorded, each sub-mailbox 'owner' may record a personal greeting and assign a personal password to make their sub-mailbox uniquely their own.

### SOME THINGS TO DO BEFORE YOU BEGIN:

1. You will need to **set up Call Forward Busy and Call Forward No Answer** before recording your personal voice mail greeting.
2. **Call Forward Busy** - (1) Lift the handset and listen for dial tone. (2) Press \*90 and listen for dial tone. (3) Dial the number where you want your calls forwarded. Then hang up. Call Forward is now in effect. To turn off the service (1) Lift the handset and listen for dial tone. (2) Press \*91 and listen for confirmation tone, then hang up. Your Call Forward is now off.
3. **Call Forward No Answer** - (1) Lift the handset and listen for dial tone. (2) Press \*92 and listen for dial tone. (3) Dial the number of rings (2-9) to be allowed before the call is forwarded. Then dial the number where you want your calls forwarded. To turn off the service (1) Lift the handset and listen for dial tone. (2) Press \*93 and listen for confirmation tone, then hang up. Your Call Forward No Answer is now off.

### ADMINISTRATOR INSTRUCTIONS

#### RECORD YOUR PERSONAL/GROUP GREETING

##### From the phone subscribed to the service:

1. Dial your 3 digit prefix + 7878. (ex. 564-7878)
2. Your Mailbox ID Number is 1.

### ADMINISTRATOR INSTRUCTIONS RECORD YOUR PERSONAL/GROUP GREETING CONTINUED

3. Your new password is 0000.
4. Press 9
5. Press 1 for greeting options.
6. Press 4 to Record a Greeting.  
At the tone, record your greeting. When you are finished press the # key.
7. The prompt will then ask you if you want to: Press 1 to listen to your greeting. If you wish Press the 4 key and record your greeting Again, followed by the # key again. Repeat These steps until your greeting is accept Able. Then press the 2 key to save the Greeting. Press the \* key to return to the Mailbox Setup Menu and go to the next Step.

### CHANGE AN EXISTING GROUP GREETING

#### From the phone subscribed to the service:

1. Dial your 3 digit prefix + 7878.
2. When prompted to enter your mailbox ID, press \* to administer the group greeting.
3. Enter your password and then #.
4. Press 4 to record your group greeting.
5. Record your greeting. When finished recording, press #.
6. Press 2 to keep your greeting.

### GENERAL USER INSTRUCTIONS

#### ACCESS YOUR VOICE MAILBOX

##### From the phone subscribed to the service:

1. Dial 3 digit prefix + 7878.
2. Enter your single digit sub-mailbox ID (1-9).
3. If prompted, enter your password and then #.

##### From a different phone:

1. Dial 3 digit prefix + 7878.
2. Enter your 10-digit mailbox number (your telephone number w/area code if long distance).
3. Press the \* key when the greeting begins.
4. Enter your password and then #.

### RECORD YOUR SUB-MAILBOX 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.

### HOW DO I KNOW WHEN I HAVE MESSAGES?

- ✓ When you lift the receiver on your phone and hear a **stutter dial tone**, this means you have a voice message.



Your Voice Mailbox Number Is: \_\_\_\_\_ Your Voice Mailbox Password Is: \_\_\_\_\_  
You Have \_\_\_\_\_ Sub-Mailboxes

