

# Put Voice Mail to Work for You!

## VOICE MAIL FEATURES

### Voice Mail Message Notification

Simply lift your receiver and you will be alerted to new Voice Mail messages with a distinctive, stutter dial tone. Also, if you have a compatible telephone the Message Waiting indicator light will illuminate indicating that you have a message.

### Fast Login

With Fast Login enabled, a PIN is not required when logging in from the telephone line on which your Voice Mail is programmed. You can enable or disable the feature. Fast Login is disabled by default.

### Email Notification

Forward your Voice Mail messages to your email address. Then listen, save, or delete messages.

### Live Call Screening

When a Voice Mail is being recorded, you can pick up the phone and hear the message without the caller knowing you are listening in. If you choose, you can interrupt the message and connect live with the caller.

### Questions

For more information or assistance, please visit our website at [www.wcvt.com/voicemail](http://www.wcvt.com/voicemail) or contact our friendly, local Customer Service Department at **800-496-3391** or [csdept@wcvt.com](mailto:csdept@wcvt.com).



## LOCAL VOICE MAIL ACCESS NUMBERS

Addison .....	802-759-8000
Bridport .....	802-758-8000
Bristol .....	802-453-8000
Charlotte .....	802-425-8000
Hinesburg .....	802-482-8000
Panton .....	802-475-8000
Richmond .....	802-434-8000
Waitsfield .....	802-583-8000
Weybridge .....	802-545-8000

Dial\*99 to access Voice Mail from home.



P.O. Box 9  
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# Voice Mail User Guide

Retrieve Your Messages  
Anytime or Anywhere!



# Voice Mail Basics

Accessing Your Voice Mail • Message Retrieval • Email Notification



## USING THE VOICE MAIL SYSTEM

The Voice Mail system is menu driven. Simply listen to the voice prompts and press the appropriate key(s) on your phone to select the option you would like.

## ACCESSING YOUR VOICE MAIL

The first time you access your Voice Mail box, you will be asked to set up your mailbox and record your name and a greeting.

### From the Telephone Number Subscribed to the Service:

- Dial \*99.
- Enter your PIN followed by the # key.
- If you have new messages, the messages will be identified.
- After hearing any new messages, you will be presented with the Main Voice Mail Menu.

### From a Different Telephone Number:

- Dial the appropriate Voice Mail access number (see back side for local Voice Mail access numbers).
- Enter your 10-digit telephone number followed by the # sign.
- Enter your PIN followed by the # key.
- If you have new messages, the messages will be identified.
- After hearing any new messages, you will be presented with the Main Voice Mail Menu.

## RECORDING YOUR GREETING

- Access your Voice Mail box.
- From the Main Menu, press 3.
- To set up a personal greeting, press 1.
- To set up a system-generated greeting or to change the recording of your name, press 3.

### QUICK TIP

To bypass message introduction, press #.

- To change the greeting that callers hear when your telephone is busy, press 5.
- If you don't record a personal greeting, a generic greeting will be played.

## CHANGING YOUR VOICE MAIL PIN

- Access your Voice Mail box.
- From the Main Menu, press 4 to change your settings.
- Press 3 for security options.
- Press 1 to change your PIN.

## MAIN MENU OPTIONS

ACTION	KEY
Play Inbox Messages	1
Send Messages	2
Work with Greetings	3
Mail Box Settings	4
Work with Reminder Messages	5
Log on as a different user	7
Help	0
Exit Voice Mail System	*

### QUICK TIP

Manage your Voice Mail online at [www.voicemail.wcvt.com](http://www.voicemail.wcvt.com).

## MESSAGE PLAYBACK OPTIONS

While listening to your Voice Mail messages, the following options are available. These commands can be used before, during, or after a message is played.

ACTION	KEY
Save	#
Delete	3
Reply	4
Mark as New	22
Repeat Message	1
Back to Menu	*
Send Copy	5

### QUICK TIP

Helpful Hints, press 0.

## ACCESSING YOUR VOICE MAIL VIA THE INTERNET

Accessing your Voice Mail service online allows you to manage your settings, listen to your Voice Mail messages, and set up Email Notification.

- Visit [www.voicemail.wcvt.com](http://www.voicemail.wcvt.com).
- Enter 10-digit telephone number and password. (The password is what you use to access your voicemail through your Manage My Voicemail portal online.)

## SETTING UP EMAIL NOTIFICATION

Enabling Email Notification will forward your Voice Mail messages to your email address. You can then listen to the messages, save or delete them. This feature can be enabled or disabled at anytime by accessing your account online.

- Access your Voice Mail online.
- Click on Settings tab.
- Click on Messages tab.
- Select "Forward Message as emails" check box.
- Click on Add an Email Address.
- Add email address. (You can add up to 5 emails).
- Click on the More options dropdown box in the upper right hand corner. Select Help for instructions on box options.
- Click Apply to save changes.

