USING VOICE MAIL TO E-MAIL:

1. Check your E-Mail as you normally would.
2. When you get a voice mail message, you will receive an email from **Pineville Telephone Co** 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.

PTC RESIDENTIAL VOICE MAIL

$3.00/MONTH

PTC RESIDENTIAL
VOICE MAI L W/E-MAIL NOTIFICATION

$5.00/MONTH

PTC BUSINESS VOICE MAIL

$8.00/MONTH

PTC BUSINESS
VOICE MAIL W/E-MAIL NOTIFICATION

$10.00/MONTH

Voice Mail from **Pineville Telephone Co** 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
√ Access Messages From Your PC
√ Have separate voice mailboxes for your family members

SIMPLE

CONVENIENT

RELIABLE

THAT'S VOICE MAIL.

VOICE MAIL USER GUIDE

PINEVILLE TELEPHONE COMPANY

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Simple ▪ Convenient ▪ Reliable

THAT'S VOICE MAIL

PINEVILLE TELEPHONE COMPANY

USING PINEVILLE TELEPHONE CO 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 PIN to make their sub-mailbox uniquely their own.

ADMINISTRATOR INSTRUCTIONS

RECORD YOUR GROUP GREETING

From the phone subscribed to the service:

1. Dial 704-962-3999.
2. Listen to the recording explaining that you must record a group greeting.
3. Wait until the end of the recording, then press * to administer the group greeting.
4. Enter your PIN (password) and then #.
5. Press 4 to record your group greeting.
6. Record your greeting. When finished recording, press #.
   For example, *"You have reached the Doe residence. To leave a message for John, press 1. To leave a message for Jane, press 2."*
7. Press 2 to keep your greeting.

CHANGE AN EXISTING GROUP GREETING

From the phone subscribed to the service:

1. Dial 704-962-3999.
2. When prompted to enter your mailbox ID, press * to administer the group greeting.
3. Enter your PIN (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 704-962-3999.
2. Enter your 10-digit mailbox number (telephone number).
3. Enter your PIN (password) and then #

From a different phone:

1. Dial 704-962-3999.
2. Enter your 10-digit mailbox number (telephone number).
3. Enter you PIN (password) and then #

RECORD YOUR 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.

CHANGE YOUR MAILBOX 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 #.

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.

Your Voice Mailbox Number Is: _____   Your Voice Mailbox PIN Is: _____

You Have _____ Sub-Mailboxes   Your Service will pick up after: _____ rings
OR #86 FOR AUTO LOGIN

PTC PINEVILLE TELEPHONE COMPANY