



Communications

Delivering Excellence

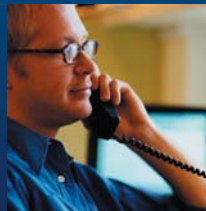
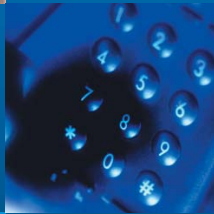
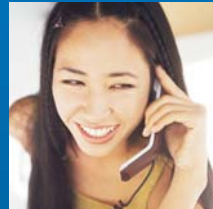
Voice Mail Basic

*Better than an
answering machine.*

Convenient.

Reliable.



Secure.



Voice Mail Facts



A Voice Mail Dictionary

- **greeting**—the message callers hear when you don't answer the phone
- **LIFO/FIFO**—the order in which messages are played back: either “last in, first out” (LIFO) or “first in, first out” (FIFO)
- **message indicator light**—the light on your phone that notifies you of a new message
- **pound**—the  key on a touchtone phone
- **star**—the  key on a touchtone phone
- **stutter tone**—the special tone you hear when you pick up the phone if you have a new message waiting
- **system prompts**—the easy-to-follow instructions you hear that guide you step-by-step through all Voice Mail features
- **Voice Mail access numbers**—the phone numbers you can dial to access your Voice Mail, which are in **XXX-XXX-8900** format and are listed both on the insert in the back pocket of this guide and on our website: www.decommunications.com

The Facts about Basic Voice Mail

Maximum greeting length	1 minute
Minimum greeting length	4 seconds
Maximum message length	2 minutes
Minimum message length	4 seconds
Number of messages per mailbox	15 messages
Length of time new messages kept.....	15 days
Length of time saved messages kept	14 days

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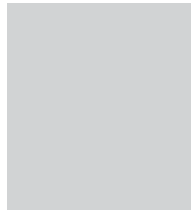
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Setting Up Your Voice Mail

1. Pick up one of your home phones (when the line is not in use) to make sure your service has been activated. If you hear a stutter tone, your service is active.
2. Refer to the *Voice Mail Access Numbers* insert in the back pocket of this guide, and determine which phone number you will use to access the system. Make sure it is a local call for you; consult the telephone directory or Customer Service for assistance.
3. Dial your local Voice Mail access number, in the 10-digit (XXX-XXX-8900) format.

NOTE: If you're setting up Voice Mail while you're away from home, at this point you will be prompted to enter your **mailbox number**, which is your 10-digit telephone number. Then press  to access your mailbox.

4. When prompted, enter the last five digits of your telephone number, which is your temporary password. The tutorial begins.
5. Following the instructions you hear, change your password to one that is more personal and, therefore, more secure. Your new password should be easy to remember and 4-digits to 7-digits long.
6. Record your name to identify your main mailbox.
7. Record your greeting (4-seconds to 60-seconds long).

For example:

"Hello, you've reached [your name or phone number]. We're unable to answer your call, but please leave your name and number at the tone, and we'll get back to you soon."

The setup of your Voice Mail service is now complete!

NOTE: Each time you record a name or a message, the system gives you a chance to listen to what you've said and, if you choose, to re-record it. So don't worry about making a mistake!

Accessing Messages

New Messages

Once you have set up your mailbox, anytime you pick up the phone and hear a stutter tone, you have at least one new message. New messages remain for 15 days; after that, the system deletes them.

D&E Basic Voice Mail can store up to 15 messages, each up to two minutes in length.



Accessing Voice Mail from Home

1. Use one of the following methods:
 - If a new message is waiting — indicated by your phone's Message Waiting light being lit and/or by hearing the stutter dial tone when you pick up the phone — you can press ***95**, a shortcut code for accessing the Voice Mail system from home. However, this shortcut works only when you have new messages.
 - If you don't have new messages, but want to listen to a saved message, access the system by dialing your local Voice Mail access number, in the 10-digit (**XXX-XXX-8900**) format. (Refer to the *Voice Mail Access Numbers* insert in the back pocket of this guide.)

NOTE: If your phone number is blocked (Caller ID users can't see your number), you must follow the steps for "Accessing Voice Mail on the Road" even when accessing Voice Mail from home. If you use the ***95** shortcut, it replaces Step 1 of the "Accessing Voice Mail on the Road" procedure.

2. When prompted, enter your **password**.
3. Follow the instructions you hear to listen to your messages.

Accessing Voice Mail on the Road

1. Dial the Voice Mail access number that corresponds to the area code from which you are calling. (For example: Even if you live in the 610 area code, if you are calling from the 717 area code, you may access your Voice Mail by dialing an access number with a 717 area code.)
 - If you are calling from an area code for which there is no local access number, you will need to choose a number from the list and dial all ten digits, including the area code (**XXX-XXX-8900**).
 - Refer to the *Voice Mail Access Numbers* insert in the back pocket of this guide when choosing an access number.
2. When prompted, enter your **mailbox number** (your 10-digit home telephone number).
3. Once your greeting starts to play, press ***** to enter your mailbox.
4. When prompted, enter your **password**.
5. Follow the instructions you hear to listen to your messages.



Listening to Messages

When you access Voice Mail, the system tells you the contents of your mailbox: number of new messages, number of saved messages, or that you have no messages at all.

From the main Voice Mail menu, press **[1]** to listen to your messages.

The system plays new messages marked urgent first, then other new messages, followed by saved messages in the order they were received. The system begins each message with the day and time the caller left the message.

Controlling Message Playback

While listening to a message, you can rewind, pause, or fast forward it simply by pressing a button.

- Pressing **[1]** rewinds the message 6 seconds.
- Pressing **[1][1]** rewinds the message to the beginning.
- Pressing **[2]** pauses the message. Press any key to resume playback.
- Pressing **[3]** forwards the message 6 seconds, as long as the message is at least 8-seconds long.

Saving Messages

Either during or following playback, you can save a message by pressing **[9]**. The system will store the message for 14 days.

Erasing Messages

Once you no longer need the message, press **[7]** to delete it. You can delete a message either during or following playback. If you do not erase your messages, your mailbox — which can store a limited number of messages (a total of 15) — may become full.

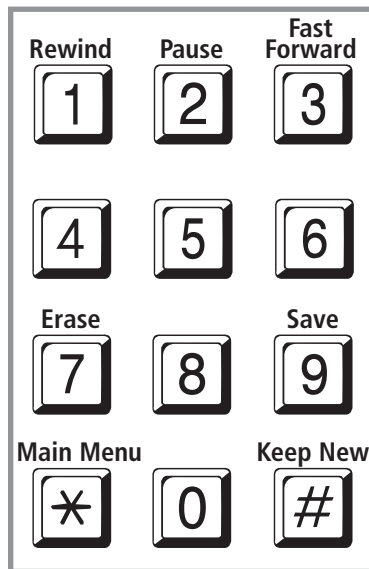
Undeleting Messages

A message can be undeleted only before you disconnect from your mailbox within the same session in which you deleted the message. Once you hang up after deleting a message, it's too late to retrieve it.

While you are still logged into your mailbox, press **[*]** as necessary to return to the main Voice Mail menu. (The undelete command works only from the main menu.) Then press **[*] [3]** to recover all deleted messages.

Other Options

- To replay the message, press **[1]**.
- To keep the message as new, press **[#]** either during or following playback.
- To play the previous message, press **[5]** and then **[1]**.





Making Changes

Changing Your Greeting

1. From the main Voice Mail menu, press **[3]** to change your greeting.
2. If you'd like to hear your current greeting first, from the Greetings menu, press **[1]** to play the greeting.
3. From the Greetings menu, press **[2]** to record your new greeting. When prompted, speak your greeting; then press **[#]**. Repeat this step as needed until you are satisfied with the recording.

The greeting must be 4-seconds to 60-seconds long. If it is too short, the system will tell you a greeting has not been recorded and will prompt you to record again.

NOTE: If you prefer a generic system greeting, when prompted to record a personal greeting, either hang up or press **[*]** to exit the menu. If a personal greeting already exists, delete it by pressing **[7]** from the Greetings menu.

Preventing/Permitting Callers to Skip Your Greeting

In the Greetings menu, the **[5]** key toggles between preventing and permitting callers to skip your greeting. The default setting is to permit callers to skip your greeting by pressing the **[#]** key, enabling them to leave a message more quickly.

1. From the main Voice Mail menu, press **[3]** to change your greeting.
2. From the Greetings menu, press **[5]** to prevent callers from skipping your greeting. Or, if already in prevention mode, press **[5]** to permit callers to skip your greeting.

NOTE: When you access Voice Mail away from home while your mailbox is in prevention mode, the system requires **you** to listen to the entire greeting just like any other caller.

Tips for Callers

Changing Your Password

1. From the main Voice Mail menu, press **[4]** to access the Personal Options menu.
2. Press **[4]** to modify your personal preferences.
3. From the Personal Preferences menu, press **[1]** to modify your password.
4. When prompted, enter your new password. Remember your password should be 4-digits to 7-digits long and easy for you to remember without writing it down.

Changing Your Recorded Name

1. From the main Voice Mail menu, press **[4]** to access the Personal Options menu.
2. Press **[4]** to modify your personal preferences.
3. From the Personal Preferences menu, press **[3]** to access your recorded name.
4. If you'd like to hear your current recorded name before recording a new one, from the Name menu, press **[1]** to play your recorded name.
5. From the Name menu, press **[2]** to record your name. When prompted, speak your name; then press **[#]**. Repeat this step as needed until you are satisfied with the recording.

NOTE: If you prefer not to identify your name, either record your phone number or when prompted to record your name, either hang up or press **[*]** to exit the option. If a recording already exists, delete it by pressing **[3]** from the Name menu.

- ✓ When callers get your Voice Mail, they can press **[#]** to **skip** your greeting and go right to the tone to leave a message, as long as you have the system set up to permit them to skip your greeting. (See opposite page.)
- ✓ After recording their message, callers can access a menu of options by pressing **[#]** instead of hanging up. By following the prompts, callers can:

- **replay, delete, or add** onto the message they just recorded
- mark the message **urgent** or **private**
- **delay** message delivery

- ✓ Messages must be at least 4-seconds long to be recorded successfully. If someone leaves a message that is less than 4-seconds, the system will not be able to record it, and, unless you have Caller ID, you will never know the person called.





Family Voice Mail

Consider upgrading to our more advanced package, Family Voice Mail, which — besides providing increased message recording and storage capacity — includes the following additional features:

Family Mailboxes

A family mailbox is an extension of the main mailbox assigned to a particular person or purpose. Family Voice Mail includes up to four family mailboxes in addition to your main mailbox, so that each family member or roommate can have a private mailbox, protected by a different password.

Send, Forward, and Reply to Messages

With Family Voice Mail, you can send, forward, and reply to messages, allowing for more efficient communication. You can also mark messages urgent or private and schedule them to be delivered at a later date and time.

Group Distribution Lists

Rather than calling each person and repeating your message, record a single message and deliver it to multiple mailboxes by creating a group distribution list. This feature is particularly useful for groups (sports teams, church groups, clubs, etc.), enabling them to communicate meeting times or cancellations quickly, easily, and efficiently. You can save up to 15 group distribution lists, with up to 60 addresses per list.



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