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Voice Mail Family

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answering machine.*

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Voice Mail Facts



A Voice Mail Dictionary

- **family mailbox**—an extension of the main mailbox assigned to a particular person or purpose
- **greeting**—the message callers hear when you don't answer the phone
- **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 the **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 Family Voice Mail

- Maximum greeting length.....1 minute
- Minimum greeting length4 seconds
- Maximum message length3 minutes
- Minimum message length.....4 seconds
- Number of messages per mailbox45 messages
- Length of time new messages kept.....15 days
- Length of time saved messages kept.....15 days
- Maximum number of family mailboxes....5 mailboxes

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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 Family Voice Mail can store up to **45 messages**, each up to three 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.

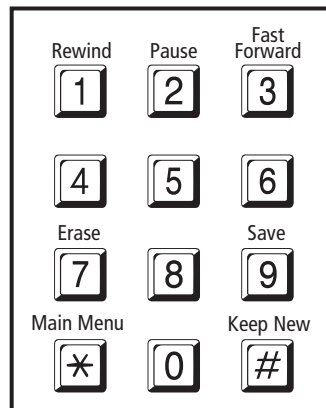
From the main Voice Mail menu, press **1** to listen to your messages.

The system plays new messages marked urgent first, then other new messages, followed by saved messages in the order they were received. By default, 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 15 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 45) — 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]**.

Defining Playback Options

You can control three playback options.

- Choose the **order** in which messages are played back: either “first in, first out” (FIFO) or “last in, first out” (LIFO). FIFO is the default order.
- Toggle between normal and automatic **playback modes**. In normal mode, you must press a key to request playback of messages. In automatic mode, messages are played as soon as you log into your mailbox, without pressing any keys. The default is normal mode.
- Enable or disable **time stamp**. When enabled, before playing each message, the system tells you the date and time it received the message. By default, the time stamp is enabled.

To change playback options, follow these steps:

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 **[2]** to change your playback preferences.
 - Press **[1]** to choose playback order.
 - Press **[2]** to choose normal/automatic playback mode.
 - Press **[3]** to enable/disable the time stamp.

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 instead or, when prompted to record your name, either hang up or press **[x]** 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.





Sending Messages

There are several ways to send messages using D&E Family Voice Mail.

Recording and Sending Messages

You can record a message and send it to other D&E Voice Mail users.

1. From the main Voice Mail menu, press **2** to record a message. When prompted, speak your message; then press **#**. Repeat this step as needed until you are satisfied with the recording.
2. Press **9** to send your message.
3. When prompted for an address, dial the 10-digit mailbox number of the D&E Voice Mail user to whom you'd like to send this message or the 1-digit to 2-digit identification number of a valid group list. (See "Using Group Lists" for more information on group lists.)
4. Press **#** to save the address and complete the send process.

Forwarding Messages

When you receive a message, you can forward it to another D&E Voice Mail user, along with your comments.

1. From the main Voice Mail menu, press **1** to access the Play menu.
2. Press **6** to copy the message to another mailbox.



3. The system invites you to record a comment to send along with the message.
 - If you'd like to add comments, record your comments, and press **#**.
 - If you don't want to add comments, just press **#**.
4. Press **9** to send the message.
5. When prompted, enter the addresses to which you'd like to send this message.
6. Press **#** to send your message.

Replying to Messages

When you receive a message, you can reply with a message back to the sender, if he or she is a D&E Voice Mail user. The system attaches the original message for reference.

1. From the main Voice Mail menu, press **1** to listen to your messages.
2. After listening to a message to which you want to reply, press **8**. When prompted, speak your message; then press **#**.
3. Press **9** to send your message. The system confirms the address of the user to whom you're replying.
4. When prompted, enter any other addresses to which you'd like to send this message.
5. Press **#** to send your message.

Sending Special Delivery Messages

You can flag a message for special delivery when sending messages to other D&E Voice Mail users.

1. After recording a message, press **5** for special delivery options.
 - To mark a message **urgent**, press **1**.
 - To mark a message **private**, press **2**.
 - To request **notification** if this message is not listened to by a specified date and time, press **3**.

NOTE: Enter the date in MMDD format. For example, enter 1005 for October 5th.

Enter the time in military format. For example, enter 0105 for 1:05 am; enter 1305 for 1:05 pm.

- To **delay** message delivery until a specified date and time, press **4**.

NOTE: Enter the date in MMDD format. For example, enter 1005 for October 5th.

Enter the time in military format. For example, enter 0105 for 1:05 am; enter 1305 for 1:05 pm.

- To **send** the message now, press **9**.
 - To **cancel** special delivery, press *****.
2. If you wish to cancel special delivery options, you can do so only before the message is sent. To cancel an option, press the same key you used to select it.





Using Group Lists



If you need to send the same message to a number of D&E Voice Mail users, consider establishing a group distribution list. Rather than calling each person and repeating your message, create a group list and then use the send function (see “Sending Messages”). The system saves the list, so you can use it — and update it — anytime.

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, each identified by a different number and containing up to 60 addresses.

Creating a Group List

1. From the main Voice Mail menu, press **[4]** to access the Personal Options menu.
2. Press **[2]** to access list options.
3. Press **[2]** to create a list.
4. When prompted, dial a 1-digit or 2-digit number to identify your new list; then press **[#]**.
5. When prompted, dial an address — a 10-digit mailbox number or another group list identification number — you’d like to add to the group list; then press **[#]**.
6. Repeat Step 5 until all desired addresses have been added.
7. Press **[#]** to save the group list.

Reviewing a Group List

1. From the main Voice Mail menu, press **[4]** to access the Personal Options menu.
2. Press **[2]** to access list options.
3. Press **[4]** to review or modify a list.
4. When prompted, dial the number of the list you want to review.
5. Press **[2]**. The system plays the first address on the list.
 - Press **[1]** to play the next address.
 - Press **[2]** to delete the current address.
 - Press **[8]** to replay the current address.
6. Repeat Step 5 until all desired addresses have been reviewed.
7. If prompted, press **[#]** to save changes.

Adding an Address to a Group List

1. From the main Voice Mail menu, press **[4]** to access the Personal Options menu.
2. Press **[2]** to access list options.
3. Press **[4]** to review or modify a list.
4. When prompted, dial the number of the list to which you want to add addresses.
5. Press **[1]** to add to the list.
6. Dial an address you'd like to add to the group list; then press **[#]**.
7. Repeat Step 6 until all desired addresses have been added.

Deleting a Group List

1. From the main Voice Mail menu, press **[4]** to access the Personal Options menu.
2. Press **[2]** to access list options.
3. Press **[3]** to delete a list.
4. When prompted, dial the number of the list you want to delete.
5. Press **[#]** to delete the list.



Family Voice Mail

Family mailboxes enable several users to share a single account while maintaining separate and private messages. Each family member's mailbox is protected by a different password. Callers can leave a message for a specific family member, to be heard only by that individual.

From the main mailbox, you can customize greetings, define playback options, set up group distribution lists, and send, forward, and reply to messages.

From family mailboxes — subsets of the main mailbox — you can play, save, and delete messages and change your password and recorded name.

Using the family mailboxes feature is optional. To activate it, call Customer Service and indicate how many family mailboxes you would like to set up. You may have up to five mailboxes: one main mailbox, plus four family mailboxes.

Recording the Main Mailbox Greeting

Once the family mailboxes feature has been activated, you'll need to record a main mailbox greeting similar to this example:

*"You have reached the Smith residence.
To leave a message for Mom and Dad,
please press [0]. For Sister, press [1]. For
Brother, press [2]."*

Follow the instructions in "Making Changes" to record a new greeting.

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Customizing Each Family Mailbox

Each user will need to follow these steps to set up his or her mailbox.

1. Follow the procedures under "Accessing Messages" to access Voice Mail.
2. When the system prompts you for your password, enter the default password for your particular family mailbox, as follows:
 - Press [1] for the first family mailbox.
 - Press [2] for the second family mailbox.
 - Press [3] for the third family mailbox.
 - Press [4] for the fourth family mailbox.
3. Follow the instructions in "Making Changes" to record your name.
4. Follow the instructions in "Making Changes" to designate a secure password.
5. To customize another family mailbox, press [*] [2] to start a new Voice Mail session. When prompted, enter your 10-digit mailbox number; then return to Step 2.

NOTE: Passwords cannot be duplicated among family mailboxes. Each mailbox must use a different password.

You access messages from family mailboxes just like from the main mailbox. Just enter the appropriate password to enter a particular mailbox.





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