

## Changing Mailbox Settings

The Mailbox Settings Menu allows you to change your mailbox settings, such as your password, your greeting, and other options that help you save time while using your voicemail system.

You can reach the Mailbox Settings Menu by pressing 4 from the Main Menu. The menu is presented as a list of options with brief descriptions.

Use the following keys to select the option you require.

- To skip to the next menu option, press #.
- To return to the previous menu option, press 11.
- To choose the current option, press 0.
- To return to the menu from where you entered the Mailbox Settings Menu, press \*.

## Greetings

The first time you enter your mailbox you are asked to record a greeting. This greeting is called the regular recorded greeting. You may choose to use this greeting, or you may use a computerized system greeting, which is called the standard greeting.

Options if you are currently using the regular recorded greeting:  
If you are currently using the regular recorded greeting, first you hear the greeting that currently plays for your callers.

- To re-record your regular recorded greeting, press 1.
- Record a new greeting after the tone, followed by #.
- To change the greeting after you have recorded it, press 0 and re-record your greeting.
- When you have finished recording your greeting, press #. It is saved. Your mailbox now uses the new regular recorded greeting.
- You return to the Greetings Menu.

Options if you are currently using the system standard greeting:  
If you are currently using the system standard greeting, first you hear the greeting that currently plays for your callers.

- To use your regular recorded greeting, press 1. The regular recorded greeting plays.
- To change the regular recorded greeting, press 0 and record a new regular recorded greeting after the tone, followed by #.
- To change the greeting after you have recorded it, press 0 and re-record your greeting.
- When you have finished recording your greeting, press #. It is saved. Your mailbox now uses the new regular recorded greeting.
- To use the regular recorded greeting as it is, press #.
- To exit this menu without changing to use the regular recorded greeting, press \*.

## Changing Your Password

If you want to change your password, take the following steps.

- Enter the Mailbox Settings menu by pressing 4 from the Main Menu.
- Press the # key until you hear the title "PIN."
- Press 0 to choose this option.
- Press 1 to change your password.
- At the prompt, using your telephone keypad, enter a new password, then press #.
- At the prompt, re-enter your new password, then press #.
- You return to the Password Menu.

## Voicemail Access Number

TOWN	ACCESS #	TOWN	ACCESS #
Agra	785-638-0123	Long Island	785-854-0123
Almena	785-664-0123	Morland	785-627-0123
Alton	785-984-0123	Natoma	785-885-0123
Athol	785-695-0123	Norcatour	785-693-3123
Burr Oak	785-647-0123	Norton	785-874-1234
Collyer	785-769-0123	Oberlin	785-475-6123
Courtland	785-374-0123	Olmitz	620-586-0123
Damar	785-839-0123	Osborne	785-346-0123
Downs	785-454-0123	Palco	785-737-0123
Edmond	785-622-0123	Phillipsburg	785-540-0123
Esbon	785-725-0123	Plainville	785-688-0123
Galatia	620-935-0123	Prairie View	785-973-0123
Gaylord	785-697-0123	Quinter	785-754-0123
Gove	785-938-0123	Republic	785-361-0123
Grainfield	785-673-0123	Rexford	785-687-0123
Great Bend	620-796-0123	Russell	785-483-0123
Hays	785-621-1234	Salina	785-833-0123
Hill City	785-421-0123	Selden	785-386-0123
Hoxie	785-677-0123	Smith Center	785-686-0123
Ionia	785-786-0123	Stockton	785-415-0123
Jenninigs	785-678-0123	Victoria	785-735-0123
Kensington	785-476-0123	WaKeeney	785-743-0123
Lebanon	785-389-0123	Webber	785-753-0123
Lenora	785-567-0123	Woodston	785-994-0123
Logan	785-689-0123	Zurich	785-662-0123

## Office Locations

Hays  
2418 Vine Street  
785-625-7070  
Toll Free: 877-625-7872

Lenora  
145 North Main  
785-567-4281  
Toll Free: 877-567-7872

Updated 03.10.14



# Voicemail User Guide

**NEXTECH™**  
Your Broadband & Technology Company

# Voicemail User Guide

## Accessing Your Mailbox

Dial your access number found in the chart on the back page of this brochure, or dial \*15 if accessing from home.

Enter in your password code.

This will be set up at the time you add this feature.

## Setting Up Your Mailbox

Dial your access number. You will need to enter your password when requested.

You can also sign into your voicemail system from any other telephone. To do this, call your own phone number. When you start to hear your greeting, press \* on the telephone keypad. You will need to enter your password when requested.

## First Time Sign-In

When you sign in for the first time, you must set up your mailbox. This can only be done from the phone that is registered with your voicemail system. First-time sign-in involves three steps:

- Changing your password.
- Recording your greeting.
- Recording your recorded name.

You may skip first-time sign-in once by pressing \*\*, but after skipping it once, you must complete all three steps before you can enter your mailbox and listen to messages. The greeting and recorded name are played each time a caller accesses your mailbox to leave a message.

You can end the setup process at any point by ending the call. If you do so, you are asked to complete the remaining setup steps the next time you enter your mailbox.

## Changing Your Password

You are first prompted to enter a new password, and then you are asked to confirm it by re-entering it.

You can press the \* key to cancel your password setup at any point. If you do so, you return to the beginning of the password setup process.

Once you have successfully changed your password, you are prompted to record your greeting.

## Recording a Greeting

Your personal greeting must be longer than two seconds and shorter than thirty seconds. If your recording is shorter than two seconds, you are prompted to re-record your greeting.

Once you have recorded your greeting, it is played back to you and you are provided with options to keep or change it.

- To change your greeting, press 0.
- To keep your greeting, press #.

Once you have accepted your greeting, you are prompted to record your recorded name.

## Recording a Name

You must take less than ten seconds to record your name. If your recording is longer than ten seconds, you are prompted to re-record your name.

Once you have recorded your recorded name, it is played back to you and you are provided with options to keep or change it.

- To change your recorded name, press 0.
- To keep your recorded name, press #.

Once you have completed recording your name, you are redirected to the Main Menu.

## Main Menu

The Main Menu allows you to access the functions of your mailbox. When you enter the Main Menu, you hear a welcome message, then a summary of the messages in your mailbox.

The following options are available to you.

- To listen to your voice messages press 1. Please note that if you do not have any messages, you will not hear this prompt at the Main Menu.
- To manage any erased messages press 5. Please note that if you do not have any erased messages, you will not hear this prompt at the Main Menu.
- To listen to helpful hints press 0.
- To end the call, hang up or press \*.

## Custom Ring

If you would like to change the number of rings before voicemail answers the call, contact your local Rural Telephone or Nex-Tech office.

## Listening to Your Messages

By default, you hear information about each message when it is first played for you, including the time it was received and the telephone number of the person leaving the message. To hear only brief details about each message, disable the Time and Date Stamp feature.

After the message details are read out, the message itself is played.

While the message plays, you can choose one of the following options.

- To skip to the end of the message, press 2. If the message was new, then it will be saved. If the message was saved, then it will be left as new.
- To skip forward 5 seconds within the message, press 9.
- To pause the message, press 8. Press 8 again to resume.
- To skip backward 5 seconds within the message, press 7.

When the message finishes, you can choose one of the following message options.

- To play the message again from the beginning, press 1.
- To save a new message and go to the next message, press 2. To leave a saved message as new and go to the next message, press 2.
- To erase the message, press 3.
- To reply to the message, press 4. Depending on the message you are replying to, you may have either or both of the following options:
  - to record a voicemail message to send back in reply.
  - to call back the person who left the message.
- To return to the previous message, press 11.
- To leave the message as-is and go to the next message, press #.
- To go to the Main Menu, press \*.

In addition to the message options, the following options are available.

- To create a new voice message, press 6.
- To (re)play the caller's telephone number and the time and date stamp, press 88.
- To end the call, press \*\*.

