

# Voice Mail User Guide

## Getting Started

- From your home or business telephone, dial:  
**683-1000**  
or  
**1-209-966-1000**
- At the prompt, enter your 7-digit mailbox number, then press the **#** key
- At the prompt, enter your temporary password 0000, then press the **#** key
- You will be required to change your password
- Continue following the prompts to complete the set-up of your new mailbox

### How to Record Your Personal Greeting

- Dial **683-1000** or **1-209-966-1000**
- Listen to the prompts
- Press **9** for mailbox set up
- Press **1** for greeting options
- Press **2** to record your greeting
- Follow the voice prompts



### How to Change Your Password

- Dial **683-1000** or **1-209-966-1000**
- Listen to the prompts
- Press **9** for mailbox set up
- Press **2** to change your password
- Follow the voice prompts



### How to Enable or Disable Auto Login

- Dial **683-1000** or **1-209-966-1000**
- Listen to the prompts
- Press **9** for mailbox set up
- Press **4** to access auto login options
- Press **1** to enable or disable auto login



## Check Your Voice Mail Messages

- From your home or business telephone, dial:

**683-1000**

or

**1-209-966-1000**

- Enter your 7-digit telephone number, then press the # key
- Enter your password, then press the # key
- Follow the voice prompts

## Access Your Voice Mail While Traveling

- Dial your 11-digit telephone number
- When your greeting begins, press the \* key
- After the voice prompts, enter your password, then press the # key



## Tips While Playing Voice Mail Messages

### PRESS

- 1** to play or replay the messages
- 2** to save the message
- 3** to delete the message
- 4** to save the message as "new"
- 5** to call back the person who left the message (local, unblocked calls only)

### PRESS

- 6** to forward the message to another mailbox or distribution list
- 7** to skip back 3 seconds
- 8** to pause/continue messages
- 9** to skip forward 3 seconds
- \*** to return to the main menu

# Feature Instructions

## Call Waiting

A stutter/interruption tells you another call is waiting. Another reminder will be heard 10 seconds later if the waiting call remains unanswered. The second caller hears only the normal ringing tone.

**To Answer the Second Call:** Depress the switch hook or flash button for about one second to place your first call on hold. You will automatically be connected with the second caller.

Depress the switch hook or flash button for about one second to alternate between calls. Each conversation is private and cannot be heard by the other caller.

**To Disconnect a Caller:** Simply hang up. Your telephone will ring, and when you answer it, you'll be connected with the other caller.

**To Deactivate Call Waiting:** Press \*70, then dial the number you wish to call. Call Waiting has been canceled for the duration of the call and will be automatically restored when your call is complete.

## Call Forwarding

### To Activate Call Forwarding:

Lift the handset and listen for the dial tone. Dial \*72, and you will hear 3 beeps followed by a dial tone. Please enter the number you wish to forward to at this time. Enter the digits as you would dial them from the line you are forwarding; this includes 1 plus area code if applicable. After the successful completion of call forwarding, you will receive 3 beeps. Your line is now forwarded.

### To Deactivate Call Forwarding:

Lift the handset and listen for the dial tone. Dial \*73, and you will hear 3 beeps. Your phone is now un-forwarded, and you will receive phone calls normally. If you wish to change the number your calls are being forwarded to, deactivate call Forwarding, then follow the activation instructions.

Call Forwarding will continue until you cancel it from your telephone. You can still make outgoing calls from your telephone when Call Forwarding is enabled.

A short ring will be heard when your number is called to remind you that your telephone calls are being forwarded. You cannot answer the calls.

## Call Forward Remote Access

The call forward remote access (CFRA) feature will allow you to remotely change the number to which you forward your calls. To utilize this feature, please follow these step-by-step instructions:

### From any location, dial the direct system access number:

Oakhurst Area: 559-692-9190

Mariposa Area: 209-742-9190

### You will then hear the following recording:

"Please enter your own telephone number followed by the # sign key."

- Enter your full ten-digit telephone number.

### Next you will hear:

"Please enter your current PIN followed by the # sign key."

- Enter your 4-digit PIN code.

### Next you will hear:

"Please enter the access code for the call forwarding service you wish to configure."

### To Activate:

- Press \*72.

You will hear 3 beeps followed by a dial tone.

Enter the number you wish to forward to at this time (enter the digits as you would dial them from the line you are forwarding; this includes 1 plus the area code if applicable). After successful completion of call forwarding, you will receive 2 beeps and the call will disconnect.

**NOTE:** Toll charges may apply.

### To Deactivate:

- Press \*73.

After successful completion of removing call forwarding, you will receive 2 beeps and the call will disconnect.