



**V O I C E M A I L U S E R G U I D E**

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## USER'S GUIDE

### Welcome to Time Warner Telecom Voice Mail


Congratulations on your decision to Add TWTC Voice Mail to your telephone service. TWTC Voice Mail is a user-friendly system giving you a seamless message management system that is easy to use, powerful, and very reliable. You will gain the most value from your service by investing a few moments now to become familiar with how your voice mail works,

### What Features Do I Have?

This guide provides instructions on all of our voice mail features. Your mailbox may not be configured to include all of these options. The options included in your level of service are indicated with an "X" You will only be prompted to use a feature if it has been activated for you. If you wish to order additional features, contact your Account Manager.

## Setting Up Your Mailbox For The First Time

Listed below are the instructions on how to quickly set up your voice mail. Before proceeding, be sure to have a new *password*, *greeting*, and *name* ready.

1. **Dial Voice Mail Access Number\*:** \_\_\_\_-\_\_\_\_-\_\_\_\_
2. **Enter your Voice Mail Number:** \_\_\_\_\_ plus  .
3. **You will be asked to enter your password – your temporary password is:** 1234
4. **Once you've entered your password, a friendly voice mail instructor will guide you through the initial set up.**


*\*Your local Account Executive can provide you with the Voice Mail Access Number for your location.*


## Quick Reference

 **Play A Message: "P" or "7"**


 **Keep A Message: "K" or "5"**

 **Discard A Message: "D" or "3"**

 to pause for 30 seconds

 to move back 5 seconds

 to move forward 5 seconds

 to skip to your next message

## USER OPTIONS

While working in your mailbox, you may make changes to how your mailbox operates by entering "User Options."

**PRESS**  
**TUV**  
**8** to access user options

### Standard Options

**PRESS**  
**GHI**  
**4** to change your **G**reeting

**PRESS**  
**MNO**  
**6** to change your **N**ame

**PRESS**  
**PRS**  
**7** to change your **P**assword

### Creating A Distribution List

**PRESS**  
**TUV**  
**8** to enter **U**ser options

**PRESS**  
**JKL**  
**5** to make a **L**ist

Enter the list number (01 to 09)

**PRESS**  
**MNO**  
**6** to **N**ame the list

**PRESS**  
**ABC**  
**2** to **A**dd a member to the list

**PRESS**  
**WXY**  
**9** to save and **eX**it

### Changing The Distribution List

**PRESS**  
**TUV**  
**8** to enter **U**ser options

**PRESS**  
**JKL**  
**5** to change a **L**ist

Enter the list number (01 to 09)

**PRESS**  
**PRS**  
**7** to **P**lay list members

**PRESS**  
**ABC**  
**2** to **A**dd or

**PRESS**  
**DEF**  
**3** to **D**rop a member from the list



**PRESS**  
**WXY**  
**9** to save and **eX**it

## To Access Your Voice Mail


### From Your Extension:

- Lift Handset
- Dial Voice Mail Access Number\* \_\_\_\_-\_\_\_\_-\_\_\_\_
- Enter Password

### From Inside Your Company – another extension:


- Lift Handset
- Dial Voice Mail Access Number\* \_\_\_\_-\_\_\_\_-\_\_\_\_
-  when prompted to enter a password
- Enter your mailbox number plus 
- Enter Password

### From Outside Your Company (an outside line):


- Lift Handset
- Dial Voice Mail Access Number\* \_\_\_\_-\_\_\_\_-\_\_\_\_
- Enter your mailbox number plus 
- Enter Password


## Playing A Message


Enter your mailbox.

 to **P**lay the first message.


*While listening to the message:*

 to move back 5 seconds


 to move ahead 5 seconds

 to pause 30 seconds

*Once you have listened to a message:*

 to **A**nswer the message (optional)

 to **D**iscard the message

 to **G**ive it to another user

 to **K**eep it

 to **P**lay it again

*\*Your local Account Executive can supply you with the Voice Mail Access number for your location.*

## Answering A Message

If another user in the system sent you a message through their mailbox, you can reply to the message by pressing

**PRESS**  
**ABC**  
**2** to **A**nswer

*This feature does not work for messages left by callers outside the system.*

## Giving A Message

You can give any message (except those marked "Confidential" by the sender) to another mailbox or group of mailboxes:

**PRESS**  
**GHI**  
**4** to **G**ive it to another user

*You may enter as many mailboxes or distribution lists as you wish. You will also have the option to add prefacing comments to the message.*

## Making A Message

- Enter your mailbox
- **PRESS**  
**MNO**  
**6** to **M**ake a message
- Enter the mailbox number of the first person to whom the message will be sent
- To make a message for a distribution list, enter the 2 digit list number in place of a mailbox number

- Continue to add mailbox or list numbers

- **PRESS**  
**#** to end your list and begin recording your message

*After recording:*

**PRESS**  
**ABC**  
**2** to **A**ppend your message

**PRESS**  
**DEF**  
**3** to **D**iscard the message

**PRESS**  
**PRS**  
**7** to **R**eview the message

**PRESS**  
**MNO**  
**6** to activate **M**essage addressing options (see below)

**PRESS**  
**WXY**  
**9** to send and **eX**it

## Message Addressing Options

**PRESS**  
**ABC**  
**2** to mark **C**onfidential

**PRESS**  
**DEF**  
**3** to schedule **F**uture delivery

**PRESS**  
**PRS**  
**7** to request a **R**eceipt

**PRESS**  
**TUV**  
**8** to make **U**rgent

**PRESS**  
**WXY**  
**9** to send and **eX**it