



# VOICEMAIL

## Quick Start



(641) 332-2000 | [www.guthriecentercom.com](http://www.guthriecentercom.com)

## Main Menu

- 1 Listen to messages
- 3 Send a message to a mailbox
- 7 Play the current date and time
- 9 Set up your voicemail box

## 24/7 TECH SUPPORT

To ensure you have the best service possible, we have technical support available to you 24 hours, 7 days a week.



(641) 332-2225

## ACCESSING VOICEMAIL

You can access your voicemail from your home phone or from a phone in another location.

### From your home phone

- Dial 755-2420.
- Press 1 to listen to your messages.

Voice prompts will tell you how to save, delete and forward your messages.

### From a remote phone

- Dial 755-2420.
- Enter your mailbox number, which is your phone number.
- Enter your password followed by the # key.
- Press 1 to listen to your messages.

Voice prompts will tell you how to save, delete and forward your messages.

OR

- Dial your home phone number.
- Press # when you hear your greeting.
- Enter your password followed by the # key.
- Press 1 to listen to your messages.

Voice prompts will tell you how to save, delete and forward your messages.

# VOICEMAIL SET-UP

Your voicemail is driven by menus. Simply listen to the voice prompts to determine which button(s) you need to push.

The first time you access your voicemail, you will be prompted to set up your voicemail box, change your password and set the number of rings a caller receives before they reach your voicemail.

## Access your mail box

From your home phone, follow these steps:

- Dial 755-2420.

## Record your greeting

- Press 9 when you reach the main menu. This will take you to the set-up menu.
- Press 1 to change your greeting.
- Press 2 to record your greeting.

## Change your password

After recording your greeting, you can change your password.

- Press \* to return to the set-up menu.
- Press 2.
- Enter your new password followed by the # key.
- Re-enter your new password followed by the # key.

## Set the number of rings

After changing your password, you must complete the set-up process by choosing the number of rings you would like before sending callers to your voicemail.

Please note: This step must be completed or your voicemail will not be properly activated.

- Press \*92.
- Wait for the dial tone.
- Enter the number of rings you would like prior to forwarding the call. (This can range between 2 and 9).
- Dial 755-2420. (This will forward the call to your voicemail).
- Listen for the main menu to pick up.
- Hang up.

# CALL FORWARDING

You can only set up call forwarding from your home phone. This feature cannot be accessed from a remote phone.

## Activate call forwarding

From your home phone, follow these steps to forward your calls to another phone number.

- Press \*93.
- Press \*92
- Wait for the dial tone.
- Enter the number of rings you would like prior to forwarding the call. (This can range between 2 and 9).
- Dial the number you wish to forward calls to.
- Wait for the call to connect.
- Hang up.

Long distance rates may apply.

## Deactivate call forwarding

When you deactivate call forwarding, you must re-establish your connection to voicemail.

- Press \*93
- Press \*92
- Wait for the dial tone.
- Enter the number of rings you would like prior to forwarding the call.
- Dial 755-2420. (This will forward the call to your voicemail).
- Listen for your voicemail to pick up.
- Hang up.

# EMAIL RETRIEVAL

With Fiber Voice service, you have the ability to forward all voicemails to your email account for easy retrieval.

We'll even set it up for you. Provide us with the email address you would like to use. Just give us a call or send us an email with the information.



(641) 332-2000



gcom@netins.net