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abc

def

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Burlington Telecom Voice Mail Basics

access your voice mail

change your password

record your greetings

manage your messages

ghi

jk

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April 2006

Lesson 1: Accessing Your Voice Mail System

From home phone pick up the handset, dial *09, enter your password followed by the # key.

If you wish to access your voice mail from a remote phone, call your home telephone number, wait for your recorded voice mail message to begin, press the * key, enter your password followed by the # key. You are now in your Voice Mail System!

One of three things will happen:

1. If you have new messages, the messages will be identified and played automatically.
2. If you have no new messages, your old or saved messages will play automatically. (To learn about listening to, saving, and deleting your messages please refer to Lesson 4.)
3. If you have neither new messages nor old messages then you will be directed to the Voice Mail Menu.

At anytime while your messages are playing, if you wish to access the Voice Mail Main Menu press the * key and you will be redirected to:

Voice Mail Main Menu

- Press 1 Play inbox messages. [see Lesson 4]
- Press 2 Play saved messages. [see Lesson 4]
- Press 3 Change password. [see Lesson 2]
- Press 4 Playback personal greetings. [see Lesson 3]
- Press 5 Record personal greetings. [see Lesson 3]
- Press * Exit the voice mail system.

Lesson 2: Changing Your Password

When you elect to have Voice Mail you are assigned a password (typically the last four digits of your telephone number), however we recommend that you change the password immediately. Don't forget to write your new password down and store it somewhere in case you forget.

Access your voicemail as in Lesson 1, press the * key to access the main menu, and press 3 to change your password.

Enter your new password by pressing numbers on the keypad, followed by the # key. Enter the password and # sign again to confirm. A prompt will inform you if you have successfully changed your password.

Lesson 3: Voice Mail Personal Greetings

You can record a voice mail greeting that will transfer a caller to your voice mailbox.

The "No Answer" Greeting and the "Do Not Disturb" Greeting - are not enabled for use in our Voice Mail system. You must use the "Busy" Greeting:

The "Busy" Greeting - What you want your callers to hear if your phone is in use or there's no one answering.

The "Recorded Name" Greeting: when you leave a mailbox message for another person in your Voice Mail system they will hear your name instead of a mail box extension (this greeting applies only for users with multiple voice mailboxes).

The "Default" greeting can be chosen to replace all your existing greetings. This is the pleasant but non-personal greeting you hear prior to recording any personal greetings of your own.

To record a personalized greeting, access your voicemail as in Lesson 1, press the * key to access the main menu, and press 5 and choose the greeting you want to record by pressing the corresponding number key. Once you've made a choice follow the recorded instructions.

- Press 1 to record the "No Answer" greeting.
DO NOT USE; USE BUSY GREETING
- Press 2 to record the "Do Not Disturb" greeting.
DO NOT USE; USE BUSY GREETING
- Press 3 to record the "Busy" greeting.
THIS WILL BE YOUR DEFAULT GREETING
- Press 4 to record your "Recorded Name" greeting.
- Press 5 to replace our greetings with the "Default" greeting.
- Press * to return to the main menu

You may want to listen to your personalized greetings to make sure they are satisfactory. To listen, access your voice mail as in Lesson 1 and from the main menu press 4 from the main voice mail menu and choose the greeting you want to review by pressing the corresponding number key.

- Press 1 to play the "No Answer" greeting. **NA**
- Press 2 to play the "Do Not Disturb" greeting. **NA**
- Press 3 to play the "Busy" greeting.
- Press 4 to play your name.
- Press * to return to the main menu.

Lesson 4: Voice Mail Message Controls

You can do a lot more than save, delete, and replay your messages. How about **rewind** 5 seconds or **pause/play** or **one-touch call-back**? Here is a guide to these features:

| Feature | Before Message | After Message | During Message |
|-------------------------|----------------|---------------|----------------|
| rewind 5 seconds | - | - | 7 |
| rewind to beginning | - | - | 77 |
| next message | 8 | 8 | # |
| dial back originator | 3 | 3 | 3 |
| replay message | 7 | 7 | - |
| delete | 4 | 4 | 4 |
| save | 5 | 5 | 5 |
| pause/play | - | - | 8 |
| fast-forward 5 seconds | - | - | 9 |
| fast-forward to the end | - | - | 99 |
| skip to previous Menu | * | * | * |

(Please Note: If you are listening to the introductory message and you press *, you will exit from voice mail.)

Reference

Voice Mail Main Menu

- Press 1 Play inbox messages. [see [Lesson 4](#)]
- Press 2 Play saved messages. [see [Lesson 4](#)]
- Press 3 Change password. [see [Lesson 2](#)]
- Press 4 Playback personal greetings. [see [Lesson 3](#)]
- Press 5 Record personal greetings. [see [Lesson 3](#)]
- Press * Exit the voice mail system.