



NW Ohio & SE Michigan Customers

419-724-9898

Sandusky & Erie County Customers

419-502-9898

VoiceMailGuide

The Power Of Messaging

Voice messaging lets you communicate using any touchtone phone 24 hours a day.

Mailbox Setup

The first time you call, you'll need to establish a password and record your name and greeting for callers. Just follow the steps below. You'll hear helpful prompts to guide you through setting up your mailbox.

- A. Dial ***98**
- B. Enter your password
The first time you call, enter the temporary password. Your temporary password is the last four digits of your phone number.
- C. As prompted, record your name
- D. As prompted, record a personal greeting for callers
- E. As prompted, select your greeting

These steps must be completed in one call, or you'll be asked to start over when you call again.

Quick Access Anytime

You can call your mailbox anytime, from anywhere, using these steps:

- A. Call your own phone number
- B. When your greeting begins playing, interrupt it by pressing **#**
- C. As prompted, enter your password

If calling your phone number is inconvenient because someone else may answer your phone, use these four-step access instructions:

- A. Dial your voice mail Access Number
(419-724-9920) Toledo
(419-616-9920) Sandusky/Huron

- B. Press **#**

- C. Enter your mailbox number
(10-digit phone number)

- D. Enter your Password and press

Listening Controls

- Use your keypad's playback controls to rewind, pause, or fast forward and to change the speed or volume when listening to your voice mail.
- Press **5** to hear a message's envelope (the sender, time, length, etc.)
- Press **#** to skip to the next message, or press **# - #** to skip to saved messages.

Playback Controls

Use these controls while your messages are playing.

- 1** - Rewind
- 2** - Pause / Resume
- 3** - Fast Forward
- 4** - Slower
- 5** - Envelope
- 6** - Faster
- 7** - Erase
- 8** - Normal Volume
- 9** - Louder Volume

Command Options

Use the numbers below on your telephone keypad to navigate the voice mail system.

Main Menu

- 1** - Listening to your messages
 - 7** - Erase
 - 9** - Save
- 3** - Record Greetings
 - 1** - Change personal greeting
 - 1** - Select standard greeting with your telephone number, which will tell callers you are unavailable
 - 2** - Select standard greeting with your name, which will tell callers you are unavailable
 - 3** - Personal greeting
 - 2** - Extended absence greeting
At the tone record your greeting, when you are finished press **#**
 - 3** - Change recorded name
At the tone, say only your first and last name, when you are finished press **#**
- 4** - Personal Options
 - 2** - Change administrative options
 - 1** - Establish/Change Password
Enter the new password now, and then press **#**
 - 4** - Control Date/Time
Date & Time off, to turn date and time on, press **1**
 - 6** - Autoplay
Autoplay on, to turn Autoplay off press **2**



Helpful Tips

- To hear pre-recorded online help while using your mailbox, press **0**
- To cancel a command or back up one menu, press *****
- To bypass a greeting or interrupt a prompt, press **#**
- Press multiple-number commands quickly, or the system may misinterpret your input.