USER GUIDE

Basic Voice Mail Setup

Welcome, and thank you for choosing Granite Telecommunications. This User Guide will help you setup and navigate your new voicemail number.

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INITIAL SETUP:

Once you have your new Voice Mail Number, the first thing you need to do is call in and set up your mailbox.

Follow the steps below to call into your number and complete the Setup Tutorial.

1. Call your new voice mail number
2. As soon as you hear a generic greeting, press * (the asterisk key), the generic greeting will stop.
3. Now enter your temporary 4-digit Pass Code: **2718**
4. The system will now guide you through a 3-step tutorial. Follow each instruction carefully.
    - Step 1: Set a new Pass Code
    - Step 2: Record your name tag
        - [**NOTE: Once you're satisfied with your recording you must then press 3 to save it and move on to the next step.**]
    - Step 3: Record your outgoing greeting
        - [**NOTE: Once you're satisfied with your recording you must then press 3 to save it and complete the tutorial**.]
5. Once you have successfully completed the tutorial, the system will transfer you to your mailbox.
6. Stay on the line, listen to your greeting and leave yourself a test message.
7. Hang up when finished.

That's it! You're done! Now let's call in and check your test message.

Turn to the next page for instructions.

CHECKING VOICE MAIL:

Follow the instructions below to login to your mailbox and check
your messages.

1. Call your voice mail number
2. As soon as you hear your greeting, press * (the asterisk key), your personal greeting will stop.
3. Enter your Pass Code when prompted
4. The system will tell you how many 'New' & 'Saved' messages are in your inbox.
5. Press 1 to listen to your messages
6. Follow the system prompts to review the appropriate messages
   - **[NOTE: See next page for touch-key options during message playback]**
7. When finished listening to your messages, follow system prompts to exit and hang up.
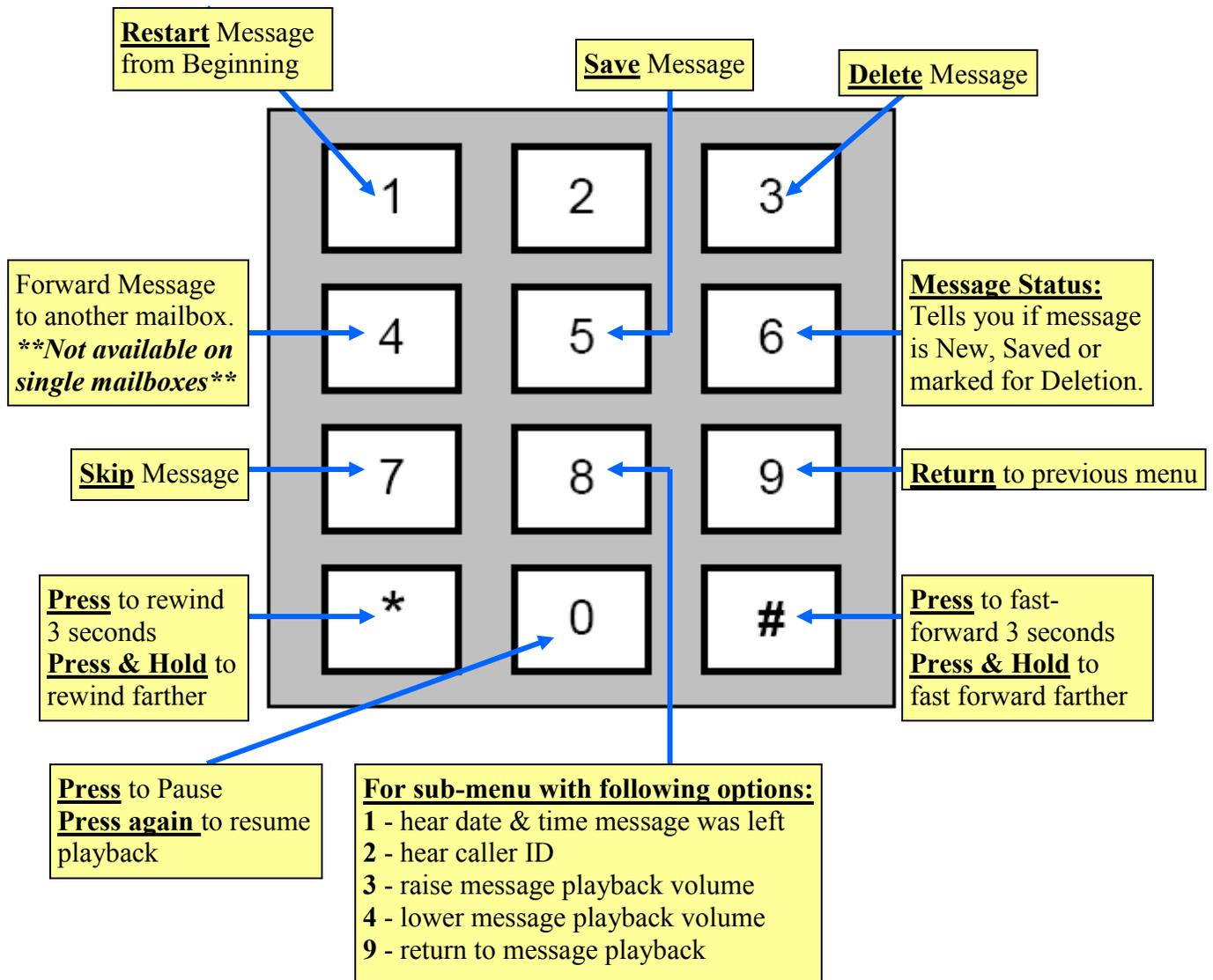
Continue to next page for touch-key options available during message playback.

CHECKING VOICE MAIL CONT'D:

TOUCH-KEY OPTIONS DURING MESSAGE PLAYBACK

When listening to a message, you have the following options available to you.

Restart Message from Beginning

Save Message

Delete Message

Forward Message to another mailbox. **Not available on single mailboxes**

Message Status: Tells you if message is New, Saved or marked for Deletion.

Skip Message

Return to previous menu

Press to rewind 3 seconds
Press & Hold to rewind farther

Press to fast-forward 3 seconds
Press & Hold to fast forward farther

Press to Pause
Press again to resume playback

For sub-menu with following options:
1 - hear date & time message was left
2 - hear caller ID
3 - raise message playback volume
4 - lower message playback volume
9 - return to message playback

MAKING CHANGES BY PHONE

Congratulations! Your voice mail box is now setup and you know how to check your messages.
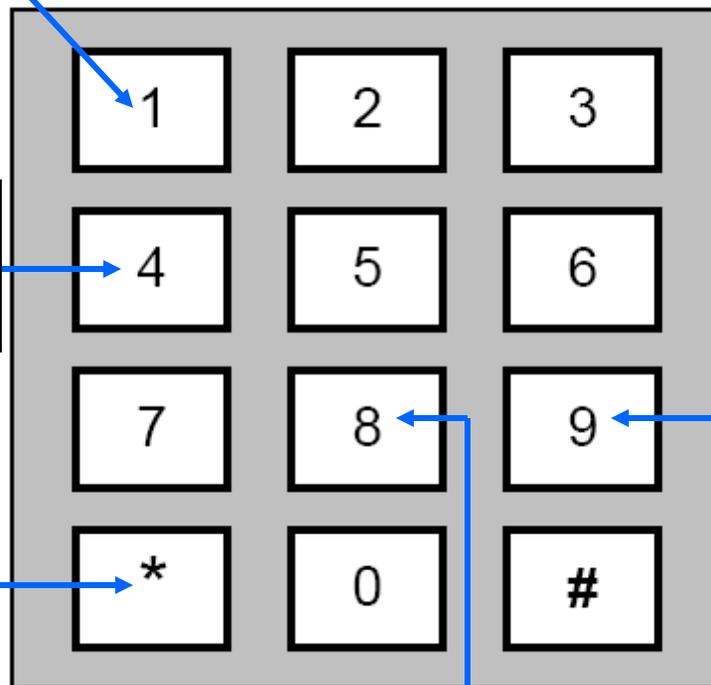
So what if you need to make changes?

Review the touch-key options below for basic mailbox maintenance via phone.

TOUCH-KEY OPTIONS ON LOGIN

Listen to Messages
(see page **4**)

Review or Record Numbered Greeting
(see page **7**)

Exit and/or **Return** to previous menu

Login Digit:

User Options:
1 - Record Main Greeting (**see page 8**)
2 - Record Name Tag (**see page 9**)
3 - Change Pass Code (**see page 10**)
7 - Change Message Date & Time Announcement (**see page 11**)
9 - Return to Previous Menu

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MAKING CHANGES BY PHONE:

Record or Review Numbered Greeting

Two methods are available for re-recording your voice mail greeting. You can use the instructions below or consult the instructions on page 8.

1. Call your voice mail number
2. When you hear your greeting, press * (asterisk key), your personal greeting will stop.
3. Enter your pass code when prompted
4. Press 4 to record greeting
5. When prompted to enter a greeting number, enter **10** followed by the # sign.
6. The System will now play the greeting as it currently sounds.
7. After the greeting is played, you will be given the following options:
    - Accept Selection press 1 [select this option to re-record the greeting]
    - Make new selection press 2 [select this option to enter another greeting number]
    - Previous menu press 9 [select this option to return to the previous menu]
8. Follow prompts based on your selection in step 7.
9. If you chose option 1, follow the prompts to re-record your greeting, then press # when you're finished recording.
10. After you press # you will be given the following options:
    - Review press 1 [select this option to listen to the greeting you just recorded]
    - Re-Record press 2 [select this option to redo the recording]
    - Accept press 3 [select this option to save and activate your new recording]**
11. When done, follow prompts to exit the system.
12. Hang up when finished.

Please Note: Once you're satisfied with your recording, you must press 3 to accept. This will save and activate the recording as your greeting. If you do not press 3 to accept, your new recording will not be saved and the system will revert to the previously recorded greeting.

MAKING CHANGES BY PHONE:

RE-RECORD YOUR MAIN GREETING

Is it time to change your voice mail greeting?

Do you need to update what it says?

Follow these simple steps to record over your old greeting, or consult page 7 for an alternate re-recording method.

1. Call your voice mail number
2. When you hear your greeting, press * (asterisk key), your personal greeting will stop.
3. Enter your pass code when prompted
4. Press 8 for user options
5. Press 1 to record main greeting
6. Follow system prompts to re-record your greeting. When you finish speaking, press #.
7. After pressing # you will be given 3 options:
   - Press 1 to review your new recording
   - Press 2 to re-record
   - Press 3 to accept**
8. Follow prompts to exit the system.
9. Hang up when finished.

**<u>Please Note:</u> Once you're satisfied with your recording, you must press 3 to accept. This will save and activate the recording as your greeting. If you do not press 3 to accept, your new recording will not be saved and the system will revert to the previously recorded greeting.

MAKING CHANGES BY PHONE:

RE-RECORD YOUR NAME TAG*

Need to update your name or your company's name?

Follow these simple steps to re-record your name tag.

1. Call your voice mail number
2. When you hear your greeting, press * (asterisk key), your personal greeting will stop.
3. Enter your pass code when prompted
4. Press 8 for user options
5. Press 2 to record name tag
6. Follow system prompts to re-record your greeting. When you finish speaking, press #.
7. After pressing # you will be given 3 options:
   - Press 1 to review name tag
   - Press 2 to re-record
   - Press 3 to accept**
8. Follow prompts to exit the system.
9. Hang up when finished.

* Please Note: The 'Name Tag' is primarily used in multiple mailbox accounts when creating and/or forwarding a message to another user in the group. If you have a single mailbox account, you may never hear this recording during your normal use.

**Please Note: Once you're satisfied with your recording, you must press 3 to accept. This will save and activate the recording as your name tag. If you do not press 3 to accept, your new recording will not be saved and the system will revert to the previously recorded greeting.

MAKING CHANGES BY PHONE:

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CHANGE PASS CODE

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Is it time to change your pass code?

Do you need to strengthen your mailbox security?

Follow these simple steps change your pass code via phone.

1. Call your voice mail number
2. When you hear your greeting, press * (asterisk key), your personal greeting will stop.
3. Enter your pass code when prompted
4. Press 8 for user options
5. Press 3 to change pass code
6. Follow system prompts to enter a new 4 to 8 digit pass code. When finished press #.
7. After pressing # the system will tell you what you entered:
    a. Press 1 if correct
    b. Press 2 if incorrect
8. When you have successfully changed your pass code, follow prompts to exit the system.
9. Hang up when finished.

Please Note: Easy to remember pass codes such as: 1234, 12345678, 2222... etc., are not recommended. Use something uncommon and unique to you.

MAKING CHANGES BY PHONE:

MESSAGE DATE & TIME ANNOUNCEMENTS

Want to hear the date and time a message was received after listening to a voice mail, rather than before?

Use the instructions below to toggle date & time announcement between 'before message', 'after message' or 'on-demand'.

1. Call your voice mail number
2. When you hear your greeting, press * (asterisk key), your personal greeting will stop.
3. Enter your pass code when prompted
4. Press 8 for user options
5. Press 7 to change message date & time announcements
6. After pressing 7 you will be given 3 options:
   - Press 1 for date & time announcement before message
   - Press 2 for date & time announcement after message
   - Press 3 for date & time announcement on demand
7. Once you make your selection the system will confirm your selection.
8. When done, follow prompts to exit system.
9. Hang up when finished.

EMAIL NOTIFICATIONS:

- After you receive a new voicemail, an email will be sent directly to you informing you of the message.
- You can then call your voicemail access number from anywhere to listen to your new messages.

FEATURES:

FEATURES:
- Your line will have the following features in additional to voicemail:
- Caller ID
- Call Waiting
- Three Way Calling