

Voice Mail from Spruce Knob Seneca Telephone Company helps you enjoy the most important things in your life—knowing you'll always get your phone messages.

Our Voice Mail guarantees that you won't miss a call—if you are away from home, on the phone, or just don't feel like answering right now.

- ✓ Experience Crystal Clear Clarity
- ✓ Save Important Messages
- ✓ Access Messages From Your PC

SIMPLE, CONVENIENT, RELIABLE.
THAT'S VOICE MAIL.

Riverton Office:

17009 Mountaineer Drive, Riverton, WV 26814

Mailing Address: P.O. Box 100, Riverton, WV 26814

Phone: 304-567-2121 or 888-676-2121

Fax: 304-567-2407

Franklin Office:

72 North Main, Franklin, WV 26807

Mailing Address: P.O. Box 869

Franklin, WV 26807 Phone: 304-902-9090

Tech Support for Internet/Email (24hrs x 7 days a week): 304-567-7700 or 844-481-7333

VOICE MAIL USER GUIDE



SIMPLE ▪ CONVENIENT ▪ RELIABLE
THAT'S VOICE MAIL.



USING 'YOUR TELEPHONE COMPANY' VOICE MAIL



ACCESS YOUR VOICE MAIL

From the phone subscribed to the service:

1. Dial 311 from home phone.
2. Enter your PIN and then #.

Temporary PIN at initial set up: 0000

From a different phone:

1. Dial 567-MAIL. (567-6245)
2. Enter your 10-digit mailbox number.
3. Enter your PIN and then #.

RECORD YOUR GREETING

1. Access your voice mailbox.
2. Press 9 for the mailbox setup menu.
3. Press 1 for greeting options.
4. Press 4 to record your greeting.
5. Record your greeting and then press #.
6. Press 2 to keep your greeting.

CHANGE YOUR PIN

1. Access your voice mailbox
2. Press 9 for the mailbox setup menu.
3. Press 2 to change your password.
4. Enter your new password and then press #.
5. When prompted to verify the password, enter it again and then press #.

RETRIEVE MESSAGES

1. Access your voice mailbox.
2. Your first new message may play immediately. If not, press 1 to listen to your messages. You will hear the announcement "You have x new messages and x saved messages."
3. Press 1 to listen to new messages.
4. Press 2 to listen to saved messages.

WHEN RETRIEVING MESSAGES, YOU CAN:

- Press 1 Play the message again
- Press 2 Save the message and play the next
- Press 3 Delete the message and play the next
- Press 4 Save the message as new
- Press 5 Reply to the message*
- Press 6 Forward the message to another mailbox*
- Press 7 Skip backward in the message
- Press 8 To pause the message
- Press 9 To skip forward in the message

* Voice Mail package must be set to allow this capability.

USING VOICE MAIL TO E-MAIL:

1. Check your E-Mail as you normally would.
2. When you get a voice mail message, you will receive an email from 'YOURTELEPHONE' delivered right to your inbox. The message will have an attachment.
3. Open the attachment and your media player will play the message.
4. If desired, save the attachment on your PC.
5. Follow the links in the message to save or delete the message from the Voice Mail system.

Your Voice Mailbox

Number Is: _____

Your Voice Mailbox

PIN Is: _____

