

General Voice Mail Instructions

If you pick up your phone and hear a stutter dial tone you have a new message. Please follow the instructions to retrieve your messages. If there is a normal dial tone, you have no new messages, but you may still want to check for any saved messages. The first time you call your Voice Mail you will want to dial 472-1155 and the system will walk you through to set up your account and security code.

CHECKING FOR MESSAGES AT HOME:

Dial 472-1155 to enter the Voice Mail System

The System will answer and ask you to "Please Enter Your Security Code"

The System will greet you and check for any new messages

If you have new messages – the System will indicate how many and will ask if you would like to listen to them now

Press 1 for YES to listen to your messages

Note: While listening to your messages, you can:

Press 7 to Skip Back 5 seconds

Press 8 to Pause and then Press 8 again to Resume

Press 9 to Skip Forward 5 seconds

Press 1 to Repeat Message

Press 2 to Save / Save Message as New

Press 3 to Erase the Message

Press # for Next Message

Press 1 1 for the Previous Message

Press 8 8 to Replay Message with Timestamp

CHECKING FOR MESSAGES AWAY FROM HOME:

Dial 507-472-1155 to enter the Voice Mail System

The System will answer and ask you to "Please Enter Area Code and Phone Number Followed By #"

Enter Your Home Number 507-472-XXXX #

The System will then ask you to "Please Enter Your Security Code"

The System will greet you and check for any new messages

Follow the prompts as listed above

TO CHANGE MAIL BOX SETTINGS:

Dial 472-1155 to enter the Voice Mail System
The System will ask you to "Please Enter Your Security Code"
Press 4 to get the Mailbox Settings Menu
Press # for the Next Option
Press 1 1 for the Previous Option
Press 0 to select the Option you want to change

TO LISTEN TO THE MESSAGES YOU HAVE ERASED:

Dial 472-1155 to enter the Voice Mail Systems
The System will ask you to " Please Enter Your Security Code"
Press 5 to get your Erased Messages
Note: While listening to the Messages, you can:
 Press 7 to Back up 5 Seconds
 Press 8 to Pause and 8 again to Resume
 Press 9 to Fast-Forward five Seconds
Press 1 to Repeat the Message
Press 2 to Restore
Press 3 to Permanently Erase the Message
Press # to Skip t the Next Message
Press 1 1 to go back to the Previous Message

FOR HELP WHILE IN VOICE MAIL SYSTEM:

Press 0 for Helpful Hints
Press # for the Next Hint
Press 1 1 for the Previous Hint

OTHER COMMON KEYS USED WHILE IN MAIN MENU:

Press 7 to Skip Back through prompts
Press 8 to Pause at any time and then 8 again to Resume
Press 9 to Skip forward through the Prompts
Press * to Cancel an Input or move up a level
Press # to End an Input or Move Forward in a list
Press 1 1 to Return to a Previous Menu Item or Message