CITYNET®

Analog Voice Mail User's Guide

Forwarding all your calls to Voice Mail from your phone line *:

1. Dial ***72** , you will hear a tone
2. Dial 86245 + 10 digit subscriber number with Voice Mail
3. Hang up

Removing the Forwarding all your calls to Voice Mail from your phone line *:

1. Dial ***73**
2. Wait for confirmation tone
3. Hang up

New Message notification on your phone line:

1. If you hear a stutter dial tone after picking up your phone, you have a new message.
2. Follow the steps listed on "Accessing your Voice Mail messages from your Office phone".

New Message e-mail notification:

1. Every time you receive a new Voice Mail, you have the option to receive an E-mail notification with or without an audio+ (.wav file) **copy** of your new message attached. Call Citynet to add or change an e-mail address or options.
2. You also have the option to keep the original message in the Voice Mail system or the system can remove it automatically after sending the e-mail notification with the .wav copy of your message.
3. You will still have the original message in your voice mail box after you delete the e-mail notification unless automatic deletion is set in your voicemail.
4. E-mail notification is sent to one e-mail account only. A "group" e-mail account is acceptable.

Accessing your Voice Mail messages from your subscriber line:

5. Dial **777#** to access your Voice Mail
6. Enter your *Password* **and press the # key
7. Press **0** to access the personal options menu
8. Press **1** to listen to your new voice messages
9. Press **2** to change folders (old messages)
10. Press * to go back to main menu
11. Press # to exit

Accessing your Voice Mail messages from a location other than your subscriber line:

1. From any phone, dial the number of the subscriber with Voice Mail.
2. When the greeting message is playing, dial the star key (*) to interrupt the message and access your Voice Mail options.
3. When prompted, enter your *Password* **and press the # key.
4. Press **1** to listen to your new voice messages
5. Press **2** to change folders, old voice messages
6. Press **0** to access the personal options menu
7. At any moment, you can press the star key (*) to go back to the main menu

Adding / changing a personal voice message greeting:

1. Dial **777#** from your phone line to access your Voice Mail system
2. Enter your *Password**
3. Press **0** to access the personal options menu
4. Press **1** to record your unavailable message
5. Follow voice prompts to add or change your personal voice message greeting

Changing a Password on your new Voice Mail system:

1. From the subscriber phone, dial **777#**
2. When prompted, enter the following default *Password*: **1234** and press the # key
3. Press 0 to access your personal options
4. Press 5 to change your password
5. Enter the new password/Password
6. When prompted, confirm your new Password
7. An automated system greeting will follow

VOICE MAIL MENU OPTIONS			
0	Main Menu	7	
1	New Voice Message	8	
2	Old Voice Message	9	
3		#	Exit
4		*	Go back to main menu
5			

*You can only forward to Voice Mail from the subscriber line with Voice Mail. Call Fwd from a remote line is not available.

**Password is initially set as 1234, if you lost/forgot your password, please call Citynet to re-set it.

+The email notification will have a COPY of the original message that will remain in your mailbox until you delete it. You can set your Voice Mail e-mail notification to automatically delete the message from your mailbox so you don't have 2 copies of the same message; you will still have the copy of message attached in your e-mail.