



## **VOICE MAIL WITH CALL FORWARDING NO ANSWER – A GREAT SERVICE!**

**Stores all your messages without an answering machine.**

### ***Setting Up Your Voice Mail***

1. Press **\*92** and listen for 2 beeps.
2. Enter the number of rings you want before the call is forwarded. (*Must be 2 or more rings.*)
3. Enter the appropriate Voice Mail Access Number listed at the bottom of this page.
4. Wait for confirmation message. Voice Mail is now set up!
5. To deactivate, press **\*93**.

### ***Accessing Your Voice Mail***

If you are calling from your NCTC phone: Enter the Voice Mail Access Number listed at the bottom of this page.

From a different phone:

1. Enter Voice Mail Access Number.
2. Enter your 10-digit mailbox number (*area code and phone number*).
3. Enter your password and press **#**. (*Default password 0000*)

### ***Retrieving Your Messages:***

1. Access your Voice Mailbox.
2. Your first new message may play immediately. If not, **press 1** to listen to your messages.
3. **Press 1** to listen to new messages.
4. **Press 2** to listen to saved messages.
5. **Press 3** to delete the message you are currently listening to and play the next.
6. **Press 4** to save the message.
7. **Press 5** to reply to the message. (*will not reply back to long-distance numbers*)
8. **Press 6** to forward the message.
9. **Press 7** to skip backward in the message.
10. **Press 8** to pause the message.
11. **Press 9** to skip forward in the message.

### ***Recording a Greeting***

1. Access your Voice Mailbox.
2. **Press 9** for the mailbox set up 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.

### ***Changing Your Password***

1. Access your Voice Mailbox.
2. **Press 9** for mailbox set up menu.
3. **Press 2** to change your password.
4. Enter your new password and then **press #**.
5. When prompted to verify password, enter it again and **press #**.

### ***Using the Voice Mail to E-Mail Feature***

1. Check your e-mail as normal.
2. When you get a voice mail message, you will receive an e-mail from “your telephone” delivered to your inbox. The message will have an attachment.
3. Open the attachment and your media player will play the message.
4. You can save the attachment onto your PC or delete it.

## **VOICE MAIL W/CALL FORWARD BUSY – NEVER MISS A MESSAGE!**

### **Voice Mail answers if the line is busy.**

1. Press **\*90** plus the appropriate access number (*see below*).
2. Wait for Voice Mail to answer and then hang up.
3. To deactivate, press **\*91**.

## **VOICE MAIL ACCESS NUMBERS**

**(270) 622-1000** — Kentucky Customers

**(615) 666-1000** — Tennessee Customer

