

# Using Alliance Communications Voice Mail

## Some things to know before you begin:

The following directions explain how to use the basic features of your voice mail. Your password is set at a default of 0000 (four zeros) until you change it.

One person's mailbox is assigned the Administrator of the group greeting for your sub-mailboxes. Your group greeting directs callers to press the appropriate key to reach the individual sub-mailboxes. Once the group greeting is recorded, each sub-mailbox "owner" may record a personal greeting and assign a personal password to make their sub-mailbox uniquely their own.

### IMPORTANT:

**Step 1.** Begin by following the instructions for Recording Your Group Greeting.

**Step 2.** Then you or the owners of the sub-mailboxes should follow the instructions for Recording Your Sub-Mailbox Greeting.

When you finish setting up your greetings, feel free to practice by calling your own telephone number and leaving a message. You can use the remaining instructions in this flier to navigate your voice mail after you receive messages or when you need to change greetings or passwords. In a short time, using your Alliance Communications Voice Mail will be very easy.



## Voice Mail

*from Alliance Communications 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*

*Have separate voice mailboxes for your family members*

*Thank you for subscribing to Alliance Communications Voice Mail.*

WRITE IN YOUR INFORMATION FOR EASY ACCESS.

Your Voice Mail Access Number Is:

Your Voice Mailbox Number Is:

Your Voice Mailbox Password Is:



*Speak and you'll be heard.™*

**Dial 611**



*Speak and you'll be heard.™*

**Dial 611**

# Voice Mail User Guide

**MULTIPLE MAILBOXES**

*Simple*  
*Convenient*  
*Reliable*  
*That's Voice Mail*

# Using Alliance Communications Voice Mail

## HOW TO RECORD YOUR GROUP GREETING

### From the phone subscribed to the service:

1. Dial the voice mail access number for your location. Refer to the box labeled Voice Mail Access Numbers.
2. Listen to the recording explaining that you must record a group greeting. Press 5 to record your group greeting.
3. Enter your password and then #. The default password is 0000 until you change it.
4. Press 4 to record your group greeting.
5. Record your greeting. When finished recording, press #.  
*For example, "You have reached the Doe residence. To leave a message for John, press 1. To leave a message for Jane, press 2."*
6. Press 2 to keep your greeting.

## CHANGE AN EXISTING GROUP GREETING

### From the phone subscribed to the service:

1. Dial the voice mail access number for your location. Refer to the box labeled Voice Mail Access Numbers.
2. When prompted to enter your mailbox ID, press \* to administer the group greeting.
3. Enter your password and then #.
4. Press 4 to record your group greeting.
5. Record your greeting. When finished recording, press #.
6. Press 2 to keep your greeting.

## HOW TO RECORD YOUR SUB-MAILBOX GREETING

**Note:** You can have multiple greetings in each sub-mailbox. Greeting 1 could be your standard greeting, while you could use greeting 2 to tell people you are on vacation for the next week. You could use greeting 3 to tell people to contact you at a different phone number. You can record up to nine greetings.

1. Dial your voice mail access number. Refer to the box labeled Voice Mail Access Numbers.
2. Enter your sub-mailbox ID.
3. If prompted, enter your password and then #. The default password is 0000 until you change it.
4. Press 9 for the mailbox setup menu.
5. Press 1 for greeting options.
6. Press 5 and then select the greeting you want to record (1-9).
7. Press 2 to record your greeting.
8. Record your greeting and then press #.
9. You have the option to record multiple greetings. Skip to Step 11 if you do NOT wish to record multiple greetings. To record more greetings, repeat steps 6-8.
10. When you are done recording all greetings, make sure to press 5 again to pick the greeting you want active.
11. Press the \* key to return to the mailbox setup menu or hang up.

## HOW TO CHANGE YOUR SUB-MAILBOX PASSWORD

1. Dial your voice mail access number. Refer to the box labeled Voice Mail Access Numbers.
2. Enter your sub-mailbox ID.
3. If prompted, enter your password and then #. Press 9 for the mailbox setup menu.
4. Press 2 to change your password.
5. Enter your new password and then press #.
6. When prompted to verify the password, enter it again and then press #.

## HOW TO RETRIEVE MESSAGES FROM YOUR SUB-MAILBOX

If you hear a broken dial tone when you pick up the receiver, you will know that you have a message waiting.

1. Dial your voice mail access number. Refer to the box labeled Voice Mail Access Numbers.
2. Enter your sub-mailbox ID.
3. If prompted, enter your password and then #. 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."

4. Press 1 to listen to new messages.
5. 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  
Press \* to return to the main menu.

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

## HOW TO ENABLE OR DISABLE AUTO LOGIN

Auto Login gives you faster access to your voice mailbox. If Auto Login is turned on, you won't need to enter your mailbox number and password. This is convenient for people who aren't concerned about security. If Auto Login is disabled, you will need to enter your mailbox number (telephone number) and your password when you access your voicemail.

1. Dial the access number for your location. Refer to the box labeled Voice Mail Access Numbers.
2. Enter your sub-mailbox ID.
3. Enter your password followed by #.
4. Press 9 for the setup menu.
5. Press 4 to change your Auto Login option and listen to the voice prompts.

## HOW TO ACCESS YOUR VOICE MAILBOX FROM A DIFFERENT PHONE

1. Dial the voice mail access number for your location. Refer to the box labeled Voice Mail Access Numbers.
2. Enter your 10-digit mailbox number (telephone number).
3. Enter your single digit sub-mailbox ID.
4. Enter your password and then #.

## VOICE MAIL ACCESS NUMBERS

Alcester, SD	.934-9000
Alvord, IA	.473-9000
Baltic, SD	.529-9000
Brandon, SD	.582-9000
Crooks/Renner, SD	.543-9000
East Garretson, MN	.597-9000
East Hudson, SD	.982-9000
Garretson, SD	.594-9000
Hills, IA	.964-9000
Hills, MN	.962-9000
Howard/Carthage, SD	.772-9000
Hudson, SD	.984-9000
Inwood, IA	.753-9000
Larchwood, IA	.477-9000
Lester, IA	.478-9000
Lester, MN	.471-9000
N. Larchwood, SD	.474-9000
Oldham/Ramona, SD	.482-9000
Steen, IA	.851-9000
Steen, MN	.855-9000
Valley Springs, IA	.777-9000
Valley Springs, SD	.757-9000

## HOW TO USE VOICE MAIL TO E-MAIL:

You can have your voice mail messages e-mailed to you. You can play, save or delete the messages from your computer. If you haven't already signed up for this feature, call Alliance by dialing 611 to have it activated. The voice mail to e-mail service is available at no extra charge.

1. Check your e-mail as you normally would.
2. When you get a voice mail message, you will receive an e-mail 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.

**Did you know that you can manage your Alliance Voice Mail account through the Internet for FREE?**

If you have Internet access, you do not want to miss out on this easy-to-use option. Simply call Alliance Communications by dialing 611 for more information.