

## Nationwide Voice Mail - User Instructions

Congratulations! Your Nationwide Voice Mail service is now activated. To ensure you receive the maximum benefit from our service, the first thing you should do is record your own greeting and change your password.

**Important Note:** Your **TOLL-FREE 800 NUMBER** and personal 5-digit **MAILBOX NUMBER** appear in the body of the email to which this instructions were attached.

### To Record Your Greeting:

1. Dial your TOLL-FREE 800 NUMBER.
2. Enter your 5-digit MAILBOX NUMBER followed by the pound ("#") key.
3. Enter your personal 4 digit password (your personal 4-digit PIN)

**4. Press "3" to change your greeting**

Press "1" to hear your current greeting

Press "2" to record a new greeting

Press the pound ("#") key to exit to the main menu

Press the star ("\*") key to hang up

### To Change Your Password (4 digit Personal Identification Number):

Upon activation, the month and day of your birthday is your personal 4-digit password. When entering your password, enter 2-digits for the month followed by 2-digits for the day of your birthday (MMDD).

1. Dial your TOLL-FREE 800 NUMBER.
2. Enter your 5-digit MAILBOX NUMBER followed by the pound ("#") key.
3. Enter your personal 4 digit password (your personal 4-digit PIN)

**4. Press "4" to change your password**

Enter your current password (your 4-digit PIN)

Enter your new 4-digit password

Re-enter your new password

Now distribute your TOLL-FREE 800 NUMBER and personal MAILBOX NUMBER to everyone as a great way to stay in touch, to protect your privacy, or just in case of emergencies. Anyone who has your TOLL-FREE 800 NUMBER and MAILBOX NUMBER will be able to call and leave you messages 24 hours per day, 7 days per week from anywhere in the country **without paying long distance charges**. Since your Toll-Free Voice Mail service will have its own separate toll-free number, it will not answer calls coming to your home phone or affect your current service. BEST OF ALL, an audio copy of your messages will also be emailed to you for your convenience.

### To Leave a Message, the Caller:

1. Dial your TOLL-FREE 800 NUMBER.
2. Enter your 5-digit MAILBOX NUMBER followed by the pound ("#") key.
3. Records their message and presses the pound ("#") key when finished

Instantly, an audio wave file is emailed to you and can be played on any computer with a sound card and speakers. You can even save the audio wave file to play at a later time or forward it to someone else.

### To Retrieve Your Messages:

1. Dial your TOLL-FREE 800 NUMBER.
2. Enter your 5-digit MAILBOX NUMBER followed by the pound ("#") key.  
{**NOTE:** If you experience any difficulty accessing your Mailbox, press and hold the pound ("#") key for 3 seconds immediately after entering your 5-digit Mailbox Number}
3. Enter your personal 4 digit password (your personal 4-digit PIN)

**4. Press "1" to play new messages or Press "2" to play saved messages**

Press "1" to replay the message

Press "2" to save the message for 14 days

Press "3" to delete the message