



smartvoice

User Guide



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Basic Package

10 minute Storage	Express Messaging	Multiple Greetings - up to 10
30 day Retention	Full Mailbox Warning	Record Messages for
8 Submailboxes	Group Greeting	Future Delivery
Announce Caller	Insert .wav File for Greeting	Skip to First New Message
Announce New Message	Message Forwarding w/Intro	Tag Messages as Private
Associated Numbers	Message Waiting Indicator	Tag Messages as Urgent
Edit Message		Undelete Message

BASIC PACKAGE

Message Retention SmartVoice messages will be stored for 30 days

Announce Caller Provides announcement of the calling party's directory number

Announce New Message Allows SmartVoice subscribers to hear their first new message without being required to press a key on the keypad

Edit Message Allows the person leaving a message to listen, re-record, add to the end, or cancel their message. After the custom greeting callers will hear, "When you are finished recording, press # for further options or simply hang up."

Express Messaging Allows a message to be left without ringing the phone of the person receiving the message

Full Mailbox Warning Notifies the SmartVoice subscriber when their mailbox is full and warns that new messages will not be recorded until messages have been deleted from the mailbox

Message Forwarding with Introduction When SmartVoice subscribers forward a message, this feature allows them to record an introduction to the message before it is sent to another mailbox or to a distribution list

Record Messages for Future Delivery SmartVoice subscribers can record a message and schedule it for future delivery.

Message Tagging When leaving messages, callers can tag their message as:
Urgent – Message will be played before other regular messages
Private – Message can not be forwarded.

Message Storage SmartVoice subscribers will have 10 minutes of storage

Sub-mailboxes Up to 8 additional boxes may be added for family members or employees. Sub-mailboxes have private greetings and passwords

Message Waiting Indicator SmartVoice subscribers hear a "stutter" dial tone to indicate when they have new messages.

Multiple Greetings-SmartVoice subscribers may record up to ten different greetings and select the active greeting. For example, subscribers can record a regular greeting and an 'out of office' greeting

Ala Carte Features

Administration Only Mailbox	Remote Notification
Additional Numbee	Manage My Phone/Phone Central
Additional Minutes	includes:
Distribution List	Remote Notification
Out Dial/Out Dial Admin	e-Forward
e-Forward with Number	Daily Notification

ALA CARTE FEATURES

Administration Only Mailbox Allows a SmartVoice mailbox without an associated telephone number (Requires Remote Call Forwarding)

Distribution List Allows SmartVoice subscribers to forward or send messages to a designated group of voice mail users

Out Dial Allows the caller listening to a SmartVoice greeting to transfer to another pre-programmed number. Example: "Leave a message or press '0' (zero) to be connected to my cell phone."

E-Forward with Number ID Allows SmartVoice messages to be sent to the subscriber's e-mail address

Remote Notification Allows SmartVoice subscribers to receive notification via pager or another phone of all voice messages, or just those marked "urgent" at the SmartVoice subscriber's option

Manage My Phone Allows subscribers to access their SmartVoice messages and personal settings from the web. Subscribers have access to listen to their voice messages, save or delete them, change their password, email notification address, personal distribution lists and pager notification

Phone Central Allows subscribers quick and easy access to their SmartVoice messages and personal settings using software loaded on their personal computer. As with Manage My Phone, subscribers have access to listen to their voice messages, save or delete them, change their password, email notification address, personal distribution lists and pager notification

Associated Numbers Allows multiple phone numbers to share the same SmartVoice mailbox

Additional Minutes Adds additional message storage time

Smart Voice Mail

To Activate SmartVoice Mail:

*92 Dial *92

1. Listen for special dial tone
2. Enter the number of rings (2-9) you want the phone to ring before *SMART VOICE* answers for you. 944, 945, & 946 are preset for 5 rings
3. Dial 944-9925

To Deactivate Smart Voice:

*93 Dial *93

To Change the Number of Rings:

944, 945 & 946 rings are preset at 5. To change the number of rings dial *94- you will receive a second dial tone, enter the number of rings (2-9), then hang-up.

441, 949, 935, 936, 937, 522, 521 Deactivate (*93) then reactivate following the above instructions with the new number of rings

Call Forward Busy (Optional Service)

Forwards calls when your line is busy.

To Activate Call Forward Busy:

*90 Dial *90 (non-published numbers need to dial *81, then *90)

1. Listen for special dial tone
2. Dial 944-9925

To Deactivate Call Forward Busy:

*91 Dial *91

Mailbox Setup

To Access Your SmartVoice Mail:

1. Dial 944-9925.
2. Enter your 7-digit mailbox number.
3. Enter your password and then #.

Note: Your default password is 0000 (four zeros).

To Change Your Password:

Your password is any series of up to 16 digits you choose. You will be unable to access your mailbox without this password, so be sure to choose one you will remember.

1. Access your voice mailbox.
2. Press 9 for the mailbox setup menu.
3. Press 2 to change your password.
4. Enter your new password and then press #.
5. When prompted to verify the password, enter it again and then press #.

User Name:
Password/PIN:

Greeting Setup

To Record Your Greeting:

1. You can disregard this step if you choose to use the default greeting.
2. Access your voice mailbox.
3. Press **9** to setup your voice mailbox.
4. Press **1** for greeting options.
5. Press **2** to re-record your greeting.
6. Record your greeting and then press **#**.
Your greeting is automatically saved.

To Create Multiple Greetings:

Continue from the steps above.

6. Press **5** to pick a new greeting.
7. Then choose a new greeting # (2-9).
8. Press **2** to record your greeting.
9. Record your greeting and then press **#**.
Your greeting is automatically saved.

Repeat steps 6 through 8, choosing a different greeting # each time. Press **5** to pick a new greeting. Then choose the greeting that you wish to become active.

To Record a Group Greeting

For sub-mailbox users

1. Dial 944-9925.
2. Listen to the recording explaining that you must record a group greeting. Wait until the end of the recording, then press ***** to administer the group greeting.
3. Enter your password and then press **#**.
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.

To Retrieve Messages

1. Access your voice mailbox.

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."

- Press **1** to listen to new messages.
Press **2** to listen to saved messages.

When Retrieving Messages, you can:

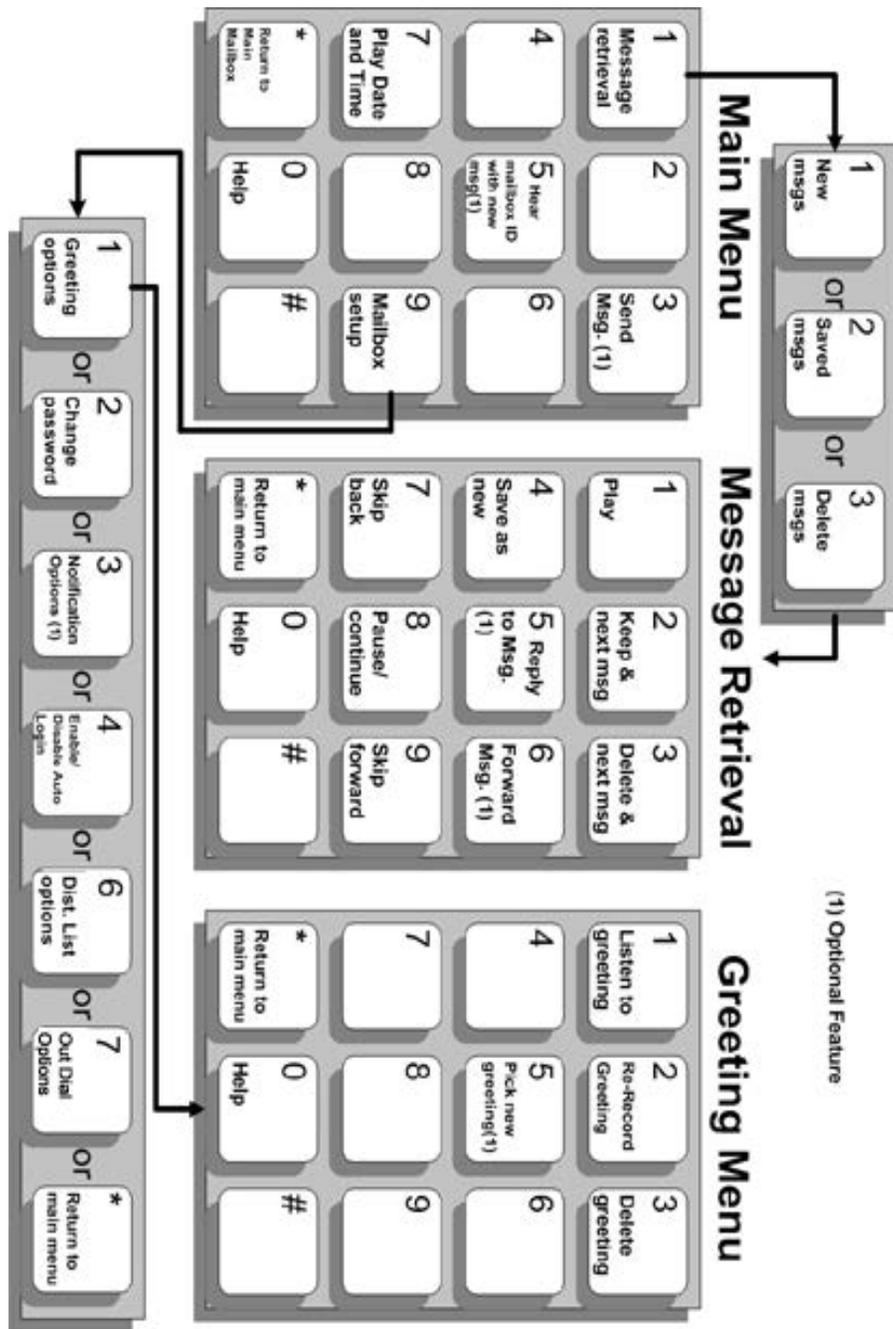
- Press **1** Play the message again.
Press **2** Save the message and play the next.
Press **3** Delete the message and play the next.
Press **4** Save the message as new.
Press **5** Reply to the message*.
Press **6** Forward the message to another mailbox*.
Press **7** Skip back 3 seconds.
Press **8** Pause the message or continue.
Press **9** Skip forward 3 seconds.

To Retrieve Messages From Your Sub-Mailbox:

1. Dial 944-9925.
2. Enter your 7-digit mailbox number.
3. Press your mailbox ID. (This is your sub-mailbox number 1 though 9.)
4. Enter your sub-mailbox password then press **#**. (Each sub-mailbox has it's own password. The default password is 0000 (four zeros).

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."

- Press **1** to listen to new messages.
Press **2** to listen to saved messages.



(1) Optional Feature

Express Messaging

To use express messaging, dial the Smart Voice Express Message number which is 946-9929.

The recording will ask you to "Please enter the mailbox number you are calling." Enter the phone number you want to leave a voice message for. It will go directly to the greeting for that telephone number's voice mail.

e-Forward

e-Forward allows subscribers to receive voice mail messages via email. When the subscriber opens the e-mail message, they can listen to the message, save it on the hard drive, or delete it. Because the message is simply an audio file attached to an e-mail message, it is possible to forward the message to anyone via e-mail.

The screenshot shows an email interface with the following elements:

- Sender:** Voice Mail Message from 309-944-8082
- To:** isia@geneseo.net
- Attachments:** Message_7.wma (25 KB)
- Message Options:**
 - [Save Message](#): The Save Message link saves the message on the voice mail system.
 - [Delete Message](#): The Delete Message link deletes the message from the voice mail system.

Callouts provide additional information:

- Similar to caller ID, the e-mail may only show the number, city/state, out of area, or unknown.**
- Click on the attachment to listen to the message.**
- Click 'Save Message' to save the message on your voice mail service. This will NOT affect the e-mail. It will remain in your e-mail until you remove it just like any other e-mail you receive.**
- Click 'Delete Message' to PERMANENTLY DELETE the message from your voice mail service. It will remain in your e-mail until you delete it like any other e-mail you receive.**

ManageMyPhone

Manage My Phone allows subscribers to access their voice mail messages and personal settings from the Web. Subscribers simply log on to the website www.ManageMyPhone.com. Subscribers have access to listen to their voice messages, save or delete messages, and change personal configuration settings for their PIN, e-mail notification address, personal distribution lists, and pager notification. This feature requires ISIA software.

To Access Personal Voice Mail Settings Online:

1. From a web browser, visit www.managemyphone.com.
2. Enter username and password.
3. Select the Voice Mail service.

There are two tabs in Voice Mail – Messages and Settings

Messages Tab

A list of existing voice messages from your mailbox will appear (if there are messages). The following information is displayed for each voice message:



Advanced Telephone Services Administration System

Messages

Used Minutes: 1 of 5 Used Messages: 5 of 30

Type	From	Received	Length
New	309-36-7183	08/13/2008 at 13:52:35	13 seconds
New	309-44-8098	08/14/2008 at 11:25:28	08 seconds
Saved	309-44-2788	08/02/2008 at 08:54:55	04 seconds
Saved	309-44-8058	08/02/2008 at 15:57:31	06 seconds
Saved	309-44-8098	08/10/2008 at 12:59:51	29 seconds

Displays 'New' or 'Saved' status

The 10-digit number of the caller

The date and time the message was recorded

Length of the voice message

To access voice messages, select the message and use the four buttons below to interact with the message.

Plays messages over the PC speakers

Stops playing voice message

Saves the selected message. Click 'Yes' to confirm you want to save the message. 'No' will cancel the save.

Deletes the selected message. Click 'Yes' to confirm deletion. 'No' cancels the deletion.

Play Stop Save Delete

Settings Tab

Existing Voice Mail properties that may be modified will be displayed. The Settings window is divided into three sections, which may or may not be visible, depending on whether or not you have subscribed to the features related to each subsection. Call your Customer Service Specialist to order additional features. 309.944.2103

General Options
 Notification Options
 Distribution Lists
 General Options

The General Options section displays the standard voice mailbox properties. An example of the General Options subsection can be seen below.

The General Options window contains the following fields:

The screenshot shows the 'General Options' tab in the 'Settings' window. The fields and their callout descriptions are as follows:

Field Name	Value	Description
Voicemail PIN:	2301	PIN used to access the mailbox (16 digits maximum)
Enable Auto Login?	Yes	Automatically logs into the voice mailbox without entering the PIN if you are calling from the subscribed telephone.
Max Message Length (seconds):	120	This view only field displays the maximum voice message length for a single message.
Max Mailbox Time (minutes):	5	This view only field displays the amount of time available for all messages combined. (including the greeting)
Max Messages:	30	This view only field displays the total number of messages allowed in a mailbox at one time.

Notification Options

The Notification Options tab is divided into three sections.

Daily Notification
 Pager Notification
 E-mail Notification

The screenshot shows the 'Notification Options' tab in the 'Settings' window. The fields and their values are as follows:

Section	Field Name	Value
Daily Notification:	Enable Daily Notification?	No
	Notify Time:	06:00 PM
	Notify Number:	- -
Pager Notification:	Enable Pager Notification?	No
	Pager Type:	Phone
	Pager Access Number:	- -
	Only Page Urgent Calls?	No
Email Notification:	Enable Email Notification?	No
	Email Address:	

Buttons at the bottom: Save Changes, Cancel Changes

These are available only if the voice mail package allows for that type of notification. The Notification Options window contains the following fields:

Daily Notification		
<i>Enable Daily Notification</i>		'Yes' allows daily phone notifications of new voice mail messages, or 'No' turns off daily notification calls.
<i>Notify Time</i>		The time the notification call will be placed. The actual time the call will be placed is subject to the amount of traffic and resources available at that time.
<i>Notify Number</i>		The 10-digit number called for daily notification. This field must contain a valid number before the Voice Mail Web Administration changes can be saved.
Pager Notification		
<i>Enable Pager Notification</i>		Select 'Yes' to send new Voice Mail notifications to a pager or phone number specified for this mailbox, or 'No' to turn off pager notifications.
<i>Pager Type</i>		This field will be set to Phone (a telephone is paged), Unique Number (this pager has a unique access number), or Shared Number (this pager has an access number common with other pagers). This is a view-only field.
<i>Pager Access Number</i>		1 to 10-digit number to dial to leave pages.
<i>Pager Number</i>		1 to 10-digits to dial when connected to a pager service (only necessary for the Shared Number pager type).
<i>Only Page On Urgent Calls</i>		Select 'Yes' to send a pager notification for only messages marked as urgent, or 'No' to send pager notifications for all messages.
E-mail Notification		
<i>Enable E-mail Notification</i>		Select 'Yes' to send e-mail and leave the Voice Mail message on the system. Select 'No' to not send e-mail.
<i>E-mail Address</i>		E-mail addresses (50 characters maximum, multiple addresses are separated by semi-colons) to send e-mail to for this mailbox.

The screenshot shows the 'Notification Options' window with the following fields and values:

- Daily Notification:**
 - Enable Daily Notification?: No
 - Notify Time: 06:00 PM
 - Notify Number: --
- Pager Notification:**
 - Enable Pager Notification?: No
 - Pager Type: Phone
 - Pager Access Number: --
 - Only Page Urgent Calls?: No
- Email Notification:**
 - Enable Email Notification?: No
 - Email Address: (empty field)

Buttons at the bottom: Save Changes, Cancel Changes

Distribution Lists

A distribution list is a collection of mailboxes assigned to a 2-digit list ID. Subscribers who have access to this feature may record and send new messages, or transfer existing messages to all mailboxes on a distribution list by entering the associated list ID.

The Distribution Lists window contains the following functions:

- Add a Distribution List
- Edit a Distribution List
- Delete a Distribution List
- Add a List Member
- Delete a List Member

To Add a Distribution List

1. Click the Add button at the bottom of the Distribution Lists section.
2. An Add Distribution List dialog will appear.
3. Populate the fields listed below and click Accept to create a new distribution list. Click Cancel to exit without creating a new list.

To Edit a Distribution List:

1. Select the list to edit in the Distribution Lists section of the window and click Edit.
2. An Add Distribution List dialog will be displayed.
3. All fields in the dialog will display their current values, and the List ID field for the current list will be disabled.
4. All fields other than the List ID for the current list will function as described in the Add Distribution Lists section.
5. Click OK to save the modified distribution list, or click Cancel to discard any changes made to the list

To Delete a Distribution List:

1. In the Distribution Lists section of the Distribution List Information window select the list to delete and click Delete.
2. A confirmation dialog will appear.
3. Click Yes in the confirmation dialog to complete the deletion, or click No to cancel the deletion.

To Add a New List Member:

1. Select the Distribution List to which you wish to add members.
2. Click the Add button beneath the Distribution List Members list. The Add List Member dialog will appear.
3. Enter the mailbox number (phone number) of the member you want to add.
4. Select the mailbox ID of the new member.
5. Click OK to save change, or click Cancel to discard changes.

*To Delete a List Member:*

1. In the Distribution Lists section of the Distribution List Information window select the list to delete and click Delete.
2. A confirmation dialog will appear.
3. Click Yes to complete the deletion, or click No to cancel the deletion.

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Phone Central

Phone Central allows SmartVoice Mail subscribers to manage their voice mail service settings from their PC. Subscribers have access to listen to their voice messages, save or delete messages, and change personal configuration settings for their PIN, e-mail notification address, personal distribution lists, and pager notification. This feature requires ISIA software.

Messages View

The section contains a list of the voice messages in the subscriber's mailbox and controls for playing, saving and deleting messages.



The icons to the left of each message indicate whether the message is new or saved.

Right click on the message to access the options menu.

Right-Click Menu Options

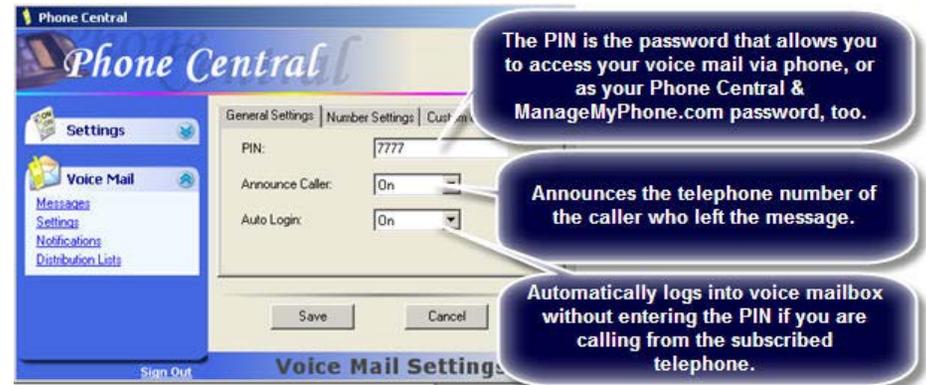


Settings View

The Settings view contains the general Voice Mail Service options available to subscribers. The options in the General Settings tab, the Number Settings tab and the Custom Greetings tab will be available to all Smart Voice Phone Central subscribers.

General Settings

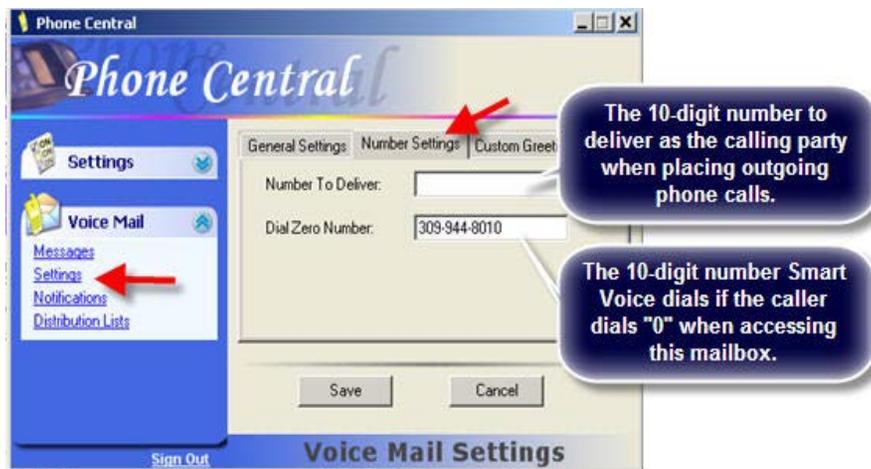
Select the General Settings tab to manage the PIN, Announce Caller, and Auto Login settings.



Pending changes must be saved before they will be made permanent, either by using the Save button, or by selecting OK when prompted to save pending changes.

Number Settings

Select the Number Settings tab to manage the Number To Deliver and Dial Zero Number settings.



Pending changes must be saved before they will be made permanent, either by using the Save button, or by selecting OK when prompted to save pending changes.

Custom Greetings

Select the Custom Greetings tab to manage this mailbox's greetings. Greetings can be added, deleted, edited and played from within this tab. Subscribers can use any *.wav file for their personal greetings. There are many websites that provide fun greetings that your subscribers may be interested in using.

Note: The greeting uses part of the 10 minute maximum message space.

All Phone Central subscribers will have the Custom Greeting Option

Pending changes must be saved before they will be made permanent, either by using the Save button, or by selecting OK when prompted to save pending changes.

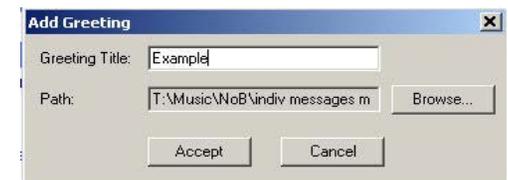


Greetings defined for this mailbox are sorted by Greeting Title and displayed in a list. The list also contains a Current Greeting column that is used to indicate which greeting is currently active.

Functions for adding, deleting, editing and playing greetings can be accessed by pressing the buttons located below the greeting list, or by right-clicking in the greeting list to display a popup menu and selecting the appropriate command. The active greeting can be changed by right-clicking on a greeting in the list and selecting the 'Set As Main Greeting' command from the popup menu.

Add a Custom Greeting

1. Click the Add button.
2. In the Greeting Title field, enter a description for the greeting.
3. Click the Browse button to navigate to the .wav file stored on your PC or network. Once the file is selected, the location will display in the Path field.
4. Click Accept to add the greeting.



To Delete a Custom Greeting

1. Select the greeting and click the Delete button or right click the greeting and select Delete.
2. Either action will result in a Delete Greeting Confirmation prompt. Click OK to continue the deletion, or click Cancel to abort the deletion.

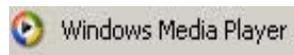
To Edit a Custom Greeting

1. The Edit button can be used to change the Greeting Title or .wav file associated with a greeting.
2. Select the greeting and click Edit or right-click on the greeting and select Edit.
3. The Edit Greeting window will display. The Edit Greeting window functions the same as the Add Greeting window.
4. Once the changes have been made, click Accept to apply the changes to the selected greeting, or click Cancel to exit the window without saving any changes.

To Play a Custom Greeting

1. Select the greeting and click the Play button or right-click on the greeting and select Play.
2. The default .wav file player on the PC will be used to play the greeting directly from the local PC if the selected greeting has not been saved to the voice mail system.
3. If the selected greeting has been saved on the voice mail system, it will first be retrieved from the voice mail system and then played using the default .wav file player.

Note: Most PCs will use either Real Player or Windows Media Player as its default .wav file player.

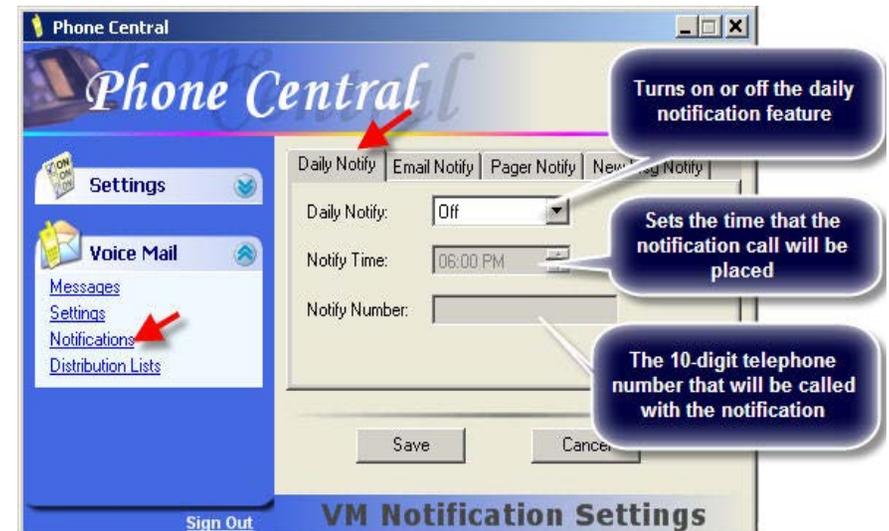


Notifications View

The Notifications view contains the properties of the Daily Notify, Pager Notify, Email Notify, and New Message Notify features.

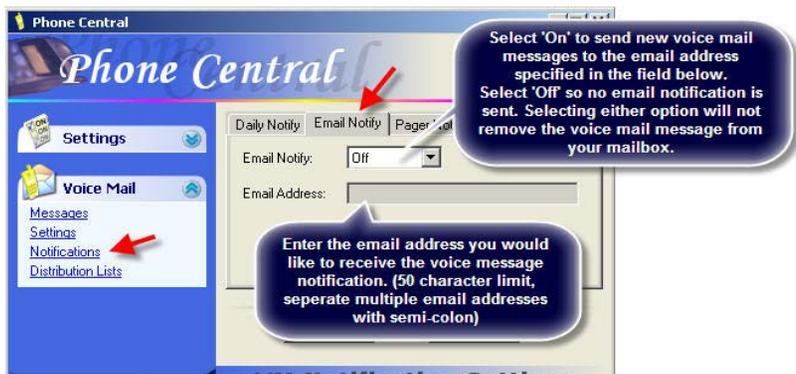
Daily Notify

Select the Daily Notify tab to manage the Daily Notify feature settings.



Pending changes must be saved before they will be made permanent, either by using the Save button, or by selecting OK when prompted to save pending changes.

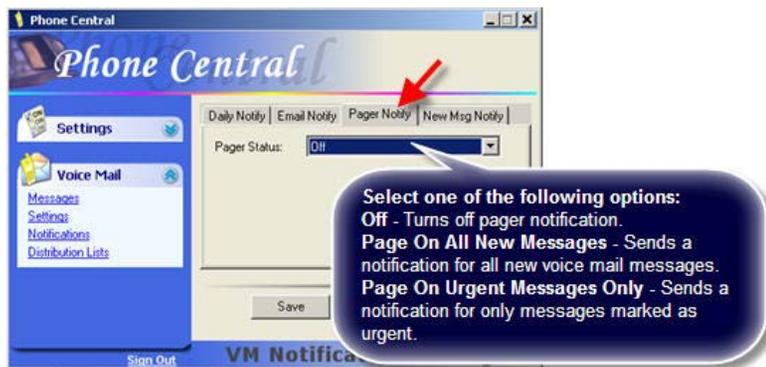
Email Notify



Select the Email Notify tab to manage the Email Notify feature settings.

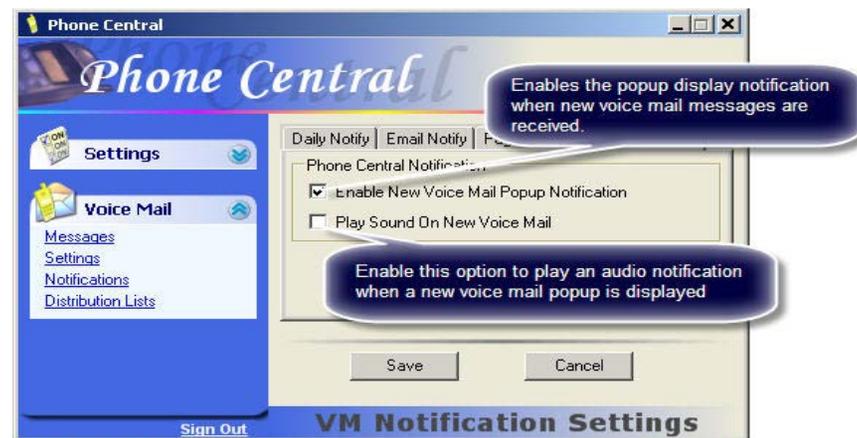
Pending changes must be saved before they will be made permanent, either by using the Save button, or by selecting OK when prompted to save pending changes.

Pager Notify



Select the Pager Notify tab to manage the Pager Notify status.

Pending changes must be saved before they will be made permanent, either by using the Save button, or by selecting OK when prompted to save pending changes.



All Phone Central subscribers will have Pager Notification and Email notification.

New Message Notify

Select the New Msg Notify tab to manage the New Message Notify settings. This tab is available for all Phone Central subscribers.

Pending changes must be saved before they will be made permanent, either by using the Save button, or by selecting OK when prompted to save pending changes.

Distribution Lists

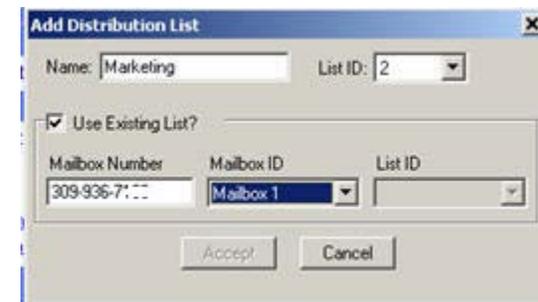
A distribution list is a collection of mailboxes assigned to a 2-digit list ID. Subscribers who have access to this feature may record and send new messages, or transfer existing messages, to all mailboxes on a distribution list by entering the associated list ID.



The Distribution Lists section displays the distribution lists for the current subscriber and provides functions for adding, editing, or deleting distribution lists. This section is only available to subscribers if they are not assigned a package, or if they are assigned a package with Distribution Lists enabled.

To Add a Distribution List

1. To add a distribution list, either click the Add button and select Add Distribution List from the drop-down menu, or right-click in the list area to display the popup menu and select the Add Distribution List menu command. An Add Distribution List window will display.
2. In the Name field, enter a short description for this distribution list.
3. In the List ID field, select a list ID from 00 to 99. List IDs already used will not be available.
4. Check the Use Existing List box if you are using a list already defined for another mailbox. If so, enter the mailbox number, mailbox ID and List ID for the existing list you want to use.
5. Click Accept to create the list.



To Edit a Distribution List

1. Only the name of a distribution list can be edited. To edit the name of a distribution list, select the list and click the Edit button, or right-click the list and select Edit.
2. In the Name field, enter the new description (15 characters maximum) of this distribution list.
3. Click Accept to save the change, or click Cancel to discard any changes made to the list.

To Delete a Distribution List

1. To remove a distribution list and all of its list members, select the list to delete and click the Delete button, or right-click on the list and select Delete Distribution List.
2. A delete confirmation prompt will be displayed.
3. Click OK to complete the deletion, or click Cancel to abort the deletion.

To Add Members to a Distribution List

1. To add a member to a distribution list, either click the Add button and select Add List Member or right click on the list and select the Add Member.
2. Enter the 10-digit number of a subscriber in the Mailbox Number field. If the subscriber is found in the same AP as the currently selected subscriber, the Mailbox ID field will display a drop-down list of the subscriber's mailboxes.
3. Select the appropriate Mailbox ID.
4. Click Accept to add the new member to the distribution list.

*To Delete a Member of a Distribution List*

1. To remove a member from a distribution list, select the list member and click Delete, or right-click the member and select Delete Member.
2. A delete confirmation prompt will display.
3. Click OK to complete the deletion, or click Cancel to abort the deletion.
4. If the selected list member belongs to a distribution list that is shared from another mailbox, the Delete Member command will not be available.

Phone Central Quick Reference

How To's:

Change Your Phone Central Password

1. In Phone Central, open the Settings menu.
2. Click Change Password.
3. Enter your new password in the 'New Password' field.
4. Enter your new password again in the 'Confirm Password' field.
5. Click Save.



Set Phone Central to be Visible When You Start Your PC

1. In Phone Central, open the Settings menu.
2. Click Preferences.
3. Check the box 'Start Visible'.
4. Click Save.

Set Phone Central to Run Automatically When You Log on to the PC

1. In Phone Central, open the Settings menu.
2. Click Preferences.
3. Check the box 'Run at Startup'.
4. Check the button 'Just for Me'.
5. Click Save.

Set Phone Central to Run Automatically on the PC No Matter Who Logs On to the PC

1. In Phone Central, open the Settings menu.
2. Click Preferences.
3. Check the box 'Run at Startup'.
4. Check the button 'For Everyone'.
5. Click Save.

Play Voice Mail Messages in Phone Central

1. In Phone Central, open the Voice Mail menu.
2. Click Messages.
3. Either double-click the message you want to play OR
4. Highlight the message you want to play and click the PLAY button (green arrow) OR
5. Select the message, right-click on it, and select 'Play Selected Message'.

Save Voice Mail Messages in Phone Central

1. When you have played a voice mail message, click the SAVE MESSAGE button (the envelope icon) OR
2. Select the message, right-click on it, and select 'Save Selected Message'.

Delete Voice Mail Messages in Phone Central

1. When you have played a voice mail message, click the DELETE MESSAGE button (the envelope icon with the red x) OR
2. Select the message, right-click on it and select 'Delete Selected Message'.

Change Your Voice Mail PIN From Phone Central

1. In Phone Central, open the Voice Mail menu.
2. Click Settings.
3. Click the General Settings tab.
4. Enter your new PIN in the 'PIN' field.
5. Click Save.

Change the Current Voice Mail Greeting in Phone Central

1. In Phone Central, open the Voice Mail menu.
2. Click Settings.
3. Click the Custom Greetings tab.
4. Right-click on the greeting that you want to make current and select 'Set as Current Greeting'.
5. Click Save.

Add a Custom Greeting in Phone Central

1. In Phone Central, open the Voice Mail menu.
2. Click Settings.
3. Click the Custom Greetings tab.
4. Click Add.
5. Enter a Greeting Title.
6. Click the Browse button and locate the greeting.
7. Click Accept.
8. Make the greeting your current greeting if needed.
9. Click Save.

Set Phone Central to Notify You of New Messages

1. In Phone Central, open the Voice Mail menu.
2. Click Notifications.
3. Click the New Msg Notify tab.
4. Check the box 'Enable New Voice Mail Popup Notification' to show a screen pop AND/OR
5. Check the box 'Play Sound on New Voice Mail' to play a sound.
6. Click Save.

Your privacy has always been a high priority for Geneseo Telephone Co., Cambridge Telephone Co., Henry County Telephone Co., and Cambridge Telcom. **Customer Proprietary Network Information (CPNI)** is never sold or otherwise shared with other companies.

Q. Why have security measures at my local telephone company been increased?

A. Widespread pretexting activity, obtaining personal information under false pretenses, prompted the Federal Communications Commission (FCC) to tighten security requirements for communications companies in December 2007. Congress recently passed a law against obtaining calling records from a telephone company through false or fraudulent means, and/or accessing records without proper authorization through Internet or fraudulent computer-related activities. These types of activities are punishable by fines or imprisonment of up to ten years.

Q. When does my local telephone company disclose my information?

A. A telephone employee may disclose network information after properly identifying the inquiring party as the customer, or when disclosure is required by court order or law.

Q. How has my local telephone company increased security measures?

A. If you call to request certain kinds of information, you will be asked to provide a password. Some information will only be to your address of record. If you visit our office in person, you will be asked to provide a photo ID to establish identity.

Q. What if I have never established a password?

A. Communications companies are prohibited from releasing certain information during customer-initiated conversations without verification of identity. If you have not set up a password, we will attempt to authenticate your identity in other ways. You may also visit our office in person and provide a photo ID, or request to have the records mailed to your address of record.

Q. What if I forget my password?

A. If you have established a password with us, but cannot remember it, a Customer Service Specialist will ask you other questions to verify your identity. If your identity cannot be confirmed, you must establish a new password. The information you requested may be mailed to your address of record, but not released over the telephone or in person.

Q. If I am not on the account, but I should be, can I add myself and establish a password?

A. No. Only the account owner of record can add other authorized parties, make changes to an account, and add/change a password.

