














# Phone Features

## Quick Reference Guide

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Detailed instructions for Calling Features begin on page 48.

-  **Anonymous Call Rejection (\*77)**  
*Allows you to block calls that are blocked from being displayed on your caller ID unit.*
-  **Automatic Callback (\*66)**  
*Keeps trying to call a busy number for up to 30 minutes.*
-  **Automatic Recall (\*69)**  
*Allows you to easily return a call to your last caller - even if you didn't answer.*
-  **Call Forwarding Basic (\*72)**  
*Allows all your calls to follow you to a different number.*
-  **Call Forward Busy (\*90)**  
*Allows calls to forward to a different number if your line is busy.*
-  **Call Forward No Answer (\*92)**  
*Allows calls to forward to a different number if your line is not answered.*
- Call Forward - Remote Access**  
*Allows you to activate and deactivate call forwarding from any touchtone phone.*
-  **Calling Name Delivery**  
*Allows you to see the name calling before you answer.*
-  **Calling Number Delivery**  
*Lets you see the number calling before you answer.*
-  **Call Waiting on Caller ID Name and Number**  
*Allows you to see the name and number of a waiting call.*
- Caller Name and Number Suppression**  
*Prevents customer's name and number from displaying on called party's ID unit.*
- Call Trace (\*57)**  
*Will trace the last incoming call received.*
- Call Transfer**  
*Allows you to transfer an existing call to another phone.*
-  **Call Waiting**  
*A special tone alerts you to a waiting call.*
-  **Cancel Call Waiting (\*70)** *No charge when subscribed to call waiting.*  
*"Turn off" call waiting before making a call.*
- Call Within**  
*Allows you to call back and make the home number ring.*
- Distinctive Ringing (\*61)**  
*Allows you to create a list of numbers that will ring distinctively to you.*
- Double Number Ring Service**  
*Gives you a different number that when called will ring distinctively on your line.*
- Find Me Service**  
*Allows a pre-defined group of up to 5 Directory Numbers to be alerted simultaneously when your phone number is dialed. The first phone line that answers gets the call.*
- Selective Call Acceptance (\*64)**  
*Allows you to get calls from selected numbers only.*
- Selective Call Forwarding (\*63)**  
*Allows calls from selected numbers to follow you to a different number.*
- Selective Call Rejection (\*60)**  
*Allows you to block calls from a selected list of numbers.*
-  **Smart Voice (\*92)**  
*Answers calls, takes messages and alerts you of a waiting message.*
- Speed Calling 8/30**  
*Allows you to quickly dial 8 frequently called numbers by pressing a one-digit code.*  
*Allows you to dial 30 frequently called numbers using a two-digit code.*
-  **Three-Way Calling**  
*Allows you to talk with two people in different places at the same time.*
- Warm Line**  
*Dials a predetermined number after being off the hook for 30 seconds.*

 Included in the  
**U-P!CKBundle**

## Basic Smart Voice Mail 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 Smart Voice Features

Call for  
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944-2103

- **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, E-mail 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

The telephone is a big part of your life, both at home and at work. It can be an extremely helpful tool. Custom and Class features give you the power to stay in touch wherever you are, making your phone an effective communications instrument. On the next few pages you will find helpful descriptions and instructions for Geneseo Telephone Company's line of custom and class features. To add a service to your line, call our Business Office at 944-2103.

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### Anonymous Call Rejection

This service will route any incoming call that has its telephone number blocked, to a recording. Your phone will not ring.

#### To activate the service:

1. Listen for dial tone.
2. Press \*77 (1177 on rotary dial).
3. Listen for confirmation announcement.
4. Then hang up.

Callers will hear the following message telling them you are not accepting calls that are blocked. "Please remove the block and call again."

#### To deactivate the service:

1. Listen for dial tone.
2. Press \*87 (1187 on rotary dial).
3. Listen for announcement.
4. Then hang up.

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### Automatic Callback

Calls back the last number you dialed. If number is busy, the system will continue to attempt the call for up to 30 minutes and lets you know when the call can be completed.

#### To activate the service:

Press \*66 (1166 on rotary dial).  
The system will alert you when call can be completed.

#### To deactivate the service:

Press \*86 (1186 on rotary dial).  
If party doesn't answer, will not call back.

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### Automatic Recall

Announces the telephone number of the last unanswered call you received and automatically dials that number if you wish.

#### To activate the service:

Press \*69 (1169 on rotary dial).

A recorded voice will announce the number of the last unanswered call and instruct you how to proceed.

#### To deactivate the service:

Press \*89 (1189 on rotary dial).

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### Call Forwarding Basic

Call forwarding basic gives you the ability to transfer your calls to another phone. This feature must be activated and deactivated from the service number.

#### To activate the service:

1. Press \*72 (1172 on rotary dial).
2. Dial the number that will be accepting your calls.
3. You will hear two short tones, then normal ringing.
4. When someone answers the phone, Call Forwarding is working. Let that person know they will be receiving your calls if your line is busy, or there is no answer.
5. If no one answers at the number you are forwarding your calls to, hang up and repeat the first two steps. Even if no one answers, Call Forwarding will be working after the second try.

Your phone will ring briefly each time your number is called. You cannot answer the calls. The ring is just a reminder that Call Forwarding is working.

You will be charged long distance rates for any calls forwarded from your number to a number outside your local calling area.

You can still call out even when your incoming calls are being forwarded.

#### To deactivate the service:

1. Listen for dial tone.
  2. Press \*73 (1173 on rotary dial).
-



**Call Forward Busy**

You can have your calls forwarded to another number anytime your line is busy:

**To activate the service:**

1. Press \*90 (1190 on rotary dial).
2. Listen for the second dial tone.
3. Dial the number you want calls forwarded to. Call Forward Busy is activated when that number answers.
4. If no answer, or line is busy, hang up, then repeat steps above within 2 minutes. You will hear 2 short tones meaning Call Forward Busy is activated.

**To deactivate the service:**

1. Press \*91 (1191 on rotary dial).
2. Listen for 2 short tones.
3. Then hang up.

**To change forwarding number**

Simply deactivate the feature, then reactivate it using the new forwarding number.

**Call Forward No Answer**

You can have all your calls forwarded to another number when you are unable to answer your phone:

**To activate the service:**

1. Press \*92 (1192 on rotary dial).
2. Listen for second dial tone.
3. Press the number of rings (2-9) you want the phone to ring followed immediately by the number you want your calls forwarded to.
4. Dial the number you wish to forward your unanswered calls to. If no one answers the number you are forwarding your calls to, or that line is busy, hang up, and repeat steps above within 2 minutes. You will hear 2 short tones meaning Call Forward No Answer is activated.

**To deactivate the service:**

1. Press \*93 (1193 on rotary dial).
2. Listen for 2 short tones.
3. Then hang up.

**To change the forwarded number:**

Simply deactivate the feature, then reactivate it with the new forwarded number.

**To change the number of rings:**

- Deactivate (\*93) then reactivate following the instructions on how to activate the service using the new number of rings.

**Call Forward Remote Access**

Call forward remote access gives you the ability to program your Call Forwarding from any place in the world where you have access to a touch tone telephone.

**Access Directory Numbers:**

944, 945 & 946 Customers .....	944-9990
949 Customers .....	949-9990
441 Customers .....	441-9990
936 Customers .....	936-9990
937 Customers .....	937-9990
522 Customers .....	522-9990
521 Customers .....	521-9990
935 Customers .....	935-9990

**To program your call forwarding:**

1. Dial the dedicated access number provided by your telephone company (listed above).
2. Listen for ring, 3 beeps, then the special dial tone.
3. Dial the seven digit number of your phone with the call forwarding service.
4. Then immediately dial your 5 digit PIN.
5. Listen for special dial tone. You now have remote access.

**To activate the service:**

1. Press \*72 (1172 on rotary dial).
2. Listen for special dial tone.
3. Dial the number you want your calls to forwarded to.
4. Wait for confirmation tone.
5. Hang up.

**To deactivate the service:**

1. Press \*73 (1173 on rotary dial).
2. Listen for 2 short tones.
3. Then hang up.

**To change the forwarded number:**

Simply follow the steps to obtain remote access and then activate just as if your phone was not already forwarded.

## Call Transfer

Using Call Transfer, you can transfer a call in progress to another number.

Note: This Service requires the 3-Way Calling Feature.

### To transfer a call:

1. Quickly press and release the switch hook to put your first call on hold.
2. You will hear a special dial tone.
3. Dial number you wish to transfer call to.
4. Hang up.

If you wish to be part of the conversation prior to the transfer, don't hang up and you are now in **Three-Way Calling**. You cannot transfer two long distance calls.

## Call Waiting

You can answer a second call while you're already on the phone. You know someone is trying to call you when you hear a short tone.

- If you don't answer the first tone, you'll hear another one in ten seconds.
- If you want to end the first conversation and begin the second, just hang up.
- Your telephone will immediately ring with the second call.

If you want to answer the second call without ending the first, press and release the switch hook quickly.

The first call will be put on hold while you are connected to the second call.

### To return to the first call:

Press and release the switch hook again. You can switch back and forth between calls as often as you like.

## Cancel Call Waiting

When you want to place a call and NOT have it interrupted, you can temporarily cancel your Call Waiting feature.

### To cancel call waiting before placing your call:

1. Press \*70 (1170 on rotary dial).
2. Listen for the special dial tone.
3. Dial the number you are calling.

## To cancel call waiting during a call:

(You must have three-way calling)

1. Place your call on hold by quickly pressing and releasing the switch hook.
2. Listen for the special dial tone.
3. Press \*70 (1170 on rotary dial).
4. Listen for 2 short tones.
5. Then quickly press and release the switch hook and you are back with your call.

When you hang up, Call Waiting is automatically reactivated.

## Call Within

Lets you use the telephone in your house or business like an intercom.

### To use this service:

1. Dial your own telephone number.
2. Hang up and your phone will ring.
3. When someone answers the ringing stops and you can pick up and talk.

## Caller ID

Calling number is displayed to the person being called while the phone is ringing. You will need a Caller ID capable phone for this feature to work.

## Caller ID On Call Waiting

Calling number is displayed to the person being called at the time of the call waiting tone.

## Caller ID/Name Blocking

The codes listed below must be dialed PRIOR to placing your call.

- Pressing \*67 (1167 on rotary dial) blocks your number from appearing on the called party's caller ID unit for the current call.
- Pressing \*68 (1168 on rotary dial) blocks your name from appearing on the called party's caller ID unit for the current call.
- Pressing \*81 (1181 on rotary dial) will remove the name and number block on a Non-Published number for the current call. The name and number will then display to the called party's caller ID unit.
- Pressing \*82 (1182 on rotary dial) blocks both name and number from appearing on the called party's caller ID unit for the current call. \*82 is automatic for a Non-Published number. (Dial the code prior to placing your call.)

**Calling Name Delivery**

Calling name is displayed to the person being called while phone is ringing. You will need a Caller ID capable phone for this feature to work.

**Calling Name Delivery  
On Call Waiting**

Calling name is displayed to the person being called at the time of the call waiting tone. You will need a Caller ID capable phone for this feature to work.

**Customer Originated Trace**

If you receive an obscene, harassing, threatening, etc. phone call, you can immediately trace that call. Trace information will be recorded at the Telephone Company and released to law enforcement officials only. There is a charge per occurrence for Customer Originated Trace.

Before initiating the customer originated trace, please note the time of the call. After you hang up from the call you want traced immediately do the following:

**To initiate a call trace:**

1. Pick up phone and listen for dial tone.
2. Press \*57 (1157 on rotary dial).
3. Follow recorded instructions.

**Distinctive Ringing**

Distinctive ringing / call waiting allows you to define a list of up to 32 calling numbers that will provide a special incoming ring. Any incoming call from numbers on this list will be indicated by a distinctive ringing pattern or a distinctive call waiting tone if you also subscribe to Call Waiting.

**To activate the service:**

1. Press \*61 (1161 on rotary dial).
2. Listen for an announcement stating that this feature is either on or off.
3. An announcement will then tell you how many (if any) numbers are currently stored on your list.
4. You'll then be instructed to press 3 to turn the feature on (if it's off) or off (if it's on).

**To add a number to the list:**

1. Dial #.
2. Follow recorded instructions.

**To remove a number from the list:**

1. Dial \*.
2. Follow recorded instructions.

**To hear the current list of numbers:**

1. Dial 1.
2. Follow the instructions.

**To hear instructions again:**

Dial 0.

When you receive a call from a number on the list, you'll hear a special ring. All other calls will have a normal ringing pattern.

If you have call waiting and receive a call from a number on the list while on another call, you'll hear two short tones. All other calls will be announced with the normal call waiting tone.

**Double Number Ring**

A second number with a distinctive ring pattern for your teens, business, or fax machine.

**Find Me Service**

Stay within reach and never miss another important phone call. Find Me Service allows you to program up to four additional telephone numbers to ring at the same time.

Integrate your home, office and wireless phone so your callers can reach you no matter where you are. A call to your home can ring your wireless phone, your office phone and your lake cabin - all at the same time. The first one to answer accepts the call.

**To setup and update the service:**

(From the number the service is on)

1. Press \*55 (1155 on rotary dial)
2. Follow the instructions

**For remote access:**

1. Dial your prefix plus 9950 (e.g. 4419950).
2. Listen for 3 short tones followed by dial tone.
3. Enter your 7 digit telephone number followed by the # key.
4. Enter your 4 digit pin number.
5. Listen for 3 short tones followed by dial tone.
6. Press \*55 (1155 on rotary dial).
7. Follow the instructions.



### Selective Call Acceptance

Allows calls only from numbers you designate.

#### To use the service:

1. Press \*64 (1164 on rotary dial).
2. Follow the instructions.

### Selective Call Forwarding

Forwards only calls from numbers you designate. Other calls ring to your phone normally.

#### To activate the service:

1. Press \*63 (1163 on rotary dial).
2. Follow the instructions.

### Selective Call Rejection

Allows you to block calls which originate from numbers you designate.

#### To activate the service:

1. Press \*60 (1160 on rotary dial).
2. Follow recorded instructions.

### Speed Calling

Touch a button or two on your phone and be connected to frequently called numbers in an instant. You can get Speed Calling for 8 or 30 numbers. These numbers can be local or long distance.

#### Setting up speed calling for 8-call service:

1. Press \*74 (1174 on rotary dial).
2. Listen for dial tone.
3. Dial the code (2 thru 9) and the complete telephone number it will represent.
4. Listen for a confirmation tone.

Be sure to include the area code if it is different from your own.

To call that number, dial the single digit you have selected as a code. If you have Digitone Service, also press the # sign to save time.

#### Setting up speed calling for 30-call service:

1. Press \*75 (1175 on rotary dial).
2. Listen for dial tone.
3. Dial the code (20 thru 49) and complete the telephone number it will represent.
4. Dial # (omit this step on rotary dial).
5. Listen for a confirmation tone.

Include the area code if it's different from your own.

**To call that number:** Dial the two digits you have selected as a code. If you have Digitone Service, press the # sign to save more time. Keep a current list of all your codes and numbers they represent.

### Three-Way Calling

Three-way calling allows you to add a third party to a local or long distance call.

#### To add a third person to your conversation:

1. Quickly press and release the switch hook to put your first call on hold.
2. Listen for a special dial tone.
3. Dial the number of the third person you wish to add to the call.

When someone answers, only you will be able to talk with that person.

**To begin the three-way call:** Press and release the switch hook. Now, all three of you are on the line.

If the line is busy or you get no answer, you can return to the original call by pressing and releasing the switch hook.

If the first person you were talking with hangs up, you can add another caller by repeating the steps above.

**To disconnect the third person:** Press the switch hook twice. Your line is then free to add a different third party by repeating the previous steps. Three-Way Calling works whether you have received or made the first call. Everyone is disconnected when you hang up.



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## OPTIONAL CALLING SERVICES



Welcome to the newest in innovative voice messaging systems. The Smart Voice system is an upgrade from standard voice mail. This system can be accessed via phone, computer, PDA, and the web. You also have the ability to check messages from anywhere at anytime, not just from home. This advanced system can send you an E-mail at work or notify your cell phone when you have a new voice mail at home.

**Smart Voice****To Activate**

1. Dial \*92 (Non-Published numbers dial \*81\*92).
2. Listen for a special dial tone.
3. Enter the number of rings (2-9) you want the phone to ring before Smart Voice answers for you.
4. Dial 944-9925.

**To Deactivate**

Dial \*93.

**To Change # of Rings**

1. Deactivate - Dial \*93.
2. Reactivate with new number of rings following instructions under Smart Voice To Activate (above).

**Call Forward Busy**

Forwards calls to Smart Voice when your line is busy.

**To Activate**

1. Dial \*90 (non-published numbers need to dial \*81, then \*90).
2. Listen for a special dial tone.
3. Dial 944-9925.

**To Deactivate**

Dial \*91.

**Access Voice Mail Anywhere**

1. Dial 944-9925 locally to retrieve voice mail from anywhere in the United States.\*
2. Enter your 7-digit mailbox number and then #.
3. Enter your password and then #. Your default password is 0000 (four zeros).

\* If the phone you are using has SmartVoice, dial your phone number, when the greeting starts press \*, when prompted enter your password and then #.

**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 #.

**Record Your Greeting**

You can disregard this step if you choose to use the default greeting.

1. Access your voice mailbox.
2. Press 9 to set up your voice mailbox.
3. Press 1 for greeting options.
4. Press 2 to re-record your greeting.
5. Record your greeting and then press #. Your greeting is automatically saved.

**Create Multiple Greetings**

Continue from the steps above.

6. Press 5 to pick a new greeting. Then choose a new greeting # (2-9).
7. Press 2 to record your greeting.
8. Record your greeting and then press #. Your greeting is automatically saved.
9. Repeat steps 6 through 9, choosing a different greeting # each time.
10. Press 5 to pick a new greeting. Then choose the greeting that you wish to become active.



## Record Group Greeting

For sub-mailbox users.

1. Dial 944-9925.
2. Listen to the recording explaining that you must record a group greeting.
3. Wait until the end of the recording, then press \* to administer the group greeting.
4. Enter your password and then #.
5. Press 4 to record your group greeting.
6. 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."*
7. Press 2 to keep your greeting.

## Retrieve Messages

**Access your voice mailbox.**

1. 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."*
2. Press 1 to listen to new messages.
3. Press 2 to listen to saved messages

**When retrieving messages, you can:**

Press 1 to play the message again.

Press 2 to save the message and play the next.

Press 3 to delete the message and play the next.

Press 4 to save the message as new.

Press 5 to reply to the message.

Press 6 to forward the message to another mailbox.

Press 7 to skip back 3 seconds.

Press 8 to pause the message or continue.

Press 9 to skip forward 3 seconds.

**Note:** Messages are saved on the system for 30 days, then deleted.

## Retrieve Messages From 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 its own password. The default password is 0000 (four zeros).
5. 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."*
6. Press 1 to listen to new messages.
7. Press 2 to listen to saved messages.

## Phone Central

Phone Central allows Voice 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.

### 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.



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**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**

In Phone Central, open the Voice Mail menu.

1. Click Settings.
2. Click the Custom Greetings tab.
3. Right-click on the greeting you want to make current and select 'Set as Current Greeting'.
4. Click Save.

**Add a Custom Greeting in Phone Central**

In Phone Central, open the Voice Mail menu.

1. Click Settings.
2. Click the Custom Greetings tab.
3. Click Add.
4. Enter a Greeting Title.
5. Click the Browse button and locate the greeting.
6. Click Accept.
7. Make the greeting your current greeting if needed.
8. 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 up AND/OR,
5. Check the box 'Play Sound on New Voice Mail' to play a sound.
6. Click Save.

**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's possible to forward the message to anyone via e-mail.

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 the Save Message link to save the message on your voice mail service. This will NOT affect the e-mail. It will remain in your e-mails until you remove it just like any other e-mail you receive.

Click the Delete Message link to delete the message from your voice mail service. This will PERMANENTLY DELETE the message from your voice mail service. This will NOT affect the e-mail. It will remain in your e-mails until you remove it like any other e-mail you receive.