

Voice Mail System Features

E-Forward™ with Name Delivery

Delivers Valley Voice Mail to a Valley e-mail account as a compressed .wav file. The calling party's name and telephone number will appear in the message subject line (in most cases.) *Available in Silver & Gold Voice Mail Plans.*

“Phone Central” Interface

Phone Central is a PC Desktop application allowing Valley Voice Mail subscribers to play or delete messages and maintain and manage personal settings directly from their computers. *Available in Silver & Gold Voice Mail Plans.*

Valley Video TV Message Waiting Indicator

Valley Video Subscribers who also use Valley Voice Mail may receive a “Message Waiting Indication” via Valley Video. *Available in Silver & Gold Voice Mail Plans.*

E-Mail Only Voice Mail

Voice Mail messages may be sent directly to a Valley Email Account rather than being delivered via the Voice Mail System. Instead of dialing into the Voice Mail System, all messages are retrieved via E-Mail. *Available in Silver & Gold Voice Mail Plans.*

Out Dial/Out Dial Administration

Allows the calling party listening to a Voice Mail Greeting to transfer to another pre-programmed number. Example: “Leave a message or press ‘0’ to be connected to my shop number.” The administration feature allows the subscriber to manage their Out Dial number by accessing the settings via the voicemail setup. *Available in Gold Voice Mail Plan.*

Voice Mailbox Features

Sub-Mailboxes

Depending on the voice mail package selected, up to five sub-mailboxes may be configured. Sub Mailboxes have private greetings and PIN numbers.

Multiple Greetings

Voice Mail subscribers may record up to ten different greetings and select one as the “active greeting”. For example: Out of Town Greeting, Away from the Office Greeting, Happy Holidays Greeting, etc.

VOICE MAIL USER GUIDE



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

SIMPLE, CONVENIENT, RELIABLE.
THAT'S VOICE MAIL.

Voice Mail Plans

Bronze.....\$3/month

📞 1 Mailbox to share with others at the same telephone number.

Maximum Message Length: 60 seconds
Maximum Mailbox Storage: 5 minutes

Silver.....\$4/month

📞 3 Mailboxes to share with others at the same telephone number.

Maximum Message Length: 60 seconds
Maximum Mailbox Storage: 10 minutes
E-Forward™ Messaging
Phone Central Interface
Valley Video Message Waiting Indicator

Gold.....\$5/month

📞 5 Mailboxes to share with others at the same telephone number.

Maximum Message Length: 60 seconds
Maximum Mailbox Storage: 20 minutes
E-Forward™ Messaging
Phone Central Interface
Valley Video Message Waiting Indicator
Out Dial/Out Dial Administration

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SIMPLE ■ CONVENIENT ■ RELIABLE

THAT'S VOICE MAIL.



USING VALLEY VOICE MAIL

Access Your Voice Mail

From the phone subscribed to the service:

1. Dial NXX-8811 (NXX = your exchange prefix)
2. If prompted, enter your PIN/Password and then press #.

From a different phone/location:

1. Dial NXX-8811 (NXX = your exchange prefix)
2. Enter your 10-digit mailbox number (your telephone number, including area code)
3. Enter your PIN/Password and then press #.

Auto Login - When dialing the voice mail system from your subscribed telephone, you will not be required to enter your PIN/Password.

Record Your Greeting

1. Access your voice mailbox.
2. Press 9 for the mailbox setup 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.

To Create Multiple Greetings

1. Press 9 for the mailbox setup menu.
2. Press 1 for greeting options.
3. Press 5 to Pick a New Greeting, then choose a new greeting number (2-9).
4. Press 2 to record the new greeting and then press #.
5. To record additional greetings, repeat steps 3 & 4, choosing a different greeting number each time.
6. Press 5 to pick a new greeting and select which greeting you wish to become active.

Change Your PIN/Password

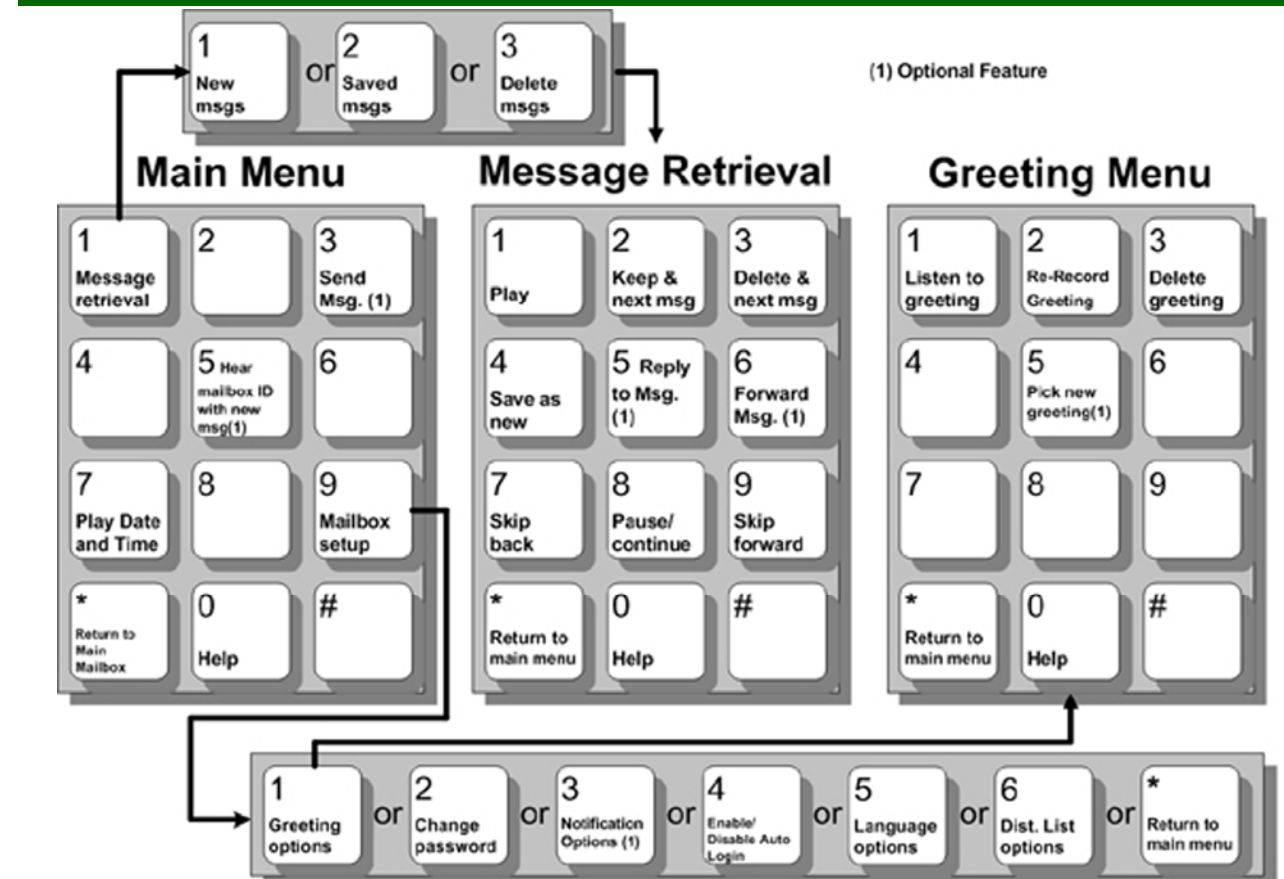
1. Access your voice mailbox.
2. Press 9 for the mailbox setup menu.
3. Press 2 to change your password
4. Enter your new password and then press #.
5. When prompted to verify the password, enter it again and then press #.

Retrieve Messages

1. Access your voice mailbox.
2. 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."
3. Press 1 to listen to new messages.
4. 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 | Pause the message |
| Press 9 | Skip forward in the message |
| Press * | Return to the Main Menu |



E-Forward™

Available in Silver & Gold Plans

Using Voice Mail to E-Mail:

1. Check your E-Mail as you normally would.
2. When you get a voice mail message, you will receive an email from "Your Voice Mail Box" delivered right to your "E-Mail Inbox". The message will have a .wav attachment.
3. Open the .wav 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.

Upon activation, your voice mail PIN/Password will be set to 0000. The first time you log in to the voice mail system, you will be prompted to change your PIN/Password.

Important Account Information

Your Voice Mail Dial-In Number Is:

Your Voice Mailbox Number Is:

Your Voice Mailbox PIN/Password Is: