

Voice Mail User Guide



Brainerd Location

PO Box 972 | 1102 Madison Street | Brainerd, Minnesota 56401

Baxter Location

14385 Edgewood Drive | Baxter, Minnesota 56425

218-454-1234 | 800-753-9104 | www.ConnectCTC.com

VOL -

CID

PHONE

1

4

GHL

7

PQRS

*

-tone



Accessing Your Mailbox

1. Dial _____
Or access by dialing *10 from your home phone.
2. Either:
Press # if calling from phone your voice mail is on, OR Enter your telephone number, area code first, if calling from a remote phone, OR with Auto Login and accessing from your home phone no entry is required.
3. Enter your password, followed by the # key.
Your password will be a default code of "0000" until you change it.
4. Main Menu: Press 1 to retrieve messages, Press 7 for current date and time or Press 9 for mailbox setup.

Accessing Your Sub-Mailbox

1. Follow steps 1 and 2 from above.
2. Enter your sub-mailbox number. If you are the Group Administrator and wish to record a group greeting press * to access the Group Greeting. A voice prompt will guide you through those steps.
3. Enter your password, followed by the # key. Your password will be a default code of "0000" until you change it.
4. Main Menu: Press 1 to retrieve messages, Press 5 to hear which sub-mailboxes have new messages or Press 9 for mail-box setup.

To Retrieve Messages

Three options in message retrieval menu:

- a. Press 1: New Messages
- b. Press 2: Saved Messages
- c. Press*: Return to Main Menu

Listen to Messages:

1. PRESS 1: Play or re-play message.
2. PRESS 2: Save message and go to next.
3. PRESS 3: Delete message and go to next.
4. PRESS 4: Save message as new.
5. PRESS 6: (1) Forward message.
6. PRESS 7: Skip back three seconds.
7. PRESS 8: Pause or continue message.
8. PRESS 9: Skip forward three seconds.
9. PRESS *: Return to main menu.

Mailbox Set-up

Three options in mailbox set-up menu:

- a. Press 1: Greeting options (you can disregard this step if you choose to use the default greeting).
- b. Press 2: Change password.
- c. Press 4: Auto - Login options defaults
- d. Press *: Return to main menu.

To change or record your greeting:

1. Press 1: Greeting options.
2. Press 4: Record your greeting.
3. Press #: End recording function.
4. Press 1: Listen to greeting.
5. Press 2: Save greeting. Greeting must be saved to be activated.
6. Press 3: Delete Greeting.
7. Press 4: Re-record greeting. Then follow steps 3-7 again.
8. Press *: Return to mailbox set-up.

To change your password:

1. Press 2: Change your password.
2. Enter new password, followed by the # key.
This 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 that is easy for you to remember.
3. To verify, enter your password again, followed by the # key.

