

Welcome to 3 Rivers Voice Mail!

Let's get started...

Your Voice Mail retrieval number will be your exchange plus 1445 (for example 467-1445 or 842-1445) except in the exchanges noted below:

- Big Sky customers within the 999 exchange should use 995-1445
- All Conrad customers should use 271-1445
- All Shelby customers should use 424-1445
- All Great Falls customers should use 216-1445

To check Messages from Your Main Number, dial the Voice Mail retrieval number provided above or simply dial *99.

To check Messages from a Remote Location:

1. If you are within a 3 Rivers local calling area, call your Voice Mail retrieval number above. If you are at a phone that is NOT subscribed to Voice Mail, you will be asked to enter your mailbox number (your 10-digit main number followed by the # key).

a) If you are at a phone that IS subscribed to Voice Mail, you press 7 from the Main Menu to Switch Account. Enter 10-digit main number followed by the # key.

2. If you are calling from outside a 3 Rivers local service area, you will need to dial 1-406 plus your Voice Mail retrieval number. Long distance charges will apply. You will be asked to enter your 10-digit main number followed by the # key.

MAIN MENU

To Review Messages:

Press 1 from Main Menu and Listen to Message

1. To Repeat Message, Press 1
2. To Save as New, Press 22
3. To Delete Message, Press 3
4. To Reply to Message, Press 4
5. To Send a Copy, Press 5
6. Press # to Leave as Saved

You must do one of the above to listen to next message.

- Press * to Exit and return to Main Menu

To Send a Message:

Press 2 from Main Menu and enter the 10-digit phone number or Group List Number you wish to send the message to and then hit the # key. Once all numbers are entered, press the #.

To cancel the last entry, press the * key twice. Record your message after the beep and then press pound. To hear the delivery options, press 1.

Delivery Options:

1. To Review the Message, Press 1
2. To Mark as Urgent, Press 2
3. To Mark as Private, Press 3
4. To Re-record the Message, Press 4
5. To Request a Delivery Report, Press 5
6. To Request a Read Report, Press 6
7. To Add or Remove Recipient, Press 7
8. Press # to Send As Is
9. Press * to Exit

To Work with Greetings:

Press 3 from the Main Menu.

Greetings Options Menu:

1. Personal Greetings, Press 1
2. Extended Absence Greeting, Press 2
3. System-Generated Greetings & Name Recording, Press 3
4. Busy Greeting, Press 5
5. Out-of-hours Greeting, Press 6
6. Forward all Calls to Voice Mail Greeting, Press 9
7. Press * to Exit

To Work with Mailbox Settings:

Press 4 from the Main Menu.

Mailbox Settings Menu:

1. Group Lists (Groups allow you to send the same message to a group of numbers.) Press 1
2. Hands-free and Time Saver Options, Press 2
3. Security Options, Press 3
4. Notification Options, Press 5
(Must contact business office for initial setup).
5. Additional Settings, Press 6
6. Live Message Screening Settings, Press 9
7. Press * to Exit

To Work with Reminders:

Press 5 from the Main Menu

Reminders Menu:

1. To Disable Reminders, Press 1
2. To Add a New Reminder, Press 2
3. Press * to Exit

To Get your Deleted Messages:

Press 6 from the Main Menu and Listen to Message

1. To Repeat Message, Press 1
2. To Restore Message, Press 2
3. To Permanently Delete, Press 3
4. To Reply, Press 4
5. To Send a Copy, Press 5
6. Press # to Get You Next Message
7. Press * to Exit

To Log on as Another Subscriber:

Press 7 and enter phone number, then press # if correct or * if error.

For Help, Press 0

Helpful Hints:

Next Hint

* Return to Main Menu

Press 1 to Replay Hints from Start of Menu

To Set Up Your New Voice Mail Service:

The first time you log into your mailbox you will be asked to configure it. This first-time sign-in involves 3 steps:

- 1) Establishing a PIN
- 2) Recording your Name
- 3) Recording a Greeting

Note: you may skip the sign-in the first time by pressing the *key twice, but after skipping it once, you must complete all three steps the next time you call in.

1. Establishing a PIN: To secure your account, you must set up a new PIN. A prompt asks you to enter a PIN. Enter a 4-digit PIN of your choice, pressing # when finished. (0000 is not allowed for a PIN; for security reasons, you should not choose your last 4 digits of your phone number). Confirm the new PIN by re-entering it and pressing # when finished.

2. Recording your Name: Next, you are prompted to record your name. This is used for some system-generated announcements, for example when you leave messages for others. Record your name and press # when finished. An announcement plays your recording back to you. If you want to re-record it, press 1. If you want to keep it, press #.

3. Recording a Greeting: You can use a number of different types of greeting.

- a. To record your own personal greeting, press 1. Record your greeting and press # when finished.
- b. To use a system-generated greeting that announces your recorded name, press 2.
- c. To use a system-generated greeting that reads out your phone number, press 3.
- d. To use a system-generated greeting that neither announces your name nor reads out your phone number, press 4. An announcement plays back your selected greeting. To record or select a different greeting, press 1. To save it and use it as your greeting, press #.

Once you have saved your greeting, you have finished setting up your mailbox. You are now transferred to the Main Menu.

Abuse Protection

When you or another user accesses the system and fails to enter the correct PIN, or fails to select a valid mailbox after a specified error limit is reached, the calling line is locked out of Voice Mail. You may call the 3 Rivers business office during normal business hours to have your Voice Mail access reinstated.

Voice Mail Basic includes:

Per Message Notification – set up a predefined telephone or pager number to notify you of all new messages. Please contact business office for initial set-up.

E-mail Notifications – send your voice mail messages to a predefined email address as an audio (.wav) file. When the message is accessed on your e-mail and deleted, it remains as a new message in Voice Mail. Please contact business office for initial set-up.

Reminders Service – Using the Reminders service, you can arrange to have a recorded message set to call your phone at a pre-arranged time; these can be set as a one-off alarm call or have them recur daily or just on weekdays. Reminder calls are delivered to the phone you use to set them up. If you want to deliver a Reminder to another phone associated with your account, log into your account from that phone.

Additional Greeting Options –

- a) Extended absence greeting – can be turned on when you are out of the office for a long period of time. The extended absence greeting can also be set to announcement only, which means that callers will not be able to leave a message for you.
- b) Out of hours greeting – plays automatically outside your normal working hours.
- c) Busy greeting – plays when your phone is already in use when the caller tries to call you.



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Voice Mail Instruction Guide

