

## 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 you 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



# Welcome to 3 Rivers Voice Mail!

Let's get started...

Your Voice Mail retrieval number will be 406 plus your exchange plus 1445 (for example 406-467-1445 or 406-842-1445) except in the exchanges noted below:

- Big Sky customers within the 999 exchange should use 406-995-1445
- All Conrad customers should use 406-271-1445
- All Shelby customers should use 406-424-1445
- All Great Falls customers should use 406-216-1445

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