



Voicemail Guide

Number to Access Voicemail: 563-245-1500

Mailbox ID Number: _____

Your New Password: _____

Auto Login: Yes or No _____

Thank you for subscribing to voicemail service from Alpine Communications.

Your new voicemail service has a recorded greeting that your callers will hear. The following directions explain how to record your personal greeting. Your password has initially been set to **0000 (four zeros)**. It is recommended that you change your password using the directions below. The following steps take you through this basic setup process.

The first time you access your new mailbox you will be given the choice to hear your announcements in English or Spanish. Follow the voice prompts to make your selection. You can change your language settings by using the voice prompts at any time.

Step 1: Record Your Personal Greeting(s)

1. Dial the number to access voicemail – 563-245-1500.
2. Enter your voicemail box number.
3. At the prompt, enter your PIN number.
4. At the Main Menu press 9.
5. Press 1 for Greeting Options.
6. Press 2 to Record a Greeting.
7. At the tone, record your greeting. When you are finished press the # key.
8. You have the option to record multiple greetings. To do this:
9. Press 5 to pick a new greeting. Pick the greeting # (2-9) you want to record and then repeat steps 6 & 7. Continue doing this choosing a different greeting # each time.
10. Make sure to press 5 again to pick the greeting you want active when you are done recording them.
11. Press the * key to return to the Mailbox Setup Menu.

You have now personalized your greetings and password. You may change these at any time. When you lift your phone's receiver and hear a stutter dial tone, you have a voice message. Refer to the following steps to listen to your messages.

Step 2: Change Your Password

1. Dial the number to access voicemail – 563-245-1500.
2. Enter
3. At the Main Menu press 2.
4. Enter your new Password (1-16 Digits) followed by the # key (choose a number you will remember).
5. Re-enter your password followed by the # key.
6. Hang Up.
7. Record your new Password on top of this page for future reference.

Step 3: Listening to Your Messages from Your Home Phone

1. Dial the number to access voicemail – 563-245-1500.
2. If you have Auto Login (Shown Above) and are calling from your home phone, proceed to Step 4.
3. Follow the voice prompts and enter your Mailbox ID Number (Shown Above).
4. Follow the voice prompts and enter your Password followed by the # key.
5. Proceed to Step 4.

Step 4: You Are at the Main Menu

1. Press 1 to retrieve your messages.
2. Press 1 again to listen to the new message.
3. After you have listened to the message a voice prompt will ask you to:
 - a. Press 1 - To listen to the message again.
 - b. Press 2 - To save the message and listen to next message.
 - c. Press 3 - To delete the message and listen to the next message.
 - d. Press 4 – To save the message as new.
4. Press the * key to return to the Main Menu.

Step 5: Listening to Your Messages Away From Home

There are two ways to access your voicemail from any touch tone phone when you are away from home:

1. Dial your home phone number (including area code if calling long distance).
2. When the greeting begins, press the (star) key.
3. When prompted, enter your Password followed by the # key.
4. Refer to Step 4.

OR

1. Dial the number to access voicemail – 563-245-1500.
2. When prompted, enter your Mailbox ID Number (home phone number with area code).
3. When prompted, enter your Password followed by the # key.
4. Refer to Step 4.

Changing Your Language Settings

1. Dial the number to access voicemail – 563-245-1500.
2. Enter your voicemail box number.
3. At the prompt, enter your PIN number.
4. At the Main Menu press 9.
5. Press 5 for Language Settings.
6. Press 1 to hear your announcements in English or Press 3 to hear your announcements in Spanish.

Receiving Messages via Voicemail to Email

If your voicemail package includes the Voicemail to Email capability, you will receive all your voicemail messages via email. This allows you to access your voicemail messages via your telephone or through your email. You must, however, still delete any email messages using your telephone or via the Manage My Vmail Portal: <https://myphone.alpinecom.net/Voicemail/#/main/account>

When you open the e-mail message, you can listen to the message, save it on your hard drive, or delete it. Because the message is simply an AVI file, it's also possible for you to forward the message to anyone via e-mail.

To Make Certain Voicemail to Email is Activated on Your Voicemail Service:

1. You will receive a voicemail that has been transferred to you automatically as an email.
2. When you open your email program, you will see an email similar to the one shown below.

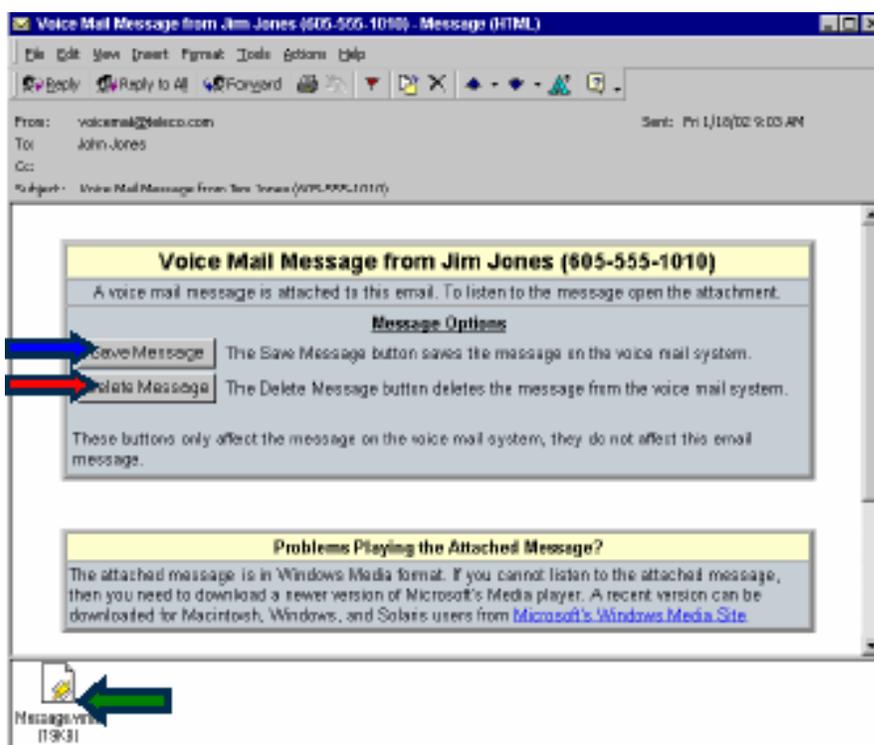


Figure PP - Voicemail by E-mail

3. Notice that the e-mail shows who the message is from and also the number they called. Similar to caller ID, the e-mail may only show the number, city/ state, out of area or unknown.
4. Click on the icon on the bottom-left of the screen (shown here with a **Green** arrow pointing towards it) to listen to the message.
5. Click the Save Message button (**Blue** arrow) to save the message on your voicemail 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.
6. Click the Delete Message button (**Red** arrow) to delete the message from your voicemail service. This will PERMANENTLY DELETE the message from your voicemail 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.

Other Tips for Using Voicemail

While Listening to Your voicemail messages:

1. Press 1 – To return to the beginning of the message.
2. Press 7 – To back up (rewind) 3 seconds.
3. Press 8 – to pause and continue playing the message.
4. Press 9 – To forward the message 3 seconds.

You should now have a general understanding of how to use your new voicemail service. If you wish to practice, call your own telephone number and leave a message. When you pick up the phone again, you will hear the stutter dial tone indicating you have a message. Follow the steps to listen to your message.

In a short time, using your voicemail service will be easy to use. If you have any questions, please call us at **563-245-4000** and we will be happy to assist you. Thank you for subscribing to voicemail service from Alpine communications.