

Voice Mail

(Vernon Communications Cooperative)

VERNON COMMUNICATIONS COOPERATIVE VOICE MAIL

Voice Mail is similar to an answering machine, but there is no equipment to purchase or replace. It works even if the power is off. It has the ability to answer your calls if you do not answer, or if you are on the telephone. Your calls can be retrieved remotely from any telephone regardless of where you are. You have the ability to save or delete your messages. Voice Mail even gives you the convenience of some forwarding features.

VOICE MAIL TO EMAIL

Receive an email with an attached WAV file each time someone leaves you a voice message.

These features are customer programmable and are required to be activated for Voice Mail. Visual Message Waiting indication is also available. This will require a telephone or other adjunct device that is equipped with this feature.

ACCESSING YOUR MAILBOX

1. Dial __ __ -MAIL (6245). (Insert your exchange prefix).
(All Viroqua Customers must dial 638-6245.)
(All Cashton Customers must dial 634-6245.)

Then Either:

- If using **Auto Login** and accessing from your home phone, no entry is required, and the first message will play immediately, **OR**
 - If calling from a Vernon Telephone line other than your home phone, you may have to press #, if not requested to enter your mailbox number (which is your 10-digit phone number), **OR**
 - Enter your **10 digit telephone number** if calling from a remote phone.
2. If requested, **enter your password followed by the # key**. Your password will be your Vernon Communications Co-op account number by default. To change your password, go to mailbox setup.
 3. **Main Menu: Press 1** to retrieve messages
Press 7 for current date and time, or
Press 9 for mailbox setup.

SETUP MENU OPTIONS

- Press 1** - Greeting options
 - Press 2** - Change password
 - Press 4** - Auto login options
- Follow recorded instructions.**

TO LISTEN TO MESSAGES

- Press 1** - Play or replay message
- Press 2** - Save message and go to next
- Press 3** - Delete message and go to next
- Press 4** - Save message as new
- Press 6** - Forward message
- Press 7** - Skip back three seconds
- Press 8** - Pause or continue message
- Press 9** - Skip forward three seconds
- Press *** - Return to main menu

TO UNDELETE MESSAGES

Don't hang up. Follow the voice prompts to listen to the messages. Once you have played the message you deleted, you may use any of the options above to change your message status.

Basic Voice Mail

- Max, message length = 60 seconds
- Total record time = 10 minutes

Enhanced Voice Mail

- Max, message length = 180 seconds
- Total record time = 20 minutes

***Email notification available
at no charge.***

