

Voicemail User Guide:

PRODUCT OVERVIEW

Voicemail from **Excel** provides you with a digital mailbox to capture voice messages from your home phone.

Using voicemail service offers superior reliability over answering machines. Having voicemail provides you the ease of being able to check all your messages from any phone in the world just by dialing your access number and entering your passcode.

FEATURES

- Check messages from anywhere by dialing your home telephone number
- Keep/Delete
- Rewind/Fast Forward
- Pause During Message
- Time/Date Stamp
- Undelete Message “oops”
- Skip Forward/Backward
- FIFO/LIFO (Unplayed/Kept Messages)

SM **EXCEL**

To Access Your Mailbox

1. Dial your home phone number or dial 1-866-465-3260 from your home phone
2. Interrupt your temporary greeting by pressing *
3. When prompted, enter your passcode (last 4 digit of home phone on initial setup)
Note: You must complete the 3-step tutorial on the first time you login. If you enter your passcode incorrectly, the system will ask for it twice before letting you into your mailbox

At the Main Menu, You Have Three Options

- Press **P** To **P**lay your first message
Press **U** To change **U**ser options
Press **X** To **eX**it the system

After (or While) Listening to Your Messages, You Can

- Press **P** To **P**lay the current message again
Press **K** To **K**eep the message
Note: You must keep or discard the current message in order to play the next message
Press **D** To **D**iscard the message

When you are finished listening to your messages, always press **X** to **eX**it the system

At Any Time While Playing a Message, You Can

- Press **1** To pause your message
Press ***** To resume
Press ***** To rewind 3 seconds
Press **#** To fast forward 3 seconds

User Options

- Press **U** For **U**ser Options
Press **G** To change your **G**reeting (Outside callers will hear this greeting.)

- Press **N** To change your **N**ame (Other users will hear this when messaging from their mailboxes.)
Press **P** To change your **P**asscode (Passcodes can be 4 to 10 digits in length. Do not use your mailbox number.)
Press **X** To **eX**it user options

To Change Your Greeting or Name

- Press **U** For **U**ser Options
Press **G** To change your **G**reeting or
Press **N** To change your **N**ame
Press **L** To **L**isten to the current Greeting or Name
Press **R** To **R**ecord your new Greeting or Name
Press **R** To **R**eview your new recorded Greeting
Press **D** To **D**iscard the Greeting and re-record
Press **X** To save your recorded Greeting and **eX**it to the main menu

Message Skip Or “Tip-Toe” Feature

This feature allows you to skip the current message and move to the beginning of the next message. The skipped message will remain in the unplayed queue.

At the end of the message, or anytime while playing the message, simply press **T** to skip forward to the next message. You may also move backwards in your message queue by pressing **T ***

“Oops” Feature to Undelete Messages

If you have accidentally discarded a message you may retrieve it by pressing ***** immediately after pressing **D**.