

# VOICEMAIL

## Enhance the Way You Communicate!

### HOW TO ACCESS YOUR VOICEMAIL

All of your messages reside in your personal voice mailbox, which is protected by your password.

#### From Your Own Phone:

- Dial the Arvig® local voicemail access number \_\_\_-0123. (Arvig local exchange and 0123. If you are unsure of your access number, please contact Arvig.)
- Shortcut, dial \*98.
- Enter your password when prompted.  
Note: Your temporary password is six zeros, 000000.

#### From Another Phone:

- Dial your phone number with the Arvig voicemail account.
- Press \*, once you hear your recorded name.
- Enter your password.



### VOICEMAIL FEATURES: Select what's right for you!

#### Virtual Voicemail

Allows your voicemail messages received via the phone to be accessed from any device connected to the internet using your password and login. You can also play, send, answer, forward and save your voicemail messages to your computer, mobile device or email. Go to [arvig.net](http://arvig.net), click on voicemail and log in to your account to access your messages.

#### Voicemail Fax

When you travel or work at home instead of at the office, you don't always have easy access to a fax machine. Now you can go anywhere and still receive important fax documents that you have been waiting for—no need to find a fax machine, locate the number, or run back to the office. You have a personal incoming fax number on your computer!

#### Portal:

Go to [arvig.net](http://arvig.net) and click on **VOICEMAIL**.

#### Log in:

Enter your 10-digit phone number with no spaces.

Your temporary password is the first character of the last name on the account, plus sign (+), then the last four digits of the phone number. For example, Kindly, 2183461234 would be K+1234. If the name on the account is a business, use the first letter of the business name.

**Once logged in, create a new password under the Change Password link.** Do not check the "Remember Me" box until after you have changed your password.

#### Dashboard:

Choose **Messages & Calls** from the top menu.

#### Messages & Calls:

Press the **Play Button** to listen to the message.

Click on the **Actions** drop-down menu to view additional options.

Click on the **Trash Can** icon to delete the message.

#### Faxes:

From the Messages and Calls menu, choose the **Faxes** tab. Received faxes will show in a list; follow the on-screen prompts.

Complete guides for voicemail features can be found on [arvig.net](http://arvig.net).

888.99.ARVIK | [arvig.net](http://arvig.net)



## Main Menu

See the voicemail guide (below) for the Main Menu functions. This shows you how to Repeat, Save, Erase, Reply, etc. to messages. For complete voicemail instructions visit arvig.net.

<b>1</b> <b>Review Messages</b> Review Messages Menu 1 Voicemail 3 Faxes 9 Future Delivery Messages	<b>N</b> <b>Listen to Message</b> Hear message 1 Repeat 2 Save 3 Erase 4 Reply 5 Send a Copy 2 2 Mark Saved Message as New	<b>2</b> <b>Send Message</b> Enter phone or GL number, then # 1 Review Message 2 Mark as Urgent 3 Mark as Private 4 Re-Record Message 5 Report on Send 6 Report on Read 7 Add Recipient # Send as is	<b>3</b> <b>Work with Greetings Menu</b> Greeting Options Menu 1 Personal Greeting 2 Extended Absence 3 Sys-Gen Greetings and Name Recording 4 Group Mailbox Greetings 5 Busy Greeting 6 Out-of-office hours greeting 9 Forward all Calls to Voicemail Greeting * Exit Menu
<b>4</b> <b>Mailbox Settings</b> Mailbox Settings Menu 1 Group Lists 2 Handsfree and Time Saver Options 3 Security Options 5 Notification Settings 6 Additional Settings * Exit Menu	<b>6</b> <b>Review Erased Messages</b> Select Message Type 1 Voicemail 3 Faxes	<b>N</b> <b>Erased Messages</b> Hear Message 1 Repeat 2 Restore 3 Permanently Erase 4 Reply 5 Send a Copy # Next Message	<b>7</b> <b>Switch Account</b> Enter Phone Number, then #, or * if error <b>0</b> <b>Help</b> Helpful Hints # Next Hint * Return to Main Menu 1 Replay from Start of Menu <b>*</b> <b>Exit</b> Goodbye and Exit Voicemail

**Common Keys**

* Cancel input or move up a level	0 Helpful Hints
# End input or move forward in a list	8 Pause / Resume

## Common Keys

You can press the following common keys at any point in the Main Menu. They behave the same way no matter which menu you are listening to.

- **8—Pause.** Stops all activity for 30 seconds, and then returns you to the beginning of the section you are listening to. While the activity is paused, you can also press any key to return to the beginning of the section without having to wait for 30 seconds.
- **\*—Back up.** This key performs one of two functions, depending on what you are doing at the time. When recording a message or entering numbers, it cancels the current input, and you are prompted to enter the input again. Otherwise, it takes you up a level in the menu system. Pressing \* repeatedly is one way to cancel operations by working your way back up through the menus until you reach the Main menu.
- **#—Move on.** This key performs one of two functions, depending on what you are doing at the time. When recording a message or entering numbers, # is used to indicate the end of your input. Otherwise, it is used to move forward in a list of options.
- **0—Get help.** This key plays helpful hints about the voicemail system.

## Playback Keys

The playback keys, listed below, are only active during the playback of a message. They are designed to help you listen to your messages.

- **6—Increases the volume of the message.** Press 6 several times to incrementally increase the volume. However, do not press 6 repeatedly in quick succession. This action won't increase the volume, instead it provides the date and time of the message.
- **7—Slows the playback of the message.** Press 7 several times to incrementally reduce the speed of the message. However, pressing 7 repeatedly in quick succession causes the message to skip back 5 seconds.
- **8—Pauses the playback of the message.** A recurring "ping" sound informs you that the message is paused for up to 20 seconds. Pressing 8 again resumes playback.
- **9—Speeds the playback of the message.** Press 9 several times to incrementally increase the speed of the message. However, pressing 9 repeatedly in quick succession causes the message to skip forward 5 seconds.
- **66—Message receipt date and time.**
- **77—Skips back 5 seconds.**
- **99—Skips forwards 5 seconds.**

## Set up your Mailbox

To set up your mailbox via phone you must use a phone that uses the phone number with the voicemail service.

- Dial \*98 to access your voicemail account.
- When prompted, enter your temporary password (six zeros, 000000).
- The voicemail system will then guide you through:
  - Changing your password.
  - Recording your greeting.
  - Recording your recorded name.