



Voicemail

[Click here to access your voicemail online.](#)

Voicemail from Arvig will enhance the way you communicate! Our voicemail allows you to play, send, answer and forward voice messages from any touch-tone phone.

Arvig also offers optional features available to voicemail users. Ask for details.

- **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.
- **Voicemail Fax:** you receive a personal fax number and view fax documents on your computer.

Glossary of Terms

Voicemail: your local phone answering service that enables you to play, send, answer and forward your messages from any touch-tone phone.

Mailbox: the place where your messages are stored.

Mailbox Number: your ten-digit phone number (including area code).

Password: the security code used to access your phone number.

Temporary Passcode: six zeros (000000).

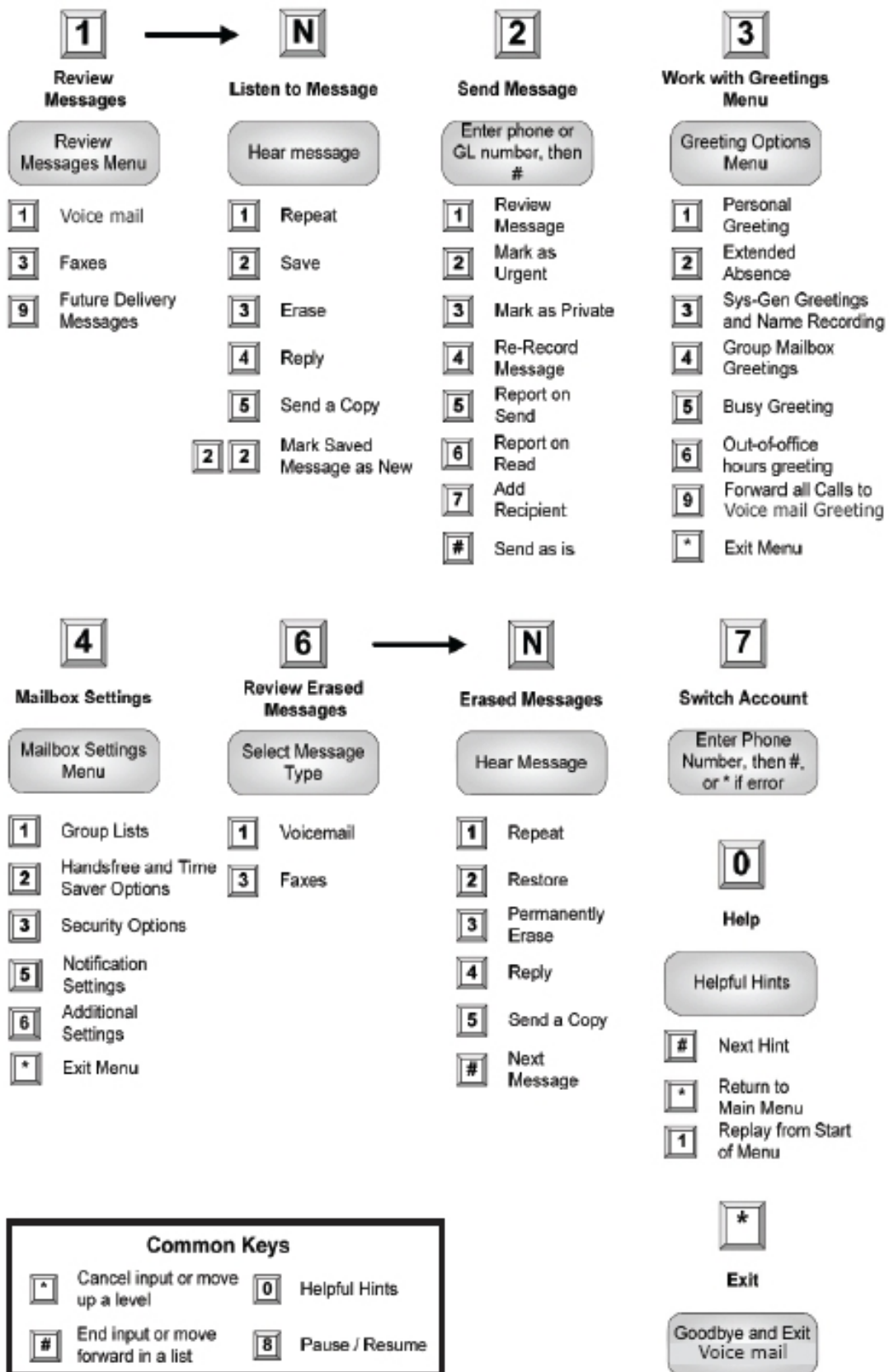
Local Voicemail Access Number: Arvig local phone number exchange plus 0123. (If you are unsure of your access number, please contact Arvig.) You may also use the shortcut: ***98**.

Fax: optional feature that allows you to receive incoming faxes via the web.

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User Guide



Accessing Your Voicemail

All of your messages will reside in your personal voice mailbox, which is protected by your password. You can access your mailbox with a phone call or via the web at www.arvig.net.

From Your Own Phone:

1. **Dial** your local voicemail access number **__ _ -0123**
(Arvig local phone number exchange plus 0123. Here are some of the Arvig local exchange numbers: 862, 844, 548, 237, 895, 632, 859, 486, 338, 346, 584, 547. If you are unsure of your access number, please contact Arvig.)
2. **Shortcut**, dial *98.
3. **Enter your password** when prompted.
Note: your temporary password is six zeros, 000000.

From Another Phone:

1. **Dial** your Arvig phone number with the voicemail account.
(Arvig local phone number exchange plus 0123. Here are some of the Arvig local exchange numbers: 862, 844, 548, 237, 895, 632, 859, 486, 338, 346, 584, 547. If you are unsure of your access number, please contact Arvig.)
2. **Press ***, once you hear your recorded name.
3. **Enter your password**.
Note: your temporary password is six zeros, 000000.

From The Internet:

1. Go to www.arvig.net.
2. **Click** on **Voicemail**.
3. **Enter** your voicemail phone number (10-digit phone number - area code followed by your 7-digit phone number).
4. **Enter** your current voicemail password (this is the same password that you use to access your voicemail from your phone). **Note:** Allow 30 minutes before you try to access your voicemail via the web if you changed your password on the phone.

Setting Up Your Mailbox, First Time Sign-In

To set up your Mailbox via the phone you must use the phone that uses the phone number with the voicemail service. You can set-up your voicemail via arvig.net too.

First-Time Sign-In Involves Three Steps:

1. **Change your PIN,**
2. **Record your recorded name,**
3. **Choose a greeting to play to callers before they leave a message.**

The greeting and recorded name are played each time a caller accesses your mailbox to leave a message.

Changing Your PIN

First, to secure your account, you must set up a new PIN. A prompt asks to you enter a new PIN and explains the length of PIN allowed by your phone service provider.

1. Enter a new PIN, pressing # when finished.
2. Confirm the new PIN by re-entering it and pressing # when finished.

Recording Your Name

Next, you are prompted to record your name. This is used for some system-generated announcements like when greeting your callers or when you leave messages for others.

1. Record your name and press # when finished.
2. An announcement plays your recording back to you.
 - o If you want to re-record it, press **1**;
 - o If you want to keep it, press #.

Choosing A Greeting

Once you have successfully recorded your name, you are prompted to select a greeting. You can use a number of different types of greetings.

- To record your own personal greeting, press **1**. Once you are done recording, press #.
- To use a system-generated greeting that announces your recorded name, press **2**.
- To use a system-generated greeting that reads out your phone number, press **3**.
- To use a system-generated greeting that neither announces your name nor reads out your 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 #.

This is the last step in setting up your mailbox. Once you have finished, you are transferred to the Main Menu.

Changing Your Mailbox Settings

The Mailbox Settings menu allows you to change your mailbox settings, such as your PIN, and other options that help you save time while using Arvig Voicemail.

You can reach the Mailbox Settings menu by pressing **4** from the Main Menu. From here, you can:

- create and manage group lists;
- manage hands free and time saver options;
- change security settings;
- work with group mailbox settings;
- update notification settings;
- access additional settings;
- access advanced call feature settings.

Each option is described in its own section below.

Listening To Your Messages

To begin reviewing your messages, press **1** from the Main Menu.

Select the type of message you want to review.

- To listen to your voicemail, press **1**.
- To review your faxes, press **3**.

Once you select the type of message you want to listen to, they will be played in the following order:

- urgent messages, followed by
- other new messages, followed by
- saved messages (which you have listened to before).

Before each message, you will hear information including the time it was received and the sender's phone number or name (if not withheld). After the message details are read out, the message itself is played.

To hear only brief details about each message, disable the Time and Date Stamp feature. Please see the Hands Free and Timesaver menu.

Remember that you can control the playback of your messages; for example, you can rewind and play back an important point, or pause playback if you are interrupted. To do this, use the playback keys.

Message Options

After each message has played, you will hear the following options. You can also select these options at any time during the playback of the message.

- To play the message again from the beginning, press **1**.
- To save the message and go to the next message, press **2**. This will store the message and mark it as a saved message.

- If you are reviewing a message that you had previously saved, pressing **2** will instead mark the message as a new message.
- To erase the message, press **3**. If you change your mind, you can still get the message back until the end of this call.
- To reply to the message, press **4**.
- To forward the message to another ARVIG Voicemail customer, press **5**.
- To return to the previous message, press **11**.
- To leave the message as new and go to the next message, press **#**. This will still keep the message in your inbox, and it will be played back with other new messages if you listen to your messages again later.
- If you are reviewing a message that you had previously saved, pressing **#** will leave the message as saved.
- To hear details of the date and time of the message, and the caller's name or number, press **66**. This option is useful primarily if you have turned off the automatic playback of these details.
- To go back to the Main Menu, press *****. After selecting an option, the next message in your inbox is then played unless you chose to go back to the Main Menu.

Replying To Messages

When another ARVIG Voicemail customer leaves you a message, you can reply to it.

To reply to a message that someone else has left for you, take the following steps:

- After listening to the message, press **4**.
- To record a voicemail message to send back in reply, press **2**.
- If the voicemail message was originally sent to multiple recipients, to record a voicemail message to send back to the sender and all the original recipients of the message, press **3**.
- To forward the message to someone else, press **3**.
- To reply to the message, press **4**.
- To send an entirely new voice message – for example, if the original voicemail reminds you to call someone else – press **5**.

Forwarding A Message To Someone Else

You can forward a message that someone else has left for you to a third party, as long as the person who left the message did not mark the message private.

1. After listening to the message, press **5**.
2. Enter the phone number of the person you wish to receive the message, and then press **#**.
3. You hear the person's number or recorded name if available.
 - If you made a mistake and need to re-enter or erase the number you just entered, press ***** to cancel and start again.

- If you want to add additional recipients, enter the additional number followed by #. You can do this as many times as required.
 - If you want to finish entering numbers and move to the next step, press #.
4. You then have the option to record an introductory message, which will be played to the recipient before the forwarded message.
 - If you want to record an introduction, speak after the tone. When you have finished recording your introduction, press #.
 - If you do not want to record an introduction, press 1.
 5. Press # to send the message immediately. Alternatively, for more delivery options press 1. When you have finished choosing the delivery option, press # to send your message. You can also press # to send your message without changing any options.
 6. When your message has been sent, you return to the original message.

Managing Erased Messages

After you have erased a message, you can still play, restore, reply to, and forward erased messages until you disconnect from your mailbox.

To manage your erased messages, press **6** from the Main Menu.

At any time while listening to your erased messages, you can press # to skip to the next erased message. You can also press * to return to the Main Menu.

1. The erased messages play in order.

Remember that you can alter the playback of your messages – for example you can rewind and play back an important point, or pause playback if you are interrupted using the playback keys.

2. Once the message has played, you can choose similar message options to those available to new and saved messages. Following are the differences:
 - Pressing **2** restores the erased message. The message is returned to your mailbox as a saved message.
 - Pressing **3** will permanently delete the message. The message is removed from your account completely.

Logging on as a Different Subscriber

You may have a number of Arvig Voicemail accounts (for example, separate home and business accounts), or you may have a group account used by a number of people, but accessed from the same number (for example in a family setting). If this applies to you, Arvig Voicemail allows you to log into another account without the need to hang up and dial in again.

To do this, take the following steps:

1. Press **7** while you are at the Main Menu. Depending on the type of account you have, you will hear one of the following options:

- Either you *can* select another mailbox in your group account, in which case you have the following options:
 - You can transfer straight to the primary mailbox by pressing **1**. There is no need to enter a PIN in this case.
 - You can select a mailbox that has unheard messages by pressing the number associated with that mailbox. (You cannot transfer straight to mailboxes without any unheard messages.) You will then be asked to enter the PIN for that mailbox followed by **#**.
 - You can select another mailbox by pressing **#**. You must then enter the full number as described below.
 - Or, you *cannot* select a mailbox and must enter the phone number instead.
 - You must enter the phone number, followed by **#**, of the account you wish to use.
 - Enter the PIN for that account, followed by **#**.
2. You are then transferred to that account and presented the Main Menu, announcing any new messages as normal.

Sending Messages

When you are logged into Arvig Voicemail, you can send messages to other Arvig Voicemail customers. Sending messages while logged on gives you access to advanced features, which are not available if you simply call the recipient's line.

- As well as sending a normal voicemail, you can record one message and send it to several customers at the same time.
- If you regularly need to send messages to a number of people, you can create a **group list** to avoid entering the numbers each time.

Sending A Message When You Are Logged Into Arvig Voicemail

*Throughout the process of sending a message, until the point when you have finished recording, you may return to the Main Menu by pressing *****. You can also press ***** to cancel a message if you make a mistake.*

To send a message to one or more numbers, press **2** from the Main Menu.

1. When prompted, enter a group list number or the phone number of the person you wish to receive the message. Press **#** when finished.
2. An announcement plays back the number of the recipient, or the recipient's name if it is available.
 - If you made a mistake and need to re-enter the number, press ***** to cancel and start again.
 - If you want to add a further recipient, enter their number followed by **#**. You are then returned to the start of step 2 above.

- If you have finished entering numbers and want to continue with sending a message, press #.
- 3. After the tone, record your message and press # when finished.
- 4. An announcement states that the message has been recorded.
 - To hear delivery options, press 1.
 - To send the message without changing delivery options, press #.
- 5. When your message has been sent, you return to the Main Menu.

Delivery Options For Messages

There are a number of delivery options available to you once you have added recipients and finished recording a message.

- To review the message again, press 1. Your recording is then played back.
- To re-record the message, press 1.
- To keep the current recording and add to it with a further recording, press 2. This feature allows you to add more information to your message without having to re-record it entirely.
- If you are happy with the recording as is, press #.
- To switch whether or not the message is marked as urgent, press 2.
Marking your message urgent ensures the recipient hears that message before any other non-urgent messages – even if your message was sent after those non-urgent messages.
- To switch whether the message is marked as private or not, press 3.
Marking your message private will prevent the recipient from forwarding your message to anyone else.
- To re-record the message, press 4. The original message is discarded and you start recording a new message.
- To switch whether or not you request a delivery report, press 5. If you request a delivery report, you will receive a notification in your mailbox when your message is successfully delivered and available for the recipient to pick up.
- To switch whether or not you request a report when the message has been read, press 6. If you request a read report, you will receive a notification in your mailbox when the recipient listens to your message.
- To add a further recipient, press 7.
 1. Enter a phone number or group list number, followed by #.
 2. The number or, where available, the recipient's name is then played back.
- If you make a mistake and need to re-enter the number, press * to cancel and start again.
- If you want to add additional recipients, enter the additional number followed by #.
- To cancel your message after or during recording it, press *. This will return you to the announcement asking you to make a recording. Pressing * again will move you up the menu. You can then hang up to end the call, select another option from the menu, or keep pressing * until you exit the system.

When your message has been sent, you return to the Main Menu.

Greetings Menu

Your **greeting** is the message played to callers when they reach your voicemail. You can choose from a selection of different greetings, as detailed in the following list.

- Your **personal greeting** is your normal message. You recorded your personal greeting when you set up your account.

- If you do not want to use a personal greeting, you can choose a **system greeting** instead.
- If you have a group account (a single account but with multiple mailboxes within it), you can set different greetings for each mailbox or a single greeting that is played to callers whichever member of the group they call.
- If you have multiple phones (for example a home line and a mobile line) combined with your account, you can set MetaSphere to deliver all messages to all phones to a single mailbox. You can choose whether you use the same greeting, or have individual greetings for each phone associated with the account.
- An **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.
- An **out-of-hours greeting** plays automatically during the times when it is outside your normal working hours.
- A **busy greeting** plays when your phone is already in use when the caller tries to call you.
- An **all calls forwarded greeting** plays when this feature is active.

To work with your greetings, press **3** from the Main Menu. When you enter this menu you will hear an announcement stating what greeting you are currently using, and whether or not you are accepting messages.

About Recording Greetings

Whichever of your greetings you work with, the way you record and review it is the same.

Recording A Greeting For The First Time

The first time you select any type of greeting, you will be asked to record a message. This automatic recording happens whenever you enter a greeting menu and you do not already have a recorded message for that type of greeting.

An announcement will prompt you to record your new greeting message.

1. Record your new greeting, pressing the **#** key when finished.
2. An announcement then plays back your recording.
 - To use your new recording, press **1**.
 - To re-record it, press **2**.
 - To exit without saving any changes, press **3**.
3. You are then taken to the normal menu for managing this type of greeting.

Changing A Greeting

Whenever Arvig Voicemail asks you to re-record a greeting, you will hear the following prompts.

1. An announcement asks you to record the new greeting and to press **#** when you are finished.
 - On some versions of Arvig Voicemail, you will hear a warning (either a beep or a system announcement) as you approach the maximum length for a greeting.
2. Your recording is then played back for you to review.
 - To accept the new greeting, press **1**.
 - To re-record it, press **2**.

- To exit without saving, press **3**. This will leave you using the greeting message that was in place before you attempted to re-record it.

Managing Your Personal Greeting

Your personal greeting is a message that you will have recorded when you set up your account. It is played to callers when they reach your voicemail. *If you do not want to use a personal greeting, you can use any of a number of system generated greetings.*

To change your personal greeting, press **1** from the Greetings Menu.

- An announcement plays back your current personal greeting.
- To re-record your personal greeting, press **1**.
- To exit without making any changes, press *****.

Managing Your Extended Absence Greeting

You can set up an extended absence greeting for occasions when you are going to be unable to answer your phone for a long time. If you also know that you are going to be unable to pick up any messages that are left, you can even set Arvig Voicemail so that it does not allow callers to leave you messages.

To set up an extended absence greeting, press **2** from the Greetings Menu.

The first time you enter the extended absence greeting menu, in addition to being asked to record the greeting, you are also asked to decide whether or not you want to receive messages when the extended absence greeting is active.

- To prevent message delivery, press **1**.
- To leave the setting off, and to allow callers to leave you messages, press **#**.

If you have previously set up an extended absence greeting, you are told whether it is active or not.
Then:

- To switch your extended absence greeting on or off, press **1**.
- To review or change your extended absence greeting, press **2**.
- To re-record your extended absence greeting, press **1**.
- To exit without making any changes, press *****.

Managing Your System-Generated Greeting And Name Recording

Rather than using a personal greeting, you can use one of the Arvig Voicemail system-generated greetings. Optionally, to help callers determine that they have reached the right account, the system-generated greetings can include a recording of your name.

To set up your system-generated greetings and name recording, press **3** from the Greetings Menu.

- An announcement states the type of greeting you are currently using.
- To select the type of and to activate system-generated greetings, press **1**.
- To review or re-record your recorded name, press **2**.

Review Or Re-record Your Spoken Name

An announcement plays your current recorded name.

- To re-record it, press **1**.
 1. Record your new name, pressing **#** when finished.
 2. An announcement plays back your recording.
- To accept it, press **1**.
- To re-record it, press **2**.
- To exit without saving your any changes, press **3**.
- To exit to the previous menu, press *****

Managing Group Account Greetings

Group accounts are an advanced feature. Additional charges apply for this feature.

A **group account** allows you to have a number of mailboxes, all part of a single account.

- In some cases (especially for business users) each member of the group can have their own access number.
- Otherwise (especially for family groups), there is only a single access number. When a caller rings that number they are presented with a menu asking them to select who they would like to leave a message for.

All group accounts have a **primary subscriber**, and a number of **secondary subscribers**. The primary subscriber can change a number of settings on behalf of the whole group, while secondary subscribers can change settings applicable to their own mailbox.

If you are the primary subscriber, you can change your mailbox's **group greeting**. This is the message that plays when a caller reaches your group mailbox, and explains which button to press on their phone to reach the required group member's mailbox.

To manage your group greeting, press **4** from the greetings menu.

- An announcement states whether or not your group greeting is active.
- To change whether or not you use your group greeting, press **1**.

If you turn your group greeting off, callers cannot access group members' mailboxes by dialing the primary number. Instead, they are sent directly to the primary subscriber's voicemail.

- To review or re-record your group greeting, press **2**.
- An announcement plays your current group greeting.
- To re-record it, press **1**.

Remember that your new group greeting should name your group members, and explain which buttons to press to reach their mailboxes.

- To leave the group greeting as it was played to you, press **2**.
- To return to the previous menu without making any changes, press *****.

Managing Your Busy Greeting

If a caller attempts to contact you while your phone line is in use, you can set your voicemail to play a different greeting than that used when you simply do not answer.

To manage your busy greeting, press **5** from the Greetings Menu.

- An announcement states whether or not your busy greeting is active.

- To change whether or not you use your busy greeting, press **1**.

Each time you press 1 in the Busy Greeting Menu, the busy greeting is either activated or deactivated and you are returned to the start of the menu.

- To review or re-record your busy greeting, press **2**.
- An announcement plays your current busy greeting.
- To re-record it, press **1**.
- To leave the busy greeting as it was played to you, press **2**.
- To return to the previous menu without making any changes, press *****.

Managing Your Out-Of-Hours Greeting

If you have a phone that you use primarily for business, you can set ARVIG Voicemail to play callers a special greeting message if you are called when you are not working.

Arvig offers a number of **standard schedules** that include common working hours, but you can also create a **custom schedule** where you can set your own working hours for each day of the week.

Once you activate your out-of-hours greeting, ARVIG will then play a specific message outside of these times to let your callers know that you are no longer working. You might like to explain in the greeting what your working hours are, to offer alternatives, or to say that you may not be able to answer their message until you are next at work.

Setting an out-of-hours greeting does not stop your phone ringing. If you are in the office after all, you can pick up and answer a call as normal.

To manage your out-of-hours greeting, press **6** from the Greetings Menu.

- An announcement states whether or not your out-of-hours greeting is currently active.
- If your out-of-hours greeting is currently turned off, you can make the following choices.
- To turn the greeting on, press **1**.
- You are then returned to the start of the Out-Of-Hours Menu.
- To exit to the previous menu, press *****.
- If your out-of-hours greeting is active, you can make the following choices:
 - To review or re-record your out of hours greeting, press **1**, then refer to Reviewing And Re-recording Out-Of-Hours Greeting section below.
 - To review or change your working hours, press **2**, then refer to Reviewing Or Changing The Schedule Used For Your Out-Of-Hours Greeting section below.
 - To turn off the greeting, press **3**.
- You are then returned to the start of the Out-Of-Hours Menu as above.
- To exit to the previous menu, press *****.

Reviewing And Re-recording Out-Of-Hours Greeting

An announcement plays back the out-of-hours greeting.

- To re-record it, press **1**.
- To leave it as is, press **2**.
- To return to the previous menu, press *****.

Reviewing Or Changing The Schedule Used For Your Out-Of-Hours Greeting

Remember that ARVIG plays the out-of-hours greeting outside of the times you set up in your standard or custom schedule. Your schedule details your standard working hours.

An announcement plays back the current schedule used for your out of hours greeting.

If you are using a *standard schedule* and you want to:

- use another standard schedule, press **1**.
- use a custom schedule, press **2**.
- exit, press *****.

If you are using a *custom schedule* and you want to:

- use a standard schedule, press **1**.
- review or modify your custom schedule, press **2**.
- exit, press *****.

Choosing A Standard Schedule

- You can select from the following standard schedules.
- To use Monday to Friday, nine to five, excluding holidays, press **1**
- To use Monday to Friday, nine to five, including holidays, press **2**.
- To use Monday to Friday, eight to four, excluding holidays, press **3**.
- To use Monday to Friday, eight to four, including holidays, press **4**.
- To exit without making any changes, press *****.

In each case above, pressing a key activates the selected schedule and returns you to the Review Schedules Menu.

Reviewing Or Modifying A Custom Schedule

- You can select from the following options:
 - To review your current schedule, press **1**. Your current schedule is announced.
 - To modify your current schedule, press **2**.
 - To select the day whose schedule you want to change, press the number of that day (for Monday, press 1; for Tuesday, press 2, and so on).
 - To clear your schedule for every day of the week, press **9**.
- To finish modifying your schedule, press *****.

Changing The Custom Schedule Used On A Selected Day

- To add a new period, press **1**.
 - Enter the start time in 24-hour clock format.
 - Enter the end time in 24-hour clock format.
 - An announcement states the day and times you selected.
- To use the schedule as announced, press **1**.
- To change the times, press **2**.

You will then be asked if you want to copy to the schedule to another day.

- Enter the number of the day to which you want to copy the schedule (for Monday, press **1**, for Tuesday, press **2**, and so on).
- If you do not want to copy the schedule, press **#**.
- To change or delete the current schedule, press **2**.
- To change it, press **1**.
- To delete it, press **2**.
- To select the next period, press **#**.
- To exit without deleting your schedule, press *****.
- To clear your schedule for every day of the week, press **9**.
- An announcement asks you to confirm your decision.
- To confirm your decision, press **1**.
- To return to the previous menu without making any changes, press *****.
- To finish modifying the schedule for this day, press *****.

Managing Your Shared Greeting Options

If you have a number of phones associated with your account, ARVIG will deliver all messages into the same mailbox, no matter which phone they are sent to. So, for example, you can pick up messages left on your home phone when you are out using your cell phone. ARVIG can even send message alerts to all your phones, whichever phone has a message left on it. If you do use this feature, by default, all your phones will use the same greeting as your primary line. However, if you prefer, you can change the greeting for an individual phone.

Setting All Additional Numbers To Use The Primary Greeting

Note that this option is only available if at least one additional number is using its own greeting. The default behavior is for additional numbers to use the same greeting as the primary line, so this option will not be available at first.

To set all of your additional phones to use the same greeting message as your primary phone, you must first log on to ARVIG Voicemail *from your primary phone*. Then:

1. To alter your shared greeting settings, press **7** from within the Greetings Option Menu.
2. You will hear an announcement asking you whether you want all your additional lines to use the primary phone's greeting.
 - To accept, press **7**.
 - To leave those additional numbers using their own greetings, press ***** to exit to the previous menu.

Changing The Greeting Options For A Specific Phone

- When you enter the Greetings Option Menu, if this phone is using the primary greeting you will hear an announcement stating that this is the case.
- To allow this phone to use its own greeting, press **7**.
- If this phone *is not* using the primary greeting, you will be presented with the standard Greetings Option Menu.
- You can manage greetings for this phone as described throughout this section.
- Alternatively, to make this number use the primary greeting again, press **7**. An announcement states that this phone will now use the primary greeting.
- To change your mind and switch back to using the phone's own greeting, press **7** again.
- To confirm and exit to the previous menu, press *****.

Managing Your All-Calls-Forwarded Settings For The Greeting

You can forward all incoming calls straight to your voicemail, without ringing. If you use this feature, you can optionally set a different greeting, the **all-calls-forwarded greeting**, to play in this case.

To manage your all-calls-forwarded greeting, press **9** from the Greetings Menu.

- An announcement states whether or not your all-calls-forwarded greeting is active.
- To change whether or not you use this greeting, press **1**.
 - Each time you press 1, the all-calls-forwarded greeting is either activated or deactivated and you are returned to the start of the menu.
- To review or re-record your all calls forwarded greeting, press **2**.
- An announcement plays your current greeting.
- To re-record it, press **1**. See section Changing A Greeting above for details about recording a new greeting message.
- To leave the greeting as it was played to you, press **2**.
- To return to the previous menu without making any changes, press *****.

Additional charges may apply to use this feature.

Creating And Managing Your Group Lists

If you regularly need to send messages to a group of contacts, rather than entering each number in turn every time, Arvig Voicemail allows you to set up a group list that contains all these numbers. You can start a list, record a name for the list (for example "sales team", or "group leaders") and then add numbers to it. Then, when you want to send a message, you only need to enter the group list number.

You can even add existing group lists to a new group list – for example to include the sales team, engineering team and maintenance team in a single group list.

To manage your group lists, press **1** from the Mailbox Settings Menu. From the Group Lists Menu, you can:

- add a new group list
- edit an existing group list
- review existing group lists.

Adding New Group Lists

If you want to create a new group list, press **1** from the Group List Menu.

1. Enter a number (from **1-99**) for the new group list, followed by **#**.
 - If you have entered an available number, you hear a message stating the number of the group list you have chosen.
 - To accept the number, press **1**.
 - To select another number, press **2**.
 - If the number is already in use, you hear a message telling you so, and you are prompted to enter a new number.
2. After the tone plays, record a name for the new group list, and then press **#**. The name you have recorded plays back to you.
 - To save the name, press **1**.

- To record a new name, press **2**.
 - To continue without saving, press **3**. This will leave the group list without a recorded name and continue to the next step. You can record a name for this group list later.
3. You can now add members to your group list. Enter either a subscriber's phone number, or the number of another group list, and then press **#**.
 - If you chose a number of a group account (a single account with a number of members), you are asked to select which member of that group you want to add to your group list (the list of contact numbers).
 - The spoken name of the person or group list that you have chosen then plays. To add the person or group list to your new group list, press **1**.
 - To cancel adding that person or list, press *****.
 4. When you have added the group list or subscriber, you are then taken into the Edit Group List Menu at the point where the options available are played.

If you want to edit your existing group lists, press **2**.

1. Enter the number of the group list you want to edit, and then press **#**.
 - If you are not sure of the number of the group list you want to change, you can review your group lists.
2. If you change your mind and you want to keep the group list as it is, press *****.

Otherwise, you can then select from the following options, each detailed in the following sections:

- To add members to the group list, press **1**.
- To remove members from the group list, press **2**.
- To delete the group list, press **3**.
- To play the list of members, press **4**.
- To record a new name for the group list, press **5**.
- To exit, press *****. This saves any changes you have made and finishes editing this group list.

Adding New Members To The Group List

To add members to the group list, press **1**.

1. Enter the number of another group list or the subscriber's phone number that you want to add to your new group list, and then press **#**.
2. The spoken name of the person or group list that you have chosen plays.
 - To add the person or group list, press **1**.
 - To change the number you entered, press *****. You are prompted to enter a different number.
 - To cancel adding a new member altogether, press ******.
3. When you have finished, you are returned to the Editing Group Lists Menu.

Removing Members From The Group List

To remove members from the group list, press **2**.

1. The first member's spoken name plays.
 - To remove the member, press **1**.
 - To keep the member and go on to the next member, press **#**.
 - To finish removing members, press *****.
2. When you have finished removing members, you return to the Editing Group Lists Menu.

Deleting The Group List

To delete the group list, press **3**.

- You are asked to confirm that you want to delete the group list.
- To permanently delete the group list, press **1**.
- The group is deleted, and you return to the Group List Menu.
- To cancel this option and keep the group list, press *****.
- You return to the group list's options.

Hearing The Members Of The Group List

To hear the members of the group list, press **4**.

- The members' spoken names play in order, and you return to the Editing Group Lists Menu.

Recording A Name For The Group List

To record a new name for the group list, press **5**.

1. After the tone plays, record a name for the new group list, then press **#**. The name you have recorded plays back to you.
 - To save the name, press **1**.
 - To cancel the recording and record a new name, press **2**.
 - To cancel the recording, keep the old recorded name, and return to the Editing Group Lists Menu, press **3**.

Reviewing Existing Group Lists

If you want to review your group lists, press **3** from the Group List Menu.

1. A message tells you how many group lists you currently have set up.
2. Each group list is read out in turn.
 - To select this group list, press **1**. You are then taken to the Edit Group Lists Menu.
 - To move on to the next list, press **#**.
 - To return to the Group Lists Menu, press *****.

Hands Free and Timesaver Menu

Using **Hands Free and Timesaver** options, you can make the most of your time by changing what parts of a message are played back to you, or make using hands-free navigation easier.

To manage your hands free and timesaver settings, press **2** from the Mailbox Settings Menu. From the Hands Free and Timesaver Menu, you can

- change your autoplay settings
- change how urgent messages are played
- change how voicemail messages are played

Changing Your Autoplay Settings For Messages

By default, your account is set to play the main menu after you log on.

Autoplay

Allows you instead to go directly to your messages as soon as you enter your mailbox. It is described as a hands-free feature, because you do not have to press any buttons to hear your messages.

From the Hands Free and Timesaver Menu:

- If you want to change the autoplay settings of your standard messages, press **1**
- If you want to change the autoplay setting of your urgent messages, press **2**.

In each of the cases above the following options are then played.

1. An announcement states whether or not your voicemail or fax messages are automatically played when you log in.
 - To switch this setting for voicemails, press **1**.
 - To switch this setting for faxes (if your account includes fax features), press **3**.
 - To exit without making any changes, press *****.
2. After you have chosen an option:
 - An announcement states the new autoplay setting.
 - To confirm the change, press **1**.
 - To return to the Autoplay Settings Menu without saving your changes, press *****.
3. Once you have made your changes, you are then returned to the Hands Free Menu.

Managing Your Security Options

To change the security features of your account, press **3** from the Mailbox Settings Menu. From the Security Options Menu, you can

- change your PIN
- activate or deactivate the fast login feature
- activate or deactivate PIN skipping

Changing Your PIN

If you want to change your PIN, press **1** from the Security Options Menu.

1. At the prompt, using your phone keypad, enter a new PIN, then press **#**.
2. At the next prompt, re-enter your new PIN, then press **#**.
3. You return to the Security Options Menu.

Using The Fast Login Feature

When you log into your account from another phone, such as a hotel phone or public payphone, you are asked to enter your phone number and PIN. By default, if you are dialing in from the phone with which the account is associated, you do not have to enter the phone number before entering your PIN. This feature is known as **Fast Login**.

If you prefer, you can set your account such that you must always enter the phone number, no matter which phone you are using.

To change whether or not you use the Fast Login feature, press **2** from the Security Options Menu.

1. An announcement states whether or not Fast Login is active.
 - o To switch the setting, press **1**.
 - o To keep the setting as it is, press *****.
2. Once complete, you return to the Security Options Menu.

Using The Skip PIN Feature

Usually when entering your mailbox, you need to enter your PIN. However, it is possible to set up your mailbox so that you can enter it without using a PIN when calling from your own phone. This feature is called **Skip PIN**.

This feature saves time, but significantly reduces the security of your account. It means that any person with access to your phone will be able to listen to your voicemail messages, and to assume your identity when sending messages.

If you want to change whether or not you need to enter your PIN at login, press **3** from the Security Options Menu.

1. An announcement states whether or not you need to enter a PIN when logging on using your own phone during logon.
 - o To switch the setting, press **1**.
 - o To keep the setting as it is, press *****.
2. Once complete, you return to the Security Options Menu.

Group Mailbox Settings

Group accounts are an advanced feature. Additional charges may apply.

A **group account** allows you to have a number of mailboxes, all part of a single account. All group accounts have a **primary subscriber**, and a number of **secondary subscribers**. If you are the primary subscriber in a group account, you can set up secondary subscribers.

Secondary mailboxes need to be created online.

1. Go to arvig.net and log into your primary voicemail account.
2. Click on the Settings tab.
3. Click Group Mailbox.
4. Click the New Mailbox button.
 - o Check the box to enable the mailbox.
 - o Create a name for the mailbox.
 - o Create a PIN number for the mailbox (minimum of 4 numbers).
 - o Check the MWI box to enable the indicator to let you know a message is waiting.
5. Click the Add button.
6. Complete steps 1 – 5 for every mailbox to be added—up to five.

Once you have created your mailboxes, click the Apply button.

Each secondary mailbox is assigned a **mailbox identifier number**. After dialing your line, a caller must press this number to be connected to the secondary mailbox (unless your account is set up to allow separate phone numbers for each mailbox).

To receive an email notification of a message waiting in a secondary mailbox:

1. Go to arvig.net and log into the secondary box you want to enable notifications for.
 - o Enter your primary 10-digit phone number (numbers only), followed by a dash, followed by the mailbox identifier number: 1, 2, 3, 4 or 5 (for example: 320597XXXX-1).
 - o Enter your password—the PIN number used when creating the mailbox.
2. Click on the Settings tab.
3. Click Messages.
 - o Check the box to forward messages.
 - o Click the “add an email address” link and enter an address.
 - o Check the box to leave original in Inbox.
4. Click the Apply button.

To work with your secondary mailboxes, press **4** from the Mailbox Settings Menu.

From the Group Mailbox menu you can:

- enable a secondary mailbox
- disable a secondary mailbox
- add a secondary mailbox
- delete a secondary mailbox
- toggle the summary settings of the secondary mailboxes.

Enabling A Secondary Mailbox

The option described here is for re-enabling a mailbox you have previously disabled.

To enable a secondary mailbox, press **1** from the Group Mailbox Settings Menu.

1. An announcement states the total number of mailboxes waiting to be enabled, and then reads out each available number in turn.
 - o To select a number, press **1**.
 - o To move to the next number, press **#**.
 - o To exit without making any changes, press *****.
2. Once you have selected a number, an announcement states the number you have selected.
 - o To enable the selected number, press **1**.
 - o To continue to the next number without making any changes, press **2**.
 - o To exit the menu without making any changes, press *****.

Disabling A Secondary Mailbox

You can prevent a secondary mailbox from receiving voicemails by disabling it. This way you can temporarily pause a mailbox, for example if a family member is away from home. Existing messages and settings are stored, but new messages are not accepted.

To disable a secondary mailbox, press **2** from the Group Mailbox Settings Menu.

1. An announcement states the total number of mailboxes and then reads out each mailbox number in turn.
 - o To select a number, press **1**.
 - o To move to the next number, press **#**
 - o To exit without making any changes, press *****.
2. Once you have selected a number, an announcement states the number you have selected.
 - o To disable the selected number, press **1**.
 - o To continue to the next number without making any changes, press **2**.
 - o To exit the menu without making any changes, press *****.

Adding A New Secondary Mailbox

To add a new secondary mailbox to an existing group account, press **3** from the Group Mailbox Settings Menu.

1. An announcement states that a new mailbox has been created and states its new number.
 - o To repeat the announcement, press **1**.
 - o To return to the previous menu, accepting any changes, press *****.
2. The new mailbox is automatically enabled and ready to accept incoming voicemails.

When it is first created, the new mailbox will use a system-generated greeting that uses neither the number nor the recorded name. The secondary subscriber can then personalize the mailbox, as in the section, Setting Up Your Account.

Deleting A Secondary Mailbox

If you want to completely remove a mailbox from the system, you should delete it. This will remove all settings and messages associated with it.

To delete a secondary mailbox, press **4** from the Group Mailbox Settings Menu.

1. An announcement states the total number of mailboxes and then reads out each mailbox number in turn.
 - o To select a number, press **1**.
 - o To move to the next number, press **#**
 - o To exit without making any changes, press *****.
2. Once you have selected a number, an announcement states the number you have selected.
 - o To delete the selected number, press **1**.
 - o To continue to the next number without making any changes, press **2**.
 - o To exit the menu without making any changes, press *****.

Toggling The Summary Settings Of Secondary Mailboxes

If you are the primary subscriber and your account allows it, you can hear a list of the number of unread messages in your account's secondary mailboxes every time you log in to your account.

To toggle whether or not unread messages in your secondary mailboxes are announced, press **5** from the Group Mailbox Settings Menu.

- An announcement states your new setting, and you are returned to the start of the Group Mailbox Settings Menu.

Helpful Hints

The Helpful Hints Menu tells you about many of the features of Arvig Voicemail, and the keys you can use to move around within it.

The menu is broken up into a number of sections. You can move around the Helpful Hints Menu in the following way:

1. Enter the Helpful Hints menu by pressing **0** from the Main Menu or while retrieving your messages.
2. To step forward one hint, press **#**.
3. To return to the first hint, press **1**.
4. To return to the Mailbox Settings Menu, press *****.

The hints that you can listen to are as follows.

- Using the pound (**#**) key.
- Using the star (*****) key.
- Using the playback cueing option keys and time saver options.
- Changing the playback volume of voice messages.
- Changing the speed of message playback.
- Replying to, forwarding and sending messages.

Common Keys

You can press the following common keys at any point in the Main Menu. They behave in the same way whichever menu you are listening to.

- **8, Wait a while.** Pauses 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 of 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.
- **#(pound), 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, for example by skipping back a few seconds to repeat an important detail.

- **6, Increases the volume of the message.** You can press this several times to incrementally increase the volume. Pressing 6 repeatedly in quick succession will give you the details of the date and time of the message.
- **7, Slows the playback of the message.** You can press this several times to incrementally reduce the speed of the message. Pressing 7 repeatedly in quick succession will skip the message 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.** You can press this several times to incrementally increase the speed of the message. Pressing 9 repeatedly in quick succession will skip the message forward 5 seconds.
- **77, Skips back 5 seconds.**
- **99, Skips forwards 5 seconds.**

Attendant Number

You can set up a number to which callers can divert instead of leaving a voicemail message. This number is known as the **attendant number** and might be the number of your reception desk, or secretary. The caller can press **0** to transfer to the attendant number.

An attendant is sometimes also referred to as an operator, or a receptionist. These terms all mean the same thing.

You can add an attendant number by pressing **1** from the Additional Settings Menu on the Mailbox Settings Menu.

1. You will hear an announcement either stating your current attendant number, or that you do not have an attendant number selected.
2. To enter a new attendant number, press **1**.
3. Enter the attendant number followed by **#**.
4. The number you entered is played back to you for review.
 - To accept it, press **1**.
 - To re-enter it, press **2**.
5. Alternatively, to delete your attendant number, press **2**.