



Albany Mutual Telephone

Let Enhanced Voice Mail keep you in the know.

With cutting-edge features, your voicemail system just got smarter:

- Allow callers to leave messages while you are on the phone
- Access your voicemails from any phone
- Have your voicemails emailed to you for remote access, or computer backup
- Be notified on your second number when you have new voicemails
- Allow callers to be forwarded to your second number with the push of a button
- Forward your messages to other voice-mail customers
- Set up distribution lists, so everyone on your list gets the messages



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www.albanytel.com
320.845.2101

Enhanced Voice Mail



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Setting up Your Voice Mail

Access Your Voice Mail

From the phone subscribed to the service:

1. Dial 845-MAIL (845-6245)
2. If prompted, your default password is 0000
3. If you are accessing your mailbox for the first time, you will be prompted to change and verify your password

Away from Home:

1. Dial 320-845-MAIL
2. Enter your 10-digit mailbox number
3. If prompted, your default password is 0000
4. If you are accessing your mailbox for the first time, you will be prompted to change and verify your password

Record Your Greeting

1. Access your voice mailbox as normal
2. Press 9 for the mailbox setup menu
3. Press 1 for greeting options
4. Press 2 to record your greeting
5. Record your greeting and then press #

Change Your Password

1. Access your voice mailbox as normal
2. Press 9 for the mailbox setup menu
3. Press 2 to change your password
4. Enter your new password and then press #
5. When prompted to verify the password, enter it again and then press #

My voice mail password is:

Retrieve Your Voice Mail

1. You will be notified of new voice mails by stutter dial tone when you pick up your phone, or by a Voice Mail indicator light on your phone
2. Access your voice mailbox as normal
3. Your first new message may play immediately. If not, press 1 to listen to your messages. You will hear the announcement "You have x new messages and x saved messages"
4. Press 1 to listen to new messages
5. Press 2 to listen to saved messages
6. Press 3 to delete messages

WHEN RETRIEVING MESSAGES, YOU CAN:

- Press 1 Play the message again
- Press 2 Save the message and play the next
- Press 3 Delete the message and play the next
- Press 4 Save the message as new
- Press 5 Reply to the message*
- Press 6 Forward the message to another mailbox*
- Press 7 Skip backward in the message
- Press 8 To pause the message
- Press 9 To skip forward in the message

*Voice Mail package must be set to allow this capability.

Using Voice Mail to Email

*Voice Mail to Email needs to be added to your account to function. Please contact us if you wish to add Voice Mail to Email capability

1. Check your E-Mail as you normally would
2. When you get a voice mail message, you will receive an email from **voicemail@albanytel.com** delivered right to your inbox. The message will have an attachment
3. Open the attachment and your media player will play the message
4. If desired, save the attachment on your PC
5. Follow the links in the message to save or delete the message from the Voice Mail system



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