



IdeaOne Telecom  
3312 42<sup>nd</sup> St. S., Suite 100  
Fargo, ND 58104

Phone 701-356-6000  
Fax 701-356-6030

---

## Voice Mail Instruction Guide

### **Accessing Your Voice Mail**

All of your voice messages will reside in your personal "mailbox," which is protected by a passcode. Your system administrator will assign you a temporary passcode to use the first time you access your mailbox. How you call into your mailbox will depend on whether you're calling from your home or away from home.

#### ***From Home:***

- Dial the access number 701-356-MAIL (701-356-6245).
- Enter your four-digit passcode when prompted.

#### ***Away From Home:***

- Dial the access number 701-356-MAIL (701-356-6245).
- Enter your mailbox number followed by the \* key. This is your home telephone number including the area code.
- Enter your four-digit passcode when prompted.

.....

### **User Tutorial**

When you access your mailbox for the first time, a user tutorial is automatically activated. This tutorial will guide you through your first mailbox session, explain how to record a greeting and your name, and prompt you to change your temporary passcode.

#### ***Greetings***

You will be asked to record a greeting that callers will hear when they reach your mailbox.

#### ***Name***

You will be prompted to record your name so that you can be addressed personally when you call into the system. The system also states your name to callers when they reach your mailbox.

### ***Passcode***

You will always be prompted for your passcode before accessing your mailbox.

The first time you access your mailbox you will use the temporary passcode of 7777 assigned by the system administrator.

During the tutorial, you will be prompted to change your passcode to a number with 4 to 10 digits. Please define a passcode that you can remember, but do not select something such as "1234."

Your Voice Mail is now set up and ready to use!

.....

### **Using Your Voice Mail**

When you access your mailbox to retrieve your messages, the system will first tell you how many message you have.

#### ***To Play Your Messages:***

Press 7 (letter P for Play). If you wish to play the message again, press 7.

#### ***To Keep the Message:***

Press 5 (letter K for Keep). Kept messages cannot be accessed until you have skipped through your unplayed messages.

#### ***To Discard the Message:***

Press 3 (letter D for Discard). If you accidentally discard a message, you can retrieve it by immediately pressing the \*.

.....

### **Changing Your Options**

When you first set up your mailbox, you recorded a greeting and your name and selected a passcode. You may change any of these at any time by using the user options menu.

#### **To Change (after accessing your mailbox):**

##### **Access the User Options Menu**

Press 8 (letter U for User)

##### **To Change Your Greeting**

Press 4 (letter G for Greeting)

##### **To Re-Record Your Name**

Press 6 (letter N for Name)

**To Change Your Passcode**

Press 7 (letter P for Passcode)

**To Repeat the Tutorial**

Press 8 (letter T for Tutorial). You can go through the user tutorial at any time.

These are the most commonly used features of the Voice Messaging System. If you have any questions, please contact us at 356-6000 or 877-433-2663.