



# VOICEMAIL USER GUIDE

Your **LOCAL** Telecommunications Experts!

## VOICEMAIL EXCHANGE NUMBERS

METTER	912.685.7100
COBBTOWN	912.684.7100
LEXSU	912.562.7100
OAK PARK	912.578.7100
TWIN CITY	478.763.7100
MIDVILLE	478.589.7100
BARTOW	478.364.7100
ADRIAN	478.668.7100
KITE	478.469.7100
DAVISBORO	478.348.7100
SWAINSBORO	478.419.1700
CLAXTON	912.732.1700
VIDALIA	912.805.2700
LOUISVILLE	478.253.9700
WRENS	762.245.8100
SANDERSVILLE	478.209.1700
AMERICUS	229.596.1700
JENKINS	478.249.1700

Standard, Plus, Deluxe VOICEMAIL

### RETRIEVING MESSAGES

- a. Press 1 new messages
- b. Press 2 saved messages
- c. Press \* return to main menu

### LISTENING TO MESSAGES

Dial your exchange prefix and the appropriate number

- Press 1 play or replay message
- Press 2 save message and go to next
- Press 3 delete message and go to next
- Press 4 save messages as new
- Press 5 reply to message
- Press 6 forward message
- Press 7 skip back three seconds
- Press 8 pause or continue message
- Press 9 skip forward three seconds
- Press \* return to main menu

### SETTING UP VOICEMAIL

Dial your exchange prefix and the appropriate number

- Press 9 for mailbox setup
- Press 1 greeting options
- Press 2 change password
- Press 3 notification options
- Press 4 disable/enable auto-login
- Press \* return to main menu

## ACCESSING YOUR → MAILBOX

### 1. Dial your exchange prefix (685, 348, 562...) and the appropriate number

- If accessing from your home phone, no entry is required.
- If accessing from a remote phone, Enter your telephone number followed by the # key

### 2. If requested, enter your password and the # key

Your password will be a default code of "0000" until you change it

### 3. Main Menu:

- Press 1 to retrieve messages
- Press 3 to send to mailbox
- Press 7 for current date and time
- Press 9 for mailbox setup

phone + internet + computer + security  
Offices in Metter and Swainsboro | 800.247.1266 | [www.pineland.net](http://www.pineland.net)



## RECORDING PERSONAL GREETING

- Press 9 for mailbox setup
- Press 1 greeting options
- Press 4 record your greeting
- Press # end recording function
- Press 1 listen to greeting
- Press 2 save greeting (Greeting must be saved to be activated)
- Press 3 delete greeting
- Press 4 re-record greeting. Follow steps 3-5.
- Press \* return to mailbox set-up

## CHANGING YOUR PASSWORD

- Press 9 for mailbox setup
- Press 2 change your password
- Enter New Password and the # key  
The password is any series of up to 16 digits you choose
- Re-enter password followed by the # key  
This will verify your password  
Record your new password for the future reference

## RECORDING A GROUP GREETING

- If you have Auto Login: Press the \* key when asked for mailbox  
**O T H E R W I S E**, Enter your Mailbox Number
- When asked for Mailbox ID, press \* key
- At the tone, record your greeting
- Press # key when finished.
- Prompt will ask if you want:
  - Press 1 to listen to greeting.
  - Press 4 to record your greeting again, followed by the # key.
  - Press 2 to save the greeting.
  - Press \* to return to the Mailbox Setup Menu.

## SUB-MAILBOXES

- If accessing from your home phone no entry is required
- If accessing from a remote phone,  
Enter your telephone number followed by the # key

### RECORDING A GROUP GREETING

Press \* to access the Group Greeting Menu  
At the tone, Record a Group Greeting  
When you are finished press the # key  
OR Enter your sub-mailbox number  
If requested, enter your password, and  
the # key. Your password will be a default  
code of "0000" until you change it.

### MAIN MENU

Dial your exchange prefix and the appropriate number  
Press 1 to retrieve messages  
Press 5 to hear which mailboxes  
have new messages  
Press 9 for mailbox setup

## ADVANCED PHONE MANAGEMENT WEB PORTAL

### WEB PORTAL VOICE MAIL SETTINGS

The settings interface for Web Portal Voicemail allows service subscribers to manage many of their Voicemail account settings. This interface is available to all Voicemail Service subscribers who have had their account internet access enabled.

### ACCESS VOICEMAIL SETTINGS

1. Login to the Web Portal Service at [www.managemyphone.pineland.net](http://www.managemyphone.pineland.net).
2. Select the My Settings tab.
3. Click Voicemail in the categories section. Settings will be displayed on the right-hand side of the screen.