

Voice Mail Plans

All plans are billed on a per month basis.

Basic Voice Mail - \$4.95

Service includes 1 Mailbox with...

- 15 day message retention
- 30 day saved message retention
- 21 stored message capacity
- 20 minutes maximum capacity
- 3 minute message length
- Auto login option
- Message waiting indication
- Daily notification
- Email notification
- Email only notification
- Announcement only option

Expanded Voice Mail - \$4.95

Service includes 2 Mailboxes with...

All options from Basic including...

- Message forward option
- Multiple associated number option

Deluxe Voice Mail - \$9.95

Service includes 9 Mailboxes with...

All options from Basic & Expanded including...

- Pager notification
- Memo option
- Allow out dial
- Distribution list option
- Additional mailboxes, \$1.95 each

Heart of Iowa Voice Mail

Pricing & User Guide



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Using Your Heart of Iowa Voice Mail

Access Your Voice Mailbox

THERE ARE THREE DIALING OPTIONS: FROM YOUR HOME PHONE:

1. Dial from your phone line -

- Step 1 Dial *99
- Step 2 (Only applicable if you have multiple mailboxes.)
- Enter your Mailbox ID.
 - Enter your Password & then press #.

You are now in the Main Menu.

AWAY FROM HOME

2. Dial to your phone line -

- Step 1 Dial your phone number.
- Step 2 (Only applicable if you have multiple mailboxes.)
- Step 3 Press *
- Step 4 Enter your password & then press #.

3. Dial the "M-A-I-L" NUMBER -

- Step 1 Dial 486-6245 (486-MAIL)
- Step 2 Enter your 10-digit phone number as your Mailbox #.
- Step 3 (Only applicable if you have multiple mailboxes.)
When the Voice Mail answers, enter your Mailbox ID.
- Step 4 Enter your password & then press #.
You are now in the Main Menu.

Record Your First Greeting

1. Access the voice mail system.
2. Press 9 to access the Setup Menu.
Press 0 for multiple mailboxes.
3. Press 1 to access the Greeting Menu.
4. Select the greeting you wish to record.
5. Press 2 to record your greeting.
6. Recording your greeting and then press #.

Listen to New Messages

1. Access the voice mail system and hear the main menu.
2. Press 1 to access the Message Menu.
 - Hear the Message Menu.
3. Press 1 to listen to New Messages.
4. Hear your first new message.

When Retrieving Messages You Can:

- Press 1 to Play the Message.
- Press 2 to Save the Message & Play the Next Message.
- Press 3 to Delete the Message.
- Press 4 to Save the Message as New.
- Press 5 to Return the Call.
- Press 6 to Forward the Message to another Number.

Listen to Saved Messages

1. Press 1 to access the Setup Menu.
 - Hear the Message menu.
2. Press 2. to Listen to Saved Messages.
3. Hear your first saved message and call information.
4. Hear the Message menu and select how to handle the message.
 - Press 1 to Play the Message.
 - Press 2 to Save the Message & Play the Next Message.
 - Press 3 to Delete the Message.
 - Press 4 to Save the Message as New.
 - Press 5 to Return the Call.
 - Press 6 to Forward the Message to another Number.
5. If you are finished with your Voice Mail session, you may hang up the phone.

Change Your Password

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

Your Voice Mailbox
Number Is: _____

Your Voice Mailbox
Password Is: _____