

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 Number.
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 Mail boxes
3. Press 1 to Access the Greeting menu.
4. Select the greeting you wish to record.
5. Press 2 to record your greeting.
6. Record 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: _____