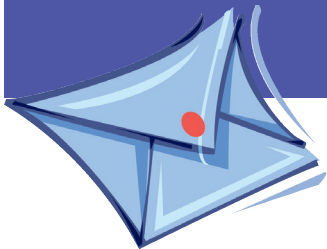**Mt. Rushmore Telephone Company**
First and Franklin, Keystone, South Dakota 57751

**320 1st St.
Keystone, SD 57751
605.666.4411
mt-rushmore.net**

VoiceMail
USER
reference

Mt. Rushmore Telephone Company
First and Franklin, Keystone, South Dakota 57751

an overview

Welcome to your new voice mail service.
This Voice Mail System offers a highly flexible, highly capable voice mail system. Among the features that it offers are briefly:

- Three different types of Greetings.
- Notification of new messages through email.
- The notification message can include an audio file containing the complete message.
- Ability to organize messages into folders.
- Mailboxes are password protected.
- Allow callers to review and re-record messages

XX

message taking

If you are not able to answer a phone call, your voice mail service will allow the caller to record a message that you can listen to later. Depending on how your mailbox was configured, the caller may first hear a greeting and/or some instructions before leaving a message. The process of leaving a message looks like this:

• Play the appropriate greeting
   – busy, unavailable or temporary greeting
• Play some short instructions.
• Play a beep.
• Record the message, and optionally allow the caller to review the message.

1a

message taking

While the Caller is listening to the greeting or the instructions, the caller can press any of the following buttons:

• "#" Skip the rest of the greeting and instructions and immediately begin recording the message.

• "*" Transfer out of the message recording application. This can allow users to access their voicemail box while away.

After the greeting and the instructions have played the caller will hear a beep and then the system will start recording a message. To end the recording, the caller can hang up the phone or press the "#" button.

types of greetings

A greeting is a short message that plays before the caller is allowed to record a message. The greeting is intended to let the caller know that you are not able to answer their call. The greeting can also be used to convey other information like when you will be available, other methods to contact you, or other options that the caller can use to receive assistance.

2a

unavailable greeting

If the voice mail system thinks that you are unavailable (e.g. you don't answer the phone) the caller will hear your "unavailable" greeting. The unavailable greeting can either be a generic message, like:

• "The person at [phone number] is unavailable." - Default

• "[Your recorded name] is unavailable".

• The unavailable greeting can be a message that you record.

2b

temporary greeting

You can also record a temporary greeting.

A temporary greeting will always be played regardless of your "busy" or "unavailable" status. This could be used, for example, if you are going on vacation and want to inform people not to expect a return call anytime soon, but you do not want to re-record your busy and unavailable greetings when you come back.

busy greeting

If the voice mail system thinks that you are on the phone, the caller will hear your "busy" greeting. Your busy greeting can either be a generic message, like:

• "The person at [phone number] is on the phone." - Default

• "[Your recorded name] is on the phone."

• The busy greeting can be a message that you record.

2d

message notification

There are multiple ways of retrieving your voice mail messages. You can retrieve them from your telephone, a remote telephone or email. Your phone can give you the stutter dial tone or VMWI. You can also be notified to an email account or a pager that accepts email pages. We will need your email address for the options of an email account or pager notification.

message folders

The voice mail system allows you to save and organize your messages into folders.
When you first log into your mailbox, the voice mail system will make the "New Folder" the current folder if you have any new messages. If you do not have any new messages the voice mail system will make the "Old Folder" the current folder. When a caller leaves a message for you, the voice mail system will put the message into the "New Folder". If you listen to the message, but do not delete the message or save the message to a different folder, the VMS will automatically move the message to the "Old Folder".

message folders

There are five folders as listed below:

Message Folder Names:
Folder 0 - New Messages
Folder 1 - Old Messages
Folder 2 - Work Messages
Folder 3 - Family Messages
Folder 4 - Friends Messages

your mail box

The voice mail system allows you to administer your voice mail in different ways. It provides a lot of flexibility so there is no single answer to how to log into your mailbox. Below are the popular methods for accessing your voice mail.

• By calling your Phone Number and waiting for the greeting. During the greeting press the "*" button, you will be prompted for your passcode.

• By calling 605-666-1111; then by entering your mailbox number and passcode.

4a

main menu

The main menu will be the first menu that you are presented with once you have logged in.

• "1" Listen to messages
in the currently selected folder.

• "2" Change folders.

• "3" Advanced options.

• "0" Mailbox options
– Greeting Recordings, Passcode etc.

• "*" Repeat the menu options.

• "#" Exit from the voice mail system.

4b

your first log in

The first time that you log into your mailbox, you may be required to change some settings. In particular, you may be required to:

- Change your Password

- Record your Name

- Record your Unavailable Greeting.

- Record your Busy Message
  - not used, but needed

4c

message envelope

The voice mail system will play back the message "envelope". Depending on how the voice mail system has been configured, the message envelope may consist of the items listed below.

Pressing "1" any time during the playback of the message envelope will skip to the message playback. The voice mail system will then play back the message.

• The Message Number.

• Date and time that the message was received.

• Caller ID information.

• Duration of the message.

4d

listening to messages

While listening to the greeting or the instructions, the caller can press any of the following buttons:

• "#" Skip the rest of the greeting and instructions and immediately begin recording the message.
• "*" Allows users to access their mailboxes.

After the greeting and the instructions have played the caller will hear a beep and then the system will start recording a message. To end the recording, the caller can hang up the phone or press the "#" button.

4e

message playback

The following buttons may be pressed in the "Advanced Options" menu while you are listening to a message.

• "1" Reply to the message, this option will only work if the caller has a mailbox on the system.

• "3" Play the message envelope.

• "*" Return to the main menu.

message playback

During the playback of the message, any of the following buttons may be pressed:

- "*" Rewind the message by 3 seconds.
- "#" Fast forward the message by 3 seconds
- "0" Pause the message playback.

Press any other button to resume playback.

- "1456789" - Pressing any of these buttons will halt the playback of the message and perform the corresponding action from the post-message playback options.

4g

message playback

After the message has been played back, the system will play a prompt and wait for you to press a button:

- "1" Go to the first message in the current folder.
- "2" Change folders. See below for more information.
- "3" Advanced options. See below for more information.
- "4" Go to the previous message in the folder.
- "5" Replay the current message.
- "6" Go to the next message in the folder.
- "7" Delete or undelete the message.
- "8" Forward the message to another user on the system.
- "9" Save the message to a different folder.
- "0" Mailbox options.
- "*" Replay the prompt.
- "#" Exit the voice mail system.

4h

changing folders

If you select the option to change folders the VMS will present you with the following options:

- "0" "New" messages.
- "1" "Old" messages.
- "2" "Work" messages.
- "3" "Family" messages.
- "4" "Friends" messages.
- "#" Cancel the change folder operation.

advanced options

The following buttons may be pressed in the "Advanced Options" menu that was accessed from the Main Menu.

• "*" Return to the main menu.

5b

mailbox options

The following buttons may be pressed in the "Mailbox Options" menu that was accessed from the Main Menu

- "1" Record your unavailable message.
- "2" Record your busy message.
- "3" Record your name.
- "4" Record your temporary greeting.
- "5" Change your password.
- "*" Return to Main Menu

5c

recording a
temporary greeting

If you do not have a temporary greeting set, you will immediately be asked to record a temporary greeting. If you do have a temporary greeting set you will be presented with the menu below. Once your temporary greeting has been erased callers will be presented with either your busy or unavailable messages, depending on your status.

- "1" Record a temporary greeting - This will allow you to record a new temporary greeting.
- "2" Save or Erase temporary greeting, depends on current state of temporary greeting.
- "3" Re-record temporary greeting.
- "*" Return to the main menu.