

ETC Voice Mail Instructions

Set up

The first time you log in, you should set up your mailbox. To set up your mailbox you need to complete 2 steps:

- Enter a new password
- Record a personal greeting

Press 8 from your home phone, or call

- 706-635-6245(MAIL) in Ellijay
- 706-253-6245(MAIL) in Jasper & Ball Ground
- 706-946-6245(MAIL) in Blue Ridge & Ducktown

Enter your mailbox number (telephone number) followed by #. Enter 9999 (temporary password). Continue on to Password and Recording Your Personal Greeting Sections.

Password

Your password protects your mailbox from unauthorized use. Once your password is changed from the default password, no one can log into your mailbox except you. Passwords should be four to seven digits in length. Use a number combination you are familiar with, but would be hard for someone else to figure out.

- Press 4 for the Personal Options Menu
- Press 4 for the Personal Preferences
- Press 1 to change password
- Enter a 4-7 digit log in password followed by #
- Press ** to return to the Main Menu

Recording Your Personal Greeting

Your personal greeting plays when a caller reaches your mailbox. Your greeting should contain your name and any message you wish to leave for your callers.

Sample Greeting:

Hello, this is Bill Jones. I'm sorry I missed your call. Please leave a message at the tone and I will call you back as soon as possible.

Log into your Mailbox:

- Press 3 for the Greeting Menu
- Press 2 to record your greeting
- Press # when finished recording

After recording your greeting, you can:

- Press 1 to play your greeting
- Or hang up

Accessing your Mailbox

Press 8 from your home phone, or call

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Global Commands

- * Backup/Cancel
- ** Go to the Main Menu
- **# Exit the system
- *2 Re-identify into the system - allows you to access two or more mailboxes with a single telephone call.

Main Menu

The Main Menu plays at the beginning of every session and can be reached by pressing ** at any time during a call.

- 1 To enter the Play Menu
- 2 To enter the Record Menu
- 3 To enter the Greeting Menu
- 4 To enter the Personal Options Menu
- # To exit the system

Play Menu

When you log into your mailbox, the system tells you how many messages you have along with their categories. If you have a message in preparation, the system will prompt you to act upon it. For example, you may hear a message summary like: “You have ten messages. Four are new, five are saved and one is in preparation. Please act on this message that you were creating in your last session; press 2 now. To play your messages, press 1. To record a message, press 2. To change your greeting, press 3...” If you have no messages in your mailbox, only the main menu will play.

Messages are placed into three categories when deposited into your mailbox.

- New - Message that has not been played
 - Saved - Message that has been played but not deleted
 - Message in Preparation - recorded message that has not yet been sent
- Your messages will play in the following order:
- New, Saved, Message in Preparation

Playing Voice Messages

In order to enter the Play Menu, you must have at least one message.

Log into your Mailbox:

- Press 1 to play your messages
- You then have the following options:
- Press 7 to delete the message
 - Press 9 to save the message
 - Press # to skip to the next message

If a message has been previously saved, you will not be prompted to save again. The maximum

number of days a message will remain on the system is 7 days after the original date recorded.

Message Playback Options

At any time during a message you can perform the following functions:

- 1 Rewind message by 6 seconds
- 11 Rewind to the beginning of the message
- 3 Fast forward by 6 seconds
- 33 Fast forward to the end of the message
- 2 Pause/Continue the message being played