

Topsham Communications
VOICE MAIL INSTRUCTIONS

SETTING UP YOUR MAILBOX:

When you sign in for the first time, you must setup your mailbox. This can only be done from your home phone.

First-time sign-in involves three steps:

Dial ***99#** or your Telephone Number from your home phone. (If dialing your telephone number you may need to hit the star key to be prompted for your password.) When requested enter the default code of ******** (pin will be given when service is turned on) followed by the **#** sign.

1. **Change your PIN** (***This is very important do not skip this step***)
 - ◆ You will be prompted to enter a new PIN
 - ◆ You will be asked to re-enter your new PIN to confirm
(if you have lost your PIN, call Customer Service to reset your PIN)
2. **Record your greeting**
 - ◆ You will be prompted to record your greeting
 - ◆ It will be played back for you
 - ◆ To change, press **0**
 - ◆ To save, press **#**
3. **Record your name**
 - ◆ You will be prompted to record your name
 - ◆ It will be played back for you
 - ◆ To change it, press **0**
 - ◆ To keep it, press **#**

Once you have completed recording your name, you are redirected to the Main Menu.

To ACCESS YOUR MAILBOX:

You will be notified that you have messages in your voicemail box if you hear a stutter tone before a dial tone and/or a lamp on your phone may be lit. Below are directions on using and managing your voicemail box:

1. **Dial *99#** from your home phone, or dial your own number, or when away from your home phone dial your own number and when the voice mail announcement begins, press the ***** key to activate administrative functions. You may also dial **(603) 360 1234** (NH Customers) or **(802)331-1333** (Vermont Customers) then enter your 10 digit telephone number

2. Enter your PIN, and then press #

The following Voice Mail functions are available to you:

- ◆ **To listen to your voice messages press 1**

Please note that if you do not have any messages, you will not hear this prompt at the Main menu.

◆ To create or forward a message press 2

Only available between Topsham Communications Voice Mail users

- ◆ **To change your mailbox settings press 4**

- ◆ **To manage deleted messages press 6**

Please note that if you do not have any recently erased messages, you will not hear this prompt at the Main menu.

- ◆ **To log in again as a different subscriber press 7**

- ◆ **To listen to helpful hints press 0 *This is recommended for first time users.***

- ◆ **To end the call, hang up or press ***

If you have any questions regarding the operation of your Voice Mail Box, please call **(802) 439-5325** and ask your customer service agent for assistance.

February 2019

