



archtopfiber™

Using Hancock Telephone Company Voice Mail

Access Your Voice Mail

From the phone subscribed to the service:

1. Dial 637-7000.
2. If prompted, enter your password and then #.

From a different phone:

1. Dial 637-7000.
2. Enter your 10-digit mailbox number.
3. Enter your password and then #.

Record Your Greeting

1. Access your voice mailbox.
2. Press 9 for the mailbox setup menu.
3. Press 1 for greeting options.
4. Press 2 to record your greeting.
5. Record your greeting and then press #.

Change Your Password

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

Your Voice Mailbox Number Is:

.....

Your Voice Mailbox Password Is:

.....

Hancock Telephone 637-9911

Retrieve Messages

1. Access your voice mailbox.
2. Your first new message may play immediately. If not, press 1 to listen to your messages. You will hear the announcement "You have x new messages and x saved messages."
3. Press 1 to listen to new messages.
4. Press 2 to listen to saved messages.

When Retrieving Messages, You Can:

Press 1 Play the message again

Press 2 Save the message and play the next

Press 3 Delete the message and play the next

Press 4 Save the message as new

Press 5 Reply to the message*

Press 6 Forward the message to another mailbox*

Press 7 Skip backward in the message

Press 8 To pause the message

Press 9 To skip forward in the message

* Voice Mail package must be set to allow this capability

Using Voice Mail To E-Mail:

1. Check your E-Mail as you normally would.
2. When you get a voice mail message, you will receive an email from Pronet delivered right to your inbox. The message will have an attachment.
3. Open the attachment and your media player will play the message.
4. If desired, save the attachment on your PC.
5. Follow the links in the message to save or delete the message from the Voice Mail system.