

# Enhanced Voicemail

## Quick Reference Guide

Voicemail is your own personal answering service. Callers can leave messages for you when your line is busy, when you're away from home or when you just can't make it to the phone. Whenever you hear a stutter dial tone on your home phone line, it means you have a new message.

### Activating Enhanced Voicemail on Handset

(first-time access)

#### From your home phone:

1. Dial **\*99**.
2. Voice instructions will guide you to create a PIN. **Please write down and store PIN information.**
3. You will now be able to record personal greetings and customize your mailbox options.

#### From an Internet-connected computer or device:

1. Sign into Spectrum.net and select the **phone icon** to open Voice Online Manager.
2. A link will display with instructions that will guide you through Voicemail activation and set up.
3. Follow the instructions to create a PIN, record greetings and set Readable Voicemail preferences. **Please write down and store PIN information.**

### Accessing Enhanced Voicemail

#### From your home phone:

Press **\*99**

#### From another phone:

1. Dial your 7- or 10-digit home phone number.
2. Press **\*** when you hear your greeting.
3. Enter your PIN and press **#**.

#### From an Internet-connected computer or device:

1. Sign into Spectrum.net
2. Select the **phone icon** to open Voice Online manager.
3. Choose the **Voicemail** tab.

### Accessing the Previous Voicemail System

#### From your home phone:

Press **\*98**

#### From an Internet-connected computer or device:

1. Sign into Spectrum.net
2. Select the **phone icon** to open Voice Online manager.
3. Choose the **Voicemail** tab where you will see voicemail from the previous system AND the enhanced system.

### Main Menu Options

- |          |                               |
|----------|-------------------------------|
| <b>1</b> | To listen to message          |
| <b>2</b> | To send a messages            |
| <b>3</b> | To work with greetings        |
| <b>4</b> | To work with mailbox settings |
| <b>6</b> | To review erased messages     |
| <b>7</b> | To switch users               |
| <b>0</b> | For help                      |
| <b>*</b> | To exit                       |

### Listening to Messages

From the Main Menu, press **1** to review your messages. These non-prompted options are available during message review:

- |           |                         |
|-----------|-------------------------|
| <b>1</b>  | Repeat Message          |
| <b>2</b>  | Save                    |
| <b>3</b>  | Delete                  |
| <b>4</b>  | Reply to Message        |
| <b>5</b>  | Forward a Copy          |
| <b>77</b> | Rewind                  |
| <b>#</b>  | Mark as New             |
| <b>66</b> | Repeat Header Info      |
| <b>*</b>  | Back to Menu            |
| <b>11</b> | Replay Previous Message |
| <b>8</b>  | Pause/Resume            |
| <b>99</b> | Fast Forward            |

### Change Your PIN

#### From your handset:

1. From the main menu press **4**.
2. Press **3** for Login Options.
3. Press **1** to change your PIN.

#### From an Internet-connected computer or device:

1. Sign into Spectrumnet and select the **phone icon** to open Voice Online Manager.
2. Choose the **Settings** tab and then **PIN** under the **Voicemail** section of the menu.