

Voicemail Reference Guide

How do I access my mailbox or change my settings?

From your home telephone: dial ***99**

From any other telephone:

Moncks Corner: **843-482-1234**

Bonneau/St Stephen: **843-749-1234**

Charleston/Summerville: **843-471-1234**

Harleyville: **843-462-1234**

The first time that you access your account, you will be asked to select a PIN and take a moment to record some personal settings.

Quick Key Reference

In addition to the keys you press to navigate through each of the menus, you can use the following keys to help you when using Voicemail.

Some of these keys work whenever they are pressed during the call, and some work only during the playback of messages. The tables below explain the behavior of these keys.

If you press a key or a combination of keys that is not used on that menu, you will hear: "That selection is invalid, please try again."

Common Keys

You can press the following common keys at any point in the Voice Portal. They behave in the same way whichever menu you are listening to.

- 8** **Wait a While** – Pauses all activity for 30 seconds, and then returns you to the beginning of the section you are listening to. While the activity is paused, you can also press any key to return to the beginning of the section without having to wait for 30 seconds.
- *** **Back Up** – This key performs one of two functions, depending on what you are doing at the time. When recording a message or entering numbers, it cancels the current input and you are prompted to enter the input again. Otherwise, it takes you up a level of the menu system. Pressing * repeatedly is one way to cancel operations by working your way back up through the menus until you reach the main menu.
- #** **Move On** – This key performs one of two functions, depending on what you are doing at the time. When recording a message or entering numbers, # is used to indicate the end of your input. Otherwise, it is used to move forward in a list of options.
- 0** **Get Help** – This key plays helpful hints about the Voicemail system.

Playback Keys

The playback keys, listed below, are only active during the playback of a message. They are designed to help you listen to your messages, for example by skipping back a few seconds to repeat an important detail.

- 6** **Volume** – Increases the volume of the message. You can press this several times to incrementally increase the volume. However, you should not press **6** repeatedly in quick succession, otherwise rather than increase the volume you will hear details of the date and time of the message.
- 7** **Slow Playback** – Slows the playback of the message. You can press this several times to incrementally reduce the speed of the message. However, you should not press **7** repeatedly in quick succession; otherwise you will skip back 5 seconds – as for **77** described below.
- 8** **Pause** – Pauses the playback of the message for up to 20 seconds. A recurring "ping" sound informs you that the message is paused. Pressing **8** again resumes playback.
- 9** **Speedup Playback** – Speeds the playback of the message. You can press this several times to incrementally increase the speed of the message. However, you should not press **9** repeatedly in quick succession; otherwise you will skip forward 5 seconds – as for **99** described below.
- 77** **Go Back** – This skips back 5 seconds in the message.
- 99** **Go Forward** – This skips forward 5 seconds in the message.

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Telephone Navigation Map

The map below details the Voicemail Main Menu. It shows the keys you will need to press to navigate the various sections of the Voicemail service.

Once you become familiar with the Voicemail system and know which buttons to press, you can save time by making your choice immediately. You do not have to wait for your selected option to be announced before you select it.

Home may not offer all of the features described in this manual, and some of the options may require payment of an additional fee (*these options appear in blue on the map*). Please contact Home for more information on the services available to you.

If you do not have all the service options described in this menu you will not be offered the options to set up that service.

