



### How does Voice Mail work?

When you're unable to answer the telephone or are on another call, Voice Mail will automatically take your calls and allow your callers to leave a personal message. After your phone rings for approximately 25 seconds, Voice Mail will answer the call. Your caller will hear a personalized greeting that you have recorded. You may change your greeting as often as you like. Voice Mail will store up to 30 new or saved messages for up to 10 days, depending upon your package.



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# Just plain convenient

## Thank you for choosing Voice Mail from GVTC.

If you ever have questions or comments about this innovative service, just call your Customer Service Representative at GVTC. Voice Mail is easy to use. You should be able to master your Voice Mail by reading through this simple guide and by "playing" with Voice Mail. Don't worry, you can't break it and we think you'll actually enjoy learning to use it in this manner.

## First-Time Sign-In

When you sign in for the first time, you must set up your mailbox. To access your VM, dial the access number \* 1 7 from your phone.

First-time sign-in involves three steps:

- changing your PIN
- recording your name
- choosing a greeting

The greeting and recorded name are played each time a caller accesses your mailbox to leave a message.

### Changing your PIN

First, to secure your account, you must set up a new PIN. A prompt asks you to enter a new PIN, which can range between 4-20 digits.

1. Enter a new PIN, pressing # when finished.
2. Confirm the new PIN by re-entering it and pressing # when finished.

### Recording your name

Next, you are prompted to record your name. This will be used for some system-generated announcements, for example when greeting your callers or when you leave messages for others.

Your recording should be less than ten seconds long. If it is too long, you will be asked to re-record a shorter version.

1. Record your name and press # when finished.
2. An announcement plays your recording back to you.
  - If you want to re-record it, press 1.
  - If you want to keep it, press #.

### Choosing a greeting

Once you have successfully recorded your name, you are prompted to select a greeting. You can use a number of different types of greetings.

- To record your own personal greeting, press 1. Then record your personal greeting, pressing # when finished.
- To use a system-generated greeting that announces your recorded name, press 2.
- To use a system-generated greeting that reads out your phone number, press 3.
- To use a system-generated greeting that neither announces your name nor reads out your phone number, press 4.

An announcement plays back your selected greeting.

- To record or select a different greeting, press 1.
- To save it and use it as your greeting, press #.

**This is the last step in setting up your mailbox.**

## Message Waiting Notification

After a new message enters your mailbox, you will hear a special "stutter" dial tone when you lift your telephone receiver. You may make other calls even when you hear the stutter dial tone. Simply dial as usual. After you retrieve all new messages, the normal dial tone is automatically restored.

## Accessing Your Mailbox

*(after setting up your voice mailbox)*

### To access your voice mailbox from your telephone number associated with your voice mail service:

1. Dial \* 1 7.
2. Enter your pass code.
3. Follow the instruction prompts.

### To access your voice mail when you are not at the telephone number associated with your voice mailbox:

1. Dial one of the following retrieval numbers:  
*(MAIL is 6245)*  
830-336-MAIL  
830-885-MAIL  
830-236-MAIL  
830-437-MAIL  
830-904-MAIL (from New Braunfels)  
830-980-MAIL (from San Antonio)

When traveling, use our main retrieval # 830-438-MAIL

2. Enter the 10-digit telephone number associated with your voice mailbox when prompted to enter your mailbox number.
  - Press \* during the greeting.
  - Follow the instruction prompts.

Follow typical long-distance procedures if appropriate. Long distance charges will apply. You may use a long distance calling card when accessing the system.

Within your calling area, you may also check messages by calling your home number and pressing \*.

*NOTE: If you subscribe to Per Line Blocking, it must be deactivated to access your Voice Mailbox. Dial \* 8 2 before the retrieval number, if applicable.*

## Playing A Message

1. Access your mailbox (see "Accessing Your Voice Mailbox").
2. Press 1 to review messages
  - Press 1 to repeat the message
  - Press 2 to save the message
  - Press 3 to delete the message
  - Press # to mark saved message as new
  - Press \* to exit

## User Options

Your Voice Mailbox options may be changed anytime you have accessed your voice mailbox.

### Greetings Menu

1. Access your mailbox (see "Accessing Your Voice Mailbox").
2. Press 3 for the Greetings Menu
  - Press 1 for personal greeting
  - Press 3 for system-generated greeting or record name
  - Press 5 for busy greeting
  - Press \* to exit

### Pin Change

1. Access your mailbox (see "Accessing Your Voice Mailbox").
2. Press 3 for the Mailbox Settings Menu
  - Press 3 for security options
  - Press 1 for pin change

## GVTC voice mail services

### Basic

Available messages 12  
Number of days saved 5  
Message length 1 min.  
Announcement length 1 min.

### Enhanced

Available messages 30  
Number of days saved 10  
Message length 1 min.  
Announcement length 1 min.

## QUICK-USER REFERENCE

### Basic-Enhanced Box

- |                   |                     |
|-------------------|---------------------|
| 1 Review Messages | 1 Repeat            |
|                   | 2 Save              |
|                   | 3 Delete            |
|                   | # Mark Saved as New |
|                   | * Exit              |

- |                  |  |
|------------------|--|
| 3 Greetings Menu | 1 Personal Greeting                        |
|                  | 3 System Generated Greeting Or Record Name |
|                  | 5 Busy Greeting                            |
|                  | * Exit                                     |

- |                    |                                  |
|--------------------|----------------------------------|
| 4 Mailbox Settings | 2 Hands-free / Timesaver Options |
|                    | 3 Security Options               |
|                    | * Exit                           |

- |                          |                           |
|--------------------------|---------------------------|
| 6 Review Erased Messages | 1 Repeat                  |
|                          | 2 Restore Deleted Message |
|                          | 3 Permanently Delete      |
|                          | # Next Message            |

### 7 Leave and Re-Login

- |        |                |
|--------|----------------|
| 0 Help | 1 Replay Hints |
|        | # Next Hint    |

- |        |
|--------|
| * Exit |
|--------|