

## Access your Voicemail and other call information online through the Personal Communication Manger!

The Communication Manager is a website where you can listen to your voice mail messages, view missed and received call history, and make changes to your voicemail settings. This tool can be accessed from anywhere and provide you with information on your landline number.

The Comm Portal Assistant is a software application that you can download which will create a shortcut to your Communications Manager and will create a popup window on your desktop when a voicemail message has been received.

### Communication Manager

Access the Personal Communication Manager at <http://myphone.grantsburgtelcom.net>

Login with your 10 digit phone number and voice mail password

### Comm Portal Assistant

To download Comm Portal Assistant: Go to the Communications Manager.

Click on the Apps tab

Click on the installer and follow prompts

The Comm Portal Assistant will create a new icon located by the clock on your desktop.

Once downloaded, right click on the icon

Left click on Configure CommAssistant



Type in your 10 digit phone number, password and url: <http://myphone.grantsburgtelcom.net>

Click on Apply

# VOICE MAIL MAIN MENU

<b>1 Review Messages</b>	<b>2 Send Messages</b>	<b>3 Work With Greetings</b>	<b>4 Mailbox Settings</b>	<b>6 Erased Messages</b>
<b>1 Repeat</b>	Enter phone number, then #	<b>1 Personal Greeting</b>	<b>2 Handsfree and Time Saver Options</b>	<b>7 Switch Account</b>
<b>2 Save</b>	<b>1 Review Message</b>	<b>3 Sys-Gen Greetings and Name Recording</b>	<b>3 Security Options</b>	<b>o Help</b>
<b>3 Erase</b>	<b>2 Mark as Urgent</b>	<b>5 Busy Greeting</b>	<b>5 Notification Settings</b>	<b>* EXIT</b>
<b>4 Reply</b>	<b>3 Mark as Private</b>	<b>* Exit</b>	<b>6 Additional Settings</b>	
<b>5 Send a Copy</b>	<b>4 Re-record Message</b>		<b>7 Advanced Call Features Settings</b>	
<b># Mark Saved Message as New</b>	<b>5 Report on Send</b>		<b>9 Live Message Screening Settings</b>	
	<b>6 Report on Read</b>		<b>* Exit</b>	
	<b>7 Add Recipient</b>			
	<b>9 Schedule for Future Delivery</b>			
	<b># Send as is</b>			

### Message Play Back Shortcuts

- 6**-Increases Volume
- 7**-Slows playback of the message
- 8**- Pauses the playback for up to 20 seconds
- 9**- Speeds the playback of the message
- 66**-Hear Details of the date /time of the message
- 77**-Skips back 5 seconds

# Voicemail

## Accessing Your Voicemail Box

From Home  
Dial \*99

Away From Home  
715-463-MAIL (463-6245)  
Or  
715-689-MAIL (689-6245)



139 W Madison Ave  
Grantsburg, WI 54840  
715-463-5322  
[www.grantsburgtelcom.com](http://www.grantsburgtelcom.com)

# Welcome To Voice Mail

## How does Voice Mail work?

When you're unable to answer the telephone or you are on another call, Voice Mail will automatically take your calls and allow your callers to leave a personal message.

## How do you know if you have messages?

There are a number of methods of letting you know that you have a new message.

1. Use your telephones message waiting indicator (MWI). Not all phones have this option.
2. Pick up your telephone, if you hear the distinctive "stutter" dial tone, you have messages.
3. Send a notification to an email address
4. Notify you with an icon in your PCs toolbar (if you use the CommPortal Assistant application)

## Your Voice Mailbox Parameters

Max. Greeting Length	60 sec
Max. Message Length	180 sec
Max Messages	40
Days New Messages Kept	30
Days Saved Messages Kept	30
Days Trash Kept	30 days
PIN Length	4-20

## Getting Started!

You must set up your mailbox the first time you use it. Setting up your mailbox is simple. Just follow the easy steps below.

1. From Home Dial \*99
2. When you hear the voice prompt, enter your temporary password (715 then the last four digits of your telephone number. EX: 7151234).
3. Follow the voice prompts to finish the set up. You will be asked to do the following:

- set a new PIN
- record your name
- choose a greeting

### Greeting Options Include:

Press 1 record your own personal greeting

Press 2 system generated greeting that announces your name.

Press 3 system generated greeting that reads your phone number

Press 4 system generated greeting that announces neither your name or number

## How to listen to your messages:

1. From Home: Dial \*99
  2. Enter your password.
  3. Press (1) to listen to your messages. Voice Mail will play new messages first, then saved messages.
- After listening to each message, you can:

Press (1) to repeat the message.

Press (2) to Save the message.

Press (3) to Erase the message.

Press (4) to Reply to the message.

Press (5) to Send a copy of the message.

Press (22) to Mark the message as New

## How to use Voice Mail from another telephone:

1. From any phone dial 715-689-MAIL (6245)
2. Enter your phone number
3. Enter your PIN, you are now in the main menu

## How to change your greeting:

1. Call the Voice Mail System
2. Enter your PIN
3. At the main menu, press (3) for greetings
4. Press (1) for personal greetings
5. Follow the prompts to make changes to your account.

## How to change your PIN:

1. Call the Voice Mail System
2. Enter your PIN
3. At the main menu, press (4) for settings
4. Press (3) for security options
5. Follow the prompts to make changes to your account.

## Skipping Your PIN

This feature allows you to skip the step of entering your PIN before hearing your messages. This feature will not work when calling in away from home.

To SKIP PIN, at the Main Menu:

Press (4) for Mailbox Settings

Press (3) for Security Options

Press (3) to turn SKIP PIN on/off

## How to Set up a Busy Greeting

From the Main Menu

Press (3) to Work with Greetings

Press (5) for Busy Greeting

Press (1) to turn Busy Greeting on/off

Follow voice prompts to complete greeting setup.

## Listen To Erased Messages

Voicemail messages are kept in the trash for 30 days and can be retrieved.

To listen to erased messages, from the main menu:

Press (6) for Erased Messages