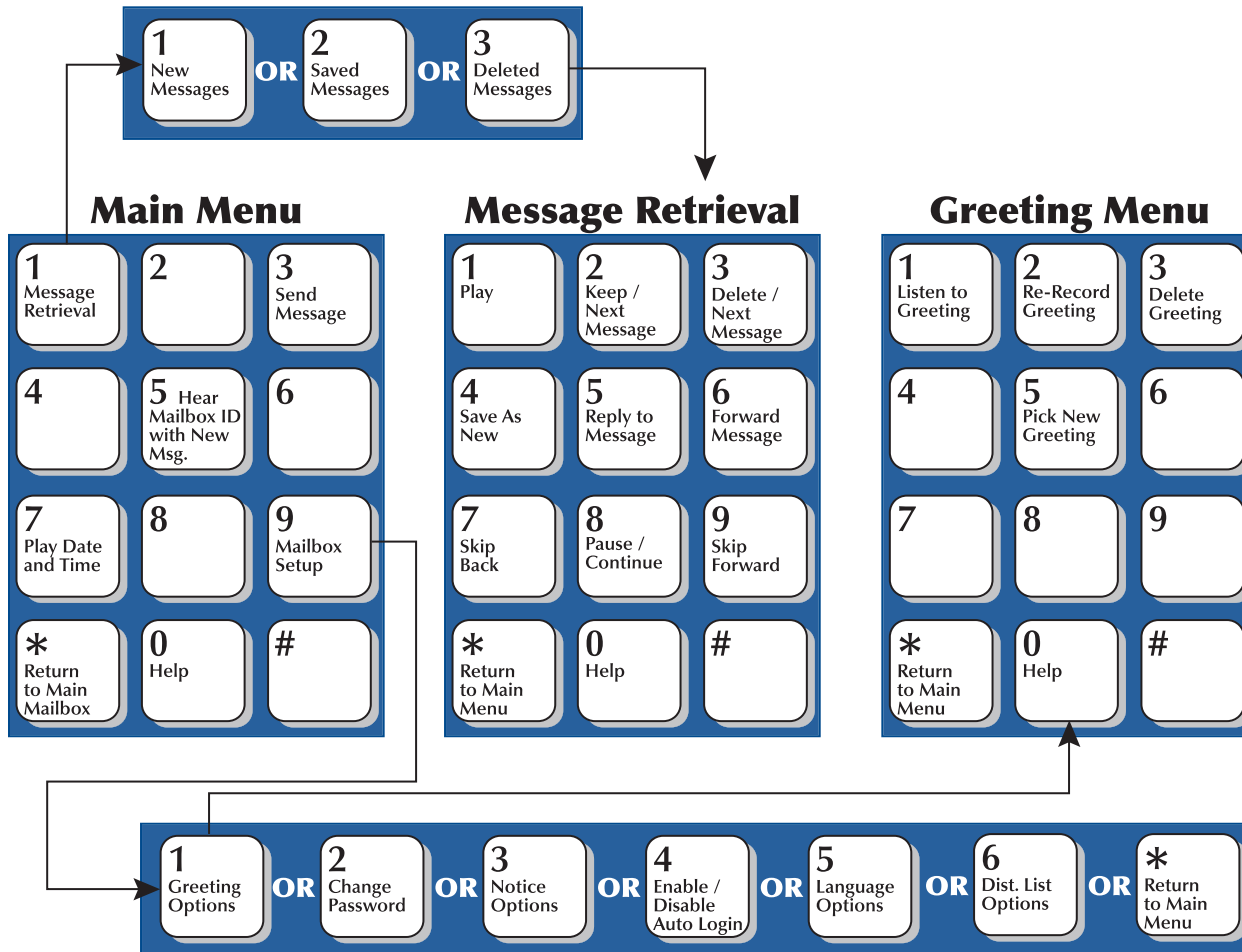


Voice Mail

User Guide



For more information about Clear Creek Telephone & TeleVision's Voice Mail System, please call a customer service representative at (503) 631-2101.



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Accessing Your Mailbox:

Step 1.

- Dial the Voice Mail System. From the telephone your voice mail service is subscribed to, dial *99. If you are away from home, dial (503) 631-5000.

Step 2.

- When the voice mail system answers, it will ask you to 'Please enter your mailbox number.' You can enter your ten-digit telephone number, or if calling from your home phone you can just Press #.

Step 3.

- Enter your password, followed by #. Your password will be a default of four zeros (0000) the first time you call.

Accessing Your Sub-Mailbox:

Step 1.

- Follow Step 1 from above.

Step 2a.

- If you are the group administrator and wish to record a group greeting, Press * to access the Group Greeting Menu. Voice prompts will guide you through those steps. OR

Step 2b.

- Enter your sub-mailbox number.

Step 3.

- If requested, enter your password, followed by the # key. Your password will be a default of four zeros (0000) until you change it.

Step 4.

- Main Menu: Press 1 to retrieve messages, Press 5 to hear which sub-mailboxes have new messages, or Press 9 for Mailbox Setup.

Setting Up Your Mailbox:

There are 5 options to choose from in the Mailbox Setup Menu:

- Press 1: Greeting Options (you can disregard this step if you choose to use the default greeting)
- Press 2: Change Password

- Press 3: Notification Options
- Press 4: Disable/Enable Auto Login
- Press *: Return to Main Menu

To Change Your Password:

Step 1.

- Press 2: Change Your Password

Step 2.

- Enter new password, followed by the # key. The password is any series of up to 16 digits you choose. You will be unable to access your mailbox without this password, so be sure to choose one you will remember.

Step 3.

- To verify, Enter your password, followed by the # key.

To Change OR Record Your Greeting:

Step 1.

- Press 1: Greeting Options

Step 2.

- Press 2: Re-Record Your Greeting

Step 3.

- Press #: End Recording Function

Step 4.

- Press 1: Listen to Greeting

To Create Multiple Greetings:

Step 1.

- Press 5: Pick a New Greeting. Then choose a new greeting # (2-9).

Step 2.

- Press 2: Record Greeting.

Step 3.

- Press #: End Recording Function. Repeat steps 5 & 6, choosing a different greeting # each time.

Step 4.

- Press 5: Pick a New Greeting. Then choose the greeting you wish to become active.

Step 5.

- Press *: Return to Main Menu.

Retrieving Your Messages:

There are 3 options to choose from in the Message Retrieval Menu:

- Press 1: New Messages
- Press 2: Saved Messages
- Press *: Return to Main Menu

Listening To Your Messages:

Step 1.

- Press 1: Play or re-play Message.

Step 2.

- Press 2: Save Message and Go to Next.

Step 3.

- Press 3: Delete Message and Go to Next.

Deleting Messages:

Messages that you delete are available for listening to or saving in the same call. If you have mistakenly deleted a message, don't hang up. Let the message play and then choose from the following options:

- Press 4: Save Message as New
- Press 5: Reply to a Message
- Press 6: Forward Message
- Press 7: Skip Back Three Seconds
- Press 8: Pause or Continue Message
- Press 9: Skip Forward Three Seconds
- Press *: Return to Main Menu

Press * to return to the previous Menu.

For information on E-mail Notification, or Phone Central — a PC program to control Voice Mail Settings and Messages, please call our business office at (503) 631-2101.