

TELEMARKETER

Call Screening

Dial *95 from your home phone.

Note: The first time you access the service, you will be prompted to choose which language you wish to hear the options in. After you make your selection, all menus and prompts will be presented in that language. (This is an Optional feature.)

MAIN MENU

- PRESS 1 To ADD a number to your BLOCKED list.
- PRESS 2 To REMOVE a number from your BLOCKED list.
- PRESS 3 To REMOVE ALL numbers from your BLOCKED list.
- PRESS 4 To ADD a number to your KNOWN list.
- PRESS 5 To change the LANGUAGE of your menu options.
- PRESS 6 To turn the entire service ON.
- PRESS 7 To turn the entire service OFF.
- PRESS 8 To BLOCK call from PRIVATE CALLERS.
- PRESS 9 To ALLOW calls from PRIVATE CALLERS.

TO ADD A NUMBER TO LIST:

To add the last caller's number to your blocked list:

1. Hang up from the call
2. Pick up the receiver
3. Dial *96
4. Hang up the receiver



Pineland
Telephone Cooperative Inc.

User Guide

- Pineland Voice Mail
- Telemarketing Screening

YOUR VOICEMAIL INFORMATION:

- Mailbox ID Number: _____
- Your New Password : _____
- Auto Login: Yes or No: _____

Pineland Telephone Cooperative
30 S. Rountree Street • PO BOX 678 • Metter, GA 30439
Local: (912) 685-2121 • Toll Free: (800) 247-1266
www.pineland.net

Pineland Voice Mail

You will know you have a message when you hear a stutter dial tone.

VOICE MAIL TIPS

While listening to your voice mail messages:

- Press 1 To return to the beginning of the message.
- Press 7 To back up (rewind) 3 seconds.
- Press 8 To pause and continue playing the message.
- Press 9 To forward the message 3 seconds.

Standard Voice Mail

ACCESSING YOUR MAILBOX

1. Dial your exchange prefix and 7100 (Ex. of Exchange: 685, 348, 562...)
 - If accessing from your home phone no entry is required.
 - If access from a remote phone, Enter your telephone number followed by the # key.
2. If requested, Enter your password and the # key. Your password will be a default code of "0000" until you change it.
3. Main Menu:
 - Press 1 to retrieve messages
 - Press 7 for current date and time
 - Press 9 for mailbox setup

SETTING UP VOICE MAIL

Dial your exchange prefix and 7100

- Press 1 Greeting options.
- Press 2 Change password
- Press 3 Notification Options.
- Press 4 Disable/Enable auto-login
- Press * Return to main menu.

LISTENING TO MESSAGES

Dial your exchange prefix and 7100

- Press 1 Play or replay message
- Press 2 Save message and go to next
- Press 3 Delete message and go to next
- Press 4 Save message as new
- Press 5 Reply to message.

Dial your exchange prefix and 7100

- a. Press 1 New messages
- b. Press 2 Saved messages
- c. Press * Return to main menu

- 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

RETRIEVING MESSAGES

CHANGING YOUR PASSWORD

Dial your exchange prefix and 7100

- Press 2 Change your password
- Enter New Password and the # key.
The password is any series of up to 16 digits you choose. (Enter your new password in the box at the top of this sheet.)
- Re-enter password followed by # key. This will verify your password.
- Record your new password for future reference.

Plus & Deluxe Voice Mail

RECORDING A GROUP GREETING

Voice Mail Plus allows you to have 5 sub-mailboxes and Voice Mail Deluxe allows you to have 9 sub-mailboxes.

Dial your exchange prefix and 7100

- If you have Auto Login: Press * key when asked for mailbox OTHERWISE, Enter your Mailbox Number
- When asked for Mailbox ID, Press * Key.
- At the tone, Record Your Greeting.
- Press # key when finished.
- Prompt will ask if you want:
 - Press 1 to listen to greeting.
 - Press 4 to record your greeting followed by the # key.
 - Press 2 to save the greeting.
 - Press * to return to the Mailbox Setup Menu.

ACCESSING YOUR SUB-MAILBOX

Dial your exchange prefix and 7100

- If accessing from your home phone no entry is required.
- If accessing from a remote phone, Enter your telephone number followed by the # key.

RECORDING A GROUP GREETING FOR A SUB-MAILBOX

- Press * to access the Group Greeting Menu.

A voice prompt will guide you through these steps.

At the tone, Record a Group Greeting

When you are finished Press the # key.

For example: "Welcome to the Jones family voice mail.

To leave a message for Tom, Press 1. To leave a message for Nancy, Press 2. For Bobby press 3." etc. OR Enter your sub-mailbox number.

- If requested, Enter your password, and the # key. Your password will be a default code of "0000" until you change it.

MAIN MENU

Dial your exchange prefix and 7100

- Press 1 to retrieve messages
- Press 5 to hear which sub-mailboxes have new messages
- Press 9 for mailbox setup

DIRECTIONS FOR e-FORWARD

RECEIVING MESSAGES VIA e-FORWARD

E-Forward allows you to access your voice mail messages via your telephone or through your e-mail. You must still delete any e-mail messages using your telephone or via the web site www.managemypage.com. When you open the e-mail message, you listen to the message, save it on your hard drive, or delete it. You can also forward the message to anyone via e-mail.

VERIFYING THAT e-FORWARD IS ACTIVATED

The e-mail shows who the message is from and also the number that called. To verify that e-forward is working just call your number and leave a message. If the service is working an icon will appear at the bottom left corner of the screen.

- Click on the icon to open.
- Click Save Message to save the message on your voice mail service.
- Click Delete Message, to delete the message.

RECORDING PERSONAL GREETING

Dial your exchange prefix and 7100

- Press 1 Greeting options
- Press 4 Record your greeting
- Press # End recording function
- Press 1 Listen to greeting
- Press 2 Save greeting.
- Press 3 Delete greeting
- Press 4 Re-record greeting. Follow steps 3-5.
- Press * Return to mailbox set-up