



# Voicemail User Guide

*ATC's voicemail system is menu driven. Listen to the voice prompts and then press the keys on your phone to select which option you would like.*

## Accessing Your Voicemail

The first time you access your voicemail box you will be asked to set up your mailbox, and record your name and a greeting to be played by callers. Please note your password must be at least 6 digits.

### From your own phone:

- Dial \*318.
- Enter your voicemail password.
- If you have new messages, the messages will be identified.
- After hearing any new messages, you will be presented with the Voicemail Main Menu.

### From another phone:

- Dial your home telephone number.
  - When you hear your personal greeting, press the \* key.
  - Enter your voicemail password.
- If you have new messages, the messages will be identified. After hearing any new messages, you will be presented with the Voicemail Main Menu.

## Main Menu

KEY	FEATURE
0	Help
1	Play Inbox Messages
2	Send Messages
3	Work with Greetings
4	Mail Box Settings
6	Access Deleted Messages
7	Log on as a different user
*	Exit Voicemail System

ACTION	BEFORE MESSAGE	DURING MESSAGE	AFTER MESSAGE
Skip Message	#	#	n/a
Reply to Message	n/a	4	4
Save Message	n/a	2	2
Delete	n/a	3	3
Play Messages	1	n/a	1
Send Messages	n/a	5	5

## Change Your Voicemail Password

Access your voicemail box. If you cannot access your voicemail box, call ATC Customer Service.

- From the Main Menu, press 4.
- Press 3 for security options
- Press 1 to change your password.

Helpful Hints	Press Key
Increase Volume	6
Slow Playback	7
Speed Playback	9
Skip back 5 secs	77
Skip fwd 5 secs	99

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