

### Using Voice Mail to E-Mail:

1. Check your e-mail as you normally would
2. When you get a voice mail message, you will receive an email from voicemail@smunet.net delivered right to your inbox. The message will have an attachment.
3. Open the attachment and your media player will play the message.
4. If desired, save the attachment on your PC
5. Follow the links in the message to save or delete the message from the Voice Mail system.

### Online Voicemail Application:

Visit the login screen from the SMU website or go to: <http://phones.smunet.net/Portal/>. When logging in for the first time, use your 10 digit phone number as the username and the last four digits of your phone number as the password .

For information on how to use the online voicemail application, view the video on our website.



Your Voice Mailbox Number is: \_\_\_\_\_

Your Voice Mailbox PIN is: \_\_\_\_\_

Communication is important to you. You take special care to be sure people can reach you as needed. Why risk missing calls? Voice Mail from SMU Telephone makes certain that you always get your most important messages. After all-it's your call.

Our Voice Mail guarantees that you won't miss a call-if you are away from home, on the phone, or just don't feel like answering right now.

- Experience Crystal Clear Clarity
- Save Important Messages
- Access Messages From Your PC



**IT'S YOUR CALL...**  
**Take it.**  
**Or, leave it to Voice Mail.**



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# VOICEMAIL USER GUIDE

 Spencer Municipal Utilities



**IT'S YOUR CALL...**  
**Take it.**  
**Or, leave it to Voice Mail.**

# Using SMU Telephone Voice Mail

## Access Your Voice Mail

From the phone subscribed to the service:

1. Dial 580-MAIL
2. If prompted, enter your PIN and then #.

From a different phone:

1. Dial 580-MAIL
2. Enter your 10-digit mailbox number
3. Enter your PIN and then #.

## Voice Mail Main Menu

1	2	3	1-Listen to your messages
4	5	6	3-Send a Message to a Mailbox
7	8	9	7-Play the Current Date & Time
*	0	#	9-Setup Your Voice Mailbox
			0-Hear these Instructions Again

## Voice Mail Setup Menu

1-Greeting Options (Access Greetings Menu)

2-Change Your Password

*You will enter your new password, then press #. When prompted to verify the password, enter it again and then press #.*

3-Edit Your Notification Option

4-Change Your Auto Login Option

5-Change Your Language Settings

6-Edit Distribution Lists

7-Edit Your Outdial Number

8-Record your name

0-Hear these Instructions Again

\*-Return to the Main Menu

## Record Your Greeting

1. Access your voice mailbox.
2. Press 9 for the mailbox setup menu.
3. Press 1 for greeting options.
4. Press 2 to record your greeting.
5. Record your greeting and then press #.

## Voice Mail Greeting Menu

1	2	3	1-Play Your Greeting
4	5	6	2-Re-Record Your Greeting
7	8	9	3-Delete this Greeting
*	0	#	5-Pick a New Greeting
			0-Hear these Instructions Again
			*-Return to the Main Menu

## Retrieve Messages

1. Access your voice mailbox
2. Your first new message may play immediately. If not, press 1 to listen to your messages. You will hear the announcement "You have x new messages and x saved messages."



## Voice Mail Message Menu

1	2	3
4	5	6
7	8	9
*	0	#

- 1-Listen to New Messages
- 2-Listen to Saved Messages
- 0-Hear these Instructions Again
- \*-Return to the Main Menu

## Voice Mail Message Playback Menu

- 1-Play the Message
- 2-Save this Message and Play the Next Message
- 3-Delete this Message and Play the Next Message

1	2	3
4	5	6
7	8	9
*	0	#

- 4-Save this Message as New
- 5-Return this Call^
- 6-Forward the Message to Another Mailbox^
- 7-Skip Back in Message
- 8-Pause Message
- 9-Skip Forward in Message
- 0-Hear these Instructions Again
- \*-Return to the Main Menu

*^Voice Mail package must be set to allow this capability*