

TWIN LAKES VOICE MAIL SET UP INSTRUCTIONS

Voice Mail will answer your call accurately with your own personal greeting.

To set up Voice Mailbox:

Press the local access number:

931-858-5000

*If you have caller ID block on your phone line, it will be necessary to unblock your number by pressing *82 before you call the message center.

You will hear your mailbox number.

Please enter 7777#

You will hear "Welcome to the Voice Message Center". Follow the recorded instructions. Once the Voice Mail is set up you must forward your calls to the Mailbox.

Call Forwarding-No Answer:

If you want Voice Mail to answer after a preset number of rings, press *92 --- (followed by the local access number, **931-858-5000**) then the # key.

To deactivate, use *93 only.

Call Forwarding-Busy:

If you want Voice Mail to answer a "busy line" press *90 --- (followed by the local access number, **931-858-5000**) then the # key.

To deactivate, use *91 only.

Note: Call Forwarding – No answer and Call Forwarding – Busy can be used together.

Voice Mail User Guide:

From the phone subscribed to the service:

1. Press your voice mail access number **931-858-5000**.
2. Enter 7777 and then #.
3. You will be prompted to enter your PIN number.

Change Your PIN:

1. Press 9 for the mailbox setup menu.
2. Press 2 to change your PIN.
3. Enter your new PIN and then press #.
4. When prompted to verify the PIN, enter it again and then press #.

Record Your Greeting:

1. Press 9 for the mailbox setup menu.
 2. Press 1 for greeting options.
 3. Press 4 to record your greeting.
 4. Record your greeting and then press it.
 5. Press 2 to keep your greeting.
- For automated greeting, skip this option.**

Retrieve Messages:

1. Access your voice mailbox.
2. For your first new message, press 1 to listen to your message. You will hear the announcement. "You have x new messages and x saved messages."
3. Press 1 to listen to new messages.
4. Press 2 to listen to saved messages.

When Retrieving Messages, You Can:

- Press 1 – Play the message again.
- Press 2 – Save the message and play the next.
- Press 3 – Delete the message and play the next.
- Press 4 – Save the message as new.
- Press 6 – Forward the message to another mailbox.
- Press 7 – Skip backward in the message (must be done while message is playing).
- Press 8 – To pause the message.
- Press 9 – To skip forward in the message (must be done while message is playing).

Retrieving Messages Away from Home:

1. Press your voice mail access number, **858-5000**.
2. Enter your 10-digit phone number.
3. Enter your PIN and then #.
4. You will now be prompted with the appropriate options to retrieve your messages.

To Check & Receive Messages from Home:

Lift the handset and listen for an interrupted dial tone and press your access number, **858-5000**.
Enter your PIN _____.

Web Portal

To set up email notification:

<https://myphone.twlakes.net/Voicemail/#/main/account>

Username: 931-###-#### (your phone number)

Password: 7777 (When setting up voicemail on phone if you change the password it will be your new password in the portal)

Login go to My Settings

General Tab

Add emails to be notified.

Logout