

# VOICE MAIL INSTRUCTIONS

## Setting up your voice mail

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From the phone subscribed to the service:

1. Dial \*99 to access your voice mailbox.
2. If prompted, enter the default password of 0000 and then press #.
3. Press 9 for the mailbox setup menu.
4. Press 1 for greeting options.
5. Press 2 to record your greeting.
6. Record your greeting and then press #.
7. Press 1 to play your greeting or simply hang up.

## Changing your password

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1. Dial \*99 to access your voice mailbox.
2. Press 9 for the mailbox setup menu.
3. Press 2 to change your password.
4. Enter your new password and then press #.
5. When prompted to verify the password, enter it again and then press #.

## Retrieving Messages

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From the phone subscribed to the service:

1. Dial \*99 to access your voice mailbox.
2. If prompted, enter your password and then #.
3. Your first new message may play immediately. If not, press 1 to listen to your messages.
4. Press 2 to listen to saved messages.

From a different phone:

1. Dial your phone number.
2. Press \* when the voice mail system answers.
3. Enter your password and then press #.

OR

1. Dial \_\_\_\_\_-7000.
2. Enter your 10-digit mailbox number.
3. Enter your password and then press #.

## Message Retrieval Options

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| 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 5 | Reply to the message.*                   |
| Press 6 | Forward the message to another mailbox.* |
| Press 7 | Skip backward in the message.            |
| Press 8 | To pause the message.                    |
| Press 9 | To skip forward in the message.          |

\*Voice Mail package must be set to allow this capability.

## Using Voice Mail to Email

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1. Check your email as you normally would.
2. When you get a voice mail message, you will receive an email from voicemail@polarcomm.com 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.
6. For more information visit our website at [www.thinkpolar.com](http://www.thinkpolar.com).

**If you have a new message in your mailbox the phone line will produce a stutter tone when you pick it up. After you log in to your mailbox the stutter tone goes away. A light may also come on if your phone has a message waiting indicator light.**

