

# voice mail instructions

## Access Your Voice Mail

From the phone subscribed to the service:

1. Dial \*99
2. If prompted, enter your password and then #.

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 284-7000 (Polar North)  
Dial 874-7000 (Polar South)  
Dial 995-7000 (Wolverton Area)
2. Enter your 10-digit mailbox number.
3. Enter your password and then #.

## 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 #.

## Change Your Password

1. 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 #.

## 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."
3. Press 1 to listen to new messages.
4. Press 2 to listen to saved messages.

## Message Retrieval Options

- 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

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.

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.

Your Voice Mailbox has a pre-set amount of message storage. To prevent messages from being automatically deleted from your mailbox, please contact our office to increase the retention time for your voice messages.