

DELIVERY OPTIONS MENU

ACTION	KEY
Review the Message	1
Mark the Message as Urgent	2
Mark the Message as Private	3
Re-record Your Message	4
Request a Delivery Report	5
Request a Read Report	6
Add or Remove Recipients	7
Schedule the Message to be Delivered in the Future	9
Send the Message as is	#
Exit or Cancel	*

MAILBOX SETTINGS MENU

ACTION	KEY
Work with Group Lists	1
Hands-Free & Timer-Saver Options	2
Security Options	3
Notification Options	5
Additional Settings	6
Live Message Screening Settings	9
Exit	*



City of Pella
825 Broadway Street
Pella, Iowa 50219

641-628-4173
connect@pellafiber.com

VOICEMAIL

QUICK REFERENCE GUIDE



USING THE VOICEMAIL SYSTEM

The Pella Fiber 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.

VOICEMAIL SETUP

GETTING STARTED

The first time you access your Pella Fiber voicemail box, set up your PIN and record your name and a greeting.

SETTING UP YOUR VOICEMAIL PIN

1. Access your voicemail box.
2. From the main menu, press 4 to change your settings.
3. Press 3 for security options.
4. Press 1 to change your PIN.

RECORDING YOUR PERSONAL GREETING

You can record a greeting to inform callers that they have reached your mailbox. This greeting can be changed at any time. You also have the option to select a system-generated greeting.

1. Access your voicemail box.
2. From the Main Menu, press 3.
3. To set up a personal greeting, press 1.
4. To set up a system-generated greeting or to change the recording of your name, press 3.
5. To change the greeting that callers hear when you're busy, press 5.

If you don't record a personal greeting, a generic greeting will be played.

REETING SETTINGS MENU

ACTION	KEY
Set Up Personal Greeting	1
Select System-Generated Greeting or Change Recording of Name	3
Busy Greeting (record the greeting callers will hear when your phone is busy)	5
Exit	*

ACCESSING YOUR VOICEMAIL

FROM YOUR HOME PHONE:

1. Dial *86.
2. Enter your voicemail PIN. The temporary PIN is 8255 (TALK).
3. If you have new messages, the messages will be identified.
4. After hearing new messages, you will be presented with the Pella Fiber voicemail main menu. The main menu options are listed in this brochure.

FROM ANOTHER PHONE:

1. Dial 641-619-5989.
2. Enter your area code and phone number followed by #.
3. Enter your voicemail PIN followed by the # key. The temporary PIN is 8255 (TALK).
4. If you have new messages, the messages will be identified.

VOICEMAIL MAIN MENU

ACTION	KEY
Play Inbox Messages	1
Send Messages	2
Work with Greetings	3
Mailbox Settings	4
Access Deleted Messages	6
Log on as a Different User	7
Help	0
Exit	*

MESSAGE PLAYBACK OPTIONS

While listening to your voicemail messages, the following options are available:

ACTION	Before	During	After
Skip Message	9	N/A	N/A
Reply to Message	4	4	4
Delete	3	3	3
Save a Message	2	2	2
Send a Copy	5	5	5
Repeat a Message	1	1	1
Pause/Resume	8	8	8
Back to Menu	*	*	*
Next Message	#	#	#