

FIBERNET Voicemail User Instructions

Description: FiberNet MultiMail is a product generally designed for businesses that have only two or three lines and up to nine employees that need voice mail. The product uses a real telephone number at the customer premise as a “Parent” mailbox and fictitious mailbox numbers are built underneath as “Children” mailboxes. This allows the customer to set up the main mailbox with a greeting that tells the caller to press a digit (2-9) to leave a message for an assigned party.

An example of this would be a greeting on the Main Listed Number that stated to the caller: “You have reached the ABC sign company. We are not able to come to the phone at this time. If you would like to leave a message for Jill, press 2. If you would like to leave a message for John, press 3.” Etc....

Each digit (2-9) is assigned a mailbox number (*example: 304-720-11112*). This fictitious mailbox number is arbitrarily assigned by FiberNet.

** Note – The only number that can be dialed directly by the public is the “Parent Mailbox.” Once the caller has reached the main greeting on the parent mailbox, they will have options to go to specific “children” mailboxes if they wish, but the “children” mailbox numbers cannot be dialed directly. If you want transfer capabilities you may want to call 1-800-320-6144 or your sales representative and ask about different packages which may better serve your needs.*

Setting up the Parent Mailbox: Setting up the Parent Mailbox is really no different than setting up a regular mailbox with the exception of “what” is said on the greeting.

Step-by-Step

1. Dial the voicemail system from the “Parent” number (*this is usually your company’s main listed telephone number*)
2. It will say for extension mailbox 1 press 1. This is where you will record your main greeting(NO messages can be left in this mailbox). It will then ask you for your password. You will then need to enter 1234#. Once here, you will need to select option 4 for Personal Options, 6 for Other Greetings and 5 for Group Greetings
3. The tutorial will then start and it will ask you to set up your greeting.

**NOTE: Please substitute your Company Name when prompted to say your name and substitute your menu when asked to record a greeting. An example of this would be a greeting on the Main Listed Number that stated to the caller: “You have reached the ABC sign company. We are not able to come to the phone at this time. If you would like to leave a message for the General Mailbox, press 2. If you would like to leave a message for Jill, press 3. If you would like to leave a message for John, press 4.” Etc...*

Setting up the Children Mailboxes: Child mailboxes are regular mailboxes built on fictitious phone numbers and they are only accessible once the caller has dialed into the primary mailbox. Please follow the instructions below to set up your “child” mailboxes.

Step-by-Step

1. To access the voicemail system by dialing the “Parent” number (*this is usually your company’s main listed telephone number*)
2. When asked for the extension, select the extension numbers 2-9. These will be the child mailbox numbers that are assigned to you. This will prompt the voice mail system to ask for your pass code.
3. When asked for the pass code, enter the default pass code: 1234
4. The tutorial will start and will help you set up your child mailboxes.

Logging in from your main FiberNet line

1. Dial the [access number](#) appropriate to your location.
2. When prompted, enter your password and press # (pound).

Logging in from a remote location

1. Dial the [access number](#) appropriate to your location.
2. When prompted, enter your **10-digit** mailbox number and press # (pound).
3. Enter your password and press # (pound).

Playing your new messages

If you have no unheard messages you will not get this prompt.

From the Mailbox Main Menu...

- Press 1 to play your new messages.

After (or while) message plays

Save message	9	Save message for 15 or 30 days depending on your feature package.
Delete message	7	Erase message immediately.
Skip message	#	Save and skip to next message.
Reply to message	4	Respond to the message sender. Sender must be a system subscriber also.
Forward message	6	Send this message to another system subscriber.
Envelope info	8	Hear caller ID, date, and time information for the message.
Replay message	11	Press one, one to replay the message.

Playing your old messages

From the Mailbox Main Menu...

- Press 3 to play your other messages.
- Press 1 to play your old messages.

After (or while) message plays

Save message	9	Save message for 15 or 30 days depending on your feature package.
Delete message	7	Erase message immediately.
Skip message	#	Save and skip to next message.
Reply to message	4	Respond to the message sender. Sender must be a system subscriber also.
Forward message	6	Send this message to another system subscriber.
Envelope info	8	Hear caller ID, date, and time information for the message.
Replay message	11	Press one, one to replay the message.

Composing and sending a message

While logged into your mailbox you can record a message, enter other system mailboxes to send it to, and specify certain delivery options for the message. This allows you to send voice messages to other users while connected to the voicemail system without having to place additional calls.

From the Mailbox Main Menu...

- Press 2 to leave a message for other mailboxes.

Record a message. Press # to stop recording.

Accept message #

Review message 1

Erase & record msg *

Append to msg 2

Enter recipient's **10-digit** mailbox number or a [personal distribution list](#) number and press #.

Enter next address (mailbox or [PDL](#)) or to stop addressing press #.

To send message press # or add delivery options

Delivery options

Set msg as urgent 1

Msg goes to the front of the recipient's list

Set msg as private 2

Msg cannot be forwarded by recipient

Set future delivery 4

Have msg delivered at a specific time

Reset delivery opt. 5

Add more recipients 6

Access Numbers

<u>CITY</u>	<u>STATE</u>	<u>VOICE MAIL</u>
ALTOONA	PA	814-296-9960
ATHENS	WV	304-819-9960
BARBOURSVILLE	WV	304-302-9960
BECKLEY	WV	304-929-9960
BELLE	WV	304-513-0960
BELPRE	OH	740-315-1960
BERKELEY SPRINGS	WV	304-867-3960
BLUEFIELD	WV	304-817-9960
BRADSHAW	WV	304-828-9960
BRIDGEPORT	WV	304-848-2960
BUCKHANNON	WV	304-471-9960
BUFFALO	WV	304-430-9960
BURNSVILLE	WV	304-852-9960
CHARLESTON	WV	304-720-9960
CHEAT LAKE	WV	304-777-1960
CLARKSBURG	WV	304-326-9960
CLENDENIN	WV	304-548-2960
CUMBERLAND	MD	301-876-9960
DUNBAR	WV	304-720-9960
EAST BANK	WV	304-734-9960
ELKINS	WV	304-630-9960
ELKVIEW	WV	304-935-1960
FAIRMONT	WV	304-333-9960
FALLINGWATERS	WV	304-820-1960
FRANKLIN	WV	304-321-9960
FREDERICK	MD	301-418-6960
FROSTBURG	MD	301-687-8960
FT. GAY	WV	304-764-9960
GALLIPOLIS	OH	740-578-8960
GASSAWAY	WV	304-364-6960
GLENVILLE	WV	304-462-3960
GRAFTON	WV	304-265-8960
GREENSBURG	PA	724-216-9960
HAGERSTOWN	MD	240-625-9960
HANCOCK	MD	301-678-0960
HINTON	WV	304-466-8660
HUNTINGDON	PA	814-905-9960
HUNTINGTON	WV	304-781-9960
HURRICANE	WV	304-397-4960
INWOOD	WV	304-821-2960
JOHNSTOWN	PA	814-361-9960
KANAWHA CITY	WV	304-720-9960
KEYSER	WV	304-597-9960
KINGWOOD	WV	304-329-8960

LATROBE	PA	724-520-9960
LEWISBURG	WV	304-793-9960
LOGAN	WV	304-831-9960
LUBECK	WV	304-861-2960
MADISON	WV	304-307-6960
MARIETTA	OH	740-538-6960
MARTINSBURG	WV	304-596-9960
MASON	WV	304-773-1960
MILTON	WV	304-390-0960
MINERAL WELLS	WV	304-489-0960
MONTGOMERY	WV	304-981-9960
MORGANTOWN	WV	304-225-9960
MOUNDSVILLE	WV	304-221-2960
MULLINS	WV	304-294-1960
NEW MARTINSVILLE	WV	304-447-9960
NITRO	WV	304-204-9960
OAK HILL	WV	304-465-2960
OAKLAND	MD	301-533-9960
PARKERSBURG	WV	304-865-9960
PENNSBORO	WV	304-835-9960
PETERSTOWN	WV	304-858-9960
PINEVILLE	WV	304-732-2960
PITTSBURG ZONE 6	PA	412-254-1960
PRINCETON	WV	304-818-9960
PT PLEASANT	WV	304-674-8960
RAVENSWOOD	WV	304-868-9960
RIPLEY	WV	304-373-1960
SCOTT DEPOT	WV	304-760-6960
SHINNSTON	WV	304-592-6960
SOMERSET	PA	814-530-9960
SOUTH CHARLESTON	WV	304-720-9960
SPENCER	WV	304-927-8960
ST. ALBANS	WV	304-201-9960
ST. CLAIRSVILLE	OH	740-232-3960
STEBENVILLE	OH	740-278-4960
SUMMERSVILLE	WV	304-883-9960
SUTTON	WV	304-750-9960
TERRA ALTA	WV	304-791-9960
UNIONTOWN	PA	724-415-0960
WALTON	WV	304-891-9960
WASHINGTON	PA	724-914-6960
WAYNE	WV	304-706-9960
WEIRTON	WV	304-740-9960
WELCH	WV	304-705-9960
WELLSBURG	WV	304-737-5960
WESTON	WV	304-517-1960
WHEELING ZN 1	WV	304-230-9960

WHITE SULPHUR
SPRINGS
WHITESVILLE
WILLIAMSON

WV
WV
WV

304-536-8960
304-854-8960
304-899-9960