

# FIBERNET Voicemail

# User Instructions

(NetMail Gold & NetMail Platinum telephone access)

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## [Logging in from your main FiberNet line](#)

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1. Dial the [access number](#) appropriate to your location.
2. When prompted, enter your password and press # (pound).  
- Default password is 1234.
3. Follow the system tutorial to setup your new voicemail box.

Residential and single line users can substitute their own number for the access number.

Your basic setup is now complete. You will no longer hear the setup tutorial when you log in. For future logins simply follow steps one and two.

## [Logging in from a remote location](#)

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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).  
- Default password is 1234.
4. Follow the system tutorial to setup your new voicemail box.

Your basic setup is now complete. You will no longer hear the setup tutorial when you log in. For future logins from remote locations simply follow steps one, two, and three.

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## [Understanding mailbox greetings](#)

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Your new FiberNet voicemail box has several greeting options that allow it to play different greetings to callers based on your phone status (busy / not answered), time of day, day of week, or extended absence. You can use any or all of these greetings. Conversely, you may not want to use a greeting at all. Your FiberNet voicemail box can also be setup to simply play your name recording, your phone number, or neither to the caller as a greeting.

### [Personal Greeting](#)

This is the greeting a caller hears when you do not answer your phone.

### [Extended Absence](#)

This is a temporary greeting that you can select and use in place of your personal greeting informing your callers of your extended absence. Your mailbox will not take messages while this greeting is enabled but you can designate another mailbox to receive those messages on your behalf if you wish.

### [After Hours Greeting](#)

This greeting can be played based on a daily schedule. For example, your personal greeting may play from 8:00am to 5:00pm and your after hours greeting could play at all other times. This can be setup differently for each day of the week. **Custom schedules require WebVmail access.**

### [Busy Greeting](#)

This is the greeting a caller hears when your line is busy.

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## [Recording your personal greeting](#)

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From the mailbox main menu...

- Press 4 for personal options
- Press 1 to manage your personal greeting
- Press 2 to record your personal greeting
- Follow system prompts to record and review your greeting.

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## [Managing your extended absence greeting](#)

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From the mailbox main menu...

- Press 4 for personal options
- Press 6 for other greetings
- Press 1 to manage your EAG
- Press 2 to record your EAG
- Follow prompts to record and review your EAG
  - Press 1 to activate EAG for the rest of the day (ends at 12am)
  - Press 2 to activate EAG indefinitely
  - Press 3 to activate EAG for a designated interval
    - Follow prompts to set a designated interval for your EAG
- Press 3 to delete EAG
- Press 5 to manage EAG schedule options
- Press 6 to manage EAG forwarding mailbox (optional)
  - Press 1 to enter your EAG forwarding mailbox
    - Follow prompts to enter EAG forwarding mailbox number

### Notes

You do not need to designate an EAG forwarding mailbox. If you choose not to, your mailbox will simply block messages.

Your mailbox will indicate to you that you have an EAG enabled each time you log in. This is in place so you don't forget to cancel the greeting when you return from your absence.

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## [Recording your after hours greeting](#)

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From the mailbox main menu...

- Press 4 for personal options
- Press 6 for other greetings
- Press 4 to manage your after hours greeting
- Follow system prompts to record and review your greeting.

**Note** – The default system schedule is 8am to 5pm Monday – Friday. Weekends are considered “after-hours”. Custom schedules require FiberNet WebVmail access.

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## [Recording your busy greeting](#)

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From the mailbox main menu...

- Press 4 for personal options
- Press 6 for other greetings
- Press 7 to record your busy greeting
- Follow system prompts to record and review your greeting.

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## [Additional greeting options](#)

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Your FiberNet voicemail box can be optionally setup to simply play your name recording, your phone number, or neither to the caller as your greeting.

From the mailbox main menu...

- Press 4 for personal options.
- Press 1 to manage your personal greeting.
  - Press 4 for a standard greeting with your name.
  - Press 5 for a standard greeting with your number.
  - Press 6 for a standard greeting with neither name nor number.
  - Press 7 to use your recorded personal greeting.

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## [Recording your mailbox name](#)

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From the mailbox main menu...

- Press 4 for personal options.
  - Press 4 to record your name.
  - Follow system prompts to record and review your name.
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## Playing your new messages

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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.

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## Playing your old messages

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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.

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## Composing and sending a message

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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	

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## Managing distribution lists

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From the Mailbox Main Menu...

- Press 4 for personal options.
  - Press 3 to manage your distribution lists.
  - Press 2 to create a new distribution list.
  - Enter the number of the distribution list to create. (11-30)
  - Follow the prompts to record the name of the distribution list.
  - Enter a 10-digit mailbox number to add to the list.
  - Enter additional mailboxes or press \* (star) to stop entering.
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## 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
STEUBENVILLE	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	WV	304-536-8960

WHITESVILLE  
WILLIAMSON

WV  
WV

304-854-8960  
304-899-9960