

CT Voicemail Instructions



Residential

First-time Activation

Please Note: This must be done from the telephone line that the voicemail service is being used on.

- Step 1** Dial *95 from your phone line.
- Step 2** You will be asked to enter your default PIN, which is: 000000
- Step 3** You are prompted to record your name. (You must take less than 10 seconds to record your name.)
- Step 4** You will be asked to record your greeting, or use your recorded name or phone number. (Your personal greeting must be longer than 2 seconds and shorter than 30 seconds.)
- Step 5** You will now be redirected to the Main Menu

To change your PIN number: From the main menu, select Option 4 "Change your mailbox settings". Then, select Option 3 "Security", followed by Option 1 "PIN". Enter the new PIN number and then re-enter the new PIN number.

Checking your Voicemail

From your home phone line, dial *95 & enter your PIN.

From another phone line or cell phone, dial (937) 653-6342 or (937) 650-6342. When prompted, enter your 10-digit phone number, followed by the "#" key. Next, enter your voicemail PIN and press the "#" key.

Quick Key Reference - Main Menu

Input	Function
1	Listen to your voice messages
2	Create a new message
3	Greeting options
4	Change your mailbox settings
6	Manage any erased messages
0	Helpful hints
*	End call (or hang up)

User Tips

To find out if you have messages waiting for you on your Voicemail all you have to do is pick up your receiver and listen for a stutter dial tone. If you have a phone that is capable of having a message waiting lamp, you may ask for that feature to be added instead of the stutter dial tone.

To sign into your voicemail from another telephone, call your own phone number. When you start to hear your greeting, PRESS *, on your telephone keypad. Then, you will be prompted to enter your PIN.

Quick Key Reference - Additional Commands

Input	Function
77	If you are currently listening to a message, this key skips back 5 seconds within the message.
8	Pauses all voice mail activity for 30 seconds, and then returns you to the beginning of the section you are listening to. While the activity is paused, you can also press any key to return to the beginning of the section without having to wait for 30 seconds.
99	If you are currently listening to a message, this key skips forward 5 seconds within the message.
*	This key performs one of two functions, depending on the context. When recording a message or entering numbers, it cancels the current input, and you are prompted to enter the input again. Otherwise, it takes you up a level of the menu system. Pressing * repeatedly is one way to cancel operations by working your way back up through the menus until you reach the main Menu.
#	This key performs one of two functions, depending on the context. When recording a message or entering numbers, # is used to indicate the end of your input. Otherwise, it is used to move forward in a list options.
11	Pressing 1 twice returns you to the previous item in the list or the previous message when you are listening to a list of options or your messages.