Welcome to your new RCN Voice Mail

Please be sure to follow these instructions for your new RCN Voice Mail.

Voicemail Access Details:

<table>
<thead>
<tr>
<th>Information</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Mailboxes</td>
<td>1</td>
</tr>
<tr>
<td>Maximum Message Length</td>
<td>2 minutes</td>
</tr>
<tr>
<td>Maximum Number of Messages</td>
<td>20</td>
</tr>
<tr>
<td>Stores New Unplayed Messages</td>
<td>30 days maximum</td>
</tr>
<tr>
<td>Saves Played Messages</td>
<td>30 days maximum</td>
</tr>
<tr>
<td>Deleted Messages saved in trash folder</td>
<td>14 days</td>
</tr>
<tr>
<td>Minimum rings allowed before call goes to Voice Mail</td>
<td>1 ring</td>
</tr>
<tr>
<td>Maximum rings allowed before call goes to Voice Mail</td>
<td>12 rings</td>
</tr>
<tr>
<td>Message Waiting alert</td>
<td>Stutter dial tone</td>
</tr>
<tr>
<td>Message Waiting alert</td>
<td>Flashing indicator light (if available)</td>
</tr>
<tr>
<td>Call Forward Don’t Answer</td>
<td>Default: Approx. 4 rings</td>
</tr>
<tr>
<td>Number of rings for an incoming call to forward to Voice Mail</td>
<td>Approximately 4 rings</td>
</tr>
</tbody>
</table>

- If a message is listened to and saved every 29 days, the message can be saved indefinitely.
- If a message is not saved within 30 days, the message will be deleted from the system.
- You can access your deleted messages for 14 days unless the message is restored or has been permanently deleted.

Voice Mail access greetings and instructions prompts are available in both English and Spanish.

First Time Voice Mail Setup

1. Change your PIN
   - To secure your account, set up a new PIN.
   - Enter a new PIN, press # when finished.
   - Confirm the new PIN by re-entering it and pressing # when finished.

2. Record your name
   - Record your own personal greeting, pressing # when finished.
   - Select a system-generated greeting that includes your recorded name, pressing 2 when finished.

3. Set up a greeting
   - Select a system-generated greeting that includes your phone number, pressing 3 when finished.
   - Select a system-generated greeting that neither announces your name nor your phone number, pressing 4 when finished.

NOTE: The PIN you choose must be between 4 and 20 digits long. Your PIN will ensure that only you will have access to your account.

There are no usage charges when dialing the Voice Mail access number from your home phone.

Charges may apply when dialing from a phone number outside your local calling area or with a call plan that does not cover calls to your RCN Voice Mail. Be sure to verify the local calling area when dialing from a phone away from home (Note: RCN is not responsible for charges incurred.)

You may call and request to change the ring delay used on your line before calls are forwarded to Voice Mail.

Voicemail includes:
- A prompt asking you to enter a new PIN, and explains the length of PIN allowed.
- A greeting for your callers to hear when you are not available to answer the phone.
- A greeting that includes your recorded name or phone number.
- A greeting that does not announce your name or phone number.

First Time Voice Mail Setup:
- Setting up Voice Mail for the first time must be done from your RCN line.
- Press *98 and follow the entrance tutorial.
- The tutorial states: “Welcome to subscriber services. First, I would like to walk you through some things we need to do to set up your account.”

You may skip the first-time setup once by pressing the * key twice, but after skipping it once, you must complete all three steps the next time you call in. You can also end the setup process at any point by ending the call. If you do so, you are asked to complete the remaining setup steps the next time you enter your mailbox.

If you do not set up your mailbox within the first 29 days after being prompted, the message will be deleted from the system.

You can also request to change the ring delay used on your line before calls are forwarded to Voice Mail.

Voice mail access greetings and instructions prompts are available in both English and Spanish.

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**USING YOUR VOICE MAIL**

**Voice Mail Access (from home)**

1. Press 9
2. Enter your PIN
3. Press #

1. **Dial your home number**
2. **Press * (during greeting)**
3. **Enter your PIN**
4. **Press # (if you make a mistake)**

The system will tell you how many messages you have and message playback will begin.

You must choose one of the following options before you can continue to the next message:

- **Managing Erased Messages**
  - Repeat erased message: 1
  - Restore erased message: 2
  - Permanently delete: 3
  - Reply to erased message*: 4
  - Forward erased message to third party*: 5

- **Message Shortcuts**
  - Repeat the message: 1
  - Save as new: 2
  - Delete your message: 3
  - Reply to message*: 4
  - Send a copy of message*: 5
  - Leave as new: 6

- **Notification Options**
  - Deactivate message waiting indicator: 1

**Voice Mail Access (away from home)**

1. **Dial your home number**
2. **Press * (during greeting)**
3. **Enter your PIN**
4. **Press # (if you make a mistake)**

**Option before you can continue to the next message:**

- **Managing Erased Messages**
  - Repeat erased message: 1
  - Restore erased message: 2
  - Permanently delete: 3
  - Reply to erased message*: 4
  - Forward erased message to third party*: 5

**Message Shortcuts**

- **Repeat the message**: 1
- **Save as new**: 2
- **Delete message**: 3
- **Reply to message**: 4
- **Send a copy of message**: 5
- **Leave as new**: 6

**Managing Erased Messages**

- **Repeat erased message**: 1
- **Restore erased message**: 2
- **Permanently delete**: 3
- **Reply to erased message**: 4
- **Forward erased message to third party**: 5

**Message Shortcuts**

- **Repeat the message**: 1
- **Save as new**: 2
- **Delete message**: 3
- **Reply to message**: 4
- **Send a copy of message**: 5
- **Leave as new**: 6

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**ULTRA CALL FORWARD**

**Ultra Call Forward Activation**

1. Dial 1.855.736.2393
2. Dial the ten-digit telephone number you would like to have forwarded
3. Press *
4. (after prompt) Enter your PIN
5. Press *
6. (after prompt) Dial *
7. (at dial tone) Enter the telephone number to which you are forwarding your calls
8. You will hear a quick beep and your calls will now forward

**Ultra Call Forward Deactivation**

1. Dial 1.855.736.2393
2. Dial the ten-digit telephone number
3. Press *
4. (after prompt) Enter your PIN
5. Press *
6. (after prompt) Dial *
7. Your calls will no longer be forwarded

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**Key**

- **7**: Goes back to the previous menu section. Or back 5 seconds within a message.
- **8**: Pauses all voice mail activity for 30 seconds, and then returns you to the beginning of the section. While the activity is paused, you can also press any key to return to the beginning of the section.
- **9**: Skips to the next menu section. Or skip forward 5 seconds within a message.
- Press * repeatedly is one way to cancel operations by working your way back up through the menus until you reach the Main Menu.

**Key Function**

- When recording message or entering numbers: it cancels the current input, and you are prompted to enter the input again.
- When recording message or entering numbers: Used to indicate the end of your input.
- Used to move forward in a list of options.
- 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.

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**Greeting Menu**

- Set up a personal greeting: 1
- Select system-generated greeting or to change the recording of your name: 3
- To work with the greeting that callers hear when your phone line is busy: 5
- Exit: *

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**Change your Settings**

- To work with your group lists: 1
- For hands-free and time-saver options: 2
- For security options: 3
- Broadcast options: 4
- For Notifications: 5
- Additional settings: 6

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**Broadcast Options**

- **Turn off Marketing Broadcast**: 1

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**Security Options**

- **Change your PIN**: 1
- **Change fast log in feature**: 2
- **Change skip PIN feature**: 3
- **Exit**: *

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**Ultra Call Forward** provides you with the ability to activate and deactivate the Call Forward Variable feature from most touch-tone telephones outside your home. This service also allows you to remotely forward your calls to another number.

**Notes**: The PIN number is established when the Ultra Call Forward feature is added to the telephone account. If you do not know your PIN number or would like to have your PIN assigned, please contact RCN at 1-800.746.4726. The PIN must be a 4-digit number and must start with a number between 1 and 9.

If calls are forwarded to a Long Distance or Regional Toll number, you will be billed accordingly (depending on your RCN long distance plan); if the Long Distance or Regional service provider is not RCN, any applicable charges will be billed by that carrier.

If the number is forwarded to an international number, you will be billed accordingly, if the international service provider is not RCN, any applicable charges will be billed by that carrier.

Ultra Call Forward will take precedence over voice mail if your line is so equipped.