

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

# Welcome to your new RCN Voice Mail

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



- 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.

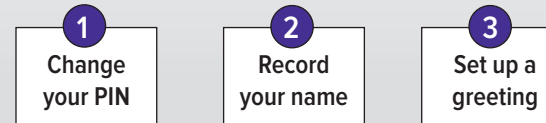
- RCN Voice Mail receives, sends, stores & retrieves messages.
- Included in each basic Voice Mail package, at no extra charge, is Call Forward Busy Line/Don't Answer.
- Call Forward Busy Line forwards all calls to Voice Mail when the line is busy.
- Call Forward Don't Answer forwards all calls to Voice Mail when the phone is unanswered after a designated number of rings.

- 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.

## WHAT YOU NEED TO DO

### First Time Voice Mail Setup

- Setting up Voice Mail for the first time must be done from your RCN line.
- Press \* 9 8 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."



NOTE: 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.

### 1 Change your PIN

First, to secure your account, you must set up a new PIN. A prompt asks you to enter a new PIN, and explains the length of PIN allowed.

- Enter a new PIN, press # when finished.
- Confirm the new PIN by re-entering it and pressing # when finished.

NOTE: The PIN you choose must be between 6 and 20 digits long. Your PIN will ensure that only you will have access to your account.

### 2 Record your name

- The recording should be less than ten seconds long. If it is too long, you will be asked to re-record a shorter version.
- Record your name and press # when finished.
- An announcement plays your recording back to you.
- To change it, press 1.
- If this name is approved, press #.

### 3 Set up a greeting

This is the greeting your callers will hear when you are not available to answer the phone. Once you have successfully recorded your name, you are prompted to select a greeting. You can select from 4 different types of greetings:

Record your own personal greeting	PRESS 1 # when finished
Select a system-generated greeting that includes your RECORDED NAME	PRESS 2
Select a system-generated greeting that includes your PHONE NUMBER	PRESS 3
Select a system-generated greeting that NEITHER announces your name nor your phone number	PRESS 4

This is the last step in setting up your mailbox; once you have finished, you are transferred to the Main Menu.

# USING YOUR VOICE MAIL

## Voice Mail Access (from home)

1. Press **\* 9 8**
2. Enter your PIN
3. Press **#**

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:

Message Shortcuts	PRESS
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	#

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

## Voice Mail Access (away from home)

1. Dial your home number
2. Press **\*** (during greeting)
3. Enter your PIN
2. Press **#**

Press **\***  
(if you make a mistake)

OR

1. Call the RCN Voice Mail Access Number  
All Areas 617.948.3333  
All Areas 508.405.3333
2. Dial your home number
3. Press **#**
4. Enter your PIN
5. Press **#**

MAIN MENU SHORTCUTS	PRESS
Get your messages	1
Work with your greetings	3
Change your settings	4
Get deleted messages	6
Leave current mailbox and log on as another subscriber	7
Get more help	0
Exit voice mail	*

Notification Options	PRESS
Deactivate message waiting indicator	1

Greeting Menu	PRESS
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	*

Change your Settings	PRESS
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

Key	Function
<b>7</b>	Goes back to the previous menu section. Or back 5 seconds within a message.
<b>8</b>	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.
<b>9</b>	Skips to the next menu section. Or skip forward 5 seconds within a message.
<b>*</b>	When recording message or entering numbers: it cancels the current input, and you are prompted to enter the input again.
<b>*</b>	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.
<b>#</b>	When recording message or entering numbers: Used to indicate the end of your input
<b>#</b>	Used to move forward in a list of options.
<b>1 1</b>	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.

Security Options	PRESS
Change your PIN	1
Change fast log in feature	2
Change skip PIN feature	3
Exit	*

Enter new PIN / Press **#**  
Re-enter new PIN / Press **#**

Broadcast Options	PRESS
Turn off Marketing Broadcast	1

\* These options are only available if both you and the recipient are served by the same RCN voice mail system.

# ULTRA CALL FORWARD

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 reset, 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.

## Ultra Call Forward Activation

1. Dial **1.855.627.2393**
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 2**  
To activate Call Forward Variable feature

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 **1.855.627.2393**
2. Dial the ten-digit telephone number
3. Press **#**
4. (after prompt) Enter your PIN
5. Press **#**

6. (after prompt) Dial **\* 7 3**  
Your calls will no longer be forwarded

