Welcome to your new RCN Voice Mail

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

**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

First Time Voice Mail Setup

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

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

**WHAT YOU NEED TO DO**

- **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.

**INTRODUCTION TO VOICE MAIL**

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

- 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.

Please be sure to follow these instructions for your new RCN Voice Mail.
USING YOUR VOICE MAIL

Voice Mail Access (from home)
1. Press # OR 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.

Voice Mail Access (away from home)
1. Dial your home number
2. Press # (during greeting)
3. Enter your PIN

Press # (if you make a mistake)

Message Shortcuts
Replay the message
Save your message
Delete your messages
Reply to message*
Send a copy of message*
Leave as new

Managing Erased Messages
Repeat erased message
Restore erased message
Permanently delete
Reply to erased message*
Forward erased message to third party*

Voice Mail Access

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

Main Menu Shortcuts
Get your messages
Work with your greetings
Change your settings
Get deleted messages
Leave current mailbox and log on as another subscriber
Get more help
Exit voice mail

Change your Settings
To work with your group lists
For hands-free and time-saver options
For security options
Broadcast options
For Notifications
Additional settings

Key Function
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.
# When recording message or entering numbers: cancels the current input, and you are prompted to enter the input again.
* 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.
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.

Broadcast Options
Turn off Marketing Broadcast

Security Options
Change your PIN
Change fast log in feature
Change skip PIN feature
Exit

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

Ultra Call Forward Activation
1. Dial 1.855.244.2393
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 *

Ultra Call Forward Deactivation
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

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

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.

RCN, any applicable charges will be billed by that carrier.