Welcome to your new RCN Voice Mail

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

**Voice Mailbox Information**

<table>
<thead>
<tr>
<th>Feature</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.

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**First Time Voice Mail Setup**

1. Change your PIN
2. Record your name
3. Set up a greeting

**WHAT YOU NEED TO DO**

1. **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 .

2. **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 when finished.
   - Select a system-generated greeting that includes your PHONE NUMBER PRESS 3 when finished.
   - Select a system-generated greeting that NEITHER announces your name nor your phone number PRESS 4 when finished.

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

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**INTRODUCTION TO VOICE MAIL**

- 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.

**If a message is listened to and saved every 29 days, the message can be saved indefinitely.**

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

Voice mail access greetings and instructions prompts are available in both English and Spanish.
**USING YOUR VOICE MAIL**

**Voice Mail Access (from home)**

1. Press 9
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.

- **Reply to message**
- **Delete your message**
- **Reply to erased message**
- **Forward erased message to third party**

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

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

Press 1 to check your messages, 2 to forward, 3 to delete, 4 to save or 5 to repeat.

**Managing Erased Messages**

- **Repeat erased message**
- **Restore erased message**
- **Permanently delete**
- **Reply to erased message**
- **Forward erased message to third party**

**Message Shortcuts**

- **Repeat the message**
- **Save as new**
- **Delete your message**
- **Reply to message**
- **Reply to erased message**

**Security Options**

- **Change your PIN**
- **Change fast log in feature**
- **Change skip PIN feature**
- **Exit**

**Broadcast Options**

- **Turn off Marketing Broadcast**

**Ultra Call Forward**

**Ultra Call Forward Activation**

1. **Dial 1.855.787.2393**
2. **Dial the ten-digit telephone number you would like to have forwarded**
3. **Press #**
4. **Enter your PIN**
5. **Press #**

**Ultra Call Forward Deactivation**

1. **Dial 1.855.787.2393**
2. **Dial the ten-digit telephone number**
3. **Press #**
4. **Enter your PIN**
5. **Press #**
6. **(after prompt) Dial 7**
7. **(after prompt) Dial 2**

**Ultra Call Forward Options**

- **To activate Call Forward Variable feature**
- **To work with your group lists**
- **To work with the greeting recording of your name**
- **To change the greeting or to change the recording of your name**
- **To work with the previous item in the list or the previous message when you are listening to a list of options or your messages.**

**Ultra Call Forward Variables**

- **Call Forward Settings**
- **Call Forward Panel**
- **Call Forward Options**
- **Call Forward Activation**
- **Call Forward Deactivation**

**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.

**Tips**

- **Keypad**
  - Use to indicate the end of your input.
  - When recording message or entering numbers: Used to move forward in a list of options.
  - Used to move back in a list of options.
  - Takes you up a level of the menu system.
  - 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.

**Ultra Call Forward Settings**

- **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.

**Ultra Call Forward**

- 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.

**Ultra Call Forward Variables**

- 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**

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

**Voice Mail Access**

- **USING YOUR VOICE MAIL**
- **Voice Mail Access (from home)**
- **Voice Mail Access (away from home)**

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