Welcome to your new RCN Voice Mail

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

**D.C. METRO AREA**

**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.

**WHAT YOU NEED TO DO**

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

**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.”

1. Change your PIN
   - 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.

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
   - You may select from 4 different types of greetings:
     1. Your own personal greeting
     2. A system-generated greeting that includes your RECORDED NAME
     3. A system-generated greeting that includes your PHONE NUMBER
     4. A system-generated greeting that NEITHER announces your name nor your phone number

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:

**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.

**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>

**Voice Mail**

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

**Contact Information**

1.800.RING.RCN | rcn.com

© 2013 RCN Telecom Services, LLC.

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

**Voice Mail Access (from home)**

1. Press #
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.

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

## Message Shortcuts

<table>
<thead>
<tr>
<th>Shortcuts</th>
<th>Press</th>
</tr>
</thead>
<tbody>
<tr>
<td>Repeat the message</td>
<td>1</td>
</tr>
<tr>
<td>Save as new</td>
<td>2</td>
</tr>
<tr>
<td>Delete your message</td>
<td>3</td>
</tr>
<tr>
<td>Reply to message*</td>
<td>4</td>
</tr>
<tr>
<td>Send a copy of message*</td>
<td>5</td>
</tr>
<tr>
<td>Leave as new</td>
<td>#</td>
</tr>
</tbody>
</table>

## Managing Erased Messages

<table>
<thead>
<tr>
<th>Shortcuts</th>
<th>Press</th>
</tr>
</thead>
<tbody>
<tr>
<td>Repeat erased message</td>
<td>1</td>
</tr>
<tr>
<td>Restore erased message</td>
<td>2</td>
</tr>
<tr>
<td>Permanently delete</td>
<td>3</td>
</tr>
<tr>
<td>Reply to erased message*</td>
<td>4</td>
</tr>
<tr>
<td>Forward erased message to third party*</td>
<td>5</td>
</tr>
</tbody>
</table>

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

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

Press # (if you make a mistake)

## MAIN MENU SHORTCUTS

<table>
<thead>
<tr>
<th>Shortcuts</th>
<th>Press</th>
</tr>
</thead>
<tbody>
<tr>
<td>Get your messages</td>
<td>1</td>
</tr>
<tr>
<td>Work with your greetings</td>
<td>3</td>
</tr>
<tr>
<td>Change your settings</td>
<td>4</td>
</tr>
<tr>
<td>Get deleted messages</td>
<td>6</td>
</tr>
<tr>
<td>Leave current mailbox and log on as another subscriber</td>
<td>7</td>
</tr>
<tr>
<td>Get more help</td>
<td>0</td>
</tr>
<tr>
<td>Exit voice mail</td>
<td>#</td>
</tr>
<tr>
<td>Deactivate message waiting indicator</td>
<td>1</td>
</tr>
</tbody>
</table>

**Greeting Menu**

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

**Change your Settings**

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

## Security Options

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

## Broadcast Options

- Turn off Marketing Broadcast: Press 1

---

**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 (depending on your RCN long distance plan); 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 1.855.787.2393
2. Dial the ten-digit telephone number you would like to have forwarded
3. Press *
4. (after prompt) Your calls will no longer be forwarded
5. Press *
6. (after prompt) To activate Call Forward Variable feature
7. (at dial tone) Enter the telephone number to which you are forwarding your calls
8. Your calls will no longer be forwarded

**Ultra Call Forward Deactivation**

1. Dial 1.855.787.2393
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) Enter your PIN
7. Press *
8. Your calls will no longer be forwarded

---

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