

Multiple Voice Mailboxes

General Guidelines for Additional Mailboxes:

- The "Household" voice mail box is associated with your actual telephone number/line. The greeting for this mailbox is the greeting your callers will first hear when they dial your telephone number. This greeting must also instruct callers which number (1 - 9) to press to reach each individual family or household member's personal mailbox.
- Every personal voicemail box has a 10-digit unique personal "voicemail box identification number", 843-211-xxxx, which was assigned to you at the time the order was placed.
- Each voicemail box user will need to set up his/her own mailbox and create a passcode to access his/her mailbox. Each passcode must be a unique 4-10 digit number - therefore user should select a number that will be easy to remember.
- Voice instructions will prompt you through the initial set up of your mailbox. We highly recommend that you go through the tutorial. You can hear the recorded instructions on how to use your voice mail at any time. Enter the Voice Mail system by dialing the access number, then press 8 for User Options, then press 8 again to hear the tutorial.
- A stutter dial tone will identify when a message is waiting in the voice mail box designated as number 1 only. This is considered the primary mailbox. Owners of mailboxes 2 - 9 will periodically have to access the voicemail system to check to see if they have any messages waiting by entering their 7-digit voicemail identifier number.

Access Numbers

From your home telephone: Press *98

If you are away from home, dial the access number for your area (the area code is not required if calling from a telephone inside the local calling area):

Hilton Head Island - 843-686-6911

Hardeeville - 843-784-6911

Bluffton - 843-757-6911

Beaufort - 843-379-6911

Pooler - 912-412-6911

Process Overview

THIS PROCESS MUST BE FOLLOWED IN THIS EXACT ORDER

1. Each Voicemail Box "Owner" sets up his/her individual mailbox with a greeting and their name, using the 10-digit personal "voicemail box identification number" assigned at the time the order was placed.
2. Set up the "Household" Voicemail box - this will be the actual telephone line/number. Create a general greeting for the entire household with instructions for leaving a message for each family member. Then create a name for the "household mailbox." Your greeting must include Press 1 for xxxx, Press 2 for yyyyyy, etc. For example:

You have reached the Jones Family.
Press 1 to leave a message for Mary
Press 2 to leave a message for Johnny
Press 3 to leave a message for Sally

Step by Step Instructions

To set up individual mailboxes - this step must be done first

These instructions will use the following numbers as an example:

1. The actual telephone number is 785-1234.
The first personal voice mail box has the unique identifier of 211-0050, the user is Mary Jones
The second personal voice mail box has the unique identifier of 211-0051, the user is Johnny Jones
The third voice personal mail box has the unique identifier of 211-0052, the user is Sally Jones

User of mailbox 211-0050 will set up her mailbox.

1. Access Voice Mail System by pressing *98 from your home telephone.
2. Prompt will ask you to enter *xxx-xxxx (asterisk plus 7-digit voicemail ID number).
The message may say that this number is the same as your telephone number - disregard this message. When setting up the individual mailboxes, this number is not the telephone line number into the home, but the personal mail box ID number that you were assigned when you subscribed to the service. These numbers begin with *211
Example *211-0050
3. Press 8 for User Options
4. Prompt will ask you to create your passcode. Press 7 and enter a passcode (4 to 10 digit number that you select)
example - 515151
5. Prompt will ask you to create your greeting. Press 4 and Record your greeting
example - Hi, this is Mary, please leave me a message.
6. Prompt will ask you to create your name to identify your mailbox. Press 6 and record your first and last name
example - Mary Jones

7. Press 9 to save and exit the system.

User of mailbox 211-0051 will then set up his mailbox following instructions above.

User of mailbox 211-0052 will then set up her mailbox following instructions above.

To set up the "Household" mailbox

The "Household" Mailbox is associated with the actual telephone number. The greeting you create for this mailbox is the greeting your callers will first hear when they dial your telephone number. This message will instruct the caller to press x to reach the individual's name. Callers will not leave a message in this mailbox.

1. Access the Voice Mail System (*98 from home telephone, or via the access number for your area)
2. Prompt will ask you to enter *xxx-xxxx (asterisk plus 7-digit voicemail ID number). The message will say that this number is the same as your telephone number. Note: In this case, it is the actual telephone number. Example *785-1234
3. Press 8 for User Options
4. Prompt will ask you for to create a passcode. Enter a family passcode - this must be different from each of the individual mailbox user's passcodes. Example -12345
5. Prompt will ask you to create a greeting -this will be the general greeting for the household with instructions for leaving a message for each family member. Your greeting must include Press 1 for xxx, Press 2 for yyyyy, etc. For example:
 You have reached the Jones Family.
 Please press 1 to leave a message for Mary
 Press 2 to leave a message for Johnny
 Press 3 to leave a message for Sally
5. Prompt will ask you to create a name for this mailbox - for example "The Jones Family"
6. Press 9 to save and exit the system.

To Retrieve a Message from your own home telephone:

You will hear a stutter dial tone when you pick up the receiver if, and only if, there is a message waiting in mailbox designated 1 in the distribution list. Owners of mailboxes 2 - 9 will periodically have to access the voicemail system and check to see if they have any messages waiting.

Owner of Voice Mail Box designated 1 in your distribution list:

1. Access the Voice Mail System (*98 or the respective voicemail access number)
2. Enter your passcode
3. System will tell you how many messages you have waiting
4. Prompt will instruct you to press 7 to play your first message; additional prompts will instruct you as to what digit to press to save, keep, delete, forward, etc. your message
5. If you have more than one message, repeat step 4, pressing 7 to listen to each message.
6. System will notify you when you have listened to your last message.
7. Hang up when you have listened to all of your messages.

Owners of all other Voice Mail Boxes 2 -9

1. Access the Voice Mail System (*98 or the respective voicemail access number)
2. When the Voice Mail system answers, **IMMEDIATELY PRESS * (the asterisk or star key)**
3. Enter 7-digit mailbox ID number and * (the asterisk or star key) - * 211-0051 *
4. Enter your individual Pass Code
5. Proceed as above