

HARGRAY ADVANCED MESSAGING SERVICE USER GUIDE

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HARGRAY **ADVANCED MESSAGING SERVICE**

Welcome to the Hargray family of advanced services. We know how important your messages are to you. That is why we are pleased to provide you with the latest in technological advances for your communication needs.

As a new Advanced Messaging subscriber, you have stepped up to the latest in the messaging technology. In addition to the reliability and flexibility you have come to expect from other Hargray services, you now have access to advanced messaging services.

With Advanced Messaging, you can retrieve your messages via your telephone, as well as online from any internet connection. There are numerous options available to customize your greetings, manage your calls and personalize your messaging services. This guide will walk you through all the instructions you need to take advantage of the advanced messaging services.

Accessing Voicemail Online

One of the great features of Advanced Messaging is that it gives subscribers access to their voice messages online. Once at the Advanced Messaging services Web site, it is possible to save, e-mail, delete or forward your voice messages. Note: If you delete a message at the Web site, you are also deleting it on your phone. *(must subscribe to service)*

To access your messages at the Web site, you must first set up your Voice Mailbox on your phone.

- Then go to: myaccount.hargray.com/voicemail
- Enter your mailbox information
Username: this is your 10 digit phone number (ex: 843xxxxxx)
Password was assigned to you when you first initiated service

Voicemail Online: Hargray offers a web portal for a visual means to organize your messaging services to meet your business' needs. From this website, you can set your own parameters on your features, view your messages, prioritize your messages, manage your settings and manage your profile.



Manage Your Message Playback Options

From here you can determine what system messages your caller hears after they leave a message and what you hearing when retrieving messages.

From the Change Personal Options menu, press 8 to manage your playback options.

- Press 1 to control date and time playback
- Press 2 to control sender information playback
- Press * to exit

Manage Your Additional Mailboxes

(must subscribe to this service)

This option allows you to create more than one mailbox attached to the same telephone number.

After logging into your mailbox, you will hear a list of extensions corresponding to the amount of mailboxes you were assigned. To access a specific mailbox to begin set-up, choose the number that corresponds to that mailbox. From here you have menu options:

- Press 2 to leave a message for other mailboxes
- Press 4 to change your personal options
- Press 5 to place a call
- Press 8 to access another mailbox
- Press * to exit

Once you select the option, the menu options will be the same as they were in the main menu.

Manage Your Personal Assistant

(Available to business's only – must subscribe to service)

From the Change Personal Options menu, press 9 to create or change your personal assistant option.

- Press 1 to add personal assistant number
- Press * to exit

Place a Call

To place an outbound call, press 5 from the Main Menu.

Enter area code and telephone number – Press # when done

- Press * to exit

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Hargray Advanced Messaging subscribers can also manage their mailbox via the Internet. Subscribers should log-on thru the following myaccount.hargray.com/voicemail

Initial Access of Your Mailbox

Congratulations on becoming a Hargray Advanced Voicemail subscriber! The following instructions will guide you through the steps you need to set up your voicemail for the first time.

HOW TO USE (First Time Use):

1. From your home or office phone, dial *98.
2. Enter the Personal Identification Number (PIN) that was provided to you when you initiated service.
It is important to note that you can change this PIN at any time if you chose to do so (From Main Menu, press "4" for user options", "2" to manage password, then "1" to change password). The new PIN must be between 4-19 digits and should be easy for you to remember but difficult for others to guess.
3. Voice instructions will prompt you through the initial set up of your voice mailbox. You will be asked to create a greeting that your callers will hear each time they call.

Your mailbox is now ready to receive your messages. When you lift your handset, a distinctive "stutter" dial tone or message waiting light will alert you that messages are waiting for you to retrieve.

Accessing Your Mailbox

This section provides instructions on how to access your mailbox after your initial mailbox set-up.

Choose one of the following methods to access your mailbox:

From Your Home or Office Telephone

1. Dial your number, you will then be asked to enter your PIN or
2. Dial your voicemail access number, you will then be asked to enter your PIN

Away From Your Home or Office

1. Dial the home or office telephone number that has Advanced Messaging. When your voicemail greeting begins to play, interrupt the greeting by pressing *. You will be asked to enter your PIN or
2. Dial your voicemail access number. Enter your 10-digit mailbox number (will be your home or office telephone number). You will then be asked to enter your PIN

Access numbers are:

- 843-686-6911 (Hilton Head, Bluffton, Hardeeville)
- 843-379-6911 (Beaufort)
- 912-450-6911 (Pooler)

Managing Your Fax Options

With advanced messaging services you have the option of receiving a fax sent to your home or office phone. Faxes are saved as a graphic file and can be sent to a fax machine or viewed and printed online via the Hargray Voicemail Online web portal. (Must subscribe to service)

This option will allow you to enter and edit personal fax numbers where you can have your faxes sent for printing.

From the Change Personal Options menu, press 5 to add or change your fax options.

Enter area code and fax number – Press # when done

Once a personal fax number has been entered;

- Press 1 to reenter personal fax number
- Press 2 to delete personal fax number
- Press 3 to hear your personal fax number
- Press * to exit

Manage Your Other Greetings

From the Change Personal Options menu, press 6 to create or change your other greetings.

- Press 1 to manage your extended absence greeting
- Press 4 to manage your after hours greeting
- Press 7 to manage your personal greeting to be used when your phone is busy
- Press 8 to manage your personal Find Me Follow Me greeting
(must subscribe to FMFM service)
- Press * to exit

Managing Your Message Waiting Notifications

This option allows you to turn on or turn off your message waiting notifications, as well as choose the device you would like to receive notifications. From the main menu, press "4" for personal options.

From the Change Personal Options menu, press 7 to create or change your Message Waiting Notifications.

- Press 1 to turn on/off notification by phone
- Press 2 to turn on/off notification by numeric page
- Press 3 to turn on/off notification by text page
- Press 4 to change/enter the phone number of which you want to be notified
- Press 6 to change/enter notification by phone schedule
- Press 7 to change/enter notification by numeric page schedule
- Press 8 to change/enter notification by text page schedule

Manage Personal Greetings

This menu will allow you to hear what greeting you are currently using, record a personal greeting and allow you to choose what type of greeting is played.

From the Change Personal Options menu, press 1 to create or change your personal greeting.

- Press 1 to listen to your greeting
- Press 2 to record a personal greeting
- Press 4 to select standard system greeting with your name
- Press 5 to select standard system greeting with your number
- Press 6 to select standard system greeting and not disclose your name & number
- Press * to go back

Managing Your Password

From the Change Personal Options menu, press 2 to change or skip your password.

- Press 1 to change your password
You will be asked to enter your current PIN and press # and then enter your new PIN and press # again. You will be asked to re-enter new PIN to confirm.
- Press 2 to skip your password
- Press * to go back

Managing Your Distribution Lists

From the Change Personal Options menu, press 3 to create or change your personal Distribution Lists.

- Press 2 to create a new list
Enter number of distribution list – number should be between 11 and 30 –
Press # when done
Record name of distribution list at tone – Press # when done
Enter mailbox number to be included in distribution list – Press # when done –
Press * when list complete

Record Your Name

From the Change Personal Options menu, press 4 to record your name.

- Record your name at the tone - Press # when done
- Press * to go back

The Main Menu

The Main Menu is the first set of options you hear when you access your mailbox:

- Press 7 to listen to your new messages
- Press 2 leave a message for other mailboxes
- Press 3 to listen to other messages
- Press 4 to change personal options
- Press 5 to place a call
- Press * to exit

Listening to Your Messages

To listen to your new message, press 7 from the Main Menu, it will then play the first unplayed message. After listening to the message the following options will be available:

- Press 5 to save the message
- Press 3 to delete
- Press # to skip message
- Press 6 to forward this message
- Press 9 to call sender of the message
- Press 7 to replay
- Press 8 for envelope information

Additional functions while listening to your messages

- Press 1 to skip back
- Press 2 to skip forward
- Press *1 to slow message down
- Press *2 to speed message up
- Press 22 for end of message
- Press 6 for volume up
- Press 4 for volume down
- Press 7 to rewind to beginning

Expired Messages

If you have expired messages in your voice mailbox, these will be the initial prompts you hear.

- Press 3 to skip expired messages
- Press 7 to delete all expired messages
- Press 1 to review expired messages

If none of these prompts are chosen after this menu, you will be automatically redirected to The Main Menu.

Leaving Messages

To record and send a new message to another subscriber or telephone number, press 2 from the Main Menu.

Record a message after the tone

- Press # to end recording
- Press * to cancel recording
- Press 1 to pause while recording

At the end of your recording

- Press # to accept your recording
- Press 1 to review your recording
- Press 2 to append to your recording
- Press * to erase and re-record your recording

After pressing

Enter the 10 digit mailbox/telephone number or Distribution List number of the person(s) you wish to receive the message then press #

- Press * to go back
- Press # to end

After pressing #, you have several delivery options for messages:

- Press # to send
- Press 1 to mark message as Urgent
- Press 2 to mark message as Private
- Press 3 for return receipt
- Press 4 for Future Delivery (to be delivered at a time that you specify)
- Press 5 to reset delivery options
- Press 6 to add more addresses

Future Delivery Service

To record a message and have it sent to any phone up to 180 days in the future, press 2 from the Main Menu.

Record a message after the tone

- Press # to end recording
- Press * to cancel recording
- Press 1 to pause recording

At the end of your recording

- Press # to accept your message
- Press 1 to review your message
- Press 2 to append to your message
- Press * to erase and re-record your message

Future Delivery Service *continues*

After pressing

Enter the 10 digit mailbox/telephone number or group list number of the person (s) you wish to receive the message then press #

- Press * to go back
- Press # to end

After pressing #, you will have several delivery options for messages:

- Press # to send
- Press 1 to mark message as Urgent
- Press 2 to mark message as Private
- Press 3 for return receipt
- Press 4 for Future Delivery

After pressing 4

- Enter month for delivery
- Enter day for delivery
- Enter hour for delivery
- Enter minute for delivery
- Enter AM or PM for delivery (Press 1 for AM/ Press 2 for PM)
- Press # to send

Listen to Other Messages

To listen to your previously received messages, press 3 from the Main Menu.

- Press 7 to hear messages
- Press * to go back

Change Personal Options

To manage or change your personal options, press 4 from the Main Menu.

After pressing 4 from the Main Menu

- Press 1 to manage your personal greetings
- Press 2 to manage your password
- Press 3 to manage your distribution lists
- Press 4 to record your name
- Press 5 to manage your Fax options
- Press 6 to manage your other greetings
- Press 7 to manage your message waiting notifications
- Press 8 to manage your message playback options
- Press 9 to manage your personal assistant
- Press * to go back