

**Deleting a secondary mailbox:**

- Press **4** from the **Group Mailbox Settings Menu**. An announcement states the total number of mailboxes and then reads out each mailbox number in turn.
- To select a number, press **1**.
- To move to the next number, press **#**
- To exit without making any changes, press **\***.

Once you have selected a number, an announcement states the number you have selected:

- To delete the selected number, press **1**.
- To continue to the next number without making any changes, press **2**.
- To exit the menu without making any changes, press **\***.

**To stay in tandem with today's technology, HTC is migrating all residential and business phone customers to an enhanced voice mail system. Just follow these simple, step-by-step instructions to set up your new voice mailbox. And let us know if you have any questions or concerns during, before or after setup.**



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## INSTRUCTIONS FOR THE NEW HTC VOICE MAIL SYSTEM



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## SETTING UP YOUR NEW MAILBOX

### To set up your voice mailbox for the first time:

Call from the number on which you are setting up your voice mailbox:

- Dial your voice mail access number.

### If your telephone number begins with:

215, 581, 650..... 650-0065	392..... 392-6245
234, 347, 349..... 347-6245	397..... 397-6245
236, 646, 903..... 236-0065	436..... 436-6245
293, 294..... 293-0065	488..... 488-6245
357, 651, 652..... 357-6245	663..... 663-6245
358..... 358-6245	716, 756..... 756-6245
365, 369..... 365-6245	839, 848..... 839-6245
390, 366, 399..... 399-6245	979..... 979-6245

- You will be prompted to change your default pin code. (Must be non-sequential and non-repetitive)
- Add the new pin code of your choice (4 to 8 digits), followed by the # key.

Next, you are prompted to record your name. This is used when greeting your callers or when you leave messages for others:

- Record your name and press # when finished. An announcement plays your recording back to you.
- If you want to re-record it, press 1.
- If you want to keep it, press #.

Once you have successfully recorded your name, you are prompted to select a greeting. You can use a number of different types of greetings:

- To record your own personal greeting, press 1. Then record your personal greeting, pressing # when finished.
- To use a system-generated greeting that announces your recorded name, press 2.
- To use a system-generated greeting that reads out your phone number, press 3.
- To use a system-generated greeting that neither announces your name nor reads out your phone number, press 4.

An announcement plays back your selected greeting:

- To record or select a different greeting, press 1.
- To save it and use it as your greeting, press #.
- Once you have finished, you are transferred to the **Main Menu**.

*Note: After this initial setup, you can access the system from any phone by dialing your voice mail access number and entering your 10-digit voice mailbox phone number, entering your pin code, followed by the # key.*

## ACCESSING MESSAGES

### To access messages:

When calling from the telephone number your voice mailbox is set up on:

- Dial your voice mail access number.
- Enter pin code, followed by the # key. You will be in the **Main Menu**.
- Press 1 in order to get in the **Listen to Messages Menu**.

Or, if you are calling from another location:

- Dial your voice mail access number & enter your 10-digit voice mailbox phone number.
- Enter pin code, followed by the # key. You will be in the **Main Menu**.
- Press 1 in order to get in the **Listen to Messages Menu**.

## SETTING UP A GROUP MAILBOX

### To set up your group voice mailbox for the first time:

Calling from the number on which you are setting up your voice mailbox:

- Dial your voice mail access number.
- You will be prompted to change your default pin code. (Must be non-sequential and non-repetitive)
- Add the new pin code of your choice (4 to 8 digits), followed by the # key.

Next, you are prompted to record your name. This is used when greeting your callers or when you leave messages for others:

- Record your name and press # when finished. An announcement plays your recording back to you.
- If you want to re-record it, press 1.
- If you want to keep it, press #.

Once you have successfully recorded your name, you are prompted to select a greeting. You can use a number of different types of greetings:

- To record your own personal greeting, press 1. Then record your personal greeting, pressing # when finished.
- To use a system-generated greeting that announces your recorded name, press 2.
- To use a system-generated greeting that reads out your phone number, press 3.
- To use a system-generated greeting that neither announces your name nor reads out your phone number, press 4. An announcement plays back your selected greeting.
- To record or select a different greeting, press 1.
- To save it and use it as your greeting, press #.
- To work with your secondary mailboxes, press 4 from the **Mailbox Settings Menu**.

## WORKING WITH YOUR GROUP MAILBOX

### Adding a new secondary mailbox:

- Press 3 from the **Group Mailbox Settings Menu**. An announcement states that a new mailbox has been created and states its new number.
- To repeat the announcement, press 1.
- To return to the previous menu, accepting any changes, press \*.
- The new mailbox is automatically enabled and ready to accept incoming voice mails. When it is first created, the new mailbox will use a system-generated greeting that does not use the number or the recorded name. The secondary subscriber can then personalize the mailbox.

### Enabling a secondary mailbox:

- Press 1 from the **Group Mailbox Settings Menu**. An announcement states the total number of mailboxes waiting to be enabled, and then reads out each available number in turn.
- To select a number, press 1.
- To move to the next number, press #
- To exit without making any changes, press \*.
- Once you have selected a number, an announcement states the number you have selected.
- To enable the selected number, press 1.
- To continue to the next number without making any changes, press 2.
- To exit the menu without making any changes, press \*.

### Disabling a secondary mailbox:

- Press 2 from the **Group Mailbox Settings Menu**. An announcement states the total number of mailboxes and then reads out each mailbox number in turn.
- To select a number, press 1.
- To move to the next number, press #.
- To exit without making any changes, press \*.

Once you have selected a number, an announcement states the number you have selected:

- To disable the selected number, press 1.
- To continue to the next number without making any changes, press 2.
- To exit the menu without making any changes, press \*.