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.

WORKING WITH YOUR GROUP MAILBOX (CONTINUED)

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 *.

RESIDENTIAL
843-369-2154
BUSINESS
843-365-2155
WWW.HTCINC.NET
**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, 396, 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 #.

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.

An announcement plays your recording back to you. To exit the menu without making any changes, press #.
- To continue to the next number without making any changes, press 2.
- To select a number, press 1.
- To exit without making any changes, press *.

**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 *.