

Home Voicemail

User Guide



	Basic	Standard
Greeting	5 minutes	5 minutes
Busy Greeting		
Message Storage	30 days	30 days
Message Capacity	20 messages	30 messages
Message Length	3 minutes	3 minutes
Send messages to Home Voicemail Subscribers	√	√
Send messages to Non-Subscribers		
Reply to Messages	√	√
Forward Messages		
Private Messages		
Urgent Messages	√	√
Future Delivery		
Return Receipt		
Group Lists		
Individual Mailboxes		
Personal Receptionist		
Special Delivery		
Wake-Up Calls		√
Reminder Calls		√
Multiple Number Service		
Ring Count Change*	Small additional monthly fee	Small additional monthly fee

* Where facilities permit

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¹ These services may have a small additional monthly fee.


² Not available in all areas.

Home Voicemail Quick Start




To access the system from your own phone:

1. Dial the system access number (or dial your telephone number and press  when you hear the greeting¹).
2. Enter your temporary Passcode—the last four digits of your telephone number.

From another phone:

1. Dial the system access number (or dial your telephone number and press  when you hear the greeting¹).
2. Enter your 10-digit telephone number.
3. Enter your temporary Passcode—the last four digits of your telephone number.

¹ Available in most areas.

NOTE: Please follow the instructions for “From another phone” if your telephone number is blocked for calls to Caller ID. You can also unblock your number using  before calling the system access number to avoid having to enter your mailbox number when calling from your own phone.

Additional Dialing Rates That May Apply

- **Long distance:** If you dial the Home Voicemail system access number from a location outside of your local calling area, long distance rates may apply.
- **Measured service:** If you have measured local service, local-usage or message-unit, charges may apply for each call forwarded to your mailbox and for each time you dial your Home Voicemail system access number.

First-Time Access (Initializing Your Mailbox)

When you access Home Voicemail for the first time you will be prompted to initialize your mailbox. Voice instructions will guide you through each of these steps:

- **Create a new Passcode:** Your new Passcode must be a 4- to 8-digit number. It should be easy to remember, but difficult for others to guess. Avoid using repeating digits (e.g., 1111), sequential digits (e.g., 1234, 9876) or any part of your telephone number. Please write down your Passcode: _____ (See page 11 for additional information.)
- **Record your name:** (See page 12 for additional information.)
- **Record/Change your Personal Greeting:** Your Personal Greeting is what callers will hear when they reach your mailbox. (See page 12.)

Special Keys That are Always Available

 **Cancel, Exit or Move to a previous menu:**

This is the “Star” key. Press this key for prompts to:

- Stop or cancel the current action,
- Return to the previous menu,
- Access your own mailbox when you have forwarded into the mailbox service of another Zply Fiber Home Voicemail user in your local calling area, or Exit Voicemail.

 **Complete Current Action:**

This is the “Pound” key. Press this key to complete the current action and move on to the next menu.

Main Menu

These options are available to you from the Home Voicemail Main Menu.

Main Menu		
1	Reviewing Messages	To review your messages, see below.
2	Sending Messages	To send a message, see page 6.
3	Wake-Up Calls/Reminder Messages	To schedule a Wake-Up Call or a Reminder Message, see pages 9-10.
4	Personal Options	To change or review your Passcode, see page 11. To change or review your Language Options, see page 11. To change or review your Greetings, see pages 12-14. To review your Special Delivery options, see pages 14-15. To add or delete Individual Mailboxes, see pages 15-16. For Personal Receptionist information, see page 17.

Reviewing Messages

From the Main Menu, press 1 to review your messages. These non-prompted options are available during message review:

Options During Message Review		
1	Repeat (entire)	Repeat current message in its entirety.
2	Save	Save current message and play the next message in your mailbox.
3	Erase	Erase current message and play the next message in your mailbox.
4	Slower	Play current message at a slower pace.
5	Louder	Play current message at a higher volume.
6	Faster	Play current message at a faster pace.
7	Skip back	Rewind current message by 5 seconds.
8	Pause	Pause current message for 10 seconds.
9	Skip ahead	Fast-forward current message by 5 seconds.
0	Softer	Play current message at a lower volume.
#	Skip (message)	Skip to end of message.
*	Return to main menu	

Important Tips:

- Before the system plays a message, it plays the time and date the message was received and the Recorded Name (for other Ziplly Fiber voicemail subscribers) or the phone number (for non-subscribers) of the caller. Press 1 to skip this information and go straight to the recorded message.
- To turn off playing of the caller's name or telephone number, at the main menu, press 4 for Personal Options. Press 6 to enable/disable playing of sender's Caller ID. Press 1 to turn this feature on/off.

These options are available after message review:

Options After Message Review		
1	Repeat (entire)	Repeat current message in its entirety.
2	Save	Save current message and play the next message in your mailbox.
3	Erase	Erase current message and play the next message in your mailbox.
4	Reply	Record and send a reply to the person who sent the current message.
6	Envelope information	Repeat time and date message was received and the caller's name/number.
0	More options	Hear a description of the previous options.
#	Skip (message)	Skip to next message, and save original message as new.
*	Main Menu	Return to Main Menu.

Important Tips:

- You can "repeat" a message as many times as necessary, but you must either "erase," "save" or "skip" each message before you can hear the next one.
- Remember to check your messages on a regular basis and after long phone conversations.
- Messages are held for a maximum of 30 days. "Saving" a message does not extend the maximum.
- The best way to exit your Home Voicemail is to press until you are disconnected. When you exit this way, you will be told if new messages have arrived while you were in your mailbox.

Sending Messages

To send a message (without ringing the recipient's phone) to other Home Voicemail users or Group Lists within your local calling area:

1. At the Main Menu, press to send a message.
2. Enter the 10-digit¹ number or the 1- or 2-digit Group List number you want to send a message to, then press .
 - Repeat to add more addresses.
 - Press to start over if you enter an incorrect address.
3. Press when you are finished addressing.
4. Begin recording your message after the tone.
5. Press any key when you are finished.
6. Press to send your message. If you hang up without pressing , your message will be sent. (See page 8 for descriptions of other Delivery Options.)

Sender's Caller ID

When sending a message, your mailbox number is attached to your message. You can block your Caller ID from being attached.

For all messages:

1. From the Main Menu, press for Personal Options.
2. Press to enable/disable sending of Caller ID.
3. Press to turn it off/on.

¹ Enter an 11-digit number (10-digit phone number plus one-digit extension) to send to a recipient's Individual Mailbox.

On a per message basis:

1. After recording your message, press **#** to go to the Send Message Menu.
2. Press **6** to block your Caller ID for this message.
3. Press **#** to send your message.

NOTE: When your Caller ID is blocked, you cannot use return receipt and the recipient is unable to reply to your message.

Delivery Options

After you record and address your message, you can send it as a regular message by pressing **#** or simply hanging up, or you can select one or more of the following Delivery Options:

- **Urgent Priority:** Your message will be played before other new messages in the recipient's mailbox. Press **4** to request or cancel "urgent priority" status for a message.

If you selected Future Delivery (after setting up message):

1. Enter the date you want your message delivered using two digits for the month, followed by two digits for the day, then press **#**.
 - Example: **0601#** = June 1
1130# = November 30
 - Press **#** for today's date.
2. Using standard time, enter the time you want your message delivered using two digits for the hour, followed by two digits for the minute, then press **#**. (Do not use military or 24-hour time.)
 - Example: **0930#** = 9:30
1100# = 11:00
3. Press **1** for AM delivery, or press **2** for PM delivery.
4. Home Voicemail will replay the date and time you requested for future delivery of your message.
 - Press **1** to keep this time.
 - Press **2** to change this time.
 - Press **3** to cancel future delivery.

NOTE: Subscribers can schedule a "future delivery" message to be sent up to 1 year from when the message was created.

Wake-Up Calls

(not available with Basic Home Voicemail)

Your Ziplly Fiber Home Voicemail service can help keep you organized and on time with a friendly telephone call. Simply program the service to call your home telephone at the day and time you have scheduled.

To schedule Wake-Up Calls:

1. At the Main Menu, press **3** for Wake-Up Calls/Reminder Messages.
2. Press **1** for Wake-Up Call.
3. Select weekday or weekend Wake-Up Calls. (The service will announce your current Wake-Up Call settings, if any.)
 - Press **1** for weekday Wake-Up Calls.
 - Press **2** for weekend Wake-Up Calls.
4. Enter the date you want your Wake-Up Calls to begin, using two digits for the month, then two digits for the day, then press **#**.
 - Example: **0601#** = June 1
1130# = November 30
 - Press **#** for today's date.
5. Enter your new Wake-Up Call time as a 3- or 4-digit number, then press **#**. (Do not use military or 24-hour time.)
 - Example: **800#** = 8:00
1245# = 12:45
6. Select new Wake-Up Call settings or keep your current settings. After the time is entered:
 - Press **1** for AM.
 - Press **2** for PM.
 - Press ***** to cancel.

NOTE: You may want to deactivate your Wake-Up Call service on holidays or if you are going to be away for a number of days.

To change/delete Wake-Up Calls:

1. At the Main Menu, press **3** for Wake-Up Calls/Reminder Messages.
2. Press **1** for Wake-Up Call.
3. Press **3** to review or change Wake-Up Call.
4. Press **3** to change time of Wake-Up Call.
-OR-
Press **4** to change the delivery day(s) of Wake-Up Call.
-OR-
Press **6** to delete the Wake-Up Call.
5. Press **#** to review or change next Wake-Up Call.

Reminder Messages

(not available with Basic Home Voicemail)

Use Reminder Messages to help you remember appointments or other important events. Simply choose a future delivery date and time for the Reminder Message to call you. When delivered, the Reminder will ring your telephone and play the message at the date and time you have set. If you do not answer, the Reminder is left as a message in your mailbox. After listening to the Reminder, you can choose to have the same Reminder delivered to you again.

To schedule or review a Reminder:

1. At the Main Menu, press **3** for Reminder Messages.
2. Press **2** to schedule a Reminder Message.
3. Next, you'll be prompted to classify your Reminder Message.
 - Press **1** for a one-time Reminder. It will be sent only once at the date and time you specify.
 - Press **2** for a daily Reminder. It will be sent every day, seven days a week at the time you specify.
 - Press **3** for a daily Reminder on weekdays only. It will be sent Monday through Friday at the time you specify.
 - Press **4** for a daily Reminder on weekends only.
 - Press **5** to specify days of the week for this Reminder.
 - Specify which days you would like to receive this Reminder.
Monday = **1** Tuesday = **2** Wednesday = **3** Thursday = **4** Friday = **5** Saturday = **6** Sunday = **7**

For example, if you wish to receive this Reminder on Monday and Friday, press **1**, **5**, then **#**. The system will repeat your entries.

- Press **1** to keep this schedule.
 - Press **2** to try again.
 - Press **6** to review a Reminder.
4. Record your Reminder message after the tone. Press **#** when finished.
 - Press **1** to keep this Reminder.
 - Press **2** to try again.
 5. Enter the date you wish to receive the Reminder using two digits for the month, followed by two digits for the day.
 - Example: **0125#** = January 25
1205# = December 5

Press **#** if you wish to receive the Reminder message later today.

6. Enter the time you wish to receive your Reminder using standard time, use two digits for the hour, followed by two digits for the minute.
 - Example: **0845#** = 8:45
1000# = 10:00
7. Press **1** for AM delivery, or press **2** for PM delivery.
8. The system will repeat the date and time you entered.
 - Press **1** to keep it.
 - Press **2** to try again.

Personal Options

Passcode

To change your Passcode:

1. At the Main Menu, press **[4]** for Personal Options.
2. Press **[1]** for Personal Profile.
3. Press **[1]** for Passcode Options.
4. Press **[1]** to change your Passcode.
5. Enter your new 4- to 8-digit Passcode (using numbers 0 through 9), then press **[#]**. Your new Passcode will play.
6. Press **[1]** to accept new Passcode, or press **[2]** to try again.

NOTE: To ensure privacy, you should change your Passcode when you set-up your mailbox, and we suggest that you change it from time to time once you've begun using Home Voicemail. Your passcode should be easy to remember but difficult for others to guess. Avoid using repeating digits (e.g., 1111), sequential digits (e.g., 1234, 9876), or any part of your telephone number. Please write down your Passcode and keep it in a safe place.

Automatic Log-In

When activated, this convenient feature allows you to save time by accessing your Home Voicemail service from your own phone without having to enter your Passcode every time.

To turn Automatic Log-In on/off:

1. At the Main Menu, press **[4]** for Personal Options.
2. Press **[1]** for Personal Profile.
3. Press **[1]** for Passcode Options.
4. Press **[2]** for Automatic Log-In.
5. Press **[1]** to turn Automatic Log-In on and off.

NOTE: Because Automatic Log-In does not work when retrieving messages remotely, we suggest that you write down your Passcode and keep it in a safe place.

Language Options

You can choose to listen to instructions in English, Expert English (shortened prompts that allow you to navigate more quickly once you are familiar with the system) or Spanish.

To set/change your Language Options:

1. At the Main Menu, press **[4]** for Personal Options.
2. Press **[1]** for Personal Profile.
3. Press **[2]** for Language Options.
 - Press **[1]** for English instructions.
 - Press **[2]** for Expert English instructions.
 - Press **[3]** for Spanish instructions.

You will be returned to the Personal Options Menu.

Greetings

ZiPLY Fiber Home Voicemail offers you the flexibility of four different types of Greetings for your callers: an automated system greeting and three that you can record in your own voice.

Recorded Name

Your Recorded Name is heard in the envelope information of every message you send to other Home Voicemail users.

To add, change or delete your Recorded Name:

1. At the Main Menu, press **4** for Personal Options.
2. Press **2** for Greetings.
3. Press **1** to change your Recorded Name. The service will play your current Recorded Name.
 - Press **1** to save the current setting.
 - Press **2** to record. Begin recording after the tone. The service will play back your new Recorded Name. Press **1** to accept.
 - Press **4** to erase. The service will say "Your Recorded Name will be erased." Press **1** to accept.

Automatic Default System Greeting

When you set-up your mailbox, you will be prompted to record a Personal Greeting. However, at any time after you have set-up your mailbox, you can revert back to the Automatic Default System Greeting.

To activate the Automatic Greeting:

1. At the Main Menu, press **4** to select Personal Options.
2. Press **2** for Greetings.
3. Press **8** for Automatic Greeting.
4. Press **1** to turn the Automatic Greeting on.

NOTE: If you have recorded your name, it will be used in the Automatic Default System Greeting. If you would prefer to use your telephone number instead, delete your Recorded Name following the instructions above.

To reactivate your Personal Greeting:

Once you turn the Automatic Greeting off, your Personal Greeting will play.

Personal Greeting

The Personal Greeting is recorded in your own voice. For example, *"You've reached the Smith residence. We're not available to take your call right now. Please leave your name, telephone number and message after the beep and we'll return your call promptly."*

To activate and record/change your Personal Greeting:

1. At the Main Menu, press **4** for Personal Options.
2. Press **2** for Greetings.
3. Press **3** to record/change your Personal Greeting. The service will play your current Personal Greeting.
 - Press **1** to keep this Personal Greeting.
 - Press **2** to record a new greeting. Begin recording after the tone. The system will replay your new Personal Greeting. Press **1** to accept.
 - Press **3** to erase this Personal Greeting and use the Default System Greeting instead. Press **1** to continue without recording a new Personal Greeting. Press **2** to record a new Personal Greeting.

To activate your Personal Greeting (if Default System Greeting is activated), from the Main Menu:

1. Press **4** for Personal Options.
2. Press **2** for Greetings.
3. Press **8** to turn Personal Greeting on.
4. Press **1** to activate Personal Greeting.

Time of Day Personal Greeting

You have the option to play two different personal greetings based on the time of day. Your regular Personal Greeting will play anytime you have not set a separate Time of Day Greeting.

To set a greeting schedule and record a Time of Day Greeting:

1. At the Main Menu, press **4** for Personal Options.
2. Press **2** for Greetings.
3. Press **9** to review your Time of Day Greeting and schedule.
 - Press **1** to record or change your Time of Day Greeting.
 - Press **2** to review or change your weekday schedule.
 - Press **3** to review or change your weekend schedule.

NOTE: Time of Day Greeting is not available if you choose to use the system's Alternate Greeting

Alternate Greeting

The Alternate Greeting allows you to leave special instructions for your callers for a specific period of time. When the special instructions are no longer needed, you may reactivate your Personal Greeting. For example,

“You’ve reached the Smith residence. If you are calling about soccer, games are canceled on Saturday, September 7th due to the rain. Practice resumes on Monday. Otherwise, please leave your name, telephone number and a brief message and we’ll return your call as soon as we return.”

To activate and record/change your Alternate Greeting:

1. At the Main Menu, press **4** for Personal Options.
2. Press **2** for Greetings.
3. Press **4** to record/change your Alternate Greeting. The service will play your current Alternate Greeting.
 - Press **1** to keep this Alternate Greeting.
 - Press **2** to try again. Begin recording after the tone. The system will automatically replay your Alternate Greeting. Press **1** to accept.
 - Press **3** to erase this Alternate Greeting. Press **1** to continue without recording a new Alternate Greeting. Press **2** to record a new Alternate Greeting.

To toggle between Alternate and Personal Greetings:

1. At the Main Menu, press **4** for Personal Options.
2. Press **2** for Greetings.
3. Press **4** to toggle your Alternate Greeting.
Press **8** to toggle your Personal Greeting.

To set/change your Special Delivery number:

1. At the Main Menu, press **4** to select Personal Options.
(To reach the Main Menu during message review, press *****.)
2. Press **1** for Personal Profile.
3. Press **4** for Special Delivery.
4. Press **2** to set/change Special Delivery telephone number (local or toll-free only).
 - Press **1** to keep this number. Press **2** to try again. Press **3** to delete. When prompted, enter your new Special Delivery number. If you wish to continue without entering a Special Delivery number, press **#**.

IMPORTANT TIP: If you choose to be notified for urgent messages only, you need to instruct callers how to make their message urgent. Sample greeting: *"I'm not available to take your call. Please leave a message and I'll return your call. If this message is urgent, press #4 after recording your message."*

To set/change your Special Delivery schedule:

1. At the Main Menu, press **4** to select Personal Options.
(To reach the Main Menu during message review, press *****.)
2. Press **1** for Personal Profile.
3. Press **4** for Special Delivery.
4. Press **3** to set/change Special Delivery schedule. (The earliest and latest times each day you wish to be notified.)
 - Press **1** to change start time.
 - Press **1** to keep your current start time.
 - Press **2** to try again. When prompted, use standard time (not military time) to enter new start time, then press **#**.
 - Example: **8 2 0 #** = 8:20
1 2 4 5 # = 12:45
 - Press **1** for AM delivery, or press **2** for PM delivery.
 - Press **2** to change end time.
 - Press **1** to keep your current end time.
 - Press **2** to try again.
 - Press **3** to change the days of week.
 - Press **1** to use on weekdays only.
 - Press **2** to use seven days a week.
 - Press **3** to choose which days to use. Enter the days you wish to use Special Delivery.
Monday = **1** Tuesday = **2** Wednesday = **3** Thursday = **4** Friday = **5** Saturday = **6** Sunday = **7**
Press **#** when finished, then **1**. For example, if you wish to use Special Delivery on Monday, Tuesday and Friday, press **1 2 5 #**, then press **1** to confirm.

Message Inventory

When you log into the Main Mailbox, the number of new messages in each of the individual mailboxes is given. Each mailbox is identified by the name recording or mailbox number of the Individual Mailbox. When you log into an Individual Mailbox, you will only receive an inventory of the number of messages in that mailbox.

How to access Individual Mailboxes

For direct access:

1. Dial your access number.
2. Enter your 10-digit home telephone number plus the 1-digit extension number, then press **#**.
3. Enter your Passcode (initially, it is the same as your 1-digit extension number), then press **#**.

For access from the Main Mailbox:

1. At the Main Menu, press **4** to access an Individual Mailbox.
2. Enter your 10-digit home telephone number plus the 1-digit extension number, then press **#**.
3. Enter your Passcode (initially, it is the same as your 1-digit extension number), then press **#**.

How to retrieve your messages from an Individual Mailbox:

1. Access your Individual Mailbox.
2. Press **1** to listen to messages.
3. Your first message will begin playing.
 - Press **1** to repeat the message.
 - Press **2** to save the message.
 - Press **3** to erase the message.
 - Press **7** to skip back 10 seconds during the message.
 - Press **9** to skip ahead 10 seconds during the message.

Individual Mailbox Main Greeting

Once you have created all of your Individual Mailboxes, you may wish to change your Main Greeting to give the Individual Mailbox number to your callers.

For example, "Hello, you have reached the Smith residence. To leave a message for Edward, press 1; for Mary, press 2; for Ben, press 3; or for the Hilltop Homeowners' Association, press 4. Otherwise, please leave a message after the tone."

NOTE: If you are adding several Individual Mailboxes at a time, wait until all are added before recording your Main Greeting.

Optional Services

Ring Count Change¹

Ring Count Change lets you choose how quickly your calls are answered by Home Voicemail. You can change this setting as often as you like. Depending on your location, you will designate this setting either by the number of rings or the number of seconds.

To set up Ring Count Change:

1. Lift handset, and press **58#**.

- If you hear three short bursts of dial tone, the system is prompting you to enter the number of rings you want to hear before the call is forwarded to your mailbox. You can set the number of rings from 2-9.

For example: If you want your phone to ring twice before the call is forwarded to your mailbox, press **2**; if you want your phone to ring 5 times, press **5**.

-OR-

- If you hear a normal dial tone, the system is prompting you to enter the number of seconds you want your phone to ring before the call is forwarded to your mailbox. (Refer to the rings-to-seconds conversion chart below to set the number of rings.)

Number of Rings	Number of Seconds
2	10
3	16
4	20
5	28
6	34
7	40
8	46
9	52

For example: If you want your phone to ring twice before the call is forwarded to your mailbox, press **10**;

1. If you want your phone to ring 5 times, press **28**.

2. You will hear another stutter dial tone, or a confirmation signal, either of which confirms your selection.

3. Hang up.

¹ This service is available where facilities permit for a small additional monthly fee for Basic and Standard.

NOTE: Choosing nine rings is like turning off Home Voicemail, as most callers will hang up before the ninth ring.

Visual Message Waiting Indicator/FSK

In addition to the stutter dial tone feature that is compatible with all touch-tone telephones, you can receive visual notification with Visual Message Waiting Indicator/FSK. This is a signal that generates a flashing light on FSK-compatible telephone equipment to indicate you have a new message.

Not all telephones are FSK-compatible, even if they are equipped with a flashing light to indicate a new message. If the light on your phone doesn't flash when you receive new messages, just call 1.866.699.4759 and we can arrange to have it fixed for you.

NOTE: Visual Message Waiting Indicator/FSK is not available in all areas.

Quick Reference Card

ZiPLY Fiber Home Voicemail	Press
Listen to your messages—during (after)	1
Repeat (Repeat)	1
Save (Save)	2
Erase (Erase)	3
Slower (Reply)	4
Louder (Forward)	5
Faster	6
Skip Back	7
Pause	8
Skip Ahead	9
Main Menu (Main Menu)	*
Softer (Menu)	0
Skip (Skip)	#
Sending messages	2
Enter destinations, then	#
Record message, then	#
Send	#
Private	1
Future Delivery	2
Return Receipt	3
Urgent	4
Schedule a Wake-Up Call/Reminder	3

If you need help using ZiPLY Fiber Home Voicemail or have questions about the service, please call:

1.866.699.4759

Representatives are available 24 hours a day, 7 days a week.

Overview Map

