

Using Voice Mail to Email

Enhanced Voice Mail service is required for this service.

1. Check your email as you normally would.
2. When you get a message, you will receive an email from your voice mail delivered right to your inbox. The message will have an attachment.
3. Open the attachment and your media player will play the message.
4. Follow the links in the message to save or delete the message from the Voice Mail system. If desired, save the attachment on your PC.

Voice Mail Instructions

Metaswitch



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Garden Valley

800-448-8260

Access Your Voice Mail

From your home phone:

1. Dial your exchange prefix followed by 9961 or dial *318.
2. If prompted for your mailbox (or telephone number), enter 218 + home phone number, followed by the # sign.
3. Enter your pin number and then the # sign. The first time you access your mailbox, you must enter the default pin you were given by Garden Valley, followed by the # sign.

Notes:

- ~ If you turn on fast login and skip pin under security in the mailbox settings menu, you won't need to enter your telephone number or pin number.
- ~ Garden Valley is only able to see the very first random pin code you are issued. If you lose or change your pin code and don't know what it is, we can issue you a new random pin code. We are not able to see what your pin code is after the initial one.

From an external phone:

1. When calling away from your home phone, you have the following options:
 - Local Call: dial your prefix, then 9961.
 - Cell Phone: dial 218, your prefix, then 9961
 - Long Distance: dial 1-218, your prefix, then 9961.
 - GV Exchanges: dial the prefix you are calling from, then 9961.
 - You may also call your own home phone number and when you hear your greeting, press the * key.
2. If prompted, enter your 10-digit (218 + home phone number) mailbox number.
3. If prompted, enter your password, followed by the # sign.

After hearing any new messages, you will be presented with the Voice Mail Main Menu.

Voice Mail Main Menu

Access Your Voice Mail

Press 1 Get your messages

- Press 1 Repeat message
- Press 2 Save message as new
- Press 3 Delete message
- Press 4 Reply to message

When replying to a message, you can:

- Press 4 Send /forward a copy of the message to someone else
- Press 5 Send a new message
- Press * Exit

Press 5 Forward message to another mailbox

When forwarding messages you can:

- ~ Enter mailbox number and/or distribution list you wish to forward to, followed by #
- ~ If you wish to add an introduction, you may do so after the beep, otherwise press 1
- ~ To exit forwarding, press * *
- ~ For delivery options with or without an introduction, press 1

Delivery options:

- Press 2 Mark the messages as urgent
- Press 3 Mark the messages as private
- Press 4 Record an introduction
- Press 5 Request a delivery report
- Press 6 Request a read report
- Press 7 Add or remove message recipients
- Press # Send the message as is
- Press * Exit
- Press * to leave this message as new or saved

Press 2 Send a message

~ Enter a phone number or group list number & press #

Press * * To Exit

Press 3 Work with your greetings

- Press 1 Set up a personal greeting
- Press 3 Set up a system generated greeting or change your name recording
- Press 5 Set up a busy line greeting
- Press * Exit

Press 4 Change your mailbox settings

- Press 1 Work with your group lists
 - Press 1 Add a group list
 - Press 2 Edit or delete a group list
 - Press 3 Review your group lists
 - Press * Exit
- Press 2 Hands-free and time-saver options
 - Press 1 Auto play setting
 - Press 2 Urgent message settings
 - Press 3 Voice mail preferences settings
 - Press * Exit
- Press 3 Security options
 - Press 1 Change your pin
 - Press 2 Change your fast login feature
 - Press 3 Change your skip pin feature
 - Press * Exit
- Press 5 Notification options
- Press 6 Additional settings
 - Press * Exit
- Press 7 Advanced call feature settings
 - Press * Exit

Press 6 Get your deleted messages

- Press 1 Repeat the message
- Press 2 Restore the deleted message (mark as new)
- Press 3 Permanently delete the message
- Press 4 Reply to the message
- Press 5 Send a copy of the message
- Press # To get the next message

Press 7 Leave this mailbox and log on as another user

Press 0 Get more help (helpful hints)

Press * Exit Voice Mail System

Bundle & Save

with Voice, Video, Internet and/or Cellular Service