



# Simple

Voice Mail

# Convenient

# Reliable



Hay Communications

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USER GUIDE

## Accessing Your Mailbox

1. If you are away from home call your home phone number and dial \* after your greeting starts to play OR dial **519-237-7777** and follow the prompts. If you are at home dial \*98 and follow the prompts.  
If prompted enter your mailbox number, which is your phone number.
2. If prompted, enter your password followed by the # key. Your password will default to four zeros (0000) until you change it.
3. When at the main menu:  
Press 1 to retrieve messages.  
Press 3 to send messages.  
Press 7 to hear the current date and time.  
Press 9 for mailbox setup.

## Setting Up Your Mailbox

### There are 5 Options in the Mailbox Setup Menu:

- Press 1** for greeting options (disregard this if you choose to use the default greeting)  
**Press 2** to change your password  
**Press 3** to change notification options  
**Press 4** to disable/enable auto login  
**Press 6** to edit distribution lists  
**Press \*** to return to the main menu

### To Change or Record Your Greeting:

1. Press 1 to access the greeting options.
2. Press 2 to record your greeting.
3. **Press # when done recording.**
4. Press 1 to listen to your greeting.

### There are 3 Options in the Message Retrieval Menu:

- Press 1** to listen to new messages.  
**Press 2** to listen to saved messages.  
**Press \*** to return to the main menu.

### When Listening to Your Messages:

- Press 1** to play or re-play the message.  
**Press 2** to save the message and go to the next.  
**Press 3** to delete the message and go to the next.

### To Undelete a Message:

While still listening to your messages, do NOT hang up. Follow the voice prompts to listen to messages marked for deletion.

- Press 4** to save the message as new.  
**Press 5** to reply to the message.  
**Press 6** to forward the message.  
**Press 7** to skip back three seconds.  
**Press 8** to pause or continue the message.  
**Press 9** to skip forward three seconds.  
**Press \*** to return to the main menu.

### Accessing Your Sub Mailbox

1. If you are away from home call your home phone number and dial \* after your greeting starts to play OR dial 519-237-7777 and follow the prompts. If you are at home dial \*98 and follow the prompts.  
If prompted enter your mailbox number, which is your phone number.
2. a. If you are the group administrator and wish to record a group greeting, press \* to access the group greeting menu. Follow the voice prompts to record your greeting. OR  
b. Enter your sub-mailbox number.
3. If requested, enter your password, followed by the # key. Your password will default to four zeros (0000) until you change it.
4. When at the main menu:  
Press 1 to retrieve messages.  
Press 5 to hear which sub-mailboxes have new messages.  
Press 9 for mailbox setup.

### To Change Your Password:

1. At the main menu, press 2 to change your password.
2. Enter a new password, followed by the # key. The password may be up to 16 digits. You will be unable to access your mailbox without this password, so be sure to choose one you will remember.
3. To verify, enter your password, followed by the # key.

### To Create Multiple Greetings:

1. Follow steps 1-4 from above and then press 5 to select a new greeting.
2. Choose a new greeting number (2-9).
3. Press 2 to record your greeting.
4. Press # when finished recording.
5. Repeat steps 1 & 2, choosing a different greeting # each time.
6. Press 5 to select a new greeting. Then choose the greeting you wish to become active.
7. Press \* to return to the main menu.



**For assistance contact us at  
519-236-4333**