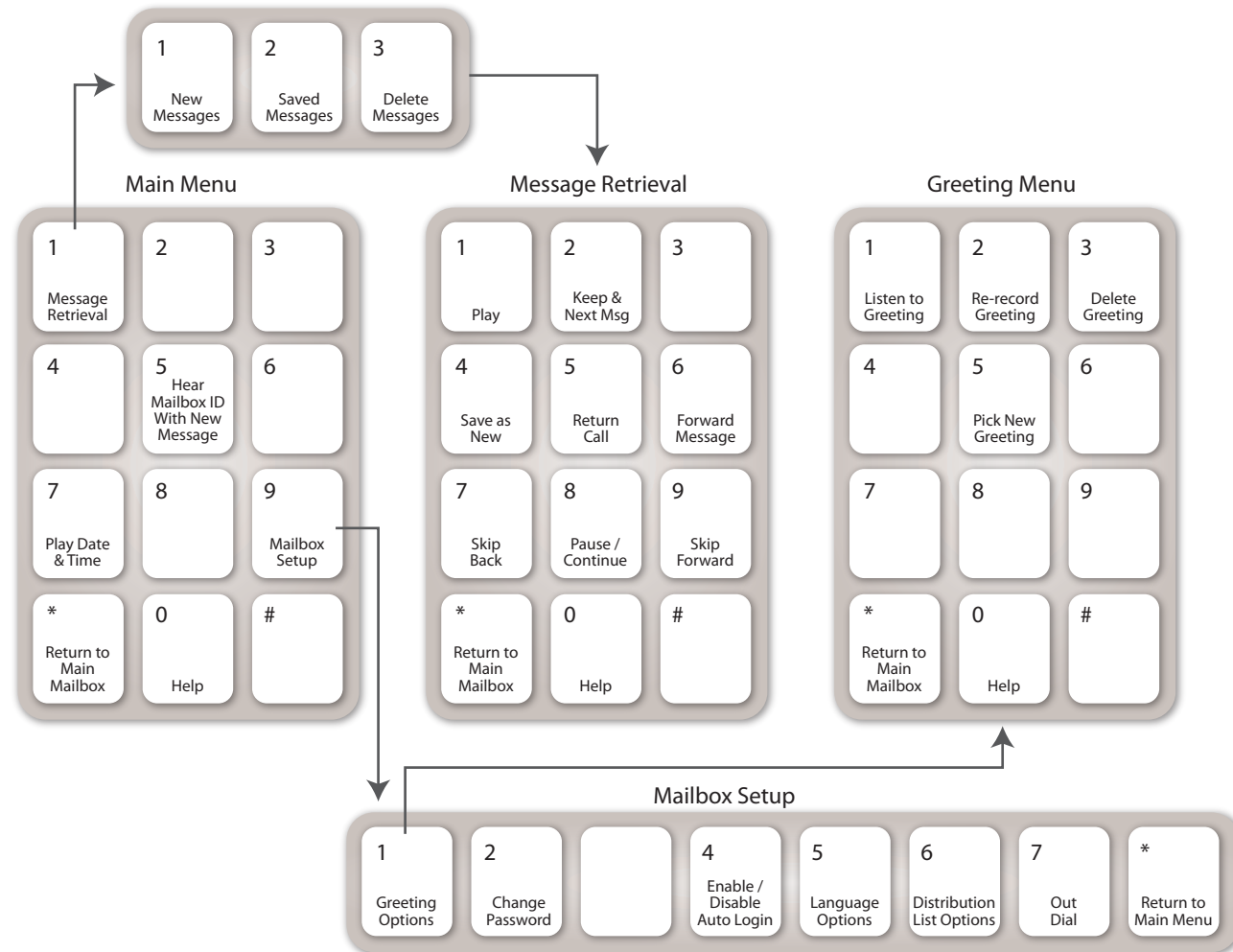


Number Pad Guide



Web Portal

Only available for landline voice mail.

The Web Portal makes it easy to manage your voice mailbox from anywhere.

Play messages, manage your greetings and receive notifications... all with the click of a mouse.

Home

- ❖ Lists Recent Calls and Contacts and allows you to change the active greeting and default call number.

My Calls

- ❖ Lists recent calls and allows you to save names to numbers.

My Contacts

- ❖ Import, add, edit, search and delete contacts. Also allows you to put in groups and organizations.

My Settings

General

- ❖ Change password.

Voice Mail

- ❖ Change password, Dial 0 Number and Playback Order
- ❖ Add, activate, edit and delete greetings.
- ❖ Edit Distribution Lists.

Conferencing

- ❖ Change conference call settings

Call Management

- ❖ Enable, disable and edit Single Number options.

Basic Voice Mail

Included in wireless plans \$49.95 or higher.

- ❖ E-Forward
- ❖ Message Forwarding & Memo
- ❖ Multiple Greetings
- ❖ Call Screening
- ❖ 20 minutes mailbox time

Family Voice Mail

- ❖ Everything included with basic, PLUS:
- ❖ Sub Mailboxes (up to 9)
- ❖ Web Portal
- ❖ 30 minutes mailbox time

Business Voice Mail

- ❖ Everything included with basic, PLUS:
- ❖ Sub Mailboxes (up to 9)
- ❖ Temporary Greetings
- ❖ Out-Dial
- ❖ Web Portal
- ❖ 40 minutes mailbox time

Single Number

Conference Calling and Web Portal

Distribution Lists

Single Mailbox

Web Portal

Save When Bundling!

\$4.95

\$6.95

\$8.95

\$4.95

\$4.95

\$3.95

\$1.95

\$1.95

Simplified Communications with Voice Mail and Single Number Service



SILVER STAR



Voice Mail Instructions

Voice Mail

Access Your Voice Mail:

- ❖ Dial your prefix followed by 6269 (MBOX)
 - ❖ Press # if calling from the phone your voice mail is subscribed to, OR
 - ❖ If using **Auto Login** and accessing from your home phone, no entry is required, OR
 - ❖ **Enter your 10 digit telephone number** if calling from a remote phone.
- ❖ If prompted, enter your password followed by #. Your password will be a default of four zeros (0000) until you change it.
- ❖ From the main menu, you will have the option to:
 - ❖ **Press 1** to listen to messages.
 - ❖ **Press 7** for current date and time.
 - ❖ **Press 9** to setup voice mailbox.

Voice Mailbox Setup:

- ❖ Access your voice mail and press 9 to setup voice mailbox.
- ❖ **Press 1** to change Greeting Options.
 - ❖ **Press 1** to play current greeting.
 - ❖ **Press 2** to re-record current greeting.
 - ❖ **Press 3** to delete current greeting.
 - ❖ **Press 5** to pick or record new greeting.
 1. Pick new greeting number. If blank,
 2. Press 2 to record new greeting and press #.
 3. Repeat steps 1 and 2 to record and save up to 9 greetings.
 4. Press 5 to pick greeting number to activate.
 5. Press * to return to Main Menu.
- ❖ **Press 2** to change your Password.
 - ❖ Enter new password and press #. may be any series of up to 16 digits.
 - ❖ Verify new password and press #.
- ❖ **Press 4** to change Auto Login options.
- ❖ **Press 5** to change Language Settings.
- ❖ **Press 6** to edit Distribution Lists*.
- ❖ **Press 7** to edit Out-Dial Numbers*.
- ❖ **Press 8** to record your name.
- ❖ **Press *** to return to Main Menu.

E-Forward

With E-Forward you can check and manage

your voice messages all from your email inbox. To sign up, please contact customer service.

- ❖ When you get a voice mail message, you will receive an email.
- ❖ Open the attachment and your media player will play the message.
- ❖ Save or delete the message. Deleted messages will be deleted from your voice mailbox.

Message Forwarding & Memo

You can forward a message you received to another mailbox number.

- ❖ Press 6 and enter the phone number.
- ❖ When you forward a message, you may record an introduction to the message before it is forwarded.

Multiple Greetings

Multiple Greetings give you the flexibility of having multiple pre-recorded greetings to choose from.

Call Screening

You can listen as a caller leaves a message in your mailbox. You may choose to connect to the caller at any time by pressing 1.

Temporary Greeting

Schedule a greeting to play while you are out of the office or on vacation.

- ❖ Access your voice mailbox.
- ❖ **Press 9** to access mailbox setup.
- ❖ **Press 1** to change Greeting Options.
- ❖ **Press 8** to customize Temporary Greeting.

Family & Business Sub-Mailboxes

You can have up to 9 sub-mailboxes within the same Voice Mailbox. Each sub-mailbox will have a private greeting and password. When accessing your voice mail, you will be notified as to which sub-mailbox has new messages.

Administrator Instructions

Record Your Group Greeting

- ❖ Access your voice mail and press 0 to administer the family mailbox.
- ❖ Enter your password and press #.
- ❖ Press 9 to access mailbox setup options.
- ❖ Press 1 for greeting options.

- ❖ Press 2 to record your greeting. When finished recording, press #. For example, "You have reached the Doe residence. To leave a message for John, press 1. To leave a message for Jane, press 2."

Change An Existing Group Greeting

- ❖ Access your voice mail and press 0 to administer the family mailbox.
- ❖ Enter your password and press #.
- ❖ Press 9 to access mailbox setup options.
- ❖ Press 1 for greeting options.
- ❖ Press 2 to re-record your greeting. When finished recording, press #.

General User Instructions

Record Your Sub-mailbox Greeting

- ❖ Access your voice mailbox and enter your mailbox ID number (1-9).
- ❖ Enter your password and press #.
- ❖ Press 9 for the mailbox setup menu.
- ❖ Press 1 for greeting options.
- ❖ Press 4 to record your greeting.
- ❖ Record your greeting and press #.

Change Your Sub-mailbox Password

- ❖ Access your voice mailbox and enter your mailbox ID number (1-9).
- ❖ Enter your password and press #.
- ❖ Press 9 for the mailbox setup menu.
- ❖ Press 2 to change your password.
- ❖ Enter your new password and press #.
- ❖ Verify new password and press #.

Retrieve Messages From Your Sub-mailbox

- ❖ Access your voice mailbox and enter your mailbox ID number (1-9).
- ❖ Enter your password and press #.
- ❖ Your first new message may play immediately. If not, press 1 to listen to your messages. You will hear the announcement "You have x new messages and x saved messages."
- ❖ Press 1 to listen to new messages.
- ❖ Press 2 to listen to saved messages.

Single Number

Includes Single Mailbox and Web Portal

Callers can reach you by ringing up to 6 different numbers at once or at chosen intervals. You can select the order numbers are called, if they are rung in groups, and the

number of seconds they ring before continuing the search. At the final number callers may leave a message. You may access your settings using the Web Portal.

Note: First number must originate from your Silver Star landline.

Call Transfer: With Single Number, all it takes is the push of a button to transfer your call from your office phone to your cell phone and then again to your home phone! The person you are speaking to will have no idea that you just transferred the call. You can transfer calls between your designated numbers.

Distribution Lists

Allow you to set up lists and send mass messages. Contacting sports teams, volunteers and so on is very simple using this feature, especially with our new web portal. Limit of 9 lists and 100 numbers each.

Single Mailbox

Share one mailbox between multiple phone numbers. Contact customer service to set up this feature. Voice Mail message waiting indication will only appear for Silver Star numbers.

Out-Dial

Callers hear an option of being transferred to a pre-programmed number. Example: "Leave a message or press '0' to be connected to my cell phone".

Using your phone:

- ❖ Access your voice mailbox.
- ❖ Press 9 to access mailbox setup.
- ❖ Press 7 to edit Out Dial number.
- ❖ Enter Dial Out number.
- ❖ Enter 10 digit number.

Using Web Portal:

- ❖ Click on My Settings tab.
- ❖ Click on Voice mail in the left side menu.
- ❖ Under Number Settings, change the Dial 0 Number and save.

Phone Button Guide

Press these buttons for the corresponding action while listening to your messages.

- * Main Menu
- 1 Play message again
- 2 Save message and play next
- 3 Delete message and play next
- 4 Save message as new
- 5 Reply to message
- 6 Forward message to another mailbox
- 7 Skip backward in message
- 8 Pause message
- 9 Skip forward in message

AFTON
570 S Washington
307-885-2411

THAYNE
180 N Main
307-883-2411

DRIGGS
1670 N Hwy 33
208-354-3300

JACKSON
Smith Plaza
307-774-7000

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SILVER STAR