Accessing The Main Menu

At any point during your call to your IDT Voicemail Message Center, you can access the Main Menu by pressing the ✶ key or you can back up by pressing the # key.

From the Main Menu, you are able to reach any feature including:

• Retrieve messages, PRESS 1
• Select or record greetings, PRESS 2
• Change mailbox options, PRESS 3
• For recap, PRESS 4
• Disconnect, PRESS 5

Thank You
for Choosing
IDT Voicemail

Never Miss Calls With
IDT Voicemail

Voicemail User Guide

IDT
Smart Call℠

Welcome to IDT Voicemail

IDT's Voicemail will answer your calls when you're away from home, busy at home, or on the computer. IDT's Voicemail Message Center will greet your callers and allow them to leave voice messages. Accessing your messages is easy and available 24 hours a day, 7 days a week. New voicemail messages are indicated with a stuttered dial tone when you pick up your receiver (available in most areas). If the stuttered dial tone notification is not available on your telephone line, simply call into your mailbox to check for new messages.

Your voicemail is active and ready to record messages before setting up your mailbox. The default system greeting will be active until you personalize your greeting.

Getting Started

The first time you access your voice mailbox, you will be required to conduct an initial setup that includes entering a default security PIN. Your default PIN is the last four digits of your telephone number. After entering your default PIN, follow voice prompts to record name and greeting, as well as to change your PIN.

Two simple ways to access your voicemail:

• From home, dial your own telephone number. When your greeting begins, PRESS * to bypass. Enter PIN to access voice mailbox.

— OR —

• Dial (877) 490-9900 and follow the prompts to access your mailbox.

Selecting and Recording Greetings

To access Greeting Menu, PRESS 2. Your voicemail offers different greeting options.

The greeting currently active will be indicated and the following options are given:

• To select your personal greeting, PRESS 1
• To select your alternate greeting, PRESS 2
• To select your Not Accepting Messages greeting, PRESS 3
• To select a system greeting, PRESS 4
• To change your recorded name, PRESS 5
• To select your busy greeting, PRESS 6
• To return to the beginning of the menu, PRESS 7

Note: You cannot select your busy greeting as the currently active greeting, it is only played to callers if you are on the phone.

Main Menu

Every time you access your voicemail, you will first be told how many new and saved messages are currently in your mailbox. After that, you will hear the Main Menu Options.

Main Menu Options:

- To retrieve your messages, PRESS 1
- To select or record greetings, PRESS 2
- To change your account options, PRESS 3
- To hear the number of messages in your mailbox, PRESS 4
- To disconnect, PRESS 5

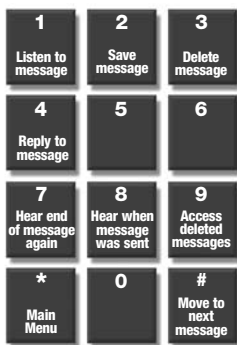| 1 Retrieve messages	2 Select/Rec greeting	3 Change account options
4 Hear # of msgs in mailbox	5 Disconnect	6
7	8	9
* Main Menu	0	#

Retrieving Messages

To listen to your messages, PRESS 1 in the Main Menu. New messages will be played first, followed by any saved messages remaining in your mailbox. Urgent messages will be played before normal priority messages regardless of the time the messages were left.

Tip: While message is playing, PRESS 1 to restart, 7 to skip backward, 9 to skip forward, or PRESS # to stop.

When a message has finished, your options are as follows:

- To move to the next message, PRESS #
- To listen to the message from the beginning, PRESS 1
- To save the message, PRESS 2
- To delete the message, PRESS 3
- To reply to the message, PRESS 4
- To hear the end of the message again, PRESS 7
- To hear when the message was sent, PRESS 8
- To access deleted messages, PRESS 9
- To return to the Main Menu, PRESS *

1 Listen to message	2 Save message	3 Delete message
4 Reply to message	5	6
7 Hear end of message again	8 Hear when message was sent	9 Access deleted messages
* Main Menu	0	# Move to next message

Saving a message:

A new message is only kept in your voice mailbox for 14 days, so you will need to access your voicemail regularly. When you have listened to a message, it automatically becomes a saved message. If you wish to keep a saved message longer than 14 days, you will have to access the message at a later time and re-save it.

Deleting a message:

If you don't want to keep a message after you have listened to it, you should delete it. To delete a message, PRESS 3 in the Message Menu.

Un-deleting a message:

If you delete a message by mistake and wish to retrieve it during the call, PRESS 9 in the Message Menu to access deleted messages.

Note: If you do not un-delete a message, it will be deleted when you end your telephone call to the message center.

After the deleted message has been played, you will have the option to:

- Move to the next message, PRESS #
- Listen to message from start, PRESS 1
- Un-delete message, PRESS 2
- Hear end of message again, PRESS 7
- Hear when the message was sent, PRESS 8
- Return to new and saved messages, PRESS 9

Tip: The controls to re-start, skip forward, skip backward or stop messages are the same for new and saved messages.

1 Listen to message from start	2 Un-delete message	3
4	5	6
7 Hear end of message again	8 Hear when message was sent	9 Return to new/saved messages
* Main Menu	0	# Move to next message

Changing Mailbox Options

From the Main Menu of your mailbox, you can change your Mailbox Options. To do this, PRESS 3.

Your mailbox options:

- To change your PIN, PRESS 1
- To turn message headers On or Off, PRESS 3
- To return to the beginning of the menu, PRESS 7

Changing Your PIN

To change your voice mailbox PIN, PRESS 1 in the Mailbox Options Menu. The PIN must be a minimum of four (4) digits and a maximum of eight (8) digits.

Message Headers:

Message Headers are optional. They include information about who sent the message and when. To turn the Message Headers choice on or off, PRESS 3 in the Mailbox Options Menu.

Tip: Even when Message Headers are not played, you can still access them by pressing (8) in the Message Menu.

1 Change PIN	2	3 Message headers On/Off
4	5	6
7 Return	8	9
*	0	#