Voice Mail User Guide
v.1

Simple, Convenient, Reliable.

Voice Mail from FirstLight helps you enjoy the most important things in your life—knowing you'll always get your phone messages.

Our Voice Mail guarantees that you won't miss a call—if you are away, on the phone, or just don't feel like answering.

FirstLight®

Contents

Standard Mailbox

Our standard voicemail box allows you to receive telephone based messages via a private mailbox. The benefits of this service include keeping calls confidential, eliminating inaccurate messages and ending telephone tag. It is safe, secure and always on. Never miss another call.

Access Your Voice Mail

From the phone subscribed to the service:
  A. Dial your access number, found on page 14.
  B. If prompted, enter your password and then #.
From a different phone:
  A. Dial your access number, found on page 14.

  B. Enter your 10-digit mailbox number.
  C. Enter your password and then #.

Record Your Greeting

  A. Access your voice mailbox.
  B. Press 9 for the mailbox setup menu.
  C. Press 1 for greeting options.
  D. Press 2 to record your greeting.
  E. Record your greeting and then **press #**.

Change Your Password

  A. Access your voice mailbox
  B. Press 9 for the mailbox setup menu.
  C. Press 2 to change your password.
  D. Enter your new password and then **press #**.
  E. When prompted to verify the password, enter it again and then **press #**.

Retrieve Messages

  A. Access your voice mailbox.
  B. 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."
  C. Press 1 to listen to new messages.
  D. Press 2 to listen to saved messages.

When retrieving messages, You Can:

  Press 1 Play the message again
  Press 2 Save the message and play the next
  Press 3 Delete the message and play the next
  Press 4 Save the message as new
  Press 5 Reply to the message*
  Press 6 Forward the message to another mailbox*
  Press 7 Skip backward in the message
  Press 8 To pause the message
  Press 9 To skip forward in the message

*Voice Mail package must be set to allow this capability.

The sub mailbox allows for multiple voice mailboxes to be associated with a single telephone number. This is also commonly known as a group or family mailbox.

Administrator Instructions

Record Your Group Greeting

From the phone subscribed to the service:

A. Dial your access number, found on page 14.
B. Listen to the recording explaining that you must record a group greeting.
C. Wait until the end of the recording, then **press 0** to administer the group greeting.
D. Enter your password and then #.
E. Press 9 to access mailbox setup.
F. Press 1 for greeting options.
G. Press 2 to record your group greeting.
H. Record your greeting. When finished recording, **press #.**

Change An Existing Group Greeting

From the phone subscribed to the service:

A. Dial your access number, found on page 14.
B. When prompted to enter your mailbox ID, **press 0** to administer the group greeting.
C. Enter your password and then #.
D. Press 9 for mailbox setup.
E. Press 1 for greeting options.
F. Press 2 to record your group greeting.
G. Record your greeting. When finished recording, **press #.**

Some Things To Know Before You Begin:

One person's mailbox is assigned the Administrator of the group greeting for your sub-mailboxes. Your group greeting directs callers to press the appropriate key to reach the individual sub-mailboxes.

Once the group greeting is recorded, each sub-mailbox 'owner' may record a personal greeting and assign a personal password to make their sub-mailbox uniquely their own.

A Group Greeting Example:

"You have reached the Doe residence. To leave a message for John, press 1. To leave a message for Jane, press 2."

General User Instructions

Access Your Voice Mailbox

From the phone subscribed to the service:

    A. Dial your access number, found on page 14.

       * You may hear a new message indication

    B. Enter your single digit sub-mailbox ID (1-9).

    C. If prompted, enter your password and then #.

From a different phone:

    A. Dial your access number, found on page 14.

    B. Enter your 10-digit mailbox number (telephone number).

    C. Enter your single digit sub-mailbox ID (1-9).

    D. Enter your password and then #.

Record Your Sub-Mailbox Greeting

    A. Access your voice mailbox.

    B. Press 9 for the mailbox setup menu.

    C. Press 1 for greeting options.

    D. Press 2 to record your greeting.

    E. Record your greeting and then **press #**.

Change Your Sub-Mailbox Password

    A. Access your voice mailbox

    B. Press 9 for the mailbox setup menu.

    C. Press 2 to change your password.

    D. Enter your new password and then **press #**.

    E. When prompted to verify the password, enter it again
    and then **press #**.

Retrieve Messages from Your Sub-Mailbox

A. Access your voice mailbox.

B. 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."

C. Press 1 to listen to new messages.

D. Press 2 to listen to saved messages.

When retrieving messages, you can:

Press 1 Play the message again

Press 2 Save the message and play the next

Press 3 Delete the message and play the next

Press 4 Save the message as new

Press 5 Reply to the message*

Press 6 Forward the message to another mailbox*

Press 7 Skip backward in the message

Press 8 To pause the message

Press 9 To skip forward in the message

* Voice Mail package must be set to allow this capability.
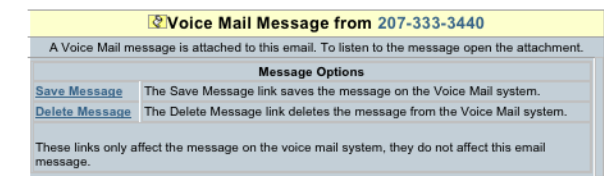
Integrated Messaging

Integrated Messaging also known as Unified Messaging allows your voicemail messages to be placed in your electronic mailbox providing a unified location for all your messages.

Voice Mail to E-Mail

As a subscriber to FirstLight' voice messaging service, you can have all of the voice messages that are left on your telephone emailed to you. The messages will still be accessible from your telephone, but you can also listen to them anytime you log in to your e-mail. The best part is that all you have to do is open your e-mail! You can also choose to have your mes-sages sent to multiple e-mail addresses. Please contact the Network Operations Center for more information.

Message Notification

If someone has left you a message on your telephone, the subject line will indicate you have a *"Voice Message from….."* . The paper clip indicates the voice message attachment. The instructions in the e-mail tell you how to save and delete the voice message from the system. By clicking on Delete Message, you will be able to conveniently delete your messages without using your telephone.

From: "VoiceMailAPMAX@oxfordnetworks.com"
<VoiceMailAPMAX@oxfordnetworks.com>
Add to Contacts
To: You@mail.com

Message.wav (24KB)

Voice Mail Message from 207-333-3440
A Voice Mail message is attached to this email. To listen to the message open the attachment.

Message Options
Save Message   The Save Message link saves the message on the Voice Mail system.
Delete Message   The Delete Message link deletes the message from the Voice Mail system.

These links only affect the message on the voice mail system, they do not affect this email message.

The instructions in the e-mail tell you how to save and delete the voice message from the system. By clicking on Delete Message, you will be able to conveniently delete your messages without using your telephone.

Listening to Your Messages

Depending on your e-mail provider, clicking on a download link or musical note will open a dialog box that will give you two options, **open** and **save** .

Clicking **Open** will play the voice message using your media player, depending on the length of the voice message, it may take your media player a few seconds to open and play the message. If the message does not play you may have an outdated version of media player, follow the instructions contained in the e-mail message if this occurs.

Clicking on **Save** will open a box allowing you to save important messages to a file on your computer.
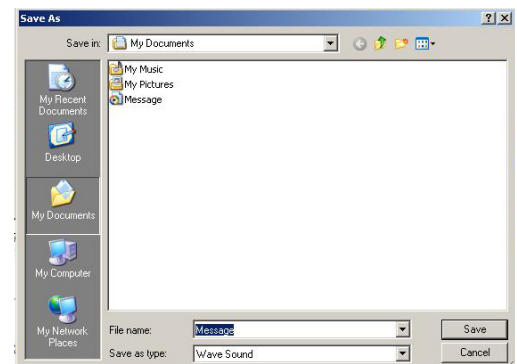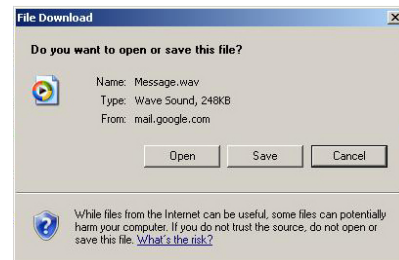
Record Messages Without a Microphone

You can also use your voice messaging service from Oxford Networks as a recording device without the need for a microphone or sound recording software on your computer.

It's very easy:
- Call your number that has the voice messaging service from a different phone number.

- When prompted by the service, record the message that you want to save.

- You can then open the message from your e-mail and save it to your computer.

Use it to:
- Send reminders
- Record greetings
- Send personalized audio messages to friends and family

The Web Portal allows you to administer your Voice Mail Service account settings and to play, delete, and save your messages. You can also save messages to your computer.

Checking Messages from the Home Tab

Once you have logged in to your Web Portal account the Home tab will be displayed showing a list of the voice messages that you have received.
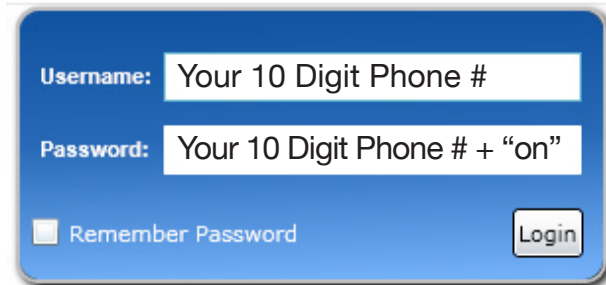
Calls that resulted in a new Voice Mail message will have a closed envelope icon in the Type column of the call list. If the Voice Mail message left by a call has been previously marked as read , it will be indicated by an open envelope icon in the Type column.

Messages with the Red ! Mark have been designated by the sender as urgent. Messages with the Security Officer icon have been designated as Private and cannot be forwarded.

Clicking on a specific message will open the audio player allowing you to listen to the message by clicking the Arrow on the left side of the player. You can control the volume by using the Slider next to the speaker. Clicking on the Red Down Arrow allows you to download the message to a file on your computer. To Mark as Read or to Delete a message, click on the check box and then make the appropriate selection. The Refresh button when clicked will add any new messages that your service has received while logged in to the Web Portal.
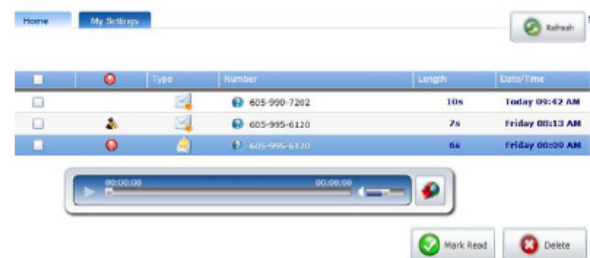
To access the Web Portal, go to:

http://managemyphone.oxfordnetworks.com/Portal

| Username: | Your 10 Digit Phone # |
| Password: | Your 10 Digit Phone # + "on" |

☐ Remember Password ⬜ Login

*For security purposes, please change your password upon first login.

Managing Your Voice Mail Settings

There are three categories associated with your Voice Mail settings; General, Notification and Greetings. Click on the Blue Arrow to open them.

General Category
PIN Number
Used to access your mailbox, you can select up to a 16 digit number.

Login Type
If you choose:
• Auto Login - You will be logged in completely (no system request for your mailbox number or password) if the system can determine the mailbox number (i.e., if you call from your home phone which is subscribed to the Voice Mail Service).

• No Auto Login - You will be asked for your mailbox number and password.

• Semi-Auto Login - You will not be asked for your mailbox number if the system can determine the mailbox number (i.e., you call from your home phone which is subscribed to the Voice Mail Service), but you will always be asked for a password.

Number to Deliver
The 10 digit Number to Deliver is the number that will display on your Caller ID if you have the Daily Notify feature turned On. You can choose any number as long as it is 10 digits.

Dial 0 Number

This can be any local number that you choose which would allow callers to be redirected to if they press 0, while listening to or after they have heard your recorded message. You may want callers to be able to reach you at another local number, like your work or cell phone. The local number that you enter must include the area code.

Current Playback Order

You can customize what you want included with your recorded messages and when you want it played with the Playback Order option. The Current Playback Order list shows the options in the order that they will be played back. The Options list shows the options that will not be played back. To move an option between these lists, select the option and press the left and right arrow buttons that are between the lists. To rearrange the Current Playback Order list, select the option and use the up and down arrow buttons on the right side of the window to move the option up and down the list.

Notification Settings

Use this feature to control how you want to be notified if you have received any new messages.

Daily Notify

You can select On to allow the service to call you daily with notifications of new Voice Mail messages.

Time

Type in the numeric time and either AM or PM to designate the time that you want the service to call you letting you know if you have any new messages.

Email Notify

Select On to send new Voice Mail messages to the email addresses you have specified for your mailbox, or Off to disable email notifications. You can also add or delete Email addresses that you would want to receive messages from your Voicemail box. You can add multiple addresses as long as you separate them with a semi-colon. If you want to know more about managing messages that have been Emailed to you, please see the Integrated Messaging portion of this User Guide.

Greetings

Greetings can be added, deleted, or played from within this section. Greetings for your mailbox are displayed in a list, with the active greeting indicated by the active greeting icon and bold text. Functions for adding, editing, deleting, playing and activating greetings are available through the buttons located on the right-hand side of the greeting list and the audio controls below the list. These functions are described on the next page.

Add Button

To add a new greeting file to your service, press the add button on the right-hand side of the greeting list. An Enter Greeting Information popup window will be displayed. Enter a description of the greeting Into the Description field and use the browse button to navigate to a .wav file using the standard file se-lection mechanism. Once the audio file is selected, the location of the file will be displayed in the File field. Press the Save button in the Enter Greeting Information window to complete the addition of the greeting.

If you record a greeting over the phone, the Web Portal will show that greeting as "Recorded by Phone " and the date it was recorded as seen in the Greeting List example at the top of this page.
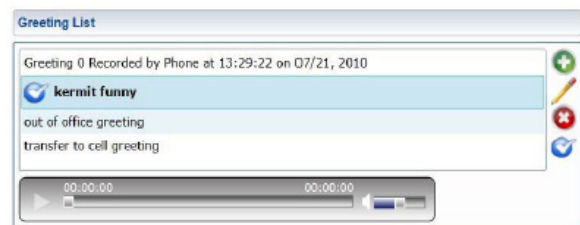
Edit Button
To change the description or .wav file associated with a greeting, select the greeting in the list and press the edit button on the righthand side of the greeting list. An Enter Greeting Information popup window will be displayed. The Enter Greeting Information window for editing functions the same as it does when adding a greeting, as described above. Once the changes are complete, press the Save button to apply the changes to the selected greeting.

Delete Button
To delete a greeting, select the greeting and press the delete button on the right-hand side of the list.

Activate button
To change the active greeting for this mailbox, select a greeting in the list and press the activate button on the right-hand side of the list. The active greeting icon will be displayed next to the selected greeting.

Preview and Play your Greetings
Greetings can be played by selecting the greeting in the list and using the audio control bar below the list. There may be a short delay while the selected greeting is loading before it will play.
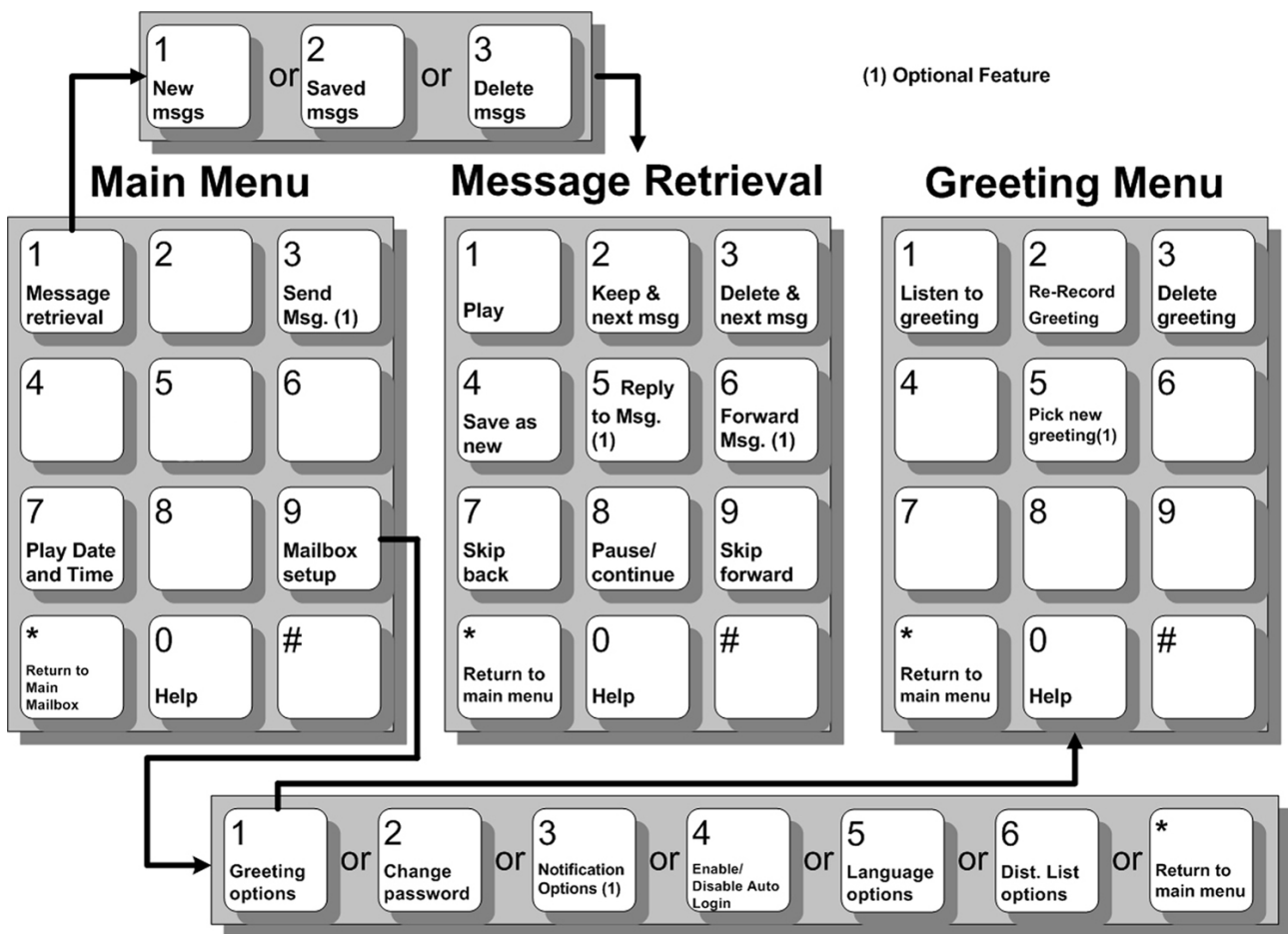
Important Note
Click on the Save button at the bottom right of the Web Portal to assure that all of your changes have taken effect.

Voice Mail Access Numbers

Augusta	430-4967	Andover	392-6997
Bangor	974-3997	Bethel	824-6997
Bath	386-6997	Bryant Pond	665-6997
Biddeford	571-7927	Buckfield	336-6997
Brunswick	837-6997	Canton	597-6997
Camden	706-2938	Hebron	966-6997
Cumberland	489-3938	Locke Mills	824-6997
Elsworth	610-8997	North Norway	527-6997
Fairfield	238-5997	North Turner	224-6997
Farmington	860-3997	Roxbury Pond	392-6997
Freeport	869-4997	Sumner	388-6997
Gardiner	588-8997	Turner	225-6997
Gorham	222-6906	Upton	533-6997
Harrison	583-3987	West Bethel	836-6997
Hermon	605-3939	West Paris	674-6997
Kennebunk	467-7987		
Lewiston	333-6997		
Lisbon Falls	407-2997		
Livermore Falls	320-6938		
Madison	696-6987		
Mechanic Falls	346-2997		
Norway	739-6997		
Old Town	817-4908		
Pittsfield	679-3998		
Portland	221-8977		
Richmond	737-6955		
Rumford	369-4997		
Sanford	206-3997		
Scarborough	289-3997		
Skowhegan	612-3997		
Waterville	660-4997		
Westbrook	887-3997		
Wilton	645-8998		
Windham	894-1998		
Yarmouth	847-5993		

Keypad User Interface

Main Menu

1 Message retrieval	**2**	**3** Send Msg. (1)
4	**5**	**6**
7 Play Date and Time	**8**	**9** Mailbox setup
* Return to Main Mailbox	**0** Help	**#**

Above Main Menu: **1** New msgs **or** **2** Saved msgs **or** **3** Delete msgs

Message Retrieval

1 Play	**2** Keep & next msg	**3** Delete & next msg
4 Save as new	**5** Reply to Msg. (1)	**6** Forward Msg. (1)
7 Skip back	**8** Pause/ continue	**9** Skip forward
* Return to main menu	**0** Help	**#**

Greeting Menu

1 Listen to greeting	**2** Re-Record Greeting	**3** Delete greeting
4	**5** Pick new greeting(1)	**6**
7	**8**	**9**
* Return to main menu	**0** Help	**#**

(1) Optional Feature

Bottom row: **1** Greeting options **or** **2** Change password **or** **3** Notification Options (1) **or** **4** Enable/ Disable Auto Login **or** **5** Language options **or** **6** Dist. List options **or** ***** Return to main menu

Customer Service: 888-832-4976 | Technical Support: 833-484-0404 | www.FirstLight.net