LUMOS
N E T W O R K S

Intelligent Messaging with Fax Feature

ACCESSING YOUR MAILBOX

Thank you for choosing Lumos Networks Voicemail Messaging.

From your home or office phone, dial your own number or the pilot number you've been given.

Enter your security code.

If you hear your greeting first, press **#** and then enter your security code.

If dialing from a phone away from your office or home, you can either dial your number or the pilot number. When prompted for your mailbox number, enter your 10-digit telephone number associated with your voicemail service. Then enter your security code.

You may return to the main menu at any time while in your mailbox by pressing **✱ 1**. To exit, simply hang up or press **✱ 9**

PLAYING MESSAGES

To play your messages, enter your mailbox and press **1**. Your messages will begin to play. Your options are to press:

- **1** to keep a message new
- **2** to save a message
- **3** to reply to a message
- **5** to delete a message
- **7** to redirect a message
- **8** to play the previous message
- **✱ 4** to recover deleted messages before you hang up

Fax Options
When reviewing your messages you will hear that a fax message has been received. Your options are to press:

- **9 2** to print to your primary fax number
- **7 9** to print to another fax number enter **0 0**, then the 10-digit fax number, then **#**
- **9 3** if you are calling from a fax machine then press **✱ 1** followed by **9 9** then press START on the fax machine.

Playback Options
At any time during a message you may press:

- **#** to pause/continue playing a message
- **4** to rewind the message 6 seconds
- **4 4** to rewind the message to the beginning
- **6** to fast forward message 6 seconds
- **6 6** to fast forward to the end

PERSONAL OPTIONS

Log onto your mailbox. Press **8** for the Personal Options Menu. Your options are to press:

- **2 3** to change your security code
- **8 3** to change playback mode
- **7 1** to play your fax number
- **7 3** to modify your fax number

GLOBAL COMMANDS

Following are some additional commands to help make using voicemail easy and efficient. Press:

- **✱ 1** to go to main menu
- **✱** to backup or cancel
- **✱ ✱** for additional help
- **✱ 9** to exit voicemail

MULTIPLE GREETINGS

Log into your mailbox. Press **2** for the greetings menu. Your options are to press:

- **2 1** to play your greeting
- **2 3** to record a greeting
- **2 5** to delete a greeting
- **3 1** to play your name
- **3 3** to record or change your name
- **3 5** to erase your name

RECORD AND SEND A MESSAGE

Enter your mailbox. Press **3** to record a message. After recording your message, your options are to press:

- **3** to record/ continue recording
- **5** to delete the recorded reply
- **7** for special delivery options, then press:
  - **1** to mark urgent
  - **2** to mark confidential
  - **3** to mark for notification of non-delivery
  - **4** to mark for future delivery
  - **5** to delete delivery tags
- **9** to address message
  - **#** to send message

BROADCAST LISTS

Build a distribution list if you regularly send messages to more then one or two mailboxes. Press **6** from the main menu and follow the prompts.