



Important Information Regarding Your Multi-box Voice Mail Service Converting to New System on Tuesday, May 20th

Great news, we have just completed the installation of a new Voice Mail system which offers many new features. With the new system, you can access your Voice Mail via the web and enable the E-mail Notification feature which allows you to send Voice Mail messages to your e-mail account. **Best of all, your monthly charge for your new enhanced Multi-box Voice Mail service will decrease to just \$8.95 per month** and you can have up to 9 sub-mailboxes at no additional cost.

Please read the following carefully. Should you have any questions or require assistance, please don't hesitate to contact our Customer Service Department at 800-496-3391.

Important Information:

- **On May 20th, at 6:00 a.m.,** you will be automatically converted to the new Voice Mail system.
- You must set up your new Multi-box Voice Mail **by May 20th (refer to steps below)**. **If you have not set up your Group Greeting by the conversion date, callers will be unable to leave messages!**
- Please continue to use your current Voice Mail as you do today until May 20th.
- **After May 20th,** start enjoying the features the new system has to offer and refer to attached User Guide.

Please Follow These Directions To Setup Your New Multi-box Voice Mail Service

Step 1: Record Your Group Greeting

Important: The person setting up the Group Greeting will be designated as the **Voice Mail Box Administrator**. **The password that is set up at this point will be associated with Sub-Mailbox 1.**

- **Dial *99.** (If calling remotely, dial 434-9050 or 545-9050. Choose the number that is local to you. When prompted, enter your 10-digital telephone number).
- **Press 5** – Record Your Group Greeting.
- When prompted, enter your **temporary password (0000)** followed by the # key.
- Follow prompts to change your password.
- **Press 4** – Record Your Group Greeting.
- Follow prompts to Play, Keep, Delete or Re-Record Your Group Greeting.
- When satisfied with Group Greeting, **Press 2** - Keep This Group Greeting.
- You may now hang up and users can set up their individual sub-mailboxes.

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Step 2: Sub-Mailbox Set Up

This step must be repeated for each sub-mailbox you subscribe to.

- **Dial *99.** (If calling remotely, dial 434-9050 or 545-9050. Choose the number that is local to you. When prompted, enter your 10-digit telephone number).
- **Enter Mailbox ID** (The Mailbox I.D. is simply 1 for the first sub-mailbox, 2 for the second, etc.).
- When prompted, enter your **temporary password (0000)** followed by the # key.
Note: The password for Sub-Mailbox 1 (Voice Mailbox Administrator) has already been assigned during steps for recording Group Greeting (see other side).
- **Press 9** - Set Up Voice Mailbox.
- **Press 1** - Greeting Options.
- **Press 2** - Record Your Greeting.
- When finished, press the # key.
- Follow prompts to Play, Re-Record or Delete Your Greeting.
- When satisfied with greeting, hang up.

Step 3: To Access Your Voice Mail Account Online

This step must be performed by each sub-mailbox user to gain online access.

- Go to www.voicemail.wcvt.com.
- Enter your **UserID** (10-digit telephone number - no dashes or spaces).
*Note: The UserID for additional sub-mailboxes (2, 3, 4...) is the 10-digit telephone number **PLUS** the Mailbox ID (02, 03, etc.). For example, if your telephone number is 802-496-3391 and you have the 2nd sub-mailbox, your Username would be: 802496339102.*
- Enter your **Password** (Please refer to conversion letter that was mailed to you for password assigned to your account or contact our Customer Service Department).
Note: The default password assigned in letter applies to all sub-mailboxes. We recommend you change this password the first time you access your Voice Mail account online.
- Online access allows you manage many of your Voice Mail settings including: E-Forwarding, changing your password, and accessing other features.

Accessing Messages In Old Voice Mail System After The May 20th Conversion

We recommend that after conversion takes place on May 20th, you check your old Voice Mail box to ensure that you have not missed any new messages that might have come in.

- Dial **434-MAIL** (6245) or **545-MAIL** (6245). Choose number that is local to your exchange.
- Enter your seven-digit telephone number.
- Enter Mailbox ID.
- When you hear your greeting, press the (*) key.
- When prompted, enter your pass code.
- You will have access to your old Voice Mailbox until June 13, 2008. **After June 13th, the old system will no longer be available.**

Please refer to the enclosed Voice Mail User Guide for detailed instructions on how to use the new system. Visit our website to view online User Guide and to view video tutorials outlining the different Voice Mail features at www.wcvt.com/voicemail/tutorials. As always, if you have any questions or require additional User Guides or wallet cards, please feel free to contact our Customer Service Department at 1-800-496-3391 or csdept@wcvt.com.