

## USING VOICEMAIL

You can tell you have messages in your voicemail when you pick up your phone and hear a stutter dial tone before a solid dial tone. Below are directions on using and setting up your voicemail.

### **To Access Your Mailbox:**

1. Dial **(207) 699-4000** (works from any phone) or **\*99** from your phone
2. Enter your PIN, then press # if calling from the phone your voice mail is assigned to. **OR** If using **Fast Login** and accessing from your home phone no entry is required. **OR** Enter your telephone number if calling from a remote phone.
3. If requested, enter your PIN followed by the # key. Your PIN will be a default code of "**010203**" until you set up your voicemail from your home phone.
4. Main Menu:
  - **Press 1** to play messages.
  - **Press 2** to send a message.
  - **Press 3** to work with greetings
  - **Press 4** to change mailbox settings.
  - **Press 7** to exit mailbox and logon as a different subscriber.
  - **Press 0** for more help.
  - **Press \*** to exit voicemail.



## Changing Your Mailbox Settings

**Press 4**, then press the # key until you hear the option you want to change.

### Greetings:

- **Press 0** - To change your greetings.
- **Press 1** - For all calls.
- **Press 2** - For out of hours.
- **Press \*** - To exit.
- **Press #** - To skip to the next option.

### PIN/Fast Login:

- **Press 0** - To change your options.
- **Press 1** - To change your PIN.
- **Press 2** - To change your skip PIN feature.
- **Press 3** - To change your fast login feature.
- **Press \*** - To exit.
- **Press #** - To skip to the next option.

### Group Lists:

- **Press 0** - To change these options.
- **Press #** - To skip to the next option.

### Hands free and time savers:

- **Press 0** - To change.
- **Press #** - To skip to the next option.

### Recorded Name:

- **Press 0** - To change.
- **Press #** - To skip to the next option.

### Notifications:

- **Press 0** - To change.
- **Press #** - To skip to the next option.



### **Setting Up Your Mailbox:**

When you sign in for the first time, you must setup your mailbox. This can only be done from your home phone.

### **First-time sign-in involves three steps:**

- Changing your PIN
- You will be prompted to enter a new PIN
- You will be asked to then confirm your new PIN
- Recording your greeting
- You will be prompted to record your greeting
- It will be played back for you
- To change it, press 0
- To keep it, press \*
- Recording your recorded name
- You will be prompted to record your name
- It will be played back for you
- To change it, press 0
- To keep it, press \* and you will be directed to the main menu

### **To Access Your Voicemail from a Computer:**

Visit [portal.gwi.net](http://portal.gwi.net) and enter the 10 digit phone number with no spaces/dashes & use the portal password that you setup or was provided to you. **If you don't know the password, you must call us from a number on the account in order for us to help you. This is a security measure to help protect our customer's information.**

