

Voicemail

Features

Suddenlink is pleased to offer Voicemail as an option for your Digital Phone service. If you are a current Voicemail customer, you will have a new Suddenlink Voicemail box on July 15, 2011. The first time you access your Voicemail after this date, you will be able to enter a default PIN (123456) and have the option to change your personal settings. You will be able to access messages received prior to July 14, 2011 by calling **866-573-2617**. These messages will only be available through August 14, 2011.

Voicemail instructions are listed below.

VOICEMAIL SET UP:

How to set up your new Voicemail and personal greeting

1. Call your home #.
2. Enter your temporary Pin: ①②③④⑤⑥.
3. Enter your own 4 digit pin.
4. State your name when prompted.
5. Record your custom greeting when prompted.

RETRIEVING OLD VOICEMAIL

To access messages received prior to July 13, 2011, call **866-573-2617**.

You will be prompted to:

1. Enter your 10 digit mailbox number.
2. Enter your pass code, then press the # key.

Access to these messages are available through August 13, 2011.

RETRIEVING VOICEMAIL

From your home phone

1. A stutter dial tone means you have a message(s).
2. Dial your 7 or 10 digit home phone number and wait for your Voicemail to answer.
3. Press ① to listen to your messages when prompted.

RETRIEVING VOICEMAIL

From another phone

1. Dial your 7 or 10 digit home phone number.
2. Wait for your call to go into the Voicemail system. You will hear your Voicemail greeting.
3. Press * and enter your PIN followed by #.
4. Press ① to listen to your messages when prompted.

SAVING A VOICEMAIL MESSAGE

1. If you want to save the message, press ⑨ at any time during the message.
2. The Voicemail system will save the message and begin playing the next message.

REPLAYING A VOICEMAIL MESSAGE

1. To replay a message, press ① twice at any time during the message.
2. The Voicemail system will replay the message.

DELETING A VOICEMAIL MESSAGE

Once you have listened to a message, you have the option to delete it.

1. If you wish to delete a message, press ⑦ at any time during the message.
2. The message will be erased.

NOTE: Features no longer available include: Speed Calling, Selective Call Forwarding and Acceptance.

For additional information go to help.suddenlink.com or call **1-877-861-9757**.

Easy. Better. Different.

suddenlink®