

# Voicemail User Guide

Voicemail is accessed through your GBTel phone by dialing \*98. You will then be asked for your voicemail password. By default, this is the last four digits of your phone number.

To listen to new messages, press **1**.

To listen to older messages or messages that you have moved to other folders, press **2**.

Your voicemail greeting and password can be changed under mailbox options by pressing **0**.

While or after listening to a message, you can use the following keys for additional options:

- Press **4** to play the previous message
- Press **5** to repeat the current message
- Press **6** to play the next message
- Press **7** to delete the current message
- Press **9** to save the message in a folder

You can also use \* to rewind or # to fast forward while listening to a message.

From the main voicemail menu, press **0** to access your mailbox options.

In this menu, you can record the greeting that is played when a caller reaches your voicemail. Before setting a greeting, the caller will hear a reading of your phone number.

- To record your unavailable message, press **1**.
- To record your name, press **3**.
- To record a temporary message, press **4**.

A temporary message overrides any other message you have recorded. You can remove your temporary message and revert to your previous message by choosing this option again. This is useful, for example, when you are going on vacation and want to set a special message to say that you are away.

How do I change or disable my voicemail greeting?

Your greeting is either your unavailable message or name, whichever was recorded by you most recently. For example, if you have an unavailable message set and you want your greeting to state your name, then choose option **3** to re record your name.

To completely disable your voicemail greeting, please contact GBTel.

To change your voicemail password, press **5** from the mailbox options menu.

If you would like to receive your voicemail by email, contact GBTel and we will enable this for you. **This option will disable messages from getting saved to your voicemail box that is accessible from your phone.**