



## Digital Phone: Voice Mail

### Setting up Your Voice Mail

It will take just a few minutes to set up your voice mail account. Once this step is complete, your voice mail will be ready to receive messages.

- Dial your Time Warner Cable Digital Phone access number.  
Note: You can also access the system by dialing your 7 or (1+) 10 digit phone number and immediately pressing \*5.
- After dialing the access number:
  - Press # if dialing from your home phone.
  - Dial your 7 or 10 digit home phone number if accessing from a remote location.
- The system will ask you for your temporary PIN. Your temporary PIN is the last four digits of your phone number.
- The system will prompt you to change your temporary PIN and press #. Your PIN must be 4 digits long.

#### Note:

Make sure you pick a PIN that is easy for you to remember but difficult for someone else to guess. For example, do not use your phone number, house address or birth date.

Should you forget your PIN number when accessing the system, you will be allowed three attempts to enter it correctly. After the third attempt you will be locked out of the account and must call customer support to have it reset.

- The system will ask you to verify your PIN by entering it a second time and pressing #.
- The system will ask you to record your name and press #.

Note: If the voice mail will be used to answer calls for multiple people, you should record a name that represents all individuals. For example: "Sam and Rebecca" or "The Smith Family."

- Press 1 to use the recording of your name.
- Press 2 to listen to the recording of your name.
- Press 3 to record your name again.

- The system will ask you to record your standard greeting and press #.

Note: This is the greeting callers will hear when you are unable to answer the phone. You may want to write out the greeting in advance of recording to make sure you provide callers all the information you desire.

- Press 1 to use the recording of your standard greeting.
- Press 2 to listen to the recording of your standard greeting.
- Press 3 to record your standard greeting again.

Congratulations! You have completed setting up your voice mail account. The voice mail system will offer you the opportunity to listen to the main menu. If you are finished, you can either hang-up the handset or press \*9 to exit.

For the complete voice mail instructions please visit our website at [timewarnercable.com](http://timewarnercable.com) or [twcdigitalphone.com](http://twcdigitalphone.com).