

Digital Phone Voice Mail Instructions

The following instructions are for Time Warner Cable Digital Phone customers who subscribe to the Voice Mail feature. If you are unsure whether or not you subscribed to this feature, you can check your account on the Internet at www.twcdigitalphone.com and click on the 'My Account' button at the top of the page.

These instructions will provide Voice Mail users information on:

- Setting up a Voice Mail account
- Choosing a Voice Mail Personal Identification Number (PIN)
- Recording a Voice Mail greeting
- Retrieving and managing Voice Mail messages

Knowledgeable technical representatives are available to answer all Digital Phone questions and can be contacted by dialing 611 from your Digital Phone.

Setting Up a Voice Mail Account

It will take a few minutes to setup your Voice Mail account. Once setup is complete, your Voice Mail will be ready to receive messages.

1. Lift the handset of your phone.
2. Dial your home phone number, wait for your Voice Mail to answer and press the * (star) key, then the '5' key.
3. The Voice Mail system will ask you to press the '#' key.
4. The Voice Mail system will ask for your temporary Personal Identification Number (PIN) — which is the last 4 digits of your Digital Phone telephone number.

Digital Phone

Voice Mail Instructions

5. The Voice Mail system will prompt you to select a permanent four-digit PIN and to press the '#' key. Select a PIN that is easy to remember, but difficult for someone else to guess. For example, do not use your phone number, house number, or birth date.

The Voice Mail system will ask you to verify your PIN by entering it a second time and pressing the '#' key.

6. The Voice Mail system will prompt you to state your name and press the '#' key. If Voice Mail will be used to answer calls for multiple people, you should record a name that represents all individuals in the home. For example, 'Sam and Rebecca' or 'The Smith Family.' When completed you may:

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

7. The Voice Mail system will ask you to record a greeting followed by the '#' key. This is the greeting callers will hear when you are unable to answer the phone. It is good practice to write down the greeting in advance of recording it to ensure all the information you want is included.

- To use the recording of your standard greeting, press the '1' key
- To listen to the recording of your standard greeting, press the '2' key
- To record your standard greeting again, press the '3' key

8. Once your Voice Mail account set-up is complete, you will have the opportunity to listen to the main menu, or, if you are finished, simply hang-up to exit. You may also exit by pressing '#', then '9'.

Retrieving Voice Mail Messages

The following instructions will guide you through the process of retrieving your Voice Mail messages. You can retrieve messages from your Digital Phone at home or, while you are away from home, using any touch-tone phone.

Accessing Voice Mail at Home

1. Lift the handset of your phone.
2. Dial your home phone number, wait for your Voice Mail to answer and press the * (star) key, then the '5' key.
3. The Voice Mail system will answer with a welcome message.
4. Press the '#' key to indicate you are calling to access Voice Mail.
5. Enter your PIN followed by the '#' key.
6. The Voice Mail system will tell you how many new messages you have.
7. Press the '1' key to listen to your Voice Mail messages.

Digital Phone

Voice Mail Instructions

Accessing Voice Mail When Away from Home

1. Lift the handset of any touch-tone phone.
2. Dial your home phone number, wait for your Voice Mail to answer and press the * (star) key, then the '5' key.
3. The Voice Mail system will answer with a welcome message.
4. Enter your Digital Phone 10-digit telephone number and press the '#' key.
5. Enter your PIN followed by the '#' key.
6. The Voice Mail system will tell you how many new Voice Mail messages you have.
7. Press the '1' key to listen to your messages.

Managing Your Voice Mail Messages

When you have finished listening to your Voice Mail messages, there are several options available to manage them. The following directions describe these options and guide you through the process of managing your Voice Mail messages.

- A. Saving a Voice Mail Message
- B. Erasing a Voice Mail Message
- C. Replaying a Voice Mail Message
- D. Rewinding a Voice Mail Message
- E. Advancing a Voice Mail Message
- F. Marking a Voice Mail Message as New
- G. Retrieving Accidentally Erased Voice Mail Messages

A. Saving a Voice Mail Message

Once you have retrieved a message, you have the option of saving it.

1. If you want to save the message, press the '#' key immediately at the conclusion of the message.
2. The Voice Mail system will save the message and immediately begin playing the next message.

B. Erasing a Voice Mail Message

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

1. If you wish to erase a message, press the '3' key immediately at the conclusion of the message.
2. The message will be erased.

C. Replaying a Voice Mail Message

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

1. To replay a message, press the '1' key immediately at the conclusion of the message.
2. The Voice Mail system will replay the message.

D. Rewinding a Voice Mail Message

While listening to a message, you can rewind the message in increments of seconds.

1. To rewind the message several seconds, press the '7' key at any time during message playback.

Digital Phone

Voice Mail Instructions

2. The message will rewind several seconds and begin playing again. Several presses of the '7' key will result in additional seconds of rewind.

E. Advancing a Voice Mail Message

While listening to a message, you can advance the message several seconds.

1. Advance the message several seconds by pressing the '9' key at any time during playback.
2. The message will advance several seconds and begin playing again.

F. Marking a Voice Mail Message as New

Once you have listened to a message, you have the option of marking the message as new. You may also mark messages that you have previously saved as new.

1. To mark a message as new, press the '6' key immediately after listening to the message.
2. The next time you access Voice Mail, the message will be presented as though it were a new message.

G. Retrieving Accidentally Erased Voice Mail Messages

1. If you have accidentally erased a Voice Mail message, press the * (star) key, then the '7' key.
2. After listening to the previously retrieved and erased message, you can manage it as described by the Voice Mail system, or to save the message, press the '#' key.