

## Digital Phone Voice Mail Instructions

The following instructions are for Time Warner Cable Digital Phone customers who subscribe to the Voice Mail feature.

### Setting Up Your Voice Mail Account

You will need to set your Voice Mail up before using it. Once set-up is complete, your Voice Mail will be ready to receive messages.

### Personalizing Your Voice Mail

1. Enter your Digital Phone home telephone number.
2. 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.
3. The Voice Mail system will then prompt you to select a 4 digit Personal Identification Number (PIN) and to press the (#) key. Select a PIN that is easy to remember, but difficult for someone else to guess. Please note that your PIN cannot contain # or \*. The Voice Mail system will ask you to verify your PIN by entering it a second time and pressing the (#) key.
  - **Note:** Digital Phone allows you the option to access your Voice Mail without using your PIN. This option (PIN SKIP) is automatically enabled when accessing your Voice Mail system from home. If you would like to disable PIN SKIP simply access the Voice Mail system and dial 4-3-2-2. Should you like to re-enable PIN SKIP you can also dial 4-3-2-2; the system will always tell you the status of PIN SKIP and you can decide when to enable or disable this feature.
4. The Voice Mail system will prompt you to state your name and press the (#) key. If multiple people use Digital Phone, 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.
5. 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.
  - Press the '1' key to use the recording of your standard greeting.
  - Press the '2' key to listen to the recording of your standard greeting.
  - Press the '3' key to record your standard greeting again.
6. 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 (\*) 9.

## Retrieving Voice Mail Messages

The following instructions will guide you through the process of retrieving your Voice Mail messages. There are two possible ways to access your Voice Mail. By dialing your own Digital Phone telephone number or through the Voice Mail access number (518-275-0200), you can retrieve messages from your Digital Phone at home or, while you are away from home, using any touch-tone phone.

### At Home Using Your Digital Phone

1. Lift the handset of your phone.
2. A stutter dial tone means you have a message(s).
3. Dial your 7- or 10-digit home phone number and wait for your Voice Mail to answer.
4. The Voice Mail system will tell you how many new messages you have.
5. Press the '1' key to listen to your messages.

**Note:** Customers are no longer required to enter the four-digit PIN to retrieve messages at home. While this is a great time saving feature, PIN Skip significantly decreases the privacy protection and security of your Voice Mail. If you would like to disable PIN Skip, simply access the Voice Mail system, and dial 4-3-2-2 following the prompts.

### Away from Home Using any Other Phone (Dialing your Home Phone Number)

1. Lift the handset of any touch-tone phone.
2. Dial your 7- or 10-digit home phone number.
3. Wait for your call to go into the Voice Mail system; you will hear your Voice Mail greeting.
4. 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.

### Away from Home Using any Other Phone (Dialing your Voice Mail Access Number)

1. Lift the handset of any touch-tone phone.
2. Dial the Voice Mail access number (518-275-0200).
3. Enter your 10-digit home telephone number and press the (#) key.
4. Enter your PIN followed by the (#) key.
5. The Voice Mail system will tell you how many new Voice Mail messages you have.
6. 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.

### Saving a Voice Mail Message

Once you have listened to 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 begin playing the next message.

### 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 at any time during the message.
2. The Voice Mail system will replay the message.

## 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.
  - a. You may also mark previously saved messages as new.

## Rewinding a Voice Mail Message

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

1. To rewind the message several seconds, press the '7' key at any time during message playback.
2. The message will rewind several seconds and begin playing again. Press the '7' key continually or simply press the '1' key to completely rewind the message.

## Advancing a Voice Mail Message

While you are 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.
3. Press the (#) key to advance to the end and save the message.
4. Press the '3' key to advance to end and delete the message.
5. Press the '6' key to advance to the end and save the message as new.

## Deleting a Voice Mail Message

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

1. If you wish to delete a message, press the '3' key at any time during the message.
2. The message will be erased.

## Retrieving Deleted Voice Mail Messages

1. If you have accidentally deleted a Voice Mail message, press star (\*) 7 immediately to return to the deleted message.
2. If you have chosen to delete a message, that message will be temporarily stored in saved messages until you end the session and hang up the phone.
  - a) If at a later time during the session you wish to recover a message you've chosen to delete, you can review deleted messages by pressing the '1' key from the main menu. When you hear the message you wish to recover, you can either save the message by pressing the (#) key or mark it as new by pressing the '6' key.

Priced at only \$3.95 a month, Time Warner Cable Digital Phone Voice Mail is a great value when compared to other Voice Mail services. For more information, including the latest updates to our service, or to order Voice Mail please visit [www.timewarnercable.com](http://www.timewarnercable.com)