

Edit Button

To change the description or .wav file associated with a greeting, select the greeting in the list and press the edit button on the right-hand side of the greeting list. An Enter Greeting Information pop-up window will be displayed. The Enter Greeting Information window for editing functions the same as it does when adding a greeting. Once the changes are complete, press the Save button to apply the changes to the selected greeting.



Delete Button

To delete a greeting, select the greeting and press the delete button on the right-hand side of the list.

Activate Button

To change the active greeting for this mailbox, select a greeting in the list and press the activate button on the right-hand side of the list. The active greeting icon will be displayed next to the selected greeting.

Preview and Play Your Greetings

Greetings can be played by selecting the greeting in the list and using the audio control bar below the list. There may be a short delay while the selected greeting is loading before it will play.



Important Note

Click on the Save button at the bottom right of the Web Portal to assure that all of your changes have taken effect.



220 Webbs Mill Rd., Floyd, VA 24091
540.745.2111p • www.citizens.coop • 276.637.6485

24/7 Customer Care Support • 1.800.741.9525



VOICE MESSAGE MANAGEMENT

FROM YOUR
WEB PORTAL ACCOUNT



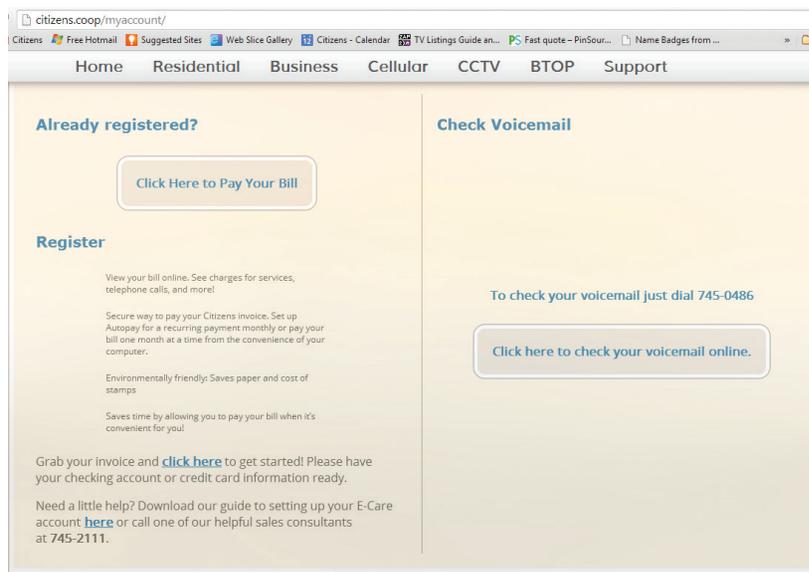
Manage Voice Mails from Your Web Portal!

The Web Portal allows you to administer your Voice Mail Service account settings and to play, delete, and save your messages. You can also save messages to your computer.



Accessing Your Account

In order to access voice mails from the web, you will need to visit Citizens' website at **citizens.coop**. Go to **My Account** and click the **Check Voice Mail Online** button.

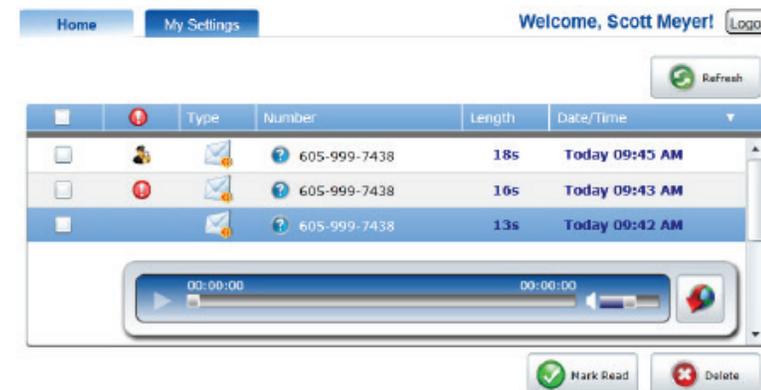


Log into your account with your Citizens username and password.



Checking Messages from the Home Tab

Once you have logged into your Web Portal account, the **Home tab** will be displayed showing a list of the voice messages that you have received.



Calls that resulted in a **new Voice Mail message** will have a **closed envelope** in the Type column of the call list. If the Voice Mail message left by a call has been previously **marked as read**, it will be indicated by an **open envelope** icon in the Type column.

Messages with the **red "!" mark** have been designated by the sender as **urgent**. Messages with the **Security Officer** icon have been designated as **Private** and cannot be forwarded.

Clicking on a **specific message** will open the **audio player** allowing you to listen to the message by clicking the **Arrow** on the left side of the player. You can control the **volume** by using the **Slider** next to the speaker. Clicking on the **Red Down Arrow** allows you to download the message to a file on your computer. To **Mark as Read or to Delete** a message, click on the check box and then make the appropriate selection. When you click the **Refresh button**, it will add any new messages that your service has received while logged into the Web Portal.

Managing Your Voice Mail Settings

There are three categories associated with your Voice Mail settings: General, Notification and Greetings. Click on the Blue Arrow to open them.

The screenshot shows the 'General' settings panel. It includes a 'PIN' field with the value '0000' and a 'Hide PIN' checkbox. Below that is the 'New Message Sort Order' dropdown menu set to 'Newest First'. At the bottom is the 'Saved Message Sort Order' dropdown menu set to 'Oldest First'.

General Category

PIN Number (Password)

Used to access your mailbox, you can select up to a 16-digit number.

Message Sorting

You can choose the order of playing your new and saved messages. Choose from playing Newest or Oldest first.

Number Settings

Dial "0" Number

This can be any local number that you choose, which would allow callers to be re-directed to it if they press "0" while listening to or after they have heard your recorded message. You may want callers to be able to reach you at another local number, like your work or cell phone. The local number that you enter must include the area code.

Number Settings

Dial 0 Number: 605-999-7438

Playback Order

You can customize what you want included with your recorded messages and when you want it played with the Playback Order option. The current Playback Order list shows the options in the order that they will be played back. The Options list shows the options that will not be played back. To move an option between these lists, select the option and press the left and right arrow buttons that are between the lists. To re-arrange the Current Playback Order list, select the option and use the up and down arrow buttons on the right side of the window to move the option up and down the list.

The screenshot shows the 'Playback Order' settings panel. It has two columns: 'Options' and 'Current Playback Order'. The 'Options' column lists 'Caller', 'Private', 'Recording', and 'Timestamp'. The 'Current Playback Order' column lists 'Recording', 'Caller', 'Private', and 'Timestamp'. Green arrows point from 'Recording' in the Options column to 'Recording' in the Current Playback Order column, and from 'Private' in the Options column to 'Private' in the Current Playback Order column. The 'Current Playback Order' column has up and down arrow buttons on its right side.

Notification Settings

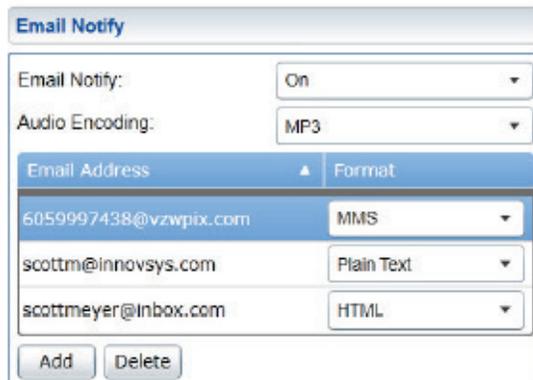
Daily Notify

You can be notified at a time of your choice letting you know your mailbox status, new messages or no new messages. Use the drop down to turn Daily Notify On or Off. The Time field allows you to enter the numeric time and either AM or PM to designate the time you want the service to call you. Some subscribers have used this feature for a daily wake up call.

The screenshot shows the 'Daily Notify' settings panel. It includes a 'Daily Notify' dropdown menu set to 'On' and a 'Time' field set to '06:45 AM'.

Email Notify

Select On to send new voice mail messages or notifications to the email or text addresses in your Email Address list or Off to disable email notifications. Unless otherwise suggested, you should not change the Audio Encoding from MP3 to .WAV (MSADPCM) as the MP3 format will allow you to listen to voice messages on your cell phones.



The screenshot shows the 'Email Notify' configuration window. It has a title bar 'Email Notify'. Below the title bar, there are two dropdown menus: 'Email Notify:' set to 'On' and 'Audio Encoding:' set to 'MP3'. Below these is a table with two columns: 'Email Address' and 'Format'. The table contains three rows of data:

Email Address	Format
6059997438@vzwpx.com	MMS
scottm@innovsys.com	Plain Text
scottmeyer@inbox.com	HTML

At the bottom of the window are two buttons: 'Add' and 'Delete'.

Adding and Deleting Addresses

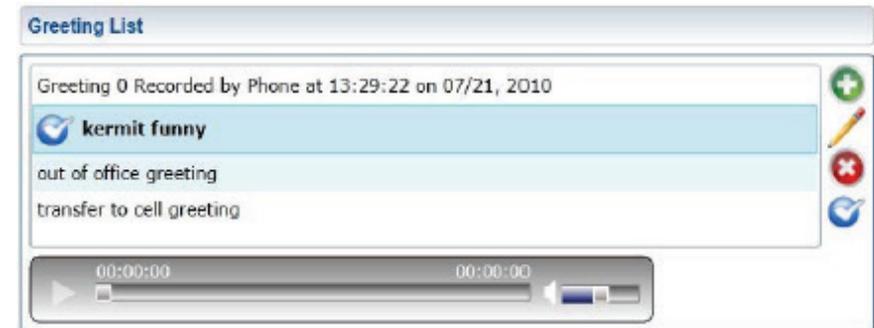
You can add or delete email or text addresses that you would want to receive messages or notifications that you have messages in your Voice Mailbox. Selecting Add will open a window that allows you the option of adding email or text addresses. In addition to adding new email addresses, this is where you can add your text gateway addresses. A text address is like an email address and your wireless provider has an extension like vtext.com. The address will be your 10-digit number @ *contact us if you need this address*.

You have three options for your email/text addresses; **MMS** is the format you would use to receive text notification with the attached audio file, **Plain Text** sends a text only notification of a new voice message with no audio attachment and **HTML** is the format that should be used when delivering notifications to your email address that include the attached audio file. To delete an address from the Email Notification, highlight the address and click on the Delete button. Once all changes have been made, click the green Save button in the bottom right-hand corner.

If you want to know more about managing messages that have been emailed to you, please refer to your Voice Messaging User Guide.

Greetings

Greetings can be added, deleted, or played from within this section. Greetings for your mailbox are displayed in a list, with the active greeting indicated by the active greeting icon and bold text. Functions for adding, editing, deleting, playing and activating greetings are available through the buttons located on the right-hand side of the greeting list and the audio controls below the list.



The screenshot shows the 'Greeting List' window. It has a title bar 'Greeting List'. Below the title bar, there is a text field containing 'Greeting 0 Recorded by Phone at 13:29:22 on 07/21, 2010'. Below this is a list of greetings:

- kermit funny** (with a blue checkmark icon)
- out of office greeting
- transfer to cell greeting

On the right side of the list are four icons: a green plus sign, a yellow pencil, a red X, and a blue play button. Below the list is an audio player with a play button, a progress bar showing '00:00:00' on both ends, and a volume slider.

Add Button +

To add a new greeting file to your service, press the Add button on the right-hand side of the greeting list. An Enter Greeting Information pop-up window will be displayed. Enter a description of the greeting into the Description field and use the browse button to navigate to a .wav file using the standard file selection mechanism. Once the audio file is selected, the location of the file will be displayed in the File field. Press the Save button in the Enter Greeting Information window to complete the addition of the greeting.

If you record a greeting over the phone through your Voicemail Setup Menu (suggested), the Web Portal will show that greeting as "Recorded by Phone" and the date it was recorded as seen in the Greeting List example above.

(continued on back page)