

Calling Feature Plans

Citizens Ultimate - \$10.00

Caller ID Name and Number and Voice mail
Plus choose any or all of these features:

- Anonymous Call Rejection
- Call Forward - All
- Call Forward - Busy
- Call Forward - No Answer
- Call Forward - Remote Activation
- Call Return
- Call Waiting
- Distinctive Ringing
- Priority Ringing
- Repeat Dialing
- Selective Call Acceptance
- Selective Call Forwarding
- Selective Call Rejection
- Speed Calling - 8/30 list
- Teen Line (1 number)
- Voice Mail
- Voice/Data Protection
- Warm Line Service
- Do Not Disturb (or)
- Do Not Disturb/PIN (or)
- Telemarketing Screening Basic* (or)
- Telemarketing Screening Advanced*
- Call Waiting ID (or)
- Caller ID Name & Number (or) Caller ID Number
- Three-Way Calling (or)
- Three-Way Calling w/ Call Transfer

Citizens Advantage - \$5.00

Caller ID Name and Number or Voice Mail Plus
up to 10 Additional Calling features:

- Anonymous Call Rejection
- Call Forward - All
- Call Forward - Busy
- Call Forward - No Answer
- Call Forward - Remote Activation
- Call Return
- Call Waiting
- Distinctive Ringing
- Priority Ringing
- Repeat Dialing
- Selective Call Acceptance
- Selective Call Forwarding
- Selective Call Rejection
- Speed Calling - 8/30 list
- Voice/Data Protection
- Warm Line Service
- Do Not Disturb (or)
- Do Not Disturb/PIN (or)
- Telemarketing Screening Basic* (or)
- Telemarketing Screening Advanced*
- Three-Way Calling (or)
- Three-Way Calling w/ Call Transfer

*Telemarketing Screening Basic will screen all incoming calls

*Telemarketing Screening Advanced will screen unknown or out-of-area numbers.
Requires Caller ID.

Communication is important to you. You take special care to be sure people can reach you as needed. Why risk missing calls? Voice Mail from Citizens makes certain that you always get your most important messages. After all – it's your call.

Our voice mail guarantees that you won't miss a call – if you are away from home, on the phone, or just don't feel like answering right now.

- ✓ Experience Crystal Clear Clarity
- ✓ Save Important Messages
- ✓ Access Messages From Your PC

**It's Your Call...
Take it.**



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24/7 Customer Care Support
1-800-741-9525



VOICE MESSAGING USER GUIDE



citizens
Bringing it all together

Citizens Unified Messaging Voice Mail



Access Your Voicemail

From the phone subscribed to the service:

1. Dial **745-0486**.
2. If prompted, enter your password and then #.

From a different phone:

1. Dial **745-0486**.
2. Enter your 10-digit mailbox number.

Record Your Greeting

1. Access your voice mailbox.
2. Press 9 for the mailbox setup menu.
3. Press 1 for greeting options.
4. Press 2 to record your greeting.
5. Record your greeting and then press #

Change Your Password

1. Access your voice mailbox.
2. Press 9 for the mailbox setup menu.
3. Press 2 to change your password.
4. Enter your new password and then press #.
5. When prompted to verify the password, enter it again and then press #

Retrieve Messages

1. Access your voice mailbox.
2. Your first new message may play immediately. If not, press 1 to listen to your messages. You will hear the announcement. *"You have x new messages and x saved messages"*.
3. Press 1 to listen to new messages.
4. Press 2 to listen to saved messages

Change Your Password

- | | |
|---------|---|
| Press 1 | Play the message again |
| Press 2 | Save the message and play the next |
| Press 3 | Delete the message and play the next |
| Press 4 | Save the message as new |
| Press 5 | Reply to the message* |
| Press 6 | Forward the message to another mailbox* |
| Press 7 | Skip backward in the message |
| Press 8 | To skip forward in the message |

** Voice mail package must be set to allow this capability.*

Your Voice Mailbox Number is:

Your Voice Mailbox Password is :

Voice Mail to E-mail Feature:

1. Check your E-mail as you normally would.
2. When you get a voice mail message, you will receive an E-mail from **"VOICEMAIL@CITIZENSTELEPHONE.COM"** delivered right to your inbox. The message will have an attachment.
3. Open the attachment and your media player will play the message.
4. If desired, save the attachment on your PC.
5. Follow the links in the message to save or delete the message from the Voice Mail System.

