

| Access your Voicemail

From the phone subscribed to the service

1. Greenwood County, Abbeville County, McCormick County, Anderson County:
Dial (864) 446-6245
City of Newberry: Dial (803) 723-0086
Georgia: Dial (706) 750-9998
2. If prompted, enter your password and then #.

From a different phone

1. Greenwood County, Abbeville County, McCormick County, Anderson County:
Dial (864) 446-6245
City of Newberry: Dial (803) 723-0086
Georgia: Dial (706) 750-9998
2. Enter your telephone number.
3. Enter your password and then #.

| Voicemail via Email

Use your email client to listen to your voicemail

1. When you get a voicemail, you will receive an email from 'YOURTELEPHONE' delivered to your inbox. The message will have an attachment with the recording.
2. Open the attachment and your media player will play the message.
3. If desired, save the attachment on your computer.
4. Follow the links in the email to save or delete the message from the Voicemail system.

YOUR MAILBOX NUMBER

YOUR VOICEMAIL PASSWORD

YOUR MAILBOX NUMBER IS YOUR PHONE NUMBER. INITIAL PASSWORD IS THE LAST 4 DIGITS OF YOUR PHONE NUMBER. YOU CAN CHANGE IT OR KEEP IT.

Your service includes these free* features:

- Call Waiting
- Call Waiting Deluxe
- Automatic Recall
- Voicemail, including email delivery
- Call Forwarding
- Calling Number Delivery
- On-screen Caller ID
Shows on TV screen with West Carolina HD TV service only.

**These features are free if you subscribe to both voice and internet services.*

(844) 303-4237
westcarolina.com

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west carolina



VOICEMAIL & Calling Features

| Record your greeting

1. Access your voicemail.
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 voicemail.
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

From the phone subscribed to the service

1. Access your voicemail.
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.

| Message retrieval features

When retrieving messages you can:

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

Return this call.

Press 6

Forward the message to another voicemail box*.

* Voicemail package must be set to allow this capability.

Call Feature		Description	Cost
Call Forwarding	*72/*73	Lets you transfer your incoming calls to any telephone number that you can call directly.	Free*
Automatic Recall	*69	Redials the last person who called you whether the call was answered or not	Free*
Call Waiting		Lets you know when someone else is calling while you are on the telephone.	Free*
Deluxe Call Waiting		Allows you, while on the phone with another caller, to be alerted and see on your caller ID display who is calling.	Free*
Calling Name/Number Delivery		Lets you transfer your incoming calls to any telephone number that you can call directly.	Free*
Calling Number Delivery		Displays only the number of the person calling you on a telephone which has a caller ID display screen.	\$3.50
Speed Calling	*75	Lets you call frequently called numbers by dialing only one or two digits (30 #'s).	\$2.00
Automatic Callback	*66/*86	Redials the last busy number you called. If the number is still busy, it will continue to redial periodically, alerting you with a special ring when the call can go through.	\$2.00
Selective Call Forwarding	*63	Lets you select a list of incoming calling numbers which will be forwarded to you when you are away.	\$2.00
Three Way Calling	FLASH	Can be used whether you received or placed the call. Lets you add a third party to your existing conversation.	\$2.00
Selective Call Acceptance	*64	Allows you to program a list of numbers you want to receive calls from. All other calls will be sent to a recording that says the call has been denied.	\$2.00
Selective Call Rejection	*60	Allows you to program your phone to block calls from your selective list of phone numbers. The last person who called (even if you don't know the number) can be added to the list.	\$2.00
Anonymous Call Rejection	*77/*87	Rejects calls from callers who block their caller ID information so that their calls don't even ring on your line.	\$2.00
Personal Ring	TEEN RING	Allows you to have up to two phone numbers with a single line. When called, each line has its own unique ring.	\$2.00
Custom Ring/Call Waiting	*61	Lets you define a list of priority numbers. When a call comes from any of those numbers on the list, you will hear a special ring or if you are on the phone, a special Call Waiting tone.	\$2.00
Caller ID Block	*67	Allows the calling party to suppress their numbers so that the called party with Caller ID does not receive their number.	Free Per Call \$2.00 Per Line
Voicemail		Personal Secretary Family Mail Call Forwarding Busy Voicemail to Email	Free \$1.50 \$0.50 \$1.00

*These features are free if you subscribe to both voice and internet services.