

Voice Mail

Voice Mail offers a great way to get the message when you're away from your cellphone, and it's easy to use.

- Airtime IS NOT incurred when a message is deposited in Voice Mail.
- Airtime IS NOT incurred when checking messages from a landline phone.
- Airtime IS incurred when checking messages from your cellphone.
- Basic Voice Mail stores 15 unplayed or saved messages for up to 5 days.
- Voice Mail Plus stores 20 unplayed or saved messages for up to 7 days.
- You cannot store a message indefinitely for later retrieval. Messages are automatically deleted in the order in which they were received within the 5- or 7-day window as listed above.

To Set Up Voice Mail

When setting up your Voice Mailbox for the first time, follow the steps to establish your security code, record your greeting, and record your name. Once this is done, you can choose to perform other options from the various menus.

IMPORTANT: To protect the security of your Voice Mail, you must change the security code assigned to your cellphone at activation. Choose a code that you can easily remember, but that no one else can easily guess. If you forget your security code, customer service can reset the code for you, but you will need to change it again once it is reset. Whenever you change your security code, you will also need to change your one-touch dialing programming. This can be done at any Bluegrass Cellular location.

To Access Voice Mail

- FROM YOUR CELLPHONE: simply press 1 and hold it down until the screen indicates that you are dialing in to Voice Mail.* You can also press # and your cell number to access Voice Mail. One-touch dialing for Voice Mail may be a different key (other than 1), or may not be offered at all on your phone model, depending on the manufacturer.
- FROM A LANDLINE PHONE OR OTHER PHONE: dial 270-765-3611, 270-746-3611 or 270-590-MAIL (6245). You can also access Voice Mail by simply dialing your 7-digit cell number. You will be prompted to enter your mailbox number – which is your 7-digit cell number. When you hear your greeting, Press # to override your greeting. Next, enter your security code. You can now use the main menu of your Voice Mailbox.

To Change Your Greeting

- Press 2 for the greeting menu.
- Press 23 to record.
- If you want to delete your recording and try again, Press 25.

To Change Your Security Code

- Press 8 for the personal options menu.
- Press 2 for security code options, then Press 3 to change your security code.

To Manage Your Messages

- When you access your Voice Mailbox, if you have a message, you will hear "You have 1 new message."
- To play a message, Press 1.
- To delete a message, Press 5.
- To save a message, Press 2.

To Record a Message

- Press 3 for the record menu.
- To record a message, Press 3. When you are finished recording, Press #.
- To review your recorded message, Press 44.
- To delete your recorded message and try again, Press 5.
- To send your recorded message, Press 9, then enter the

SHORTCUTS (AFTER YOU HAVE ENTERED VOICE MAIL)

To back up/cancel:	*
For additional help:	**
To go to main menu:	* 1
To hang up:	* 9
To recover a deleted message:	* 4 (do not exit voice mail prior to recovering)
To transfer unanswered calls:	* 9 2 ## + YOUR CELLPHONE NUMBER; SEND. Wait for Tone...END
To deactivate press:	* 9 2 0 SEND, then END
To transfer all calls when busy:	* 9 0 ## + YOUR CELLPHONE NUMBER; SEND. Wait for Tone...END
To deactivate:	* 9 0 0 SEND, then END
To transfer all calls (call forwarding):	* 7 2 ## + YOUR CELLPHONE NUMBER; SEND. Wait for Tone...END
To deactivate:	* 7 2 0 SEND, then END
To skip a voice mail greeting and leave a message:	Press 3 during the greeting and leave a message after the tone
Message playback options:	Press 4 to rewind a message by 6 seconds
	Press 44 to rewind a message to the beginning
	Press 6 to fast forward a message by 6 seconds
	Press 66 to fast forward to the end of a message
	Press # to pause/continue the message being played

7-digit cellphone number of the person you want to receive the message. Messages can only be sent to other Bluegrass Cellular customers who have Voice Mail.

Helpful Hints

- To set up your voice mail for GREETING ONLY, so callers will NOT be able to leave a message, Press 8 for the personal options menu, then Press 82.
- When leaving a message for another Bluegrass Cellular customer, Press 9 after you leave your message to mark it as URGENT. Your message will be played before all other voice mail messages.

Voice Mail Menu Options

Italicized options are for Voice Mail Plus only.

1. Play Menu

- 1 – Keep message new, play next
- 2 – Save message, play next
- 3 – Reply to message
- 4 – Rewind message 10 seconds
- 44 – Rewind to beginning of message
- 5 – Delete message
- 6 – Fast forward 10 seconds
- 66 – Fast forward to end of message
- 7 – Redirect message

2. Greeting Menu

- 21 – Play active greeting
- 23 – Record greeting
- 24 – Prevent callers from skipping your greeting
- 26 – *Select active greeting*
- 27 – *Modify greeting*
 - 1 *Play greeting*
 - 3 *Record greeting*
 - 5 *Delete greeting*
 - 8 *Review the interval for a greeting*
 - 1 *Play time interval*
 - 2 *Change interval*
 - 3 *Cancel time interval*
- 28 – *Activate/deactivate greeting schedule*
- 29 – *Review greeting schedule*
- 31 – Play your name
- 33 – Record name
- ** Additional help
- 25 – Delete greeting
- 35 – Delete name

3. Record Menu

- 3 – Record/continue recording message
- 44 – Review message

- 5 – Delete message
- 7 – Assign special delivery options
 - 1 Send message as urgent
 - 2 Send message as confidential
 - 3 For notification of non-delivery
 - 4 Set for future delivery
 - 9 – Address and send message
- # – Pause/end recording of message

6. Broadcast Menu (Voice Mail Plus only)

- 1 – Review broadcast list directory
- 3 – Create/modify broadcast list
 - 1 Replay address on list
 - 2 Play next address on list
 - 3 Add new address to list
 - 4 Play first address on list
 - 5 Delete current address on list
 - 6 Play last address on list
 - 71 Play name of current list
 - 73 Record name of current list
 - 75 Delete name of current list
 - 8 Play previous address
 - # Save list changes
- 5 – Delete broadcast list

8. Personal Options Menu

- 2 – Security code options
- 3 Enter/change security code
- 4 – Modify forwarding options
 - 3 Modify message forwarding number
- 6 – *Modify message notification options*
 - 1 *Play message notification #*
 - 2 *Enable/disable notification for urgent messages only*
 - 3 *Modify message notification #*
 - 4 *Enable/disable notification for urgent messages outside the time window*
 - 5 *Specify where message notification is delivered*
 - 6 *Enable/disable message notification*
 - 8 *Modify notification schedule*
 - 9 *Define the window during which message notification is enabled*
- 82 – Enable announce only mailbox operation
- 83 – Modify your playback mode
- 84 – Restrict sending of Caller ID

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