

## Introducing our enhanced voice mail service - Unified Voice Mail

*Sign up today to get access to these  
additional voice mail features:*

- **Retrieve and play** messages from your email.
- **Receive email, cell phone or pager alerts as new messages arrive.** You'll never have to 'remember' to check messages again.
- **Play important messages first** - the caller's phone number appears right in the subject line of your email! You choose which ones to play, save, forward - you name it!



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## Basic Voice Mail

User Guide

## Accessing Your Mailbox

1. If calling from the phone subscribed to Basic Voice Mail, dial the \*97 quick access code, or dial the access phone number, then press #.  
Note: If using Auto Login, no entry is required.

OR

If calling from a remote phone, dial the access phone number. When prompted, enter your 7-digit telephone number.

2. If requested, Enter your password, followed by the # key. Your password will be a default of four zeros (0000) until you change it.
3. Main Menu: Press 1 to retrieve messages, Press 3 to send, Press 7 for current date and time, or Press 9 for mailbox setup. Depending upon mailbox setup, the first new message will play immediately.

## Accessing Your Sub-Mailbox

1. Follow Step 1 from Accessing Your Mailbox.
2. Enter your sub-mailbox number,  
OR  
If you are the group administrator and wish to record a group greeting, Press \* to access the Group Greeting Menu. Voice prompts will guide you through those steps.
3. If requested, Enter your password, followed by the # key. Your password will be a default of four zeros (0000) until you change it.
4. Main Menu: Press 1 to retrieve messages, Press 5 to hear which sub-mailboxes have new messages, or Press 9 for mailbox setup.

## Retrieving Messages

Message Retrieval Menu Options:

- Press 1: New Messages.
- Press 2: Saved Messages.
- Press \*: Return to Main Menu.

To Listen to Messages:

- Press 1: Play or re-play Messages.
- Press 2: Save Message and Go to Next.
- Press 3: Delete Message and Go to Next.

To Undelete Message:

- Do not hang up. Follow the voice prompts to listen to the messages. Once you have played the message you deleted:
- Press 4: Save Message as New.

Additional Message Retrieval Options:

- Press 5: Reply to a Message.
- Press 6: Forward Message.
- Press 7: Skip Back Three Seconds.
- Press 8: Pause or Continue Message.
- Press 9: Skip Forward Three Seconds.
- Press \*: Return to Main Menu.

To Change Your Password:

- Press 2: Change Your Password.
- Enter new password, followed by the # key. The password is any series of up to 16 digits you choose. You will be unable to access your mailbox without this password, so be sure to choose one you will remember.
- To verify, enter your password, followed by the # key.

## Setting Up Your Mailbox

Mailbox Setup Menu Options:

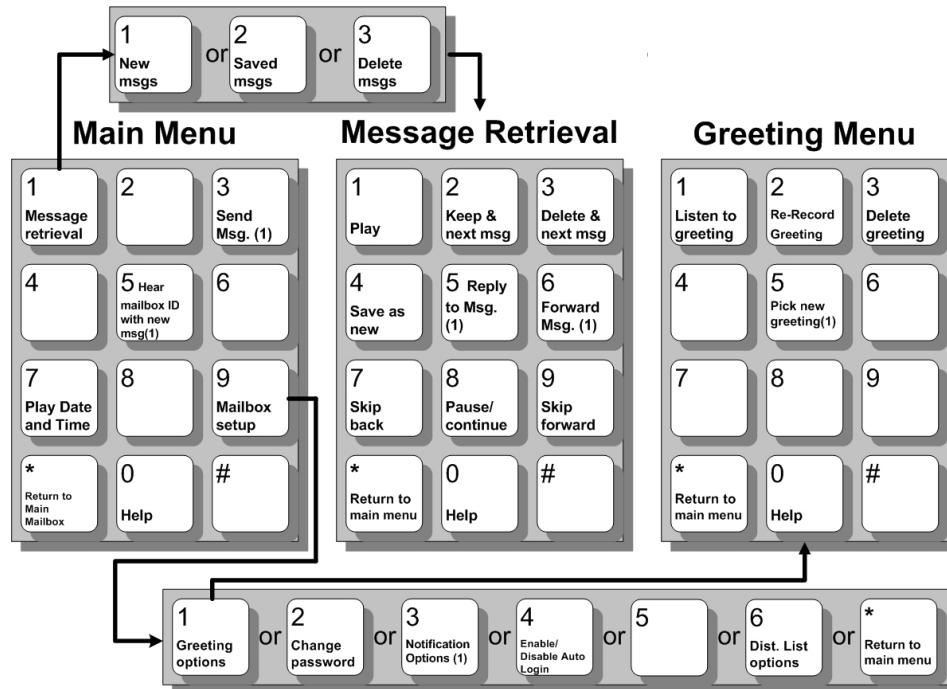
- Press 1: Greeting Options (you can disregard this step if you choose to use the default greeting).
- Press 2: Change Password.
- Press 3: Notification Options.
- Press 4: Disable/Enable Auto Login.
- Press \*: Return to Main Menu.

To Change or Record Your Greeting:

- Press 1: Greeting Options.
- Press 2: Re-Record Your Greeting.
- Press #: End Recording Function.
- Press 1: Listen to Greeting.

To Create Multiple Greetings:

- Press 5: Pick a New Greeting, then choose a new greeting # (2-9).
- Press 2: Record Greeting.
- Press #: End Recording Function. Repeat steps 5 and 6, choosing a different greeting # each time.
- Press 5: Pick a New Greeting, then choose the greeting you wish to become active.
- Press \*: Return to Main Menu.



## Helpful Numbers

Obtain the following numbers Customer Care at the time of provisioning:

Access number: \_\_\_\_\_

Quick Access Code: \*97 \_\_\_\_\_

Mailbox number: \_\_\_\_\_

If you need help while using Unified Voice Mail, press 0 at any time to hear a full explanation of the feature you are using.

If you are having trouble accessing your messages, please call 603-529-9931 or 1-800-559-9939 (Outside NH).