

## Use Voice Mail to Email to retrieve messages anytime or anywhere -

### ***Your Phone Line***

Use any touch-tone phone to check messages, whether you're at home, in the office or on the road.

### ***Your Email Account***

Our e-Forward option allows you to retrieve and play voice messages from your email.

### ***<http://vm.mygsc.com>***

Manage your voice mail from anywhere you access the Internet. Play messages and manage your settings and greetings.



PO Box 87  
425 South Stark Highway  
Weare, NH 03281  
603-529-9911  
[www.myGSC.com](http://www.myGSC.com)



## Voice Mail to Email

User Guide

## Accessing Your Mailbox

1. If calling from the phone subscribed to Voice Mail to Email, dial the \*97 quick access code, or dial the access phone number, then press #.  
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.  
If you don't know your password, call Customer Care at 603-529-9931.
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.

## 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:

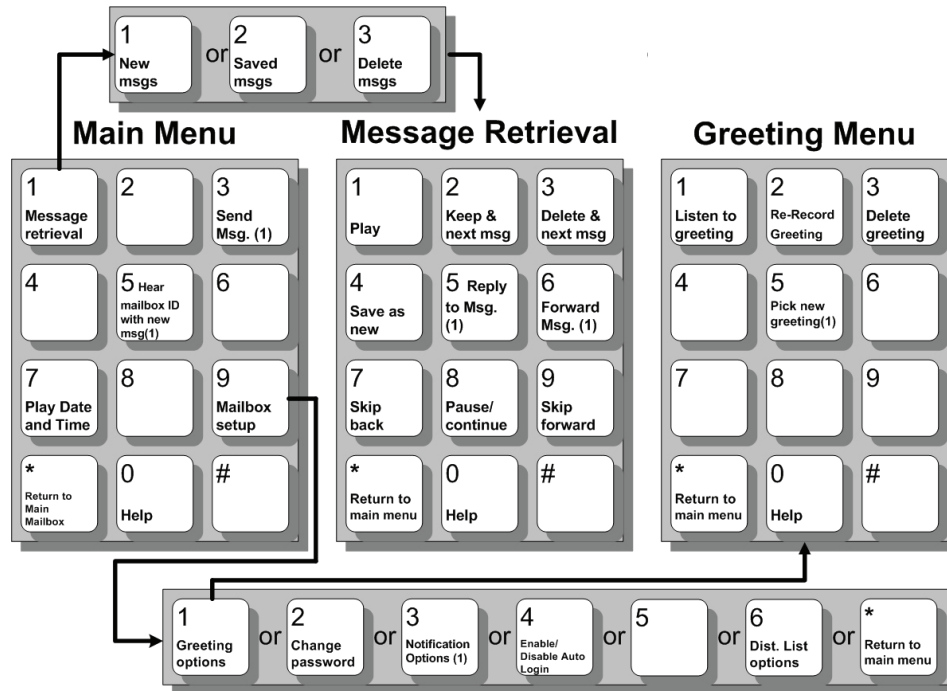
- Press 1: Greeting Options.
- Press 2: Re-Record Your Greeting.
- Press #: End Recording Function.
- Press 1: Listen to Greeting.

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.

To Change Your Password:

- Press 2: Change Your Password.
- Enter new password, followed by the # key. The password can be any series of 7 to 16 digits.
- To verify, enter password, then the # key.



## Helpful Numbers

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

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

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

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

If you need help while using Voice Mail to Email, 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).

For user guides and video demos on how to check messages by email and manage settings online, visit [www.myGSC.com/help](http://www.myGSC.com/help).