

USING YOUR Aeneas VOICEMAIL

If you have new messages, this will be indicated by a stuttering dialtone. On phones with a "message waiting" indicator light, the indicator light will also blink.

Access your Aeneas Voicemail messages through:

Your Home Phone
Dial *98

When prompted for your password, enter the last 4 digits of your phone number.

Any Other Phone
Dial Your Home Number

and press * after your message begins

or Dial 554-0086

Other local numbers are available on our website
http://www.aeneas.net/voicemail_access.shtml

Enter your area code and phone number when prompted. Then enter your password.

Accessing VoiceMail Through The Web

Login to <http://myphone.aeneas.com>

Use the menu on the left-hand side of the screen. Voicemail is located under the "Messaging" heading. You can:

- Listen to your messages on your computer.
Note: If you delete a message online you will not be able to listen to it on your phone.
- Set the number of rings before Voicemail picks up
- Set up an e-mail or pager/cell phone to receive notification when you get new voicemails.
- Send your voicemails to the e-mail you designate.

Accessing VoiceMail Through Email

Login to <http://myphone.aeneas.com>

Click on the "options" tab under the voicemail heading. Enter the e-mail address you'd like to have messages sent to. **Make sure you've designated "yes" under attach message to e-mail.** Now your voicemails will be sent to the e-mail you've entered. You can play the .wav file on any computer to hear your message.

Note: If you want to keep a copy of the message so you can listen to it on your telephone, you must make sure you've designated that messages should NOT be deleted after being sent.

To Listen to your Messages

Press 1

Your messages will begin playing immediately. Follow the prompts to save, delete, skip to the next message, etc.

To Listen to Message Details

Press 3

Choosing this option after listening to a new message allows you to hear information about the message such as when the call was made, and by whom.

To Record or Change Your Greeting

Press 0

You can record multiple greetings. Your **busy greeting** is what the caller hears when your line is busy. Your **unavailable greeting** is what the caller hears when no one has answered the phone after the number of rings you specify. Note: The maximum length for your recorded greetings is 45 seconds.

To Change Your Password

Press 0

Your default password is the last 4 digits of your phone number. You can change your password over the phone once you've accessed the voicemail system.

Open a Folder of Messages

Press 2

All messages are stored in one of the following five folders: **New, Old, Friends, Work, and Family**

If you do not designate a folder, your old messages will be automatically saved to the Old Messages folder. If you **press 9** after listening to a message you will be given a list of folder options to save the message in.

Need more help?

Visit the customer help section of our Website.

[HTTP://WWW.AENEAS.COM](http://WWW.AENEAS.COM)

Email: helpdesk@aeneas.com

Call: 731-554-9200



HOW TO USE YOUR AENEAS CALL FEATURES





The Online Phone Manager at <http://myphone.aeneas.com> Allows You To

- Control your telephone from any computer with an Internet connection
- Update your features settings for free
- Listen to Voicemail Messages and set up e-mail or pager notification
- Subscribe to individual features not already included in your calling plan
- Find more information on all features and how they work

Do you have Aeneas Internet?

All Aeneas Internet accounts include:

- **5 FREE E-mail Accounts**
To access your e-mail online <http://webmail.aeneas.com>

For help setting up MS Outlook <http://www.aeneas.com/faq.shtml>

Add Additional E-mail Accounts
Visit <http://webmail.aeneas.com> and select the **User Manager** login.

- **FREE Virus and Spam Filtering**
To access your spam and virus settings login to your e-mail account at <http://webmail.aeneas.com> and select the **Options** link, then click **Spamshield Pro**.

Call Barring

- Bar all calls except emergency calls *341
- Bar international, national and mobile calls *342
- Bar international calls *343
- Bar operator calls *344
- Bar calls to access codes for Call Services *345
- Bar calls to 900 numbers *346
- Stop barring all calls except emergency *351
- Stop barring intern¹, national and mobile *352
- Stop barring international calls *353
- Stop barring operator calls *354
- Stop barring calls to access codes *355
- Stop barring calls to 900 numbers *356

Speed Calling

- Set up 1-digit Speed Calling *74
- Set up 2-digit Speed Calling *75

Withhold Number

- Withhold my number on following call *67
 - Send my number on following call *82
- To change settings for all calls visit <http://myphone.aeneas.com>

Reminder Calls

- Set up a reminder call *310
- Cancel all reminder calls *311
- Cancel one reminder call *312
- Check the reminder calls you have set up *313
- Set up a repeating reminder call *314
- Cancel all repeating reminder calls *315
- Cancel one repeating reminder call *316
- Check repeat reminder calls already set up *317

Distinctive Ring

- *61

Find Me/Follow Me

- Enable *371
- Disable *372

Call Trace

- *57

Voicemail

- From Your Home *98
- Check Voicemail from Any Phone 554-0086

Call Waiting

- Cancel for Next Call *70
- Call Waiting is **on** until disabled for residential accounts
- Call Waiting is **off** until enabled for business accounts

Call Return

- Last Caller ID *69
- Call Return *69 & 1
- Last Caller ID Erasure *320

Caller ID

- Display the caller's identity *65
- Do not display the caller's identity *85

Three Way Calling

- During your call, flash-hook and dial your second number. If they answer, flash-hook again to join the calls. If they don't answer flash-hook twice to return to the original call.

Call Transfer

- To transfer call, flash-hook and dial second number. Wait for the second call to ring. Hang up and the call is transferred.

Call Forwarding

- Forward all calls *72 & phone number
- Stop forwarding all calls *73
- Forward calls when busy *90 & phone number
- Stop forwarding calls when busy *91
- Forward calls on no reply *92 & phone number
- Stop forwarding calls on no reply *93
- Set up Selective Call Forwarding *63

Call Block

- Block anonymous calls *77
- Accept anonymous calls *87
- Set up Selective Call Block *60

SIM Ring

- Enable *361
- Disable *362

Do Not Disturb

- Enable *78
- Disable *79

All features not included in your package are available to you at a one time per use charge. If you would like to switch to unlimited feature usage, you can activate individual features by visiting our website <http://myphone.aeneas.com> or upgrade your telephone package to include all features by calling 731.554.9200.

Visit our website: <http://www.aeneas.com>
For more information on what your features do and how to use them.

And take a look at all our communications services for your home or business. No matter how complex your needs, no matter what your budget, Aeneas has a solution for you.
Plus all our services come with **local support 365 days a year!**