



# SNC VOICE MAIL

Voice Mail instructions include:

1. **Creating your own personal greeting**
2. **Collecting your messages**
3. **Listening to your messages**
4. **Changing your Pin**
5. **Fast Login Feature**
6. **Skip Pin Feature**
7. **Live Message Screening**

*Your SNC Voicemail initially uses a system standard generated greeting.*

## ***Create your own personal greeting***

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To sign into SNC Voice Mail from your own telephone, Dial \*318. You can also sign into SNC Voice mail from any other telephone by calling 245-5001 (402-245-5001 if call is long distance or cellular). To access the greeting menu **Press 3**

1. **Press 1** to setup your personal greeting.  
Record your greeting then **Press #**
2. An announcement will play back for you to review
  1. **Press 1** to accept the new greeting  
**Press 2** to re-record  
To exit without saving, **Press 3**. You will still be using the greeting message that was in place before you attempted to re-record it.

To use a system generated greeting or to change the recording of your name: **Press 3**.

1. To choose a type of system generated message **Press 1**.  
To review or re-record the recording of your name **Press 2**.
  1. To record your name **Press 1**.
  2. To exit **Press \***



## Collecting your messages

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This section explains how to collect messages from your SNC Voice Mail account, including:

- how to log in
- how to listen to and manage your messages

### Logging into your account

To sign into SNC Voice Mail from your own telephone, dial the access number given to you by your service provider, or \*318. You will need to enter your PIN when requested.

You can also sign into SNC Voice Mail, from any other telephone line by calling 245-5001. If this call is long distance or cellular, you will need to dial 402-245- 5001. You will then be prompted to enter your mailbox (telephone) number followed by the # key, and your PIN. This will take you to the Main Menu, depending on how your mailbox is configured.

#### Problems logging in

If you enter the wrong PIN, you will have three more attempts, before SNC Voice Mail terminates the call. If this happens, you can then redial immediately and try again.

However, if you fail to log on seven times in a row, SNC Voice Mail will lock you out for an hour. This is to protect the security of your account. You will hear a message informing you that you have been locked out and any attempts to sign in during this period will be rejected.

Contact SNC at 245-4451, if you have difficulty signing in to SNC Voice Mail.



## Listening to your message

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To begin reviewing your messages, press **1** from the main menu.

### Message options

After each message has played, SNC Voice Mail announces the following options. You can also select these options at any time during the playback of the message; SNC Voice Mail will carry out the action selected immediately.

- To play the message again from the beginning, **Press 1**.
- To save the message and go to the next message, **Press 2**. This will store the message and mark it as a saved message.
  - If you are reviewing a message that you had previously saved, **Press 2** - will instead mark the message as a new message.
- To erase the message, **Press 3**. If you change your mind, you can still get the message back until the end of this call.
- To return to the previous message, **Press 11**.
- To leave the message as new and go to the next message, **Press #**. This will still keep the message in your inbox, and it will be played back with other new messages if you listen to your messages again later.
  - If you are reviewing a message that you had previously saved, **Press #** - will leave the message as saved.
- To hear details of the date and time of the message, and the caller's name or number, **Press 66**.
- To forward the message to your telephone service provider's security manager, **Press 81**. This option is available for reporting inappropriate or improper use of the voicemail system. You should also contact your telephone company to discuss your concerns.
- To go back to the Main menu, **Press \***.



## Changing your Pin Number

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To sign into SNC Voice Mail from your own telephone, Dial \*318. You can also sign into SNC Voice mail from any other telephone by calling 245-5001 (402-245-5001 if call is long distance or cellular).

To Change your pin:

**Press 4** to change your settings from the main menu

1. **Press 3** for security options
2. To change your Pin **Press 1**
3. Enter your new pin, then press #

## Changing your Fast Login Feature

If **Fast Login** is enabled, then when accessing your mailbox from your own telephone, your phone number is recognized automatically and you only need to enter your PIN. (**Fast Login is automatically enabled on new voice mail accounts**)

**To change your Fast Login feature:**

**Press 4** to change your setting from the main menu

1. **Press 3** for security options
2. To change the fast login feature **Press 2**
3. **Press 1** to enable or disable

## Changing your Skip Pin Feature

If **Skip PIN** is enabled, then when accessing your mailbox from your own telephone you are not required to enter your PIN. This saves you time, but reduces security as anybody with access to your telephone can then access your mailbox.

**To change your Skip Pin feature:**

**Press 4** to change your setting from the main menu

1. **Press 3** for security options
2. To change your Skip Pin feature **Press 3**
3. To enable or disable **Press 1**



## LIVE MESSAGE SCREENING

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To enable Live Message Screening:

Sign into SNC Voice Mail from your own telephone: **Dial \*318**. You will need to enter your PIN if requested.

You can also sign into SNC Voice Mail, from any other telephone line by calling 245-5001. (If this call is long distance or cellular, you will need to dial 402-245- 5001)

You will then be prompted to enter your mailbox (telephone) number followed by the # key, and your PIN. This will take you to the Main Menu.

1. **Press 4** for setting options from the main menu
2. **Press 9** for Live Message Screening options
3. **Press 1** to disable or enable

How to use Live Message Screening:

1. If you choose not to answer the call, the call will go to your voicemail service.
2. Once the call has gone to voicemail, the ring tone will change. If you now answer the phone, you will be connected to the voicemail system.
3. You will hear an announcement stating that you are screening the call. (if you want to answer the call at any time, **PRESS 1**.)
4. You will hear exactly what the caller hears. You will also be able to hear the caller recording their message. The caller themselves will remain unaware that you are screening the call, and they will not be able to hear anything from your phone.
5. If you choose to answer the call, **PRESS 1** and you will be connected to the caller, and any partially recorded voicemail will be discarded. If you do not answer the call, the voicemail message will be recorded as normal.