Telephone User Map
Voice & Fax Mail

BUCKEYE BROADBAND
BUSINESS

Standard Keys (use anytime)   Cancel/Exit ✲   Complete/Skip #

Note: Depending on your system configuration, some options may not be available. You will not be prompted if the option is not available.

FROM INSIDE YOUR ORGANIZATION
- Call the General Access Number 567.661.0001
- Enter ✲⑨⑧ to go directly to voicemail

Note: If you are calling from the phone that is directly associated with the voicemail, simply press ✲⑨⑧ to go to voicemail.

FROM OUTSIDE YOUR ORGANIZATION
- Call the General Access Number 567.661.0001
- Enter your phone number followed by ✲

Note: These instructions are to be followed if you are calling from a different phone that is not directly associated with the voicemail.

MAIN MENU
LISTEN TO MESSAGES

① VOICE

③ FAX

New Messages ①
Saved Messages ②

During Playback Options
Pause	⑤
Rewind	④
Fast Forward	⑥
Volume Up	②
Volume Down	⑧

After Playback Options
Replay	①
Save Message	②
Delete Message	③
Forward Message	④
Play Time/Date	⑥
Play Previous	⑦*
Skip to Next	#*
Return to Main Menu	✲*

To forward a message, record introduction at beep and press #

*These options are only available if there are multiple new messages in the voicemail box.

④ SEND MESSAGES

At beep, record message. When finished, press #

Review	①
Record	④
Add Recipients	⑥

- Enter mailbox number and press #
- Listen to address book ✲

Record/Send Options
Review Message	①
Send Message	②
Schedule Delivery	③
Re-Record	④
Review Recipients	⑤
Add Recipients	⑥
Mark as Urgent	⑦
Mark as Private	⑧
Cancel	✲

⑤ DIAL ADDRESS BOOK CONTACT

- Enter letters of last name
- Review address book ①

Play List	①
Previous Match	②
Skip to next match	③
Match Found	#

⑥ ACCESS SUB-MAILBOX

Enter sub-mailbox #

⑧ BROADCAST MESSAGE

Record new message ①
Delete existing message ②

Record message
When finished, press #

Review	①
Set Expiration Date	②
Save	③
Re-Record	④

⑨ USER OPTIONS

Greetings & Name Announcements ①

Set Current Greeting	③
Set Contact and Distribution List	⑤
Modify Greeting	⑥
Modify Name Announcement	⑧

Play Generic/Busy/No Answer Greeting ①
Turn Extended Answer Greeting On/Off ②

Enter last name of contact or distribution list name followed by the # key

Modify Generic Greeting	①
Modify Extended Absence Greeting	②
Modify Busy Greeting	③
Modify No Answer Greeting	④

Record name announcement after the beep. When finished, press #.

Modify PIN ②

Enter PIN, press #

Message Playback Options ③

Most Recent/Oldest	①
Turn Envelope On/Off	②

Forward Message ④

Resume/Pause Notification ①

Play time/date ⑤

Create Sub-Mailbox ①
Delete Sub-Mailbox ②

Record Announcement ①
Use Default ②

Review	①
Set Expiration Date	②
Play Number Instead of Recorded Name	③

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