

To access your voicemail or configuration options by phone dial your Earnware number. When the system answers, press the (*) key on your phone. Then enter your System Access Code (set from within "Settings in your online account).

Below are your Touch-Tone options once in your system:

Touch Tone 1: Hear New Messages

Touch Tone 2: Hear Saved Messages

Touch Tone 3: Hear Deleted Messages

After you listen (or while listening) to a New, Saved, or Deleted message, you'll have these options:

1. Repeat message
2. Save message
3. Delete message
4. For Caller ID of the caller
5. Forward call to another 800/888 number
6. List date & time of current message
7. To call this person back at the number they called you from.
8. For the toll-free # dialed
- #. Press the pound (#) key to advance to the next message.
- *. Press the star (*) key to return to the previous menu.

Touch Tone 4: Configuration Options

After you press 4 you'll have these options:

1. To record a greeting (then options below)
 1. Review recording
 2. Save recording
 3. Rerecord message
 2. To record your name (then options below)
 1. Review your name
 2. Change your name
 3. To change your System Access Code
- *This feature is not yet available.

Touch Tone 5: To Place an Outbound Call

Press # # to end the outbound call and return to the System Menu.

New Helpful Hints:

Press #4(H) - Place caller on hold. Caller will hear custom on-hold music or system default if none is specified.

Press #7(R) - Record conversation. Press star (*) to stop recording - will be delivered to Inbox like a message.

Press #8(T) - Transfer call. User is prompted for number to dial, call is connected and caller can talk with connected party before transferring call. Press 8(T) to finish transfer or star (*) to abort. Caller will hear custom on-hold music or system default if none is specified.

Press #2(T) - To allow caller to leave voicemail, and listen to message while caller is leaving it. You can press touch-tone at any time to take the call live.

***Sample phone script:**

"Hello, you have reached [your name or company name]

To speak with me directly, press 1

To hear about our new products [or services] press 2

To send a fax, start transmission at any time

To leave me a message, press 0

...please visit [my/our] website at [web address]"

[Pause 5 seconds so the system doesn't roll over too fast before caller responds]

[Press # to complete recording]