



XIT Communications' VOICE MAIL

Instructions for Landline Service

TUTORIAL:

XIT Communications' Voice Mail provides a convenient tutorial to assist you in the initial setup of your landline voice mail service. The tutorial will instruct the subscriber in the step-by-step process for setting up their name response, greeting and security code. The **initial default security code is 9999 #** and will need to be changed during the initial set-up tutorial. Have a new 4-digit number in mind to use as your new personal security code before starting the initial voice mail setup. **Note: Your mail box number is your 7-digit phone number.**

HOW TO LOG-IN FOR INITIAL VOICE MAIL SETUP ON XIT's SYSTEM:

1. Using a touch tone phone on the phone line that has voice mail, **dial that phone number.**
2. When the mailbox answers, **enter 9999, followed by the # sign.**
3. The tutorial will start and explain how to set up your security code and greeting.
The system will prompt you through each scenario. It will also give you the option to re-record names and messages or accept them as they are.

TO RETRIEVE YOUR MESSAGES:

1. From the phone line that has voice mail, dial that phone number.
2. You will hear *"Please enter your password, press pound (#) when complete."*
3. Enter your 4-digit security code followed by the # sign.
4. When you have messages, you will hear the following:
"You have __ new messages"
 - Press "1" to play your messages
 - Press "2" to change your greeting
 - Press "8" for personal options

Once you've pressed "1" to play your messages, after each message is heard, you get the following options:

- Press "1" to skip to the next message
- Press "2" to save this message
- Press "3" to answer this message
- Press "5" to delete this message
- Press "7" to forward this message to another mail box
- Press "8" for message information

When you are finished listening to your messages, you may go back to the main menu; or you may select the option to recover deleted messages, **during this call only**, by Pressing "5"; or you may hang up the phone to disconnect the call. If you press "5" to recover deleted messages, you will hear "undelete was successful; you are at the main menu".

RETRIEVE YOUR MESSAGES FROM ANOTHER XIT PHONE NUMBER:

You can retrieve your voice mail from any landline or wireless phone number by following these easy steps:

1. Dial the phone number that has the voice mail service you are retrieving.
2. When you hear the voice mail greeting, press the * key
3. You will hear the following: *"Please enter your password, press # when complete."*
4. Enter your security code, followed by the # sign. This will access the voice mail. All message options will be the same as listed above.


RETRIEVE YOUR MESSAGES FROM www.xit.net:

Your voice mail messages can be retrieved from the XIT website.

- Go to www.xit.net > Click on **MESSAGE CENTER**
- Then follow the on screen Access Instructions and Sign In:

Enter your phone number and password to sign in:

Phone Number:
Password:

 Access Instructions:

Phone Number: 10 digits phone number without brackets, dashes or spaces, e.g. 8061234567

Password: Your account password.

- Use the drop down window to select:
 - All Message
 - New Messages
 - Saved Messages
 - New & Saved Messages
- To retrieve a message, click on “open message”, then click “play”
- To delete or save a message, click on the box to the left of the message to select the message. Then click on the SAVE or DELETE button.
- Other features of the online voice mail can be accessed by selecting one of the following:

[Messages](#) | [Call Details](#) | [Customer Info](#) | [Settings](#) | [Exit](#)

- **Call Details** provides a history of your voice mail messages.
- **Customer Info** is your contact, password and email information.
- Use **Settings** to set your voice mail messages to come to your email inbox. Set your personal preferences: Check mark **Auto Play Timestamp** box; Check mark **Email Notification** box; Check mark **Attach Voice Message** box. Then, “click here to update email address”, enter the required information. Click **Update** button. See below. *Voicemail messages will be sent to your email inbox as a wav file email attachment. The email will come from “XIT Telecom” with “XIT Message” in the subject line.*

Voice Mail Number: (806) 384- Fax Number: [not set](#)

Personal Preferences:

Message Order:

Auto Advance: Auto Play Sender: Auto Play Timestamp:

Pager Notification

Pager Number:

Pager Type:

Email Notification:

Attach Voice Message:

Attach Fax Message:

Click [here](#) to update email address:

Max Messages: 30, Max Length Per Message: 120, Greeting Length: 60 second(s), Rate Plan: rateplan1

Note: At this time, the option to receive voice messages via fax is not available.