

HBC Voice Mail

Set Up Instructions:

1. Dial (507) 474-1717
2. You will be prompted to enter your mailbox number (area code and phone number, followed by the * key).
3. Enter your Temporary Pass Code: **1234**.
4. At this point the system tutorial will begin to play. You will be instructed to enter:
 - a. A Private pass code that you would like to retain (4 to 10 digits in length).
 - b. Your Greeting (followed by the # key).
 - c. Your Name.
5. Follow the instructions all the way to the end. If you do not complete the tutorial, the changes that you make will not go into effect.

Accessing Voice Mail User options:

From your Home/Office:

1. Dial ***33**
2. Enter your pass code.

Away from Home/Office:

1. Dial (507) 474 -1717.
2. Dial your mailbox number (area code and phone number).
3. During the greeting press *.
4. Enter your pass code.

Press **U** (8) to enter User Options.

- Press **G** (4) to change Greeting.
- Press **N** (6) to change Name.
- Press **P** (7) to change you Pass code.
- Press **X** (9) to Exit User Options.

Retrieving Messages from Your Mailbox:

From Your Home/Office:

1. Dial ***33**
2. Enter your pass code.

Away from Home/Office:

1. Dial (507) 474 – 1717.
2. Dial your mailbox number (area code and phone number).
3. During the greeting press *.

4. Enter your pass code.’

Special stutter dial tone or message waiting light means you have messages. (Your phone must be equipped with a message waiting light indicator in order to use this feature).

- Press **P** (7) to Play the current messages.
 - Press **P** (7) to Play the message again.
 - Press **K** (5) to Keep the message.
 - Press **D** (3) to Discard the message.
 - Press * to move backward 5 seconds.
 - Press # to move forward 5 seconds
 - Press **X** (9) to Exit
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- Choose a pass code that is easy for you to remember, but difficult for others to figure out. A 6-10 digit pass code is recommended.
 - If you incorrectly enter your pass code, you must enter it correctly two times.
 - Only give your pass code to those you want to hear your messages.
 - If you forget your pass code, please contact HBC at (507) 474-4000.
 - Your greeting should not mention that you are away from home, but should say that you cannot come to the telephone.
 - To choose the number of rings before Voice Mail answers a call:
 - Lift the handset
 - Dial *94
 - Use the keypad to enter the number of rings you desire (a tone will confirm your entry)
 - Hang up

If you have any questions regarding the set-up or operation of your mailbox, please contact HBC at (507) 474-4000.