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Helpful numbers

GST Mail numbers:

Obtain the following numbers from your Granite State Telephone Customer Service Representative at the time of provisioning.

System access number _____

Mailbox number _____

GST Mail Help

If you need **help** while using GST Mail, press [4] at any time to hear a full explanation of the feature you are using.

If you're having trouble accessing your messages call:

1-800-559-9939 (within NH) or 603-529-9931

24 hours a day, 7 days a week.

How GST Mail works

Messages

GST Mail will answer your phone when you can't. Messages will be taken after a designated number of rings, if you're already on the phone, if you're on-line, or if the power goes out.

GST Mail is simple to use

You can retrieve your messages from any touch-tone phone. GST Mail guides you by telling you which keys to press and what your options are.

Messages stored in your mailbox

When a call goes to your mailbox, the caller will hear your greeting and can leave a message. The message is stored in your mailbox until you listen to it. You can then delete or keep the message to play later.

How your mailbox works

Your mailbox contains your messages, your personalized greeting, and your password. You can play or send your messages from home or any other touch-tone phone by calling the GST Mail access number to reach your mailbox. You also record your greeting and create your password through your mailbox. Members of a family or any other group can have additional personal mailboxes with their own greeting and password. Your mailbox is private, no one else has access to it.

When you call the GST Mail access number to retrieve your messages, you will be asked to enter your password followed by the [*] key. Customers who sign up for Auto Login will not have to enter a password from their home phone. The system will tell you how many messages you have and give you options for listening to them.

How GST Mail works (cont.)

GST Mail Commands

You will notice as you get more familiar with the program that most of the command keys are alphanumeric. This means that the numbers for the commands correspond to the letters on your keypad. See keys below.



New User Tutorial

When you use GST Mail for the first time, the system will prompt you for the default password. Enter [1][2][3][4] followed by the [*] key. Users with Auto Login will not have to enter a password when accessing GST Mail from their home phones. You will hear a tutorial that guides you through the process of setting up a password, voice signature, and personalized greeting. You can change this information at this time or anytime by calling the GST Mail access number, entering your password followed by the [*] key and following the instructions in the "Getting Started" section of this user guide (page 3).

The Basics

GST Mail starts working as soon as you subscribe to the service. It will answer calls with a standard greeting and store messages for you. You can listen to your messages from your own phone or any other touch-tone phone simply by calling the GST Mail access number.

Setting up your mailbox

The first time you use GST Mail, you should set up your password, record your voice signature, and record your outgoing greeting. When you call into the GST Mail access number you will be prompted for your temporary password [1][2][3][4] followed by the [*] key. You will then hear a tutorial that guides you through this process.

Creating or changing your password

To protect the security of your mailbox, you will need to set up a password. From the main menu, press [6] (modify), [7] (set up), then [7] (password). Instructions will be given to set up your password.

Auto Login

Auto Login simplifies the process of getting messages. It eliminates the need for a password when accessing GST Mail from your home phone. Just dial the GST Mail access number and messages will play automatically.

Auto Login only works from your home phone. You must call Granite State Telephone to activate or deactivate this feature.

Keying ahead

GST Mail allows you to enter several commands at one time. This enables you to skip the instruction recordings if desired and go directly where you want to go.

Getting started (cont.)

Creating or changing your voice signature

From the main menu, press [6] (**modify**), [7] (**set up**), then [8] (**voice signature**). Instructions will be given to press [7] to (**record**) your name for mailbox identification. You can record it as many times as necessary until you are satisfied. You will have some helpful options while you record your voice signature:

- Press [1] to **pause** while recording.
- Press [3] to **delete** what you've recorded.
- Press [4] for **help**.
- Press [5] to **keep** what you've recorded.
- Press [7] to **record** again.
- Press [9] to **exit** to the main menu.

Creating or changing your outgoing greeting

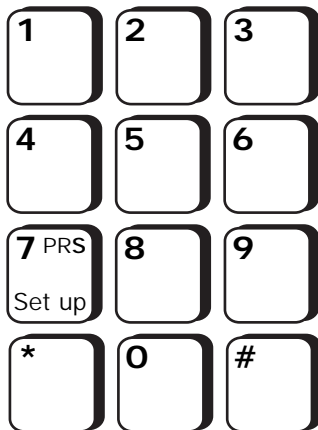
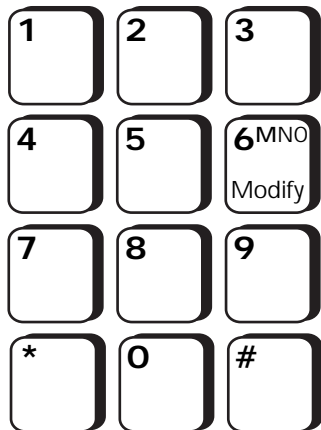
From the main menu, press [6] (**modify**), [7] (**set up**), then [6] (**outgoing**). Instructions will be given to record your outgoing greeting (this will be what callers hear when they leave a message). You will be asked if you want to record your normal, busy, or special outgoing greetings. The normal greeting is the one people will hear most often; the busy greeting will be heard when you are on the phone; the special greeting replaces your normal greeting until you delete it.

- Press [6] to record your **normal** greeting.
- Press [2] to record your **busy** greeting.
- Press [7] to record your **special** greeting.

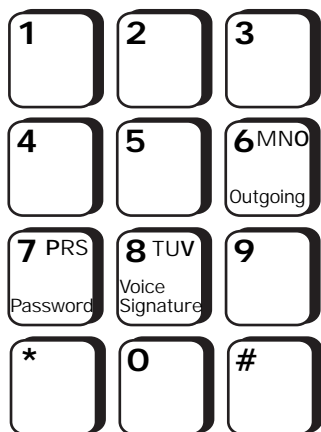
You will have the same options that were available to you when you recorded your voice signature (see above). You can record your greeting as many times as necessary until you are satisfied. Once you have completed the steps above, you can use GST Mail to access your voice messages.

Getting started at a glance

Main Menu → Mailbox set up



Set up menu → Options



[2] Busy
[6] Normal
[7] Special



Listening to your messages

Accessing your mailbox

You access your mailbox so that you can listen to your messages, send a message, record your greeting, or create a password. **You can access your mailbox from your own phone, or from any other touch-tone phone.**

If you have messages you will hear a **stutter dial tone** from your **home phone** when you lift the handset (some phones may also have a blinking light).

Delivery class

When callers leave you a message, they will have the option of classifying the message **urgent or normal** (see page 15). When you login, GST Mail will tell you how many messages you have and how many are marked urgent. The urgent messages will be played first. Each message that you hear will be preceded by a header that will give you the date and time of the call.

To listen to your messages:

- Call the GST Mail access number.
- Enter your password followed by the [*] key. †
- Press [5] to **listen** to your messages.
 - Press [3] to **delete** the message.
 - Press [5] to **keep** the message.
 - Press [6] to go to the **next** message.
 - Press [7] to **reply** to the message.
 - Press [8] to **transfer** the message to another GST Mail user.

† Customers with Auto Login will not have to enter a password when accessing GST Mail from their home phone.

Listening to your messages (cont.)

To listen to your messages (cont.)

You will also have these additional listening options:

- Press [7] to **skip** the date and time header at the beginning of the message.
- Press [*] to mark the message as **new**.
- Press [2] to **back up** eight seconds.
- Press [22] to **back up** to the beginning of the message.

Replying to a message

If you would like to reply to a message that you've just listened to, press [7]. You will then be prompted to enter the seven-digit destination telephone number followed by the [*] key. Once you record your message, press the [*] key and you will hear the following options:

- Press [3] to **edit** and rerecord your message.
- Press [7] to **send** your message.
- Press [6] for more **options**.
 - Press [8] to set a **time** for the message to be delivered.
 - Press [7] to **send** your message.
 - Press [2] to **classify** the message (i.e. urgent).
 - Press [2] to mark your message **confidential**.
 - Press [6] to mark your message **normal**.
 - Press [7] to **request a reply**.
 - Press [8] to mark your message **urgent**.

Listening to your messages (cont.)

Transferring messages

After you listen to a message, you can press [8] to **transfer** the message to another GST Mail user. You will then be prompted to enter the 7-digit destination mailbox number or telephone number followed by the [*] key. You will then be given the following options:

- Press [2] to attach a **comment** to the message.
- Press [7] to **send** the message.

If you choose to attach a comment to the message you are transferring you can record your message and then press the [*] key to hear the following options:

- Press [3] to **edit** and rerecord your message.
- Press [7] to **send** your message.
- Press [6] for more **options**.
 - Press [8] to set a **time** for the message to be delivered.
 - Press [7] to **send** your message.
 - Press [2] to **classify** the message (i.e. urgent).
 - Press [2] to mark your message **confidential**.
 - Press [6] to mark your message **normal**.
 - Press [7] to **request a reply**.
 - Press [8] to mark your message **urgent**.

Linking your messages

The Linked Listen option of GST Mail allows you to listen to your messages continuously without inter-message prompting. You may interrupt playback at any time to take action on a particular message and then resume the Linked Listen option. To use this option press [55] at the main menu.

Listening to your messages (cont.)

Accessing your mailbox from another GST Mail user's phone

When you want to listen to your messages from another phone that is connected to GST Mail, follow these simple steps:

- Call the GST Mail access number.
- Press [##] at the main menu.
- Dial your 7-digit telephone number followed by [*]. If you have a submailbox, dial your 7-digit telephone number plus your mailbox number followed by [*].
- You will be prompted to enter your password followed by [*].

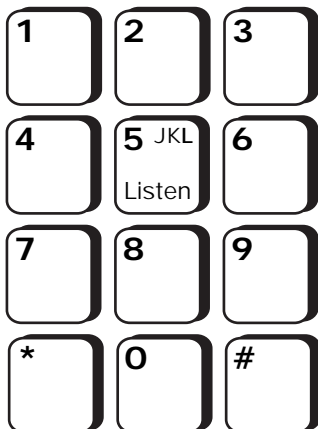
Recovering erased messages

If you delete a message by mistake, don't hang up! Press [222] to back up to the previous erased message. To keep the message, save it by pressing [5] (Keep).

See page 17 for additional helpful hints on listening to your messages.

Listening to your messages at a glance

Message
retrieval



Message navigation
options



Sending messages & reminders

Sending a message or reminder to another GST Mail user

GST Mail allows you to leave a message or reminder for another GST Mail user without ringing their telephone. You can even send reminders to yourself. Messages and reminders can be sent with a future delivery date up to one year in advance. From the main menu press [7] to **send** a message. Enter the GST Mail user's seven-digit mailbox number, a group list number, or your own mailbox number (if you're sending a reminder to yourself). Press [*] and record your message. Press [*] for these options:

- Press [3] to **edit** your message.
- Press [7] to **send** your message.
- Press [6] for more **options**.
 - Press [8] to set a **time** for the message to be delivered.
 - Press [7] to **send** your message.
 - Press [2] to **classify** the message (i.e. urgent).
 - Press [2] to mark your message **confidential**.
 - Press [6] to mark your message **normal**.
 - Press [7] to **request a reply**.
 - Press [8] to mark your message **urgent**.

Sending a message to a group list

Group lists are useful when you want to send the same message to a group of GST Mail users (i.e. sending a message about an upcoming meeting to everyone in a company or members of a social club). You can create up to 20 lists with 15 members per list. To create a group list press [6] to **modify** from the main menu and then [5] to create a group **list**. You will then hear the following options:

- Press [6] to **modify** or edit a list that you've created.
- Press [2] to **create** a group list.
- Press [3] to **delete** a group list.

Additional mailboxes

Setting up additional mailboxes

Whether you have the GST Mail Premium Package or just one additional mailbox, you can set up separate passwords for each mailbox. The individual mailbox users can change their own passwords to keep the mailbox private.

You must contact the Granite State Telephone Customer Service Department to add or delete additional mailboxes. Granite State Telephone assigns each additional mailbox an access number and temporary password. Use the assigned access number and password to set up each of your additional mailboxes from the main menu in the same manner a single mailbox is set up (see pages 3 - 5). A tutorial will guide you through the first time.

Additional mailbox capabilities

Once an additional mailbox is set up, the owner can change the password, record a new greeting, record a new voice signature, listen to messages, or send messages at any time. See pages 3 - 5 for set up instructions and pages 6 - 10 for listening and messaging instructions.

Pager/Remote Notification

How Pager/Remote Notification works

The Pager/Remote Notification option signals you when you have an incoming message by calling your pager number or a local telephone number that you designate. You can then access your mailbox to play the message. Pager/Remote Notification is only available with Enhanced and Premium packages.

Setting up Pager/Remote Notification

You must call customer service to set up Pager/Remote Notification. If you are setting up Pager Notification and have a pager callback number or paging service personal identification number (PIN), you must provide them when you call customer service to set up this option.

If you have additional mailboxes, Pager/Remote Notification can be set up to work with all mailboxes or a specific mailbox when you call customer service.

Using Pager/Remote Notification

After accessing your mailbox:

- Press [6] to **modify** on the main menu.
- Press [3] to **forward** your messages to your pager or to a local telephone number.
 - Press [8] to forward **urgent** messages only.
 - Press [2] to forward **all** messages.
 - Press [6] to forward **none** of your messages and turn the feature off.

Please note: GST Mail will not prompt the caller to mark a message urgent unless they press [*] after recording their message. Subscribers should leave an outgoing greeting that directs callers to mark urgent messages as such by pressing [*] after recording their message and following the prompts.

Auto Attendant & other features

Auto Attendant

The Auto Attendant option allows your callers to either leave a message or attempt to reach you at a second number by dialing [0] during your greeting. This transfers their call to an office or personal number that you designate. This number must be a local telephone number.

Auto Attendant is only available with Enhanced and Premium packages. You must call Granite State Telephone to set up this feature.

Call Return - Coming Soon!

This feature is a popular alternative to leaving the GST Mail system to speak to the sender of the message you just played. Instead, after hearing the message, you can just press a single key and the system will dial that caller. When your conversation ends you will be “bounced back” to the voice mail session where you can listen to the next message.

GST Mail and your caller

GST Mail convenience

GST Mail is convenient for you and your callers. If you're busy or away from your phone, callers can leave a message instead of calling again. **Messages can be up to two minutes long.**

Leaving a message

At the end of your personalized outgoing greeting, your callers hear a "beep". This is the signal to leave a message. To end their message, callers can choose [*] for further options (see Options and Delivery Class sections below) or simply hang up.

Options

When callers leave a message in your mailbox, they can press [*] for the following options.

- Press [1] if they are **satisfied** with the message.
- Press [2] to **review** the message.
- Press [3] to **erase** the message.
- Press [4] to **continue** recording.

Delivery class

Once they are satisfied with what they've recorded, your callers will be able to classify the messages that they leave you.

- Press [1] for a **normal** message.
- Press [2] for an **urgent** message.

You may want to let your callers know in your outgoing greeting that they have the option of leaving an urgent message (for example: "...if this is an urgent matter please press the star key and follow the instructions to mark your message as urgent...").

GST Mail and your caller (cont.)

No answer greeting

When you do not answer your phone, your caller hears the personalized greeting you have recorded. If you have not recorded a greeting, your callers will hear a standard system greeting.

Busy greeting

Your busy greeting announces that you are on the phone. This gives your callers a better sense of when to expect you to return their calls.

Special greeting

When you record a special greeting it replaces any other greeting until you delete it. Once recorded, you will hear a reminder when you dial into GST Mail that your special greeting is on. You must delete your special greeting when you are ready to start using your normal greeting again.

Full mailbox message

If your mailbox becomes full, you will receive a message letting you know you've exceeded the message limit and you need to delete some messages. Your caller will also hear a message stating that your mailbox is full and that they will not be able to leave a message. We suggest you delete any unimportant messages after they've been played.

Bypassing your greeting

Your caller can press [* *] to **skip** your greeting and go directly to recording a message.

Quick codes when listening to messages

At any time while playing your messages, you can use the following options:

- 2** Back 8 seconds.
- 22** Back to beginning of message.
- 222** Back to beginning of previous message.
- 3** Deletes message.
- 55** Link all messages together.
- 5n** Loudness control (n = 1 to 9, 5 is normal).
- 7** Skip header.

General codes

- *** Complete current action. For instance after you record your greeting, press [*] to tell the system you are finished.
- **** Allows your caller to skip your greeting when leaving a message.
- #** Cancel last action and back up one step.
- 1** Pause/Resume function (press 1 to pause and 1 again to resume).
- 4** Help.
- 44** Introduction to the GST Mail system.
- 444** User tutorial.
- 9** Exit to the main menu.
- 99** Exit from GST Mail.

GST Mail terms

Additional mailbox — The private mailbox of a family or group member.

Caller — A person calling your telephone.

Header — A recording that announces the date and time that a message was left, as well as the caller's name or phone number.

Keypad — Buttons on the face of a touch-tone phone.

Mailbox — The information storage function of the GST Mail system. This is where your greeting, password, messages, etc., are stored.

Mailbox number — The mailbox identification number that is assigned to you by your customer service representative.

Main menu — The first selection of features available when you access your mailbox.

Message — The incoming message from your caller.

Outgoing greeting — The greeting that your caller hears.

Password — The private series of numbers or letters that you assign yourself for access to your mailbox.

Prompt — A message or instruction from the system.

Subscriber — The owner of the mailbox or user of GST Mail.

Voice signature — Your voice signature is your name recorded in your own voice and is used to identify your mailbox to other GST Mail users.