

Accessing Your Account Online

You can log in to **My Account** to manage settings and options using a standard web browser. Simply enter your username and password you designated during sign up. Once logged in, you can view and manage your service.

If You Forget Your Username or Password

1. Go to My Account on the ACN Digital Phone Service page of myacn.com and click either **Forgot your username?** or **Forgot your password?**
2. Enter all required information.
3. Make any necessary changes and click **Save**.

Voice Mail and Set-Up

ACN Voice Mail gives you complete control. You can play your messages online, receive email notifications when you have new messages and access your voice mail remotely by phone.

REMEMBER: Your voice mail password is initially set to 1234. When you dial into your voice mail for the first time, follow the instructions to reset your password to one you can remember, keeping in mind that your password must be 4 digits.

Access Your Voice Mail

Simply call your telephone number and enter your 4 digit password. Follow the prompts to listen to messages, save or delete messages, update or change your greeting and more!

Managing Your Voice Mail Box

Voice Mail Greeting

The voice mail greeting is your recorded message played to callers when they reach your voice mailbox. Access your voice mailbox to use these features:

Record a Personalized Name Announcement

Select from the following options after entering the Main Menu using the * key and choosing option 2 to enter the Personalized Name Menu:

- Press 1 to Record New Greeting
- Press 2 to Listen to Current Greeting
- Press * to Return to Previous Menu
- Press # to Save the recording

To Record a new Busy Greeting, press 2, then select from the following options:

- Press 1 to Record New Greeting
- Press 2 to Listen to Existing Greeting
- Press 3 to Revert to Default System Greeting
- Press * to Return to Previous Menu
- Press # to Repeat the Menu

To Record a new No Answer Greeting, press 3, then select from the following options:

- Press 1 to Record New Greeting
- Press 2 to Listen to Existing Greeting
- Press 3 to Revert to Default System Greeting
- Press * to Return to Previous Menu
- Press # to Repeat the Menu

New Voice Mail Message

There are ways to check your new voice mail messages:

1. Call your telephone number.
2. Log in to My Account and select Voice Mail from the Message Type menu.

To Play and Save Messages from your Voice Mailbox using a telephone

- Press 1 to Listen to your messages
- Press # to Save the current message
- Press 4 to Repeat the current message
- Press 5 to Listen to message envelope
- Press 6 to Listen to next message
- Press 7 to Erase the current message
- Press 8 to Callback caller
- Press 9 for additional options
- Press * to return to previous menu

Managing Your Voice Mailbox Online With Your Computer

To retrieve messages from your computer:

1. After login, click **Messages** (menu on the left).
2. Select **Voice Mail** from the Message Type drop down menu (on the right).

From the Voice Mail page, you will see Type, From, Subject, Received and Size of messages in your box. If Caller ID is not blocked, the caller's number will be displayed in the Subject column. If Caller ID is blocked, you will see 'Restricted.'

3. To listen to a message, select the appropriate message. Make sure your computer speakers are on.
4. Voice mail will play via the computer's default application for audio files.
5. Once a message has played, exit your media application.

Notes:

- An unread message will appear in the folder-view in bold text. After reading a message, it will appear in the folder view in non-bold text.
- You can get your messages from any computer with Internet access and a web browser.

To delete messages using your computer:

1. From the Messages page, check the box next to the message(s) to be deleted.
2. Select the Delete option from the drop down menu (bottom of screen).
3. Click the Go button.

To save a received message using your computer:

1. From an open received message, click the Save button and navigate to the directory you would like to save the message.
2. To save a message attachment, click the Save button next to the attachment file name.

To sort messages from the Inbox click one of the following column headings:

- Type - to sort by type of message
- From - to sort alphabetically by sender
- Subject - to sort alphabetically by subject
- Date - to sort chronologically by date received
- Size - to sort by size

Note: When you first open your voice mail, messages are sorted with newest messages at the top.

To reset your password to default password:

1. After login, select Features and Services (menu on the left).
2. Select Manage Features.
3. Check the Reset Your Voice Mail Password box and then select Save All (bottom right).
4. Your voice mail password is now reset to the default password 1234. You can use your phone to set your voice mail password to a new password.

Voice Connect

Save time with Voice Connect -- when you dial your phone number from your ACN phone, your voice mail system recognizes you and takes you directly to the voice mail prompts, bypassing the greeting. With Voice Connect, you can set another number to use to access your voice mail messages directly and bypass the greeting.

To Use Voice Connect

1. After login, select Features and Services (menu on the left).
2. Select Manage Features.
3. Under the Voice Connect section of the page (top), enter the phone number or numbers you would like to authorize to access your voice mailbox directly.
4. Click the Save All button (bottom right).
5. Your voice mailbox can now be accessed directly from the number or numbers you have listed on the page.

Email Notification

Activate Voice Mail Email Notification to direct your voice mail to send an email message each time a new voice mail message is received. Each voicemail message will appear in a separate email and, if Caller ID information is available, you'll see the caller's phone number in the Subject of the email. You will also be able to see if callers mark their messages as urgent. Email notification can be activated or deactivated online. Please note changes to your settings will not take effect immediately.

To use Email Notification:

1. After login, select Features and Services (menu on the left).
2. Select Manage Features.
3. Under the Voice Mail Delivery Options section of the page, select the Send Notification Email To box and enter the email address to which you would like to designate delivery.
4. Click the Save All button (bottom right).

Enable Voice Mail Attachments:

When selected, you can send a notification email every time a new voice mail message arrives as well as attach a .wav file.

You can:

- play back your voice messages through your computer without accessing your voice mail system or online account
- forward the voice message via email
- save the voice message to your hard drive, CD-Rom, etc.

Most media player formats are supported. Be sure to complete the Email Address text box field when using this option.

To forward Voice Mail attachments to your email:

1. Select Features and Services (menu on the left).
2. Select Manage Features.
3. Under the Voice Mail Delivery Options section of the page, select the Forward Copy of Email To box and enter the email address to which you would like to designate delivery.
4. Click the Save All button (bottom right).