



# Quick Reference Guide

## Charter Telephone® Voicemail

Welcome to Charter Telephone Voicemail. Now you will be able to receive messages when your telephone line is busy or you are unable to answer the call. Any interrupted (stutter) dial tone on your home phone line indicates there are new messages in your mailbox.

### Activate Voicemail (first-time access)

To set up your voicemail, you must be calling from your Charter home phone.

1. Dial your 7- or 10-digit Charter telephone number
2. Voice instructions will guide you to create a new PIN  
**\*Please write down and store PIN information**
3. You will now be able to record personal greetings and customize your mailbox options

### Accessing Voicemail From your home phone:

1. Dial your 7- or 10-digit home phone number
2. You will hear Main Menu options

### From another phone:

1. Dial your 7- or 10-digit home telephone number
2. Press **\* 5** when you hear the greeting
3. Enter your 10-digit phone number.
4. Enter your PIN and press **#**
5. You will hear Main Menu options

### Main Menu Options

- 1** to review messages
- 3** to work with your greetings
- 4** to change your mailbox settings
- 9** for interactive help

### Listening to Messages

From the Main Menu press **1** to review your message. These non-prompted options are available during message review.

- 1 Repeat**
- 3 Delete**
- # Save**
- 6 Skip Message**
- 7 Rewind**
- 8 Pause**
- 9 Fast Forward**
- \* 1 Return to Main Menu**

### Change Your PIN

1. From the Main Menu, press **4** to change your mailbox settings
2. Press **3** for Login Options
3. Press **1** to change your PIN

Charter Telephone Voicemail means reliable, around-the-clock service. Please see your User Guide for detailed information to customize your mailbox.



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## Charter Telephone® Calling Features

Feature	To Activate	To Deactivate
<b>Anonymous Call Rejection</b> Reject calls from anyone whose Caller ID information is blocked	* 7 7	* 8 7
<b>Speed Dial 8</b> You can program up to eight phone numbers for fast, one-digit dialing	* 7 4	
<b>Repeat Dialing</b> Automatically redials a busy number then notifies you when the line is free <small>Note: This feature is billed on a per use basis</small>	* 6 6	* 8 8
<b>Call Waiting</b> While on the phone a soft beep lets you know another person is calling		* 7 0
<b>Call Forwarding Variable</b> Forwards incoming calls from your home phone to another number	* 7 2	* 7 3
<b>Call Forwarding Selective</b> Forwards up to 12 numbers from your home phone to another number	* 6 3	* 8 3
<b>Custom Ring</b> A distinctive ring distinguishes calls from up to 12 numbers	* 6 1	* 8 1
<b>Selective Call Acceptance</b> Limits incoming calls to up to 12 designated numbers you choose	* 6 4	* 8 4
<b>Call Screening</b> Routes up to 12 numbers to a message stating calls are not being accepted	* 6 0	* 6 0
<b>Call Return</b> Automatically calls back the last person who called you <small>Note: This feature is billed on a per use basis</small>	* 6 9	* 8 9
<b>Caller ID Blocking</b> Prevents the party you are calling from seeing your name and number	* 6 7	

### Voice Mail

Please see reverse side for directions to access your voicemail.

Please note that all features may not be included in your calling plan, and some may be subject to either a per use or subscription charge. Refer to your User Guide for detailed instructions on calling features. If you would like to activate additional calling features please call Customer Care at 1-888-GET CHARTER (1-888-438-2427).