Charter Phone Voicemail

It's your own personal answering service. Now callers can leave messages for you when your line is busy, when you're away from home, or when you just can't make it to the phone. Whenever you hear a stutter dial tone on your home phone line, it means you have a new message!

Activating 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 phone number
- 2. Voice instructions will guide you to create a new PIN
 - *Please write down and store PIN information
- 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 phone 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
- to work with your greetings
- 4 to change your mailbox settings
- g 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.

- Repeat
- Delete
- # Save
- Skip Message
- 7 Rewind
- 8 Pause
- 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 Phone Voicemail means reliable, around-the-clock service. Please see your User Guide for detailed information to customize your mailbox.



Charter Phone Calling Features

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