



## Personal Satellite Network, Inc.

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### Globalstar Voice mail is available through PSN

Globalstar Voicemail offers you the flexibility and control you need to maintain your one-on-one communications.

#### ■ **Flexibility**

- Callers can leave voice messages for you at the same time you make satellite phone calls.
- Maintain contact even when your satellite phone is off.
- When the phone is turned back on in satellite mode, the message waiting indicator will notify you of any new messages.

#### ■ **Control**

- Prioritize your calls so you can respond to your most urgent calls first.
- Even while making cellular calls on your Globalstar phone, you still get messages for missed satellite calls.
- Manage costs by retrieving your satellite voicemail from **any touch-tone telephone**.

### Convenient Voicemail Features

When you sign up for voicemail service, you select a specific time zone. This time zone is used to indicate message dates and times. For example, if you choose Pacific Standard Time, a message from a caller in New York at 5:00 p.m. (EST) will be listed as a message left at 2:00 p.m. (PST)

- New messages are saved for 45 days.
- Once messages have been played, they are saved for 30 days.
- Your voicemail box can hold a total of 25 messages.
- Your greeting can be up to 2 minutes in length.
- Callers can record a message up to 3 minutes in length.

### Using Globalstar Voicemail

#### **Setting up your service for the first time**

The first time you call the service, you will be asked to set-up your personal mailbox.

1. Access your Globalstar Voicemail by calling your own Globalstar number from any touch-tone phone.
2. Press 1 when you hear the introductory greeting.
3. When asked for your temporary password, enter 1,2,3,4,5.
4. The system will walk you through step-by-step instructions for setting up your new password and greetings. Your new password must be four to six digits in length.

#### **Accessing Voicemail Service**

Get your voice messages in three quick and easy steps.

1. Call your own Globalstar number from any touch-tone phone
2. Press 1 when you hear the greeting
3. Enter the personal password that you have selected

**Greetings**--There are four different types of greetings available for your voicemail box:

**1. Personal Greeting**--You can personalize your voicemail greeting with important details, such as when you will be available to return calls.

**2. Standard Greeting**--A standard greeting is also available. This greeting states: Your call has been forwarded to an automatic Globalstar message system. The person you are trying to reach *Globalstar phone number* is unavailable. At the tone, please record your message.

**3. Extended Absence Greeting**--This greeting requires callers to listen to your entire message before recording their message. This is the only type of greeting which callers cannot bypass by pressing #.

**4. Recorded Name Greeting** This greeting requires you to simply record your name. This greeting states: Your call has been forwarded to an automatic Globalstar message system. The person you are trying to reach is unavailable. At the tone, please record your message.

## **Voicemail Shortcuts**

***While listening to your voicemail messages, the following shortcuts can be used.***

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|--|--|
| <b>1</b> - Rewind                            | <b>*</b> - Exit                        |
| <b>2</b> - Pause/Restart                     | <b>0</b> - Help                        |
| <b>3</b> - Skip Ahead                        | <b>#</b> - Skip Message                |
| <b>5</b> - Receive information about message | <b>11</b> - Rewind to start of message |
| <b>7</b> - Erase                             | <b>33</b> - Forward to end of message  |
| <b>8</b> - Louder volume                     | <b>77</b> - Quick erase                |
| <b>9</b> - Softer volume                     | <b>99</b> - Quick save                 |

***After listening to your messages, the following additional shortcuts can be used***

- 4** Replay
- 9** Save Message

### ***To change your voicemail greeting***

- To change your greeting to a personal greeting, press **431**
- To change your greeting to a standard greeting, press **433**
- To activate or delete an extended absence greeting, press **432**
- To change your greeting to your recorded name, press **434**

Note: When an extended absence greeting is deleted, the greeting will revert to your personal greeting.

Call or write PSN today for your Globalstar Voice Mail Service  
[sales@skyhelp.net](mailto:sales@skyhelp.net)  
703-330-9028

Learn more about Globalstar and other satellite service at our web site  
[www.skyhelp.net](http://www.skyhelp.net)