

Accessing Your Mailbox

- Dial your access number: 586-9990 or dial *98 (or 2) if accessing from home.
- Enter your password code: 6282
- This will change the first time you use your voicemail

Setting Up Your Mailbox

- Dial your access number. You will need to enter in your password when requested. This will change the first time you use your voicemail system.
- You can sign into your voicemail system from any other telephone. To do this, call your own phone number. When your greeting starts, press * on the telephone keypad. You will need to enter your password when requested.

First-Time Sign-In

- When you sign in for the first time, you must set up your mailbox. This can only be done from a phone that is registered with your voicemail. First-time sign-in involves three steps:
 - Changing your password
 - Recording your greeting
 - Recording your recorded name
- You may skip first-time sign-in once by pressing **, but after skipping it once, you must complete all three steps before you can enter your mailbox and listen to messages.
- The greeting and recorded name are played each time a caller accesses your mailbox to leave a message.
- You can end the setup process at any point by ending the call. If you do so, you are asked to complete the remaining setup steps the next time you enter your mailbox.

Changing Your Password

- You are first prompted to enter a new password, and then you are asked to confirm it by re-entering it.
- You can press the * key to cancel your password setup at any point. If you do so, you return to the beginning of the password setup process.
- Once you have successfully changed your password, you are prompted to record your greeting.

Recording a Greeting

- Your personal greeting must be longer than 2 seconds and shorter than 30 seconds. If your recording is shorter than 2 seconds, you are prompted to re-record your greeting.
- Once you have recorded your greeting, it is played back to you and you are provided with options to keep or change it:
 - To change your greeting, press 0
 - To keep your greeting, press #
- Once you have accepted your greeting, you are prompted to record your recorded name.

Recording a Name

- You must take less than 10 seconds to record your name. If your recording is longer than 10 seconds, you are prompted to re-record your name.
 - Once you have recorded your name, it is played back to you and you are provided with options to keep or change it:
 - To change your greeting, press 0
 - To keep your greeting, press #
 - Once you have completed recording your name, you are redirected to the Main Menu.
- ## Main Menu
- The Main Menu allows you to access the functions of your mailbox. When you enter the Main Menu, you hear a welcome message, then a summary of messages in your mailbox.
 - The following options are available to you:
 - To listen to your voice messages press 1
(Note that if you do not have any messages, you will not hear this prompt at the Main Menu)
 - To manage any erased messages press 5
(Note that if you do not have any erased messages, you will not hear this prompt at the Main Menu)
 - Listen to helpful hints press 0
 - To end the call, hang up or press *

Listening to Your Messages

- By default, you hear information about each message when it is first played for you, including the time it was received and the telephone number of the person leaving the message. To hear only brief details about each message, disable the time and date stamp feature.
- After the message details are read out, the message itself is played. When the message plays, you can choose one of the following options:
 - To skip to the end of the message press 2
(If the message was new, it will be saved. But if the message was saved, it will be left as new.)
 - To skip forward 5 seconds within the message press 9
 - To pause the message, press 8 ... press 8 again to resume.
 - To skip backwards 5 seconds within the message, press 7
- When the message finishes, you can choose one of the following message options:
 - To play the message again from the beginning press 1
 - To save a new message and go to the next message, press 2
 - To erase the message, press 3
 - To reply to the message, press 4

Depending on the message you are replying to, you may have either or both of the following options:

 1. To record a voicemail message to send back in reply.
 2. To call back the person who left the message.
 - To return to the previous message, press 11
 - To leave the message as-is and go to the next message press #
 - To go to the Main Menu, press *
- In addition to the message options, the following options are available:
 - To create a new voice message, press 6
 - To (re)play the caller's telephone number and the time and date stamp, press 88
 - To end the call, press **



Changing Mailbox Settings

- The Mailbox Settings Menu allows you to change your mailbox settings, such as password, greeting, and other options that help you save time while using your voicemail system.
- You can reach the Mailbox Settings Menu by pressing 4 from the Main Menu. The menu is presented as a list of options with brief descriptions.
- Use the following keys to select the options you require.
 - To skip to the next menu options, press #
 - To return to the previous menu option, press 11
 - To choose the current option, press 0
 - To return to the menu from where you entered the Mailbox Settings Menu, press *

Greetings

- The first time you enter your mailbox you are asked to record a greeting. This greeting is called the regular recorded greeting. You may choose to use this greeting, or you may use a computerized system greeting, which is called the standard greeting.

- Options if you are currently using the regular recorded greeting:

- To re-record your regular recorded greeting, press 1
- Record a new greeting after the tone, followed by #
- To change the greeting after you have recorded it, press 0 and re-record your greeting.
- When you have finished recording your greeting, press #

(It is now saved. Your mailbox now uses the new regular recorded greeting.)

- You return to the Greetings Menu.

Greetings Continued...

- Options if you are currently using the system standard greeting:

If you are currently using the system standard greeting, first you hear the greeting that currently plays for your callers.

- To use your regular recorded greeting, press 1
(The regular recording plays)
- To change the regular recorded greeting, press 0 and record a new regular recorded greeting after the tone, followed by #
- To change the greeting after you recorded it, press 0 and re-record your greeting.
- When you have finished recording your greeting, press #. It is now saved. Your mailbox will now use the new regular recorded greeting.
- To use the regular recorded greeting as it is, press #

Changing Your Password

- If you want to change your password, take the following steps:
 - Enter the Mailbox Settings Menu by pressing 4 from the Main Menu
 - Press the # key until you hear the title "PIN"
 - Press 0 to choose this option
 - Press 1 to change your password
 - At the prompt, using your telephone keypad, enter a new password, then press #
 - At the prompt, re-enter your new password, then press #
 - You will then return to the Password Menu

Quick References

- Press 1 to repeat
- Press 2 to save
- Press 3 to erase
- Press 4 to reply
- Press 5 to forward a Copy
- Press 6 to send
- Press 7 to back up a few seconds
- Press 8 to pause a few seconds
- Press 9 to forward a few seconds
- Press 0 for tutorial
- Press # to mark the message 'new' again



Voicemail User Guide

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