



Voicemail Initialization and User Guide

Access Voicemail

From **your** phone

Press the **Messages** button then press **Connect**

When prompted enter your PIN+#

From another device

Dial your own 10-digit number and press * when prompted to 'enter your own mailbox' or while listening to your greeting (*previously 7*)

When prompted enter your PIN+#

- OR -

From another device

Dial your Remote Voicemail Number

When prompted enter your 10-digit number+#, followed by your PIN+#

Remote Voicemail Numbers: **855-540-6245**

Initialize Your Voicemail

Voice prompts will guide you through these steps:

Change your PIN

Select a new PIN between 6 – 15 digits

Record your Name

For instance, "Sue Smith" or "Bill Brown"

Choose a Greeting

Select from option 1, 2, or 3; your greeting plays 24/7

- 1** Record your Personal Greeting, up to 3 minutes long
Press # to record your greeting; press # again to save, or 1 to re-record
- 2** System Greeting with recorded name
- 3** System Greeting with phone number

Main Menu – Press...

- 1** Listen to new messages
- 1,9** Listen to deleted messages
- 2** Send a message
- 3** Greetings
 - 1** Personal Greeting
- 4** Settings
- 0** Helpful options

Common Message Options...

- 1** Listen to your messages
 - 1** Rewind 10 seconds
 - 11** Restart message
 - 3** Fast forward 10 seconds
 - 33** End of message
- 4** Repeat details and message again
- 5** Hear message details
- 6** Send a copy of the message
- 7** Delete message
- 9** Save message

Your greeting will play 24/7 by default. If you would like to schedule an both an on-hours (default) and off-hours greeting, use these instructions and follow the prompts:

Press...

- 3** Greetings
- 6** Off-hours greeting
 - 1** Update or change your off-hours greeting
 - 2** Update or change your off-hours schedule