



Managed Voice Service
powered by LUMEN®

Voicemail Initialization and User Guide

1. Press the **Messages** button, then press **Connect**, or dial your Remote Voicemail Access number **855-540-6245** or **720-857-7467**.

2. Enter your ten digit phone number followed by the **#** sign:
The voicemail system will prompt you to enter your telephone number

3. Create a new voicemail password:
When prompted, enter your new password followed by the **#** sign
*It must be **between 4 -15 digits***

4. Record your name: When prompted, record your first and last name

5. Select greetings callers will hear:
Choose Option 2 to define your schedule and have your Open Greeting play 24/7

- a) At the prompt "Saturday and Sunday are defined as Weekend" **Press 1**
- b) At the prompt "Weekday Schedule Open Greeting" **Enter 24**
- c) At the prompt "Weekend Schedule Open Greeting" **Enter 24**
- d) To save selections after schedule summary **Press 1**

(Note: You can also Choose Option 1 to use the Standard Schedule. If selected this will play your Open Greeting 8:00 a.m. – 5:00 p.m., Monday – Friday, and your Closed Greeting on Nights and Weekends)

6. Record Greetings:
Once you have defined your schedule, you will be prompted to record your greetings

- a) Record Personal "Open Greeting":
When prompted choose **Option 2** to record your **Personal Open Greeting**
- b) Record Personal "Closed Greeting":
When prompted choose **Option 2** to record your **Personal Closed Greeting**

(Note: You can also select Option 1 for Open & Closed to use the Standard Greeting. This is a canned voice and will include your 10-digit phone number as part of the greeting)

7. The system will state a few useful tips for navigating the voicemail menu, and will then state that your voicemail service is "now ready to use and accept messages". **Voicemail setup is complete!** You can now hang up the phone.

Notes:

- *To change your Greeting(s), log into your mailbox and press 4 – 3 – 1, then select greeting you'd like to re-record*
- *Once your mailbox is initialized, you can login remotely by dialing your telephone number. When the greeting answers press **7**, followed by your **password** + **#**.*
- *If you selected the Standard Schedule and would like to now have your Open Greeting play 24/7, log into your mailbox and press 4 – 3 – 1 – 3 – 2, and then follow steps a) through d) in Item 5 above.*