Voice Mail Instructions

Our upgraded Voice Mail system has many new features such as Find Me-Follow Me, Unified Messaging and Scheduled Conferencing. Scroll down to view the instructions for the voice mail system. If you have not adopted the new messaging systems yet, please follow the instructions to set up your new voice mailbox and record a new greeting. The prompts used to play, save, delete and forward your messages have changed.

To Set Up Your Primary Voice Mailbox for the First Time

Step 1. If you are calling from the number on which you are setting up your voice mailbox:

• Dial your voice mail access number.
• Enter your default pass code of four zeros (0000) followed by the # key.
• You will be prompted to change your default pass code.
• Add the new pass code of your choice (up to 16 digits) followed by the # key.
• Reenter new pass code to verify.

Or, if you are calling from another location:

• Dial your voice mail access number & enter your 10-digit voice mailbox phone number.
• Enter your default pass code of four zeros (0000) followed by the # key.
• You will be prompted to change your default pass code.
• Add the new pass code of your choice (up to 16 digits) followed by the # key.
• Reenter new pass code to verify.

Step 2. You will hear the following options:

Main Menu Options
Press 1 – Listen to messages
Press 7 – Play current date & time
Press 9 – Set up voice mailbox
Press 0 – Repeat choices
9- Setup Menu
Press 1 – Greeting options
Press 2 – Change password
Press 4 – Auto login
Press * - Return to main menu
Press 0 – Repeat choices

1 – Greeting Options
Press 1 – Play current greeting
Press 2 – Re-record greeting
Press 3 – Delete greeting
Press 5 – Pick a new greeting
Press * - Return to main menu
Press 0 – Repeat choices

To Set Up Your Primary and Child Mailboxes for the First Time

Step 1. If you are calling from the number on which you are setting up your voice mailbox:
  • Dial your voice mail access number.
  • Press 5 to record group greeting.
  • Enter your default pass code of four zeros (0000) followed by the # key.
  • You will be prompted to change your default pass code.
  • Add the new pass code of your choice (up to 16 digits) followed by the # key.
  • Reenter new pass code to verify.

Or, if you are calling from another location:
  • Dial your voice mail access number & enter your 10-digit voice mailbox phone number.
  • Press 5 to record group greeting.
  • Enter your default pass code of four zeros (0000) followed by the # key.
  • You will be prompted to change your default pass code.
  • Add the new pass code of your choice (up to 16 digits) followed by the # key.
  • Reenter new pass code to verify.
Step 2. You will hear the following options:

**Group Greeting Menu**
- Press 1 – Play your current group greeting
- Press 2 – Keep this group greeting
- Press 3 – Delete this group greeting
- Press 4 – Record new group greeting
- Press * - Return to main menu
- Press 0 – Repeat choices

**Step 3. Press 4 – Record Your New Group Greeting**
Please record your new group greeting followed by the # key. *(Example: “Press 1 for directions to our office, press 2 to leave a message for Jane Doe,” etc.)*

**Step 4. Press 2 – Keep this Group Greeting**
After you hear “Callers will now hear your customized greeting, “hang up and redial your voice mail access number to set up your child mailboxes.

**Step 5. If you are calling from the number on which you are setting up your voice mailbox:**
- Dial your voice mail access number.
- Enter voice mailbox ID (1).
- Enter the new pass code you just created, followed by the # key.

**Or, if you are calling from another location:**
- Dial your voice mail access number & enter your 10-digit voice mailbox phone number.
- Enter voice mailbox ID (1).
- Enter the new pass code you just created, followed by the # key.

**Step 6. You will hear the following options:**

**Main Menu**
- Press 1 – Listen to messages
- Press 3 – Send message to a mailbox
- Press 5 – Hear mailbox IDs with new messages
- Press 7 – Play current date & time
- Press 9 – Set up your voice mailbox
- Press 0 – Repeat choices

**Step 7. Press 9 – Setup Menu**
Press 1 – Greeting options
Press 2 – Change password
Press 4 – Auto login
Press * - Return to main menu
Press 0 – Repeat choices

Step 8. Press 1 – Greeting Options
Press 1 – Play current greeting
Press 2 – Re-record greeting
Press 3 – Delete greeting
Press 5 – Pick a new greeting
Press * - Return to setup menu
Press 0 – Repeat choices

Step 9. Press 2 – Record Greeting
Record your customized greeting for this particular mailbox, followed by the # key. After you press the # key, you will return to the Greeting Options Menu.

Step 10. To Set Up Mailbox ID (2)
Hang up and redial your voice mail access number to set up your child mailbox ID (2) or you may keep pressing * until you get to the mailbox login.

Greeting Options
Press 1 – Play current greeting
Press 2 – Re-record greeting
Press 3 – Delete greeting
Press 5 – Pick a new greeting
Press * - Return to setup menu
Press 0 – Repeat choices

Step 11. Press * - Setup Menu
Press 1 – Greeting Options
Press 2 – Change password
Press 4 – Auto login
Press * - Return to main menu
Press 0 – Repeat choices

Step 12. Press * - Main Menu
Press 1 – Listen to messages
Press 3 – Send message to a mailbox
Press 5 – Hear mailbox IDs with new messages
Press 7 – Play current date & time
Press 9 – Set up your voice mailbox
Press 0 – Repeat choices

Step 13. Press * - Return to Login

Step 14. If you are calling from the number on which you are setting up your voice mailbox:
- Dial your voice mail access number.
- Press 2 for mailbox ID (2).
- Enter your default pass code of four zeros (0000) followed by the # key.
- You will be prompted to change your default pass code.
- Add the new pass code of your choice (up to 16 digits) followed by the # key.
- Reenter new pass code to verify.

Or, if you are calling from another location:
- Dial your voice mail access number & enter your 10-digit voice mailbox phone number.
- Press 2 for mailbox ID (2).
- Enter your default pass code of four zeros (0000) followed by the # key.
- You will be prompted to change your default pass code.
- Add the new pass code of your choice (up to 16 digits) followed by the # key.
- Reenter new pass code to verify.

Repeat step 7-14 for each additional voice mailbox ID.

To Access Your Messages

Step 1. When calling from the telephone number your voice mailbox is set up on:
- Dial your voice mail access number.
- Enter pass code followed by the # key.
• Press 1 in order to get in the Listen to Messages Menu.

Or, if you are calling from another location:
• Dial your voice mail access number & enter your 10-digit voice mailbox phone number.
• Enter pass code followed by the # key. You will be in the Main Menu.
• Press 1 in order to get in the Listen to Messages Menu.

Step 2. You will hear the following options:
Main Menu Options
Press 1 – Listen to messages
Press 7 – Play current dates & time
Press 9 – Set up voice mailbox
Press 0 – Repeat choice

1 – Listen to Messages
Press 1 – Listen to new messages
Press 2 – Listen to saved messages
Press * – Return to main menu

The following options will be available after each message:
Message Options
Press 1 – Replay message
Press 2 – Save message and go to next
Press 3 – Delete message and go to next
Press 4 – Save message as new message
Press 6 – Forward message
Press 7 – Skip back three seconds
Press 8 – Pause or continue message
Press 9 – Skip forward three seconds
Press * – Return to main menu
Press 0 – Repeat choices

To Change Your Greeting

Step 1. If you are calling from the number on which you are setting up your voice mailbox:
• Dial your voice mail access number.
• Enter your default pass code of four zeros (0000) followed by the # key.
• You will be prompted to change your default pass code.
• Add the new pass code of your choice (up to 16 digits) followed by the # key.
• Reenter new pass code to verify.

Step 2. You will hear the following options.
Main Menu Options
Press 1 – Listen to messages
Press 7 – Play current date & time
Press 9 – Set up voice mailbox
Press 0 – Repeat choices
9 – Setup Menu
Press 1 – Greeting options
Press 2 – Change password
Press 4 – Auto login
Press * - Return to main menu
Press 0 – Repeat choices
1 – Greeting Options
Press 1 – Play current greeting
Press 2 – Re-record greeting
Press 3 – Delete greeting
Press 5 – Pick a new greeting
Press * - Return to main menu
Press 0 – Repeat choices

To Set Up Auto Login

You have the ability to control if you want to allow auto-authentication from the line that voicemail is assigned:

Step 1. You must call from the telephone number your voice mailbox is set up on:
• Dial your voice mail access number.
• Enter pass code followed by the # key. You will be in the Main Menu.

Step 2. You will hear the following options
Main Menu Options
Press 1 – Listen to messages
Press 7 – Play current date & time
Press - Set up voice mailbox
Press 0 – Repeat choices

9 – **Setup Menu**
Press 1 – Greeting options
Press 2 – Change password
Press 4 – Auto login
Press * - Return to main menu
Press 0 – Repeat choices

4 – **Auto login**