



## How to set up and use Voicemail and Unified Messaging

Your service comes with a voicemail box as well as Unified Messaging. Unanswered calls will automatically be sent to voicemail. There are two ways to access your voicemail:

1. Calling your own phone number will put you directly into your voicemail box allowing you to listen to, delete and manage saved voicemails.
2. Picking up your phone and dialing \*62 will put you into the main voice portal menu. The main voice portal menu gives you access to additional features, where option 1 will also put you into your voicemail box.

### Initial Voicemail Setup (\*62)

The first time you call your voicemail box or dial \*62, you will be prompted to set a pass code to access your voicemail and to record your personalized name. Pass codes should be 4-to-8 digits. When calling from your own phone number, it's not necessary to enter your pass code to access your voicemail. Your recorded name will be played to callers as part of the default greeting callers will hear. You'll later have the option to record a longer greeting, though you don't have to. The default greeting users will hear is, "Your recorded name" is not available to take your call. Please leave a message after the tone.'

Once you have completed the setup, you can record greetings and access your voicemails.

### Voice Portal Main Menu (\*62)

At the main menu, the following options are available:

- 1 – To access your voicemail box
- 3 – Go to the greetings menu
- 4 – Change call forwarding options
- 8 – Change your pass code
- 9 – Exit the voice portal
- # – Repeat the menu

### Accessing Your Voicemail Box

Option 1 can also be reached by calling your phone number from your phone line. This option presents another menu for listening to voicemails, saving, and deleting messages as well as managing your voicemail greetings.

### Recording Greetings

Option 3 provides a menu to let you record or re-record your name. The name is used when you don't record a custom greeting. With just the name recorded, callers will hear, "John Doe, is not available to take your call. Please leave a message after the tone". To record new voicemail greetings, see Using Your Voicemail Box.

### **Call Forwarding Options**

Option 4 provides a menu for managing your Call Forward Always feature. The \* code entries are also available. The options allow you to activate and de-activate your Call Forward Always as well as change and listen to the current Call Forwarding Always destination. The Call Forwarding Always destination number is stored in case that number is always used as the call forward destination. Option 1 to activate and option 2 to deactivate is all that is required.

### **Changing Your Passcode**

Option 8 provides options to change your pass code.

### **Exiting The Voice Portal**

Option 9 exits the voice portal management, or you can hang up at any time.

### **Repeating the Menu**

Use # to repeat the menu options.

### **Using Your Voicemail Box and Unified Messaging**

When you pick up the phone to place a call, you will hear a stutter dial tone indicating you have a new message. The Unified Messaging feature can be enabled for service and uses your email. With this feature, voicemail messages will also be sent to your email address as a wav file attachment, allowing for easy playback on your computer or mobile phone no matter where you are. Simply download the message, or many email clients supporting playback of the audio file within the email client. To listen to your messages on your phone, simply pick up the phone and dial your phone number.

The Main Menu for your voicemail box options are:

- 1 – Listen to messages
- 2 – Change your mailbox busy greeting
- 3 – Change your mailbox no answer greeting
- 4 – Change your mailbox extended away greeting
- 7 – Delete all messages
- 8 – To modify message deposit settings
- \* – Return to Voice Portal menu
- # – To repeat the menu

### **Listen To Your Messages**

When you call into your voicemail box, the system will announce the number of new and saved messages. To listen to your messages, press 1. When you press 1, the system will begin auto playing the first new or first saved message. Once you have listened to a message, you can choose the following options:

- 2 – To repeat the message
- 4 – To go back to the previous message
- 5 – To play back the message envelope
- 6 – To go to the next message
- 7 – To erase the message
- 8 – To call back this caller
- # – To save the message

While listening to a message, you can choose the following options to control the playback

- 2 – To pause and un-pause message playback
- 3 – To skip ahead in the playback
- 4 – To restart the message from the beginning
- 6 – To skip ahead to the end of the message

### **Change Your Mailbox Busy Greeting**

To change the message callers hear when your line is busy, press 2. Initially, callers will hear the default message. If your phone supports call waiting, callers will not receive a busy greeting unless you have one caller on hold and are talking to a second caller.

- 1 – To record a new busy greeting
- 2 – To listen to your current busy greeting
- 3 – To revert to the default busy greeting
- \* – To return to the previous menu
- # – To repeat this menu

### **Change Your Mailbox No Answer Greeting**

To change the message callers hear when you do not answer, press 3. Initially, callers will hear the default message.

- 1 – To record a new no answer greeting
- 2 – To listen to your current no answer greeting
- 3 – To revert to the default no answer greeting
- \* – To return to the previous menu, change your mailbox extended away greeting

You can also record a greeting that can be activated when you plan on being away for an extended period instead of recording a new no answer greeting. This allows you to keep your no answer greeting as is. The greeting can be recorded and then activated and deactivated at any time. Once activated, it will play instead of your no answer greeting. To choose this option, press 4, then:

- 1 – To activate your extended away greeting (not played until a greeting is recorded)
- 2 – To deactivate your extended away greeting (not played unless your extended away greeting is activated)
- 3 – To record a new extended away greeting
- 4 – To listen to your current extended away greeting
- \* – To return to the previous menu
- # – To repeat this menu

### **Delete All Messages**

To delete all messages in your mailbox, press 7.

### **Modify Deposit Settings**

To modify your deposit settings, press 8. You can enable or disable message deposits in your mailbox. This option is typically used when you also activate your extended away greeting and don't want your mailbox to fill up while you are gone. When you return, you can re-enable message deposits and deactivate your extended away greeting.