

Setting Up Your Voice Mailbox For the First Time

For increased security you must set up your mailbox from your business phone before you can access it remotely.

Dial 1-877-VMESSAGE (1-877-863-7724) or # 5 5 from business phone.

Follow the voice prompts to complete the easy set up process:

- Set up your 4 to 10 digit PIN (Personal Identification Number)
- Name the mailbox, for example John Smith or XYZ Company
- Personalize your greeting

Accessing Your Mailbox

From Business: Dial 1-877-VMESSAGE (1-877-863-7724) or # 5 5 from your business phone and enter your PIN.

From any other phone: Dial your business phone number and let it forward to voicemail then press * during your greeting and enter your PIN, or, dial 1-877-VMESSAGE (1-877-863-7724) and enter your 10-digit business phone number followed by the # and enter your PIN.

Reviewing Your Messages

If you hear a “stutter” dial tone when you lift your handset, you have new messages waiting. If you have special message waiting equipment, you will also see a message waiting indicator light.

Play your messages

Press 11 to play the first message

Press 77 to rewind 5 seconds

Press 88 to fast forward 5 seconds

Press # to pause, then press # to resume playing

Press 2 to keep or press 3 to delete the message

After listening to a message, you can also:

Press 1 to play the message again

Press 2 to keep the current message

Press 3 to delete the current message

Press 4 to forward the message to another mailbox user

Press 5 to reply to the message (other voice prompts will guide you through this process)

Press 6 to create a new message and send it to another mailbox user

Press 8 to advance to the next message

Press 9 to exit your voicemail when you are done listening to your messages

Changing Your Password and Greeting

You may change your mailbox greeting or name at any time by pressing 6 at the main menu. You may change your PIN at anytime by pressing 3 for Mailbox Settings at the main menu and then by pressing 2 for security and then 1 to change PIN.