Voicemail User Guide

I. To Login to a New Messaging Voice Mail Box for the First Time:

A.) Press your Voice Mail Button. *From outside* dial **803-832-8888**

B.) Key in the default password of 1 #. (Use This Password This Time Only!) You will be asked to key in your new password which must be at least 7-digits in length.

C.) Speak your Full Name, Press **#** to Stop Recording.

D.) Press **1** to Approve or Press **2** to Re-record.

Record and Activate Personal Greeting:

F.) Press **1** to Record Greeting.

G.) Press **1** for Personal Greeting.

H.) Record greeting and Press **#** when finished.

II.   To Retrieve Messages That Others Have Left For You:

A.) Login to Messaging **(Press Voice Mail Button. Enter your password and #)** then Press **1** at the Activity Menu.

B.) Listen to Header Information, i.e., from whom, date/time, type of call, etc.

C.) Press **0** to Listen to the Body of the Message.

D.) After listening to the message, press **6** to forward or ***7** to delete message. Pressing **#** will skip the message.

III.   To Change Your Password: (Hidden Prompt)

A.) Login to Messaging **(Enter your password and #)** then Press **4** at the Activity Menu.

B.) Sub Menu **9** (Press **9**)

C.) Enter new password twice followed by the # sign.

IV.   To Re-record your Voiced-In Name: (Hidden Prompt)

A.) Login to Messaging (**Enter your password and #)** then Press **4** at the Activity Menu.

B.) Sub Menu **1** (press **1**).Press **1** then press **6**

C.) Speak your full Name and follow voice prompts to approve.

Notes:

Users are allowed two (2) greetings, Daily Greeting or Extended Greeting (Out of Office for Extended period of time).

When dialing from outside into your voicemail (*not from your office phone*) be sure to enter the area code and 7 digit phone number as your mailbox number.

New messages will remain in mailboxes for 14 days

Saved Messages (undeleted messages) will remain in mailboxes for 7 days.

Maximum per message length is 2 minutes for call answer messages. Maximum per message length for voicemail messages is 5 minutes.

Total Mailbox Storage is 30 minutes