

Voicemail Local Access

Your voicemail box can be accessed in the Voice Portal, remotely, or by dialing a star code from a phone connected to the account.

Access Your Voicemail Box

Direct Access

1. From a line assigned to your voicemail box, dial the Voicemail Management star code.
2. Enter your voicemail PIN and press #.

Remote Access

1. From a line *not* assigned to the voicemail box, dial your 10-digit phone number.
2. When the greeting plays, press #.
3. Enter your voicemail PIN and press #.

Listen to Your Messages

A stuttered dial tone indicates your voicemail box has unread messages. This tone lets you know you have new messages or messages marked as unread in your voicemail box.

To listen to your messages, access the voicemail box and **press 1**. Use the following to navigate the menu:

- **Press 1:** Skip message and mark it as "unread"
- **Press 2:** Save message and mark it as "read"
- **Press 3:** Erase message
- **Press 9:** Repeat message
- **Press 0:** Exit menu
-

Voicemail PIN

The default PIN is 1234. The first time you access your voicemail box, you will be prompted to set a new PIN which must be 4-digits or longer.

Customize a Voicemail Box

Personal Options

Access the voicemail box and **press 8** for personal options. Use the following to navigate the menu:

- **Press 1:** Change the PIN
- **Press 2:** Personalize your greeting
- **Press 3:** Record your personal name
- **Press 5:** Set up Call Forwarding
- **Press 6:** Set Up a Call Screening Forwarding Number
- **Press 9:** Repeat personal options
- **Press 0:** Exit menu

Change the PIN

1. Access your voicemail box and press 8 for personal options.
2. Press 1 to change the PIN.
3. Enter a new PIN that is at least 4-digits long, then press #.
4. When you're done, hang up or press 0 to go back to the main menu.

Change Your Greetings

1. Access your voicemail box and press 8 for personal options.
2. Press 2 to change your greetings.
 - Press 1 to change the default (basic) greeting.
 - Press 2 to change the "busy" greeting.
 - Press 3 to change the "no answer" greeting.
3. When you're done, hang up or press 0 to go back to the main menu.

Power/Connectivity Failure

In the event of a power outage, internet outage, or device failure, incoming calls will go to voicemail. Call Forwarding, Sim Ring, or Find Me/Follow Me will continue to function, and you will still be able to access your voicemail messages from another phone.