



Voicemail Guide

Initial 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.

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 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 of time 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 activate)
- 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.