

## VOICEMAIL

Send calls to a personal Voicemail while on another call, not at the office or just too busy. Messages can be conveniently retrieved by phone, online account or email.

### INTERNET INSTRUCTIONS

1. Login to online account
2. Click Settings
3. Click the View / Edit option following Voicemail
4. Click On to Enable / Click Off to Disable
5. Click the option to upload a Custom Greeting
6. Click Choose File
7. Click Choose File in the popup window
8. Select appropriate file to be uploaded\*
9. Click Save

NOTE: File must be a wav file in CCITT u-Law, A-Law, 8kHz sampling rate, or 8-bit Mono format  
The file can be up to 5 minutes in duration and no larger than 4.5 MB

To Access Messages:

1. Click Account
2. Click Messages
3. Select Action · Play · Save · Forward · Delete or · Block Number

### TELEPHONE INSTRUCTIONS

1. Dial \*98
2. Enter default passcode 8642 and press # (first time setup)
3. Following passcode has expired prompt, enter a permanent passcode and press #
4. Re-enter permanent passcode and press #
5. Follow the rest of the prompts to record name and greetings

To Access Voicemail:

1. From On-Network Extension: Dial \*98  
From Off-Network Extension: Dial 10-Digit Phone Number and press \* when greeting starts
2. Enter passcode and press #

Main Voicemail Menu Options:

- [1] To access Voicemail
- [3] Record name
- [8] To change passcode
- [9] To exit the voice portal
- [#] To repeat this menu

Access Voicemail Options:

- [1] To listen to messages
- [2] To change mailbox busy greeting
- [3] To change mailbox no answer greeting
- [5] To compose and send a new message
- [7] To delete all messages
- [\*] To go to the CommPilot voice portal
- [#] To repeat this menu

## VOICEMAIL MESSAGE WAITING INDICATOR

Receive notifications for new voicemail messages. The Message Waiting Indicator will remain on the phone until the new message has been played.

### INTERNET INSTRUCTIONS

1. Login to online account
2. Click Settings
3. Click the View / Edit option following Voicemail Message Waiting Indicator
4. Click On to Enable / Click Off to Disable
5. Click Save

## VOICEMAIL TO EMAIL

Receive voicemail messages via email for up to 5 email addresses.

1. Login to online account
2. Click Settings
3. Click the View / Edit option following Voicemail to Email
4. Enter the destination email address(es) to Enable / Remove email address(es) to Disable
5. Click Save