

# Voicemail

## Quick Start Guide

### Using the Voicemail System

The voicemail system is menu driven. Listen to the voice prompts and then press the keys on your phone to select which option you would like.

For easy management of voicemail options through our online portal, visit <https://myvoice.allstream.com>.

### Accessing Voicemail

The first time you access your voicemail box, you are prompted to set up your mailbox and record your name and a greeting to be played for all callers (see next page).

### From Your Own Phone

- Press the **Messages** button or dial **\*98**
- Enter your voicemail PIN
- If you have new messages, the messages will be identified
- After hearing any new messages, you are presented with the Voicemail Main Menu. The Main Menu options are listed in the next column.

### From Another Phone

- Dial your local voicemail access number. A list of numbers is available at <https://support.allstream.com/knowledge-base/voice-messaging-access-numbers/> or by contacting Customer Care
- OR
- If you have a phone line associated with your mailbox, dial your phone line, wait until it forwards into voicemail, and press **\***
- When prompted, enter your 10-digit phone number
- When prompted, enter your voicemail PIN and press **#**
- If you have new messages, the messages will be identified

### Voicemail Main Menu

ACTION	KEY
Play inbox messages	1
Send messages	2
Work with greetings	3
Mailbox settings	4
Access deleted messages	6
Log on as a different user	7
Help	0
Exit voicemail system	*

### Changing Your PIN

- Access your voicemail box
- From the main menu, press **4** to change your settings
- Press **3** for security options
- Press **1** to change the PIN

### Recording Your Personal Greeting

- Access your voicemail box
- From the main menu, press **3**
- To set up a personal greeting, press **1**
- To set up a system generated greeting or to change the recording of your name, press **3**
- If you don't record a personal greeting, a generic greeting is played

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### Message Playback Options

While listening to your voicemail messages, the following options are available:

ACTION	Before Message	During Message	After Message
Skip message	# (skips header, goes to message body)	# (skip to next message)	n/a
Reply to message	n/a	4	4
Save message and go to next	n/a	2	2
Delete	n/a	3	3
Play inbox messages	1	n/a	1
Send messages	n/a	5	5
Work with greetings	3 (main menu)		
Mailbox settings	4 (main menu)		
Access deleted messages	6 (main menu)	n/a	After playing a deleted message, 2 to save, 3 to permanently erase
Log on as a different user	7 (main menu)		
Help	0	0	0
Return to main menu, exit voicemail system	* (repeatedly, depending on how deep you are in the menu)	*	*

### Replying to a Message – Dialing the Originator

While listening to a message, you can call the person back by pressing 4 and selecting option 1.

This capability will not work if the voicemail system was not able to identify the Caller ID information when the original voicemail was received or if your phone is configured with call restrictions which prevent you from calling the originator's number.

### Forwarding a Message

While listening to messages, you can send a copy of the message to another recipient.

- To forward the current message, press 5
- Enter an extension number or Distribution Group Number. Repeat this step until you've entered all desired destinations
- Press # when finished entering destinations
- You are prompted to record an introduction
- After the tone, record your introductory message and press # when finished
- Press # to send or press 1 for delivery options, followed by # to send.

Delivery options include the following:

### Delivery Options

ACTION	Before Message
Review the message	1
Mark message as urgent	2
Mark message as private	3
Re-record your message	4
Request a delivery report	5
Request a read report	6
Add or remove recipients	7
Schedule the message to be delivered in the future	9
Send the message as is	#
Exit or cancel	*