

Voice Mail - First Time User Guide



Accessing Your Voice Mailbox

To access your voice mailbox, dial (817) 745-0000.

The auto login feature has been enabled. This means that you are not required to enter a password to access Voice Mail from the phone number with the Voice Mail feature (your “home” phone).

If you are accessing your mailbox from another phone (“remote access”), a password is required. Your password has been set to “0000”. It is recommended that you change your password for security reasons. If you have voice messages, you will be greeted with a prompt that tells you how many messages are in your mailbox along with instructions on how to listen to them. You also have the option to access the main menu without accessing your messages. If you do not have any voice messages, you will automatically access the main menu.

Checking Messages From Your “Home” Phone

- When you lift the receiver on your phone and hear a “stutter” dial tone, this means that you have new voice messages in your mailbox. NOTE: If you have sub-mailboxes, the stutter dial tone feature is no longer useful and is automatically disabled.
- Dial (817) 745-0000 to access the Voice Mail System.
- You will be informed of the number of new and saved messages. Follow the prompts to listen (press 1 for new or 2 for saved).
- The following options are available:
 - Press 1 – Listen to message
 - Press 2 – Save message
 - Press 3 – Delete message

Checking Messages by “Remote Access”

- Dial (817) 745-0000 to access the Voice Mail System.
- You will be asked to enter your mailbox number. Enter the full 10-digit number for your “home” phone.
- You will be required to enter your password.
- You will be informed of the number of new and saved messages. Follow the prompts to listen (press 1 for new or 2 for saved).
- The following options are available:
 - Press 1 – Listen to message
 - Press 2 – Save message
 - Press 3 – Delete message

Accessing the Main Menu

- If you have messages in your mailbox, you can go directly to the Main Menu by pressing “*”. If you do not have any messages, you will be routed directly to the Main Menu.
- The main menu contains the following options:
 - Press 1 – Listen to your messages

Press 7 – Play current date and time

Press 9 – Set up your voice mailbox

Recording Your Personal Greeting

- At the Main Menu press the 9 key.
- Press 1 for Greeting Options.
- Press 4 to Record a Greeting.
- At the tone, record your Greeting.
- When you are finished press the # key.
- The prompt will then ask if you want to:
 - Press 1 to listen to your greeting (a good idea to see how it sounds)
 - Press 4 if greeting is acceptable
 - Press 2 to save this greeting

Changing your password

- At the Main Menu press the 9 key.
- Press 2 to change your password.
- The prompt asks you to enter your new password (1-16 digits) followed by the # key (make sure to choose a number you will remember).
- Re-enter your password followed by the # key.

