
Phone Number:
Password: 7890

TELEPHONE VOICEMAIL ACCESS

To log into your voicemail box from your greeting:

1. Dial **your phone number** and let it ring to voicemail.
2. Press * to interrupt your greeting.
3. Enter pin followed by the # key.

To log into your voicemail box:

1. Dial 877-377-9677.
2. Enter your voicemail number when prompted followed by the # key.
3. Enter pin followed by the # key.

To listen to messages:

1. Log into your voicemail box.
2. Press 1 to listen to your messages
3. Message options
 - 1 to repeat
 - 2 to save
 - 3 to delete
 - 4 to reply
 - 5 to send copy
 - # to leave as new

To record your regular greeting:

1. Log into your voicemail box.
2. Press 3 to change greeting settings
3. Greetings options
 - a. Press 1 Personal Greeting – Default Greeting
 - b. Press 2 Absence Greeting – Greetings for extended absences
 - c. Press 3 System Greeting or Change Name – System greeting or change your recorded name.
 - d. Press 5 Busy Greeting – Greeting to play if the line is busy (Optional)
 - e. Press 6 Extended Hours Greeting – Greeting to play after hours (Optional)
 - f. Press 9 Do Not Disturb Greeting – Greeting to play if you are not available (Optional)

To change your phone PIN code:

1. Log into your voicemail box.
2. Press 4 to change mailbox settings
3. Press 3 for security Options
4. Press 1 to change your Pin
5. Enter in your new pin and press #
6. Re-enter the pin and press #

To log into voicemail without entering your pin from your own phone:

1. Log into your voicemail box.
2. Press 4 to change mailbox settings
3. Press 3 for security Options
4. Press the 3 key
5. Press 1 to change your skip pin feature
6. You will no longer need to enter a pin when calling from your own phone

To log into another voicemail box or additional number:

1. Log into your voicemail box.
2. Press 7 to leave your mailbox and log into another mailbox
3. Enter the full 10 digit number of the other mailbox
4. Enter the pin of the other mailbox.

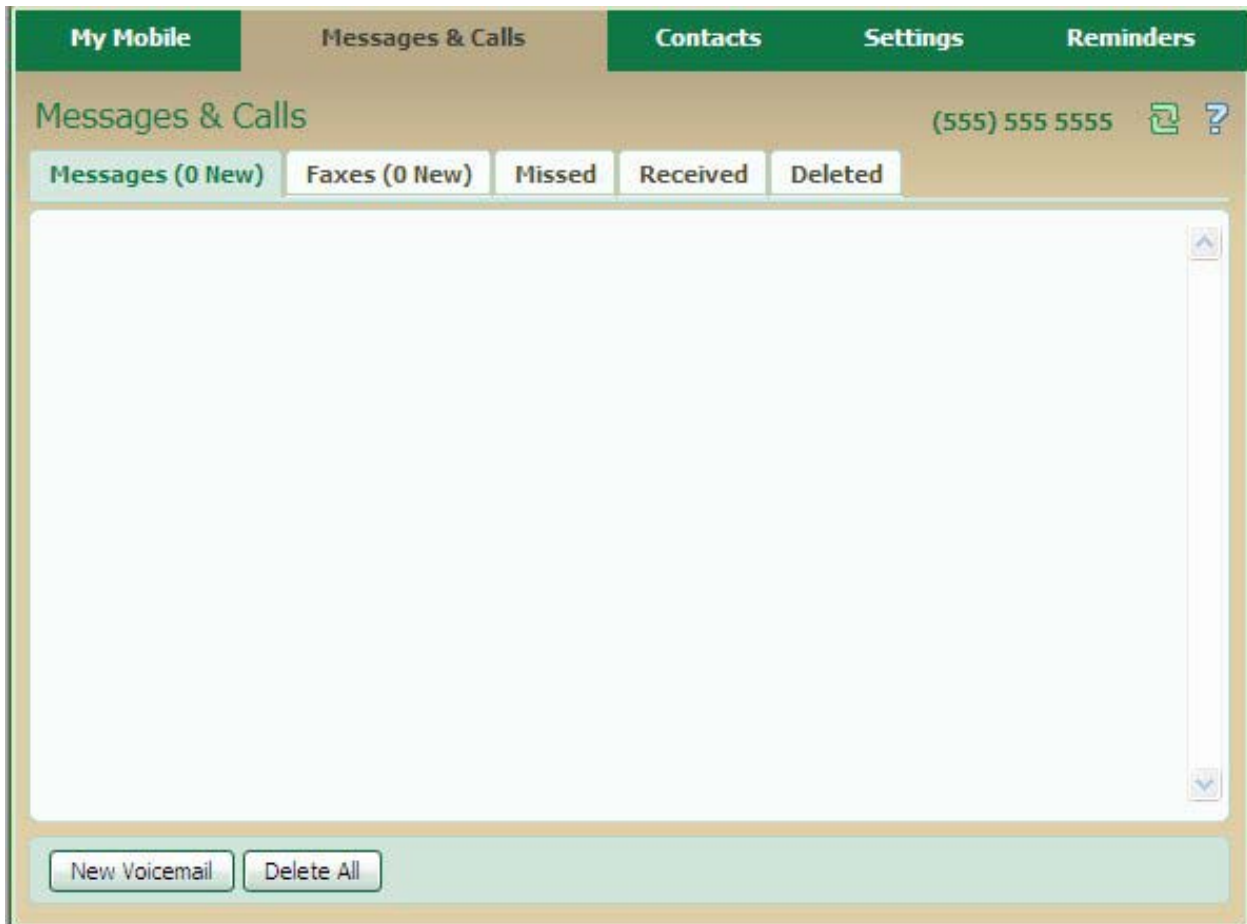
WEB VOICEMAIL ACCESS

To log into your voicemail box using the internet:

1. Open the web page <https://commportal.telcox.net> using internet explorer.
2. Please select "Continue to Website" if you get a security error
3. Enter **your phone number with area code** and your **password (default is your PIN)**.

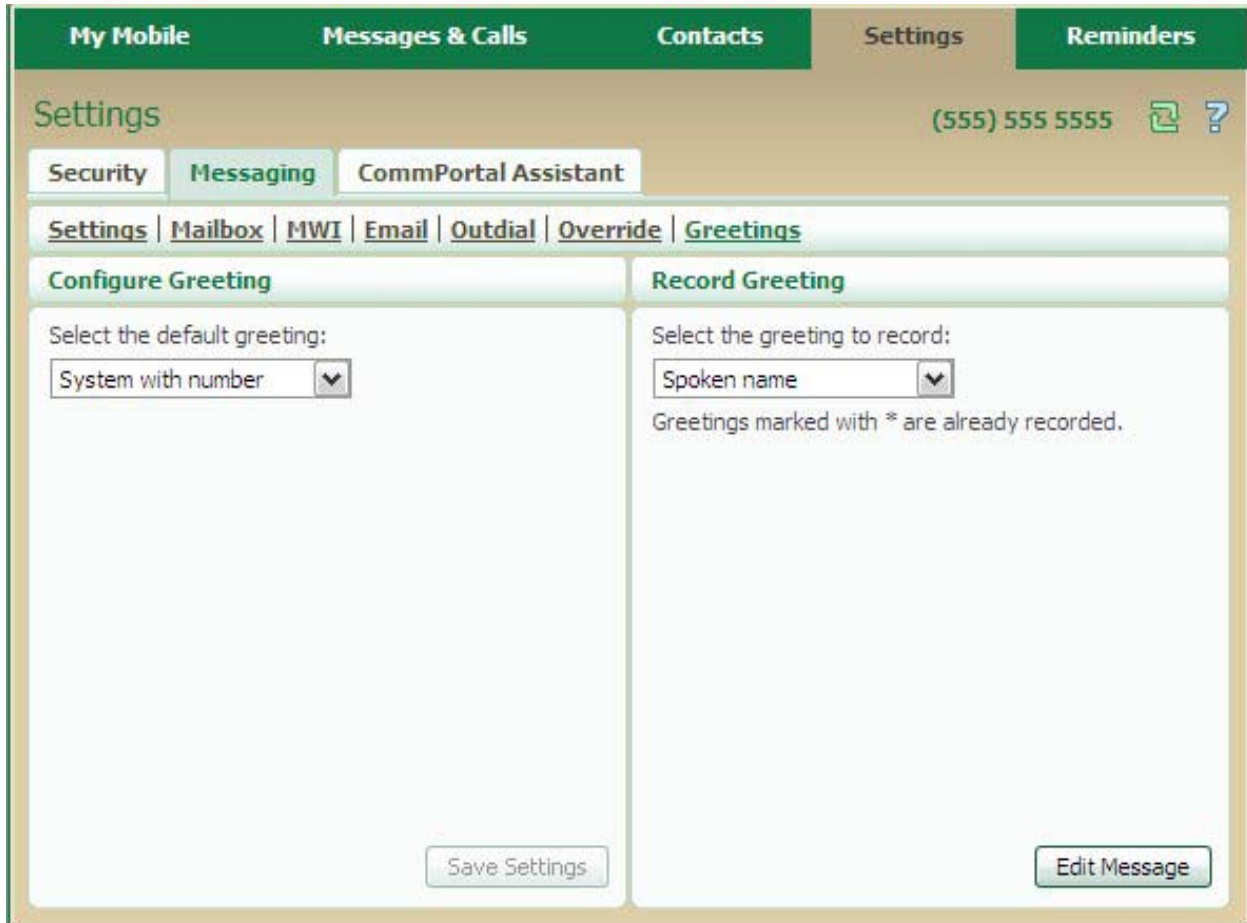
To listen to messages:

1. Log into your web voicemail box.
2. Click on "Messages & Calls" at the top of the page
3. Click on the VM message to listen to it (*note: this may require that you download a plug-in (see top of browser screen and allow download)*).



To record your regular greeting:

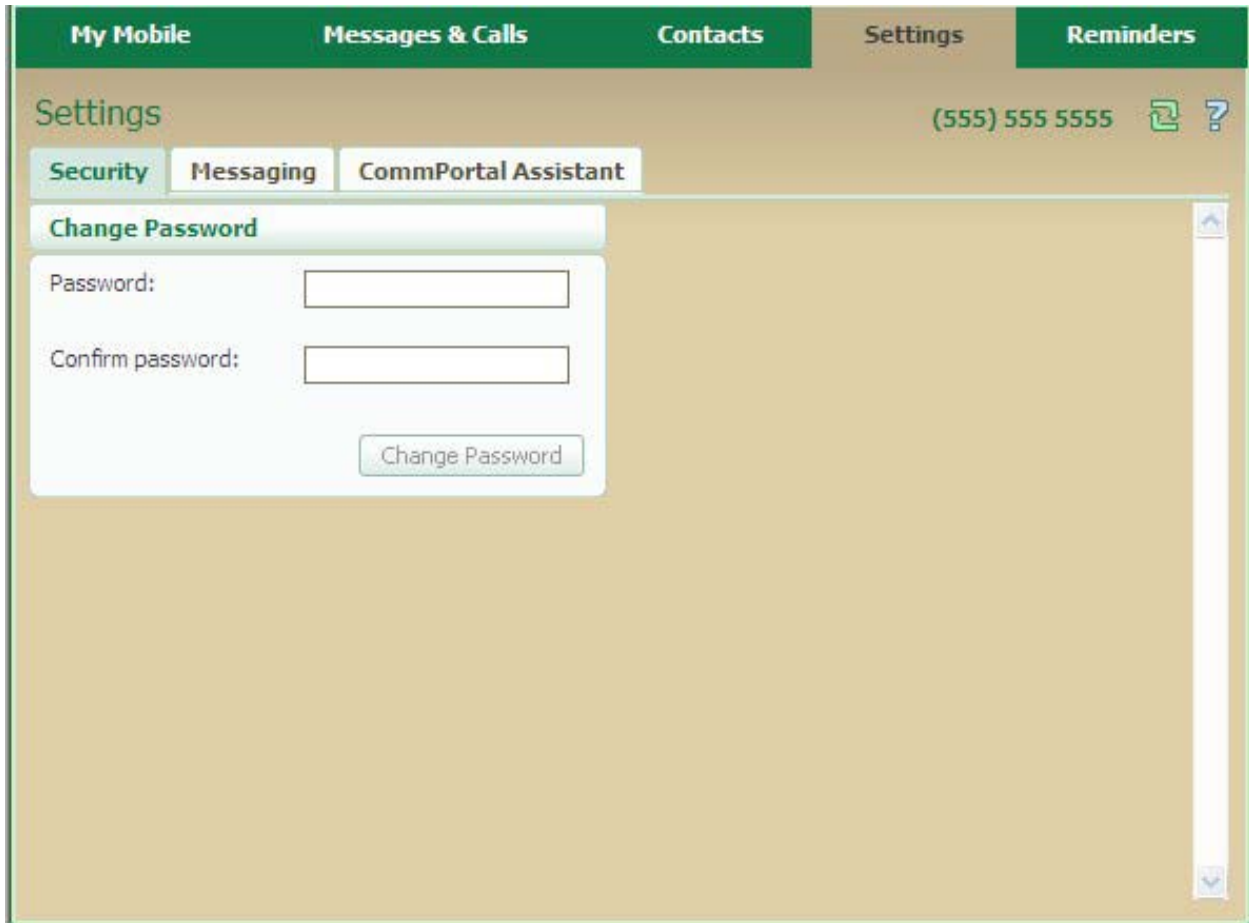
1. Log into your web voicemail box.
2. Click on Settings
3. Click on messaging
4. Click on greetings
5. Select the default greeting for the number.



6. Click on "Save Settings"
7. You can use the Edit Message button to record your own greetings on your PC (This may require plug-ins for your browser).

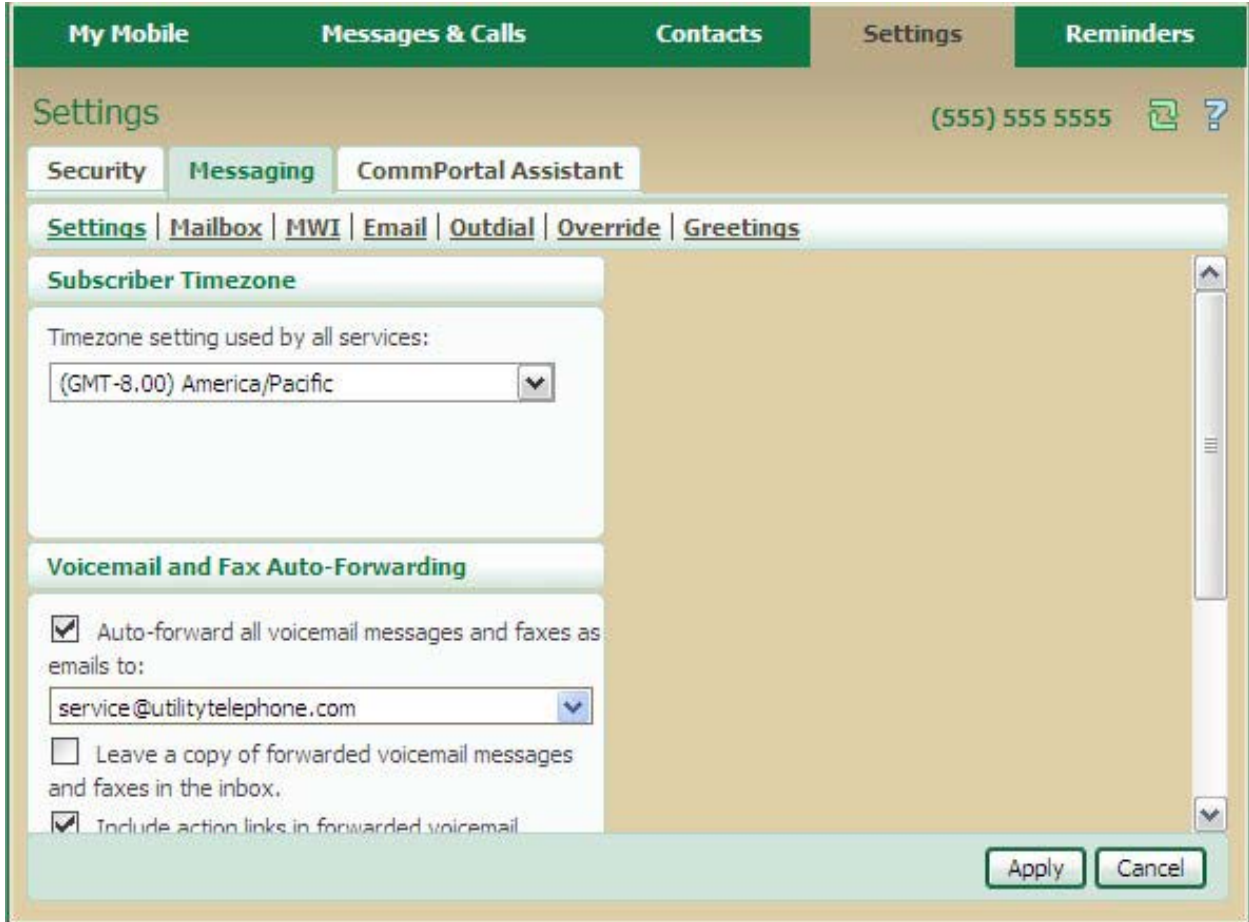
To change your voicemail password:

1. Log into your web voicemail box.
2. Click on “Settings” at the top of the page
3. Select the security tab
4. Enter your new password in the password and confirm password fields. This is your password for the web browser and telephone.
5. Click on “Change Password”



To turn on email notification of voicemail messages:

1. Log into your web voicemail box.
2. Click on the “Settings” button on the top of the web page



3. Check the box “Auto-forward all voicemail messages and faxes to”
4. Enter in a valid email address
5. Check the box “Leave a copy of forwarded voicemail messages and faxes in the inbox.” if you want to keep a copy of all messages in your inbox.
6. Click on apply