

Accessing Your Mailbox:

1. Dial **your local prefix + MAIL (6245)**.
(ex. Davenport customers would dial 377-6245)

Then either:

Press # if calling from the phone your voice mail is assigned to, **OR**

If using **Auto Login** and accessing from your home phone, no entry is required **OR**

Enter **your telephone number**, if calling from a remote phone.

2. If requested, **enter your password, followed by the # key**. Your password will be a default of four zeroes (0000) until you change it.
3. Main Menu: **Press 1** to retrieve messages, **Press 3** to send, **Press 7** for current date and time, or **Press 9** for mailbox setup.

Accessing Your Sub-Mailbox:

1. Follow step 1 from above.

2A. If you are the Group Administrator and wish to record a group greeting,

Press * to

access the Group Greeting Menu. A voice prompt will guide you through those steps.

OR

2B. Enter your **sub-mailbox number**.

3. If requested, **Enter your password, followed by the # key**. Your password will be a default of four zeros (0000) until you change it.
4. Main Menu: **Press 1** to retrieve messages, **Press 5** to hear which sub-mailboxes have new messages, or **Press 9** for mailbox setup.

To Set-Up Mailbox:

Five Options in Mailbox Set-up Menu:

Press 1: Greeting options (You can disregard this step if you choose to use the default greeting)

Press 2: Change password

Press 3: Notification Options

Press 4: Disable/Enable Auto-Login

Press *: Return to main menu

To Change or Record Your Greeting:

1. **Press 1:** Greeting options
2. **Press 2:** Re-record your greeting
3. **Press #:** Ends recording function
4. **Press 1:** Listen to your newly recorded greeting

To Create Multiple Greetings:

5. **Press 5:** Pick a new greeting number
6. **Press 2:** Record new greetings
7. **Press #:** Ends recording function. Repeat steps 1 & 2, choosing a different greeting number each time.
8. **Press 5:** Pick a new greeting. Then choose the greeting you wish to become active.
9. **Press *:** Return to main menu

Three Options in Message Retrieval Menu:

Press 1: New messages

Press 2: Saved messages

Press *: Return to main menu

Listen to Messages:

1. **Press 1:** Play or replay message
2. **Press 2:** Save message and go to next
3. **Press 3:** Delete message and go to next

Undelete message: Don't hang up. Follow the voice prompts to listen to the messages. Once you have played the message you deleted,

4. **Press 4:** Save message as new
5. **Press 5:** Reply to a message
6. **Press 6:** Forward message
7. **Press 7:** Skip back three seconds
8. **Press 8:** Pause or continue message
9. **Press 9:** Skip forward three seconds
10. **Press *:** Return to main menu

To Change Your Password:

1. **Press 2:** Change your password
2. **Enter your new password, followed by the # key.** The password is any series of up to 16 digits you choose. You will be unable to access your mailbox without this password, so be sure to choose one you remember.
3. **To verify, enter your password again, followed by the # key.**