



## **VoiceMail Setup Guide**

### **Digital Phone Voice Mail**

The first time you access your voicemail, you must call from your home phone. You will be prompted to create a personalized passcode, record your own voice signature, and record your personal greeting.

- To access your voicemail from your home phone, dial your 10-digit phone number and enter your default passcode when prompted. The default passcode will be the last four digits of your phone number.
- Create your own personal passcode of four (4) to eight (8) digits
- Record your name announcement (you have 10 seconds to record your name)
- Record a personal greeting or select the standard greeting (you have 30 seconds to record a personal greeting)

Note: You must complete all of the steps above during a single call, or you will need to repeat all the steps the next time you call in to your voicemail.

### **Accessing Voicemail**

To access your voicemail from your home phone, dial your 10-digit phone number and enter your passcode when prompted.

To access your voicemail while away from home, dial your 10-digit phone number and press the \* key during the outgoing greeting. You will be asked to enter your passcode to access your voicemail.

To listen to your voicemail messages, press 1. From here, you can do the following:

- Press 2 to reply to another phone user
- Press 4 to replay the message
- Press 7 to erase the message
- Press 9 to save the message
- Press 0 for more options

### **How do I know if I have a message?**

Your service comes with two types of notification services: visual and audible. If you have a phone that supports the visual notification feature, your phone will have a light that is blinking either on the phone or the base of the phone to indicate that there is a message waiting. With the audible message notification, you will be notified when your telephone is taken off the hook, and will hear approximately ten seconds of stuttered dial tone prior to hearing a normal dial tone.

### **Can I record my own greeting?**

Yes, you can record your own personal greeting up to 30 seconds long. A voice signature up to 10 seconds may also be recorded for the voice mailbox.

### **How do I change my greeting?**

- Access your voicemail.
- Press 3 for Personal Options
- Press 3 for Greetings
- Press 1 to record Personal Greetings or 2 to record your Name (Voice Signature)

### **What if I do not record a greeting?**

If a personal greeting or voice greeting is not recorded for the voice mailbox, then the standard greeting will be used.

### **What messaging information is available?**

- Date and time of message
- Urgent and Private message classifications
- An announcement detailing the number of messages being held. (e.g. You have 3 new messages and 1 saved message.)
- Warning message when message queue exceeds the maximum size.

### **How many messages can I have in my voicemail?**

The maximum number of voicemail messages that can be stored in your voicemail is 30. The maximum number of minutes that can be saved is 120 minutes, and the maximum length of a single message is 4 minutes.

### **How long will a message be stored in my voicemail box?**

New messages will be retained for 20 days, unless marked as saved. Messages you have marked as saved will be kept for an additional 30 days.

### **Are there additional features within voicemail?**

Yes. The following options are available within voicemail:

- Date/Time/Caller information
- Reply
- Send Reply
- Forward 8 seconds
- Rewind 8 seconds
- Delete
- Save
- Skip

### **What happens if I forget my passcode for my voicemail?**

You have three attempts to enter your passcode for voicemail authentication. After the third attempt you will need to call to have your passcode reset. To have your passcode reset, please call your Customer Care Center at 1-877-863-1234.

### **How do I change my passcode for my voicemail?**

Once you have accessed your voicemail by entering your default passcode (last 4 digits of your phone number) you will have the option to change your passcode. This can be done as often as you like. Passcodes must be a minimum of 4 digits and a maximum of 8 digits.

### **To change your voicemail passcode from the voicemail menu:**

- From the main menu:
- Press 3 for Personal Options
- Press 2 for Administrative Options
- Press 4 to Change Passcode

### **To register your account online:**

1. Go to <http://mydigitalphone.cablelynx.com>
2. Click on the "Create New User" link
3. Fill out the form with your userID, password, email and security question.
4. Click continue on the next screen
5. Once you have successfully created an account, you will be taken to the register phone number page. Remember that you cannot register your phone number until the day after you receive dial tone.
6. Congratulations! You are successfully registered on the My Digital Phone website. You can now view your call details.