Customer Quick Start Guide

How to access your Voicemail

1. From on-network extension: dial *98.
   From off-network extension: dial your 10-digit phone number and press * when greeting starts.

2. Enter passcode and press #.

   ### Main Voicemail Menu Options

   [1] To access voicemail.
   [3] Record name.
   [8] To change passcode.
   [9] To exit the voice portal.
   [#] To repeat this menu.

   ### First Time Setup or Reset Voicemail Passcode

   1. Dial *98.

   2. Enter default passcode 8642 and press # (first time setup).

   3. Following passcode has expired prompt, enter a permanent passcode and press #.

   4. Re-enter permanent passcode and press #.

   5. Follow the rest of the prompts to record name and greetings.

Call Forwarding Always (*72)
Use this feature to activate and edit the options for the Call Forwarding Always (CFA) service.
The Call Forwarding Always service allows you to redirect your incoming phone calls to another number, such as a mobile phone or administrative assistant. Variations of Call Forwarding include Call Forwarding No Answer and Call Forwarding Busy. Unlike those services, Call Forwarding Always redirects all of your calls, not just those received when you do not answer or when you are talking on your phone.
From Your Phone
Call Forwarding Always can be activated, and its options changed, using your phone. To do this dial * 72, followed by the phone number to which you wish your calls to be redirected.
Your calls remain forwarded until you dial the deactivation code (*73).

Speed Dial (*74)

Use this feature to program numbers for Speed Dial. This service allows you to associate single digit codes to frequently dialed or hard to remember phone numbers. You can dial a speed dial code instead of the full number to place calls. To use speed dial from your phone, dial the speed dial code number, then #.
For example, to call the number associated with Speed Dial Code 6, dial 6#.
From your phone, speed Dial can also be programmed by dialing *74. For example, *74 3 8595551212 programs Speed Dial Code 3 to dial 859-555-1212

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