



## **Logix Voice Services**

### **Voicemail User Guide**

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### 1 Voicemail Local Access

A voicemail box was assigned to you with your Business Line service.

Your voicemail box can be accessed remotely or by dialing a star code from a phone connected to the account.

#### **Voicemail PIN**

**The default PIN is 1234.** The first time you access your voicemail box, you will be prompted to set a new PIN which must be 4-digits or longer.

#### **Access a Voicemail Box**

##### *Direct Access*

From a line assigned to your voicemail box, dial the Voicemail Management star code.

Enter your voicemail PIN and press #.

##### *Remote Access*

From a line *not* assigned to the voicemail box, dial your 10-digit phone number.

When the greeting plays, press #.

Enter your voicemail PIN and press #.

#### **Listen to Messages**

Access the voicemail box and press 1 to listen to your messages. Use the following to navigate the menu:

- *Press 1:* Skip message and mark the message as "unread"
- *Press 2:* Save message and mark the message as "read"
- *Press 3:* Erase message
- *Press 9:* Repeat message
- *Press 0:* Exit menu

## 2 Customize a Voicemail Box

### *Personalized Options*

Access the voicemail box and **press 8** for personal options. Use the following to navigate the menu:

- *Press 1*: Change the PIN
- *Press 2*: Manage the greetings
  - *Press 1*: Change the default greeting
  - *Press 2*: Change the "busy" greeting
  - *Press 3*: Change the "no answer" greeting
- *Press 5*: Forward your calls
  - *Press 1*: Forward all calls (then enter your destination)
  - *Press 2*: Send calls to your line
- *Press 9*: Repeat personal options
- *Press 0*: Exit menu

### *Change the PIN*

Access your voicemail box and press 8 for personal options.

Press 1 to change the PIN.

Enter a new PIN that is at least 4-digits long, then press #.

When you're done, hang up or press 0 to go back to the main menu.

### *Change Your Greetings*

Access your voicemail box and press 8 for personal options.

1. Press 2 to change your greetings.
2. Press 1 to change the default (basic) greeting.
3. Press 2 to change the "busy" greeting.
4. Press 3 to change the "no answer" greeting.

When you're done, hang up or press 0 to go back to the main menu.

## 3 Forward Voicemail to e-mail

Messages left on your voicemail box can be forwarded as an MP3 file to one or more email addresses. You also have the option to keep a copy of the message in your voicemail box when it's forwarded.

Please check with your designated System Administrator to set-up Voicemail to e-mail forwarding.