

Activating your voicemail

To activate for the first time:

Press messages (if internal)

- Enter the temporary password 12345
- You will be asked to choose a permanent password. It must be at least 6 digits

Reaching your mailbox

From your office phone:

- Push “Messages” button
- Enter your password

From outside the HCHB:

- **Call (202) 482-8002 or 1-877-763-2644**
Press * immediately enter your ID (5 digit ext then press #)
enter your password then press #

To Retrieve a Message

Press 1 for new messages

During a Message press:

- 1 Restart message
- 2 Save
- 3 Delete
- 4 Slow playback
- 5 Change volume
- 6 Fast playback
- 7 Rewind message
- 8 Pause/Resume
- 9 Fast-forward
- # Fast-forward to end
- ## Skip message, save as is

After Listening to a Message Press:

- 1 Replay message
- 2 Save
- 3 Delete
- 4 Reply

- 5 Forward message
- 6 Save as new/Mark new
- 7 Skip back
- 9 Play message properties

To Send a Message

Press 2 to send

Address and record message

Press # to send now

Press 1 for Message option

- 1 Change address
 - 1 Add name
 - 2 Hear all names
 - 3 Remove name
 - 2 Change recording
 - 1 Hear recording
 - 2 Save recording
 - 3 Rerecord
 - 4 Add to recording
 - 3 Set special delivery
 - 1 Urgent
 - 2 Return receipt
 - 3 Private
 - 4 Future
 - 4 Review message
- # Send

To Change Preferences

Press 4 for Setup Options

1 Greetings

- 1 Record this greeting
- 2 Turn on/off alternate greeting
- 3 Edit other greetings
- 4 Hear all greetings

* 2 Message settings

- 1 Change message notification
 - 1 Pager
 - 2 Home phone
 - 3 Work phone
- 3 Change menu type
 - 1 Select full or brief menus
- 4 Edit private lists

- 1 Hear lists
- 2 Change names on list

3 Personal settings

- 1 Change password
- 2 Change recorded name
- 3 Changed directory listing
 - 1 Change listing status

(#3 change directory function performed by the system administrator only)

*4 Call transfer

- 1 Switch between transferring calls to extension or voice mail
- 2 Change extension or phone number

General tips:

Press the wrong key?

To cancel or backup, press *

Not sure which key to press?

To get help, press 0

For security purposes, record your password in a place other than on this document.

Note::

** Indicates features currently not available on this system*



HCHB Voice Mail Quick Reference Guide

Questions?

Comments?

Need more help?

Call the HCHB
IT CUSTOMER
SERVICE CENTER
at 202-482-5010