

The Community Connection

How to Access your Voicemail Box

Your Name: _____

Your Extension: _____

ACCESS VOICEMAIL BOX - FROM YOUR PHONE:

- Press the **Messages** button on your phone.
- The system will prompt you for your passcode.
- Enter your four-digit passcode: _____
(first time sign-in use 1234)

NOTE: This step applies if you are the **ONLY** user at your phone/station.

ACCESS VOICEMAIL BOX – FROM ANOTHER PHONE (WITHIN YOUR NETWORK):

- Press the **Message** button, wait for the voicemail system to answer
- Press The system will say “Welcome to The Community Connection voicemail, please sign in.”
- Enter your four-digit Voicemail Extension immediately followed by your four-digit Passcode. **For security reasons there is no voice prompt to enter your passcode.**

ACCESS VOICEMAIL BOX - FROM REMOTE ACCESS (OUTSIDE THE NETWORK):

- Dial your DID number wait for the voicemail system to answer.
- Press (the system will stop speaking)
- Enter your four-digit passcode: _____

NOTE: When accessing voicemail you are not prompted through the above steps, unless otherwise noted.

SETTING UP YOUR NEW MAILBOX:

Follow the steps to get connected to Voicemail then follow the steps below. The first time you sign into voicemail from a telephone the system will walk you through these steps or you can complete them manually at anytime.

- From the Voicemail Menu
- Press (Voice Mail Maintenance Menu)
- Press (Follow the prompts to change your passcode)
- Press (Follow the prompts to record your name)
- Press (Follow the prompts to record you General Greeting Message)

When recording press the (pound key) to end. Your message will be played back to you and you are given the following options:

- Re-record your message
- Accept your message
- Replay your message
- Cancel and return to the menu

Your voicemail box is now ready for use. If you want to change your voicemail message repeat the steps above. You may also record special greeting messages to play when your phone is busy or when you have your phone in do-not-disturb mode.

TO RETRIEVE MESSAGES:

Follow the steps to access your Voicemail Box then follow the steps below:

Press **[1]** (from the Voice Mail Menu)

- [1]** replays the message
- [2]** DELETES the message
- [3]** skips to the next message
- [4]** to reply to the message
- [5]** to hear message details
- [6]** to forward the message
(While the message is being played the following keys are active)
- [7]** to reverse the message 3 seconds
- [8]** to pause the message (to restart, press **[8]** again)
- [9]** to fast-forward the message 3 seconds

Press **[#]** (pound key) to return to Voicemail Menu or hang-up to end your call.

SENDING A MESSAGE TO ANOTHER STAFF MEMBER:

Follow the steps to get connected to Voicemail then follow the steps below:

From the Voice Mail Menu

- Press **[2]**
- Enter the four-digit voicemail extension (User Number) for the staff member to whom you wish to send a message
- Record your message
- Press **[#]** (pound key) to return to Voicemail menu or hang-up to end your message

TRANSFERING A CALLER DIRECTLY TO VOICEMAIL:

- Tell the caller to please hold while you transfer them to voicemail
- Press the soft button on the phone labeled Transfer
- Dial **[*]** followed by the four-digit extension of the staff member
- Hang-up phone
- You have transferred the caller to voicemail and your line is now free to receive and place calls

ACCESSING THE COMMUNITY CONNECTION VIA THE INTERNET:

A web browser such as Chrome or Mozilla FireFox is required to access The Community Connection Web Interface.

Go to: tcc.mveca.org

Select Organization: _____

Enter your four-digit Voicemail Extension number (User Number) and your four-digit passcode, then click Login. The Help tab contains a full Web Users Guide for downloading or reading online.

