

# Optimum Voice Enhanced Voicemail Instructions

**Optimum Voice Enhanced Voicemail provides all the features of an answering machine combined with the power of the web. You can listen to messages, create personal greetings and access your voicemail box from anywhere there's a phone or internet access.**

## Listen to and manage messages via the telephone

You can obtain your Voicemail access number on the Voicemail page in the Optimum Voice portal.

**My Voicemail Access # (\_\_\_\_)\_\_\_\_\_**

## From your Optimum Voice home phone:

### Option 1

Simply dial your Optimum Voice Telephone number and enter your voicemail PIN when prompted.

### Option 2

Dial the voicemail access telephone number. You will be prompted to enter your Optimum Voice number followed by your four-digit voicemail PIN.

## From any other phone:

### Option 1

Dial your voicemail access telephone number, enter your Optimum Voice mailbox number (your Optimum Voice telephone number including your area code) and enter your four-digit voicemail PIN.

### Option 2

Simply dial your Optimum Voice telephone number. Press \* during the voicemail greeting and enter your voicemail PIN.

## Setting or Changing Personal Greetings:

1. Access your Optimum Voice voicemail box.
2. Press 3 to change a greeting.
3. Press 1 to manage your main greeting.
4. Press 2 to record your personal greeting.

## To Retrieve Messages:

1. Access your Optimum Voice voicemail box.
2. Press 1 to Play your messages. When listening to your messages:
  - a. Press 1 to replay the message
  - b. Press 2 to pause the message
  - c. Press 3 to Fast forward the message
  - d. Press 5 to replay the message with the time delivered
  - e. Press 7 to delete the message and go to the next
  - f. Press 9 to save the message and go to the next
  - g. Press # to keep the message new and go to the next
  - h. Press \* to return to the main menu

## Changing Your PIN Using the Telephone:

1. Access your Optimum Voice voicemail box.
2. Press 4 for personal options.
3. Press 4 to modify personal preferences
4. Press 1 to change Voicemail Password
  - a. Follow the voice prompts to change your password.

### Voicemail Box Capacity

The Voicemail box maximum storage is 500 messages. Each message can be up to 4 minutes long and you can record a greeting of up to 20 seconds.