



Getting Started with First Communications Voicemail

You will need to obtain the following information from your First Communications administrator to begin accessing the service. To access your First Communications VM by telephone you will need:

1. Mailbox number (usually your telephone number)
2. Temporary VM password (default is #1234)
3. Voicemail box pilot (access) number

To log on for the first time, use the mailbox number and the temporary VM password. To maintain system security, you must change your password immediately on your first log on.

LOG ON AND CHANGE YOUR TEMPORARY PASSWORD

- Dial your mailbox number
- Press your temporary password and press
- To change your personal options, press
- To manage your password, press
- To change your password, press
- Enter your new password and press
- To confirm, press the same password once more.

RECORD YOUR NAME

- At the main menu press
- At the **Personal Options** menu, press
- When prompted, record your name at the tone and press
- The system will playback your recording
- If satisfied with the greeting, accept by pressing
- To replay the recording press
- To cancel and re-record, press

RECORD YOUR PERSONAL GREETING

- At the main menu, press _____
- At the **Personal Options** menu, press _____
- To record your personal greeting, press _____
- Record your greeting at the tone, when complete press _____
- To have the system playback your recording press _____
- If satisfied with the greeting, accept by pressing _____
- To replay the recording, press _____
- To cancel and re-record, press _____

ACCESSING YOUR VM MAILBOX FOR MESSAGES

The First Communications VM system notifies you when you have new messages. Your message indication method depends on the type of phone system you have and how it is configured. It can occur in either a **stutter-tone** or **Message Waiting Indicator (MWI)** light. You will need to confirm the methodology you have with your First Communications administrator.

REVIEWING YOUR MESSAGES

- Dial the VM system or pilot number (if calling outside the system, press your mailbox number)
- Enter your password and press _____
(the automated attendant will notify you of any new messages)
- To review new messages, press 1 _____
- To review other messages, press 3 _____

