

## **ECR Voice**

### **Voice Messaging**

#### **Accessing your voicemail:**

To access your voicemail from your ECR Voice phone, dial your own ECR Voice phone number, and you will be prompted to enter your voicemail password.

To access your voicemail from another phone, dial your ten-digit phone number. When your voicemail picks up, press the '\*' key. You will be prompted to press the '\*' key again, and then enter your password.

#### **Your first login:**

The first time you enter the voicemail system you will be prompted to change your password. You can choose to keep the same password you set during signup.

#### **Changing the voicemail greeting? ('no answer' greeting and 'busy' greeting.):**

Access your voicemail and follow the prompts to change your voicemail greetings.

#### **The Commpilot voice portal?**

If you want to record your name, change your passcode, or do other voicemail functions, you'll need to follow the prompts in your voicemail account to your CommPilot voice portal. Access is not necessary for normal voicemail use.

#### **Listening to voicemail messages from your e-mail account:**

Being able to check your voicemail and e-mail at the same time is a very handy feature for many users. You can set this up by copying your voicemails to your e-mail. Login to your online feature account and choose the Messaging option on the main menu. Under Voice Management, add a check mark in the box second from the bottom that says, "e-mail a carbon copy of the voice message" and then supply your e-mail address. Do not change the setting that says, "Use unified messaging."

Deleting an e-mail message WILL NOT delete it from your voicemail. Deleting a message from your voicemail WILL NOT delete it from your e-mail. There are individual copies in each.