

## Initial Voicemail Setup

Dial 229-3002 from your main phone. Enter default pin "000000". Please be sure to go through the initial pin set up. You will then be prompted to enter a new pin. Minimum required pin length is 4 digits. Maximum length is 20 digits.

Next follow the prompts to:

- Record your name
- Record your greeting

Once you have initially set up your voicemail, see the "Guide To Using Voicemail" on the fold out page to customize your voicemail box.

## Checking Messages

Three ways to check your voice mail:

- 1) from your phone line, dial \*98 and follow the instructions
- 2) from a remote phone line simply dial your number and when your voice mail message begins simply press \* and follow the instructions
- 3) from the internet <https://mailadmin.metaswitch.com/> Enter your 10 digit phone number (no spaces or dashes). Enter your password/pin. Any unheard messages will be displayed. Follow the instructions and you can then play messages over your PC's speakers.

# Welcome to ComSpan

This guide provides you with easy instructions for navigating through the features of your ComSpan voicemail system. If you spend a moment reviewing this guide you will quickly become familiar with the system so you can take advantage of its many benefits. Then keep it near the phone and use it as a handy reference guide.

If you have any questions about your Voicemail system, please don't hesitate to call our customer service. We're ready to help you around the clock!

## VOICEMAIL USER'S GUIDE

Roseburg Customer Support: 541-229-0229

## Voicemail User's Guide

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[www.mycomspan.com](http://www.mycomspan.com)

# GUIDE TO USING VOICEMAIL

## Telephone keypad navigation for subscribers

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### Review Messages

Hear Message

- 1 Repeat
- 2 Save
- 3 Erase
- 4 Reply
- 5 Send a Copy
- 7 Back up 5 Seconds
- 8 Pause/Resume
- 9 Forward 5 Seconds
- # Next Message
- 1 1 Previous Message
- 8 8 Replay Message with Time Stamp

2

### Send Message

Enter Phone or GL number, then #

- # Cancel Previous Address
- \* End Addressing
- Record after the tone, # to end
- # Send
- 0 Delivery Options
- Delivery Options
- 1 Private
- 2 Urgent
- 3 Hear Message
- 4 Add Recipient
- 0 Re-record
- # Send

3

### Subscriber Transfer

Log on as another subscriber

4

### Mailbox Settings

Mailbox Settings Menu

- # Next Option
- 1 1 Previous Option
- 0 Select

5

### Erased Messages

Hear Message

- 1 Repeat
- 2 Restore
- 3 Permanently Erase
- 4 Reply
- 5 Send a Copy
- 7 Back up 5 Seconds
- 8 Pause/Resume
- 9 Forward 5 Seconds
- # Next Message
- 1 1 Previous Message

0

### Help

Helpful Hints

- # Next Hint
- 1 1 Previous Hint

### Common Keys

- 7 Skip Back Through Prompts
- 8 Pause / Resume
- 9 Skip Forward Through Prompts
- \* Cancel input or move up a level
- # End input or move forward in a list
- 1 1 Return to Previous menu item or message

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