

Switch 2

# Utility Telecom Voicemail Instructions

This guide is intended to help you understand the features used in Switch 2. Not sure if you're in Switch 1 or Switch 2? Our customer service team is more than happy to help. Call us at 877-965-7800!



**Utility Telecom**

*Digital Business Communications*

# TABLE OF CONTENTS

**1**

**Telephone Voicemail Access**

**2**

**How to Log Into Web Voicemail Box**

**3**

**Listening to Messages via Web Voicemail**

**4**

**Setting Up Regular Greeting  
via Web Voicemail**

**5**

**Sending a Web Voicemail**

**6**

**Changing Email Notifications  
via Web Voicemail**

**7**

**Changing Your Voicemail Password  
via Web Voicemail**

# Telephone Voicemail Access

---

## To log into your voicemail box from your greeting:

1. Dial your phone number and let it ring to voicemail
2. Press \* to interrupt your greeting
3. Enter your password followed by the # key

## To log into your voicemail box:

1. Dial 650-597-1000
2. Press \* to reach the login prompt
3. Enter your voicemail number when prompted followed by the # key
4. Enter your password followed by the # key

## To listen to messages:

1. Log into your voicemail box
2. Press 1 to listen to your messages
3. Message options:
  - Press 1 to repeat
  - Press 2 to save
  - Press 3 to delete
  - Press 4 to reply
  - Press 5 to send a copy
  - Press # to leave as new

## To record your regular greeting:

1. Log into your voicemail box
2. Press 3 to change greeting settings
3. Greetings options:
  - a. Press 1 Personal Greeting – Default Greeting
  - b. Press 2 Absence Greeting – Greetings for extended absences
  - c. Press 3 System Greeting or Change Name – System greeting or change your recorded name.

- d. Press 5 Busy Greeting – Greeting to play if the line is busy (Optional)
- e. Press 6 Extended Hours Greeting – Greeting to play after hours (Optional)
- f. Press 9 Do Not Disturb Greeting – Greeting to play if you are not available (Optional)

4. Record your greeting
5. Press # when you are finished recording your greeting:
  - a. Press 1 to save the new greeting
  - b. Press 2 to re-record the new greeting
  - c. Press 3 to exit without saving the new greeting

### **To record your System Name**

1. Log into your voicemail box
2. Press 3 for the Greetings menu
3. Press 3 for the System Name and System Greeting menu
4. Press 2 for the System Name menu
5. Press 1 to record your System Name
6. Press # when finished
7. Press 1 to save or 2 to re-record

### **To change your phone password code:**

1. Log into your voicemail box
2. Press 4 for mailbox settings
3. Press 3 for security options
4. Press 1 to change your password
5. Enter in your new password followed by #
6. Re-enter your new password followed by #

### **To log into voicemail without entering your password from your own phone:**

1. Log into your voicemail box
2. Press 4 for mailbox settings
3. Press 3 for security options
4. Press the 3 key
5. Press 1 to change your skip password feature
6. You will no longer need to enter a password when calling from your own phone

**To log into another voicemail box or additional number:**

1. Log into your voicemail box
2. Press 7 to leave your mailbox and log into another mailbox
3. Enter the full 10 digit number of the mailbox you'd like to log into
4. Enter the password of the mailbox

# Web Voicemail Access

---

## To log into your voicemail box:

1. Open the webpage **https://cp2.telcox.net**
2. Please select “Continue to Website” if you get a security error message
3. Enter your voicemail box’s phone number with area code in the number field
4. Enter your voicemail box’s password in the password field

## Utility Telecom Hosted Communications System

### Utility Telecom Hosted Communications System

**CommPortal Web**

Please log in below.

Number:

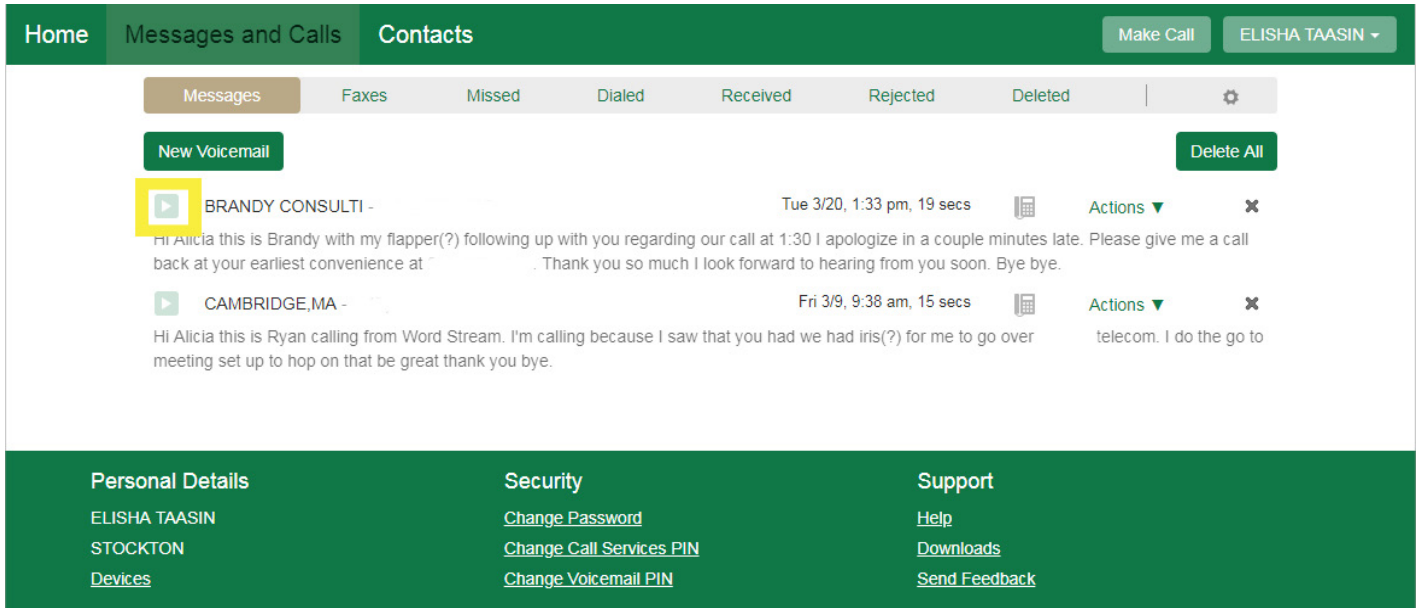
Password:

Remember me on this computer.

If you have forgotten your password, please contact customer support.

## To listen to messages:

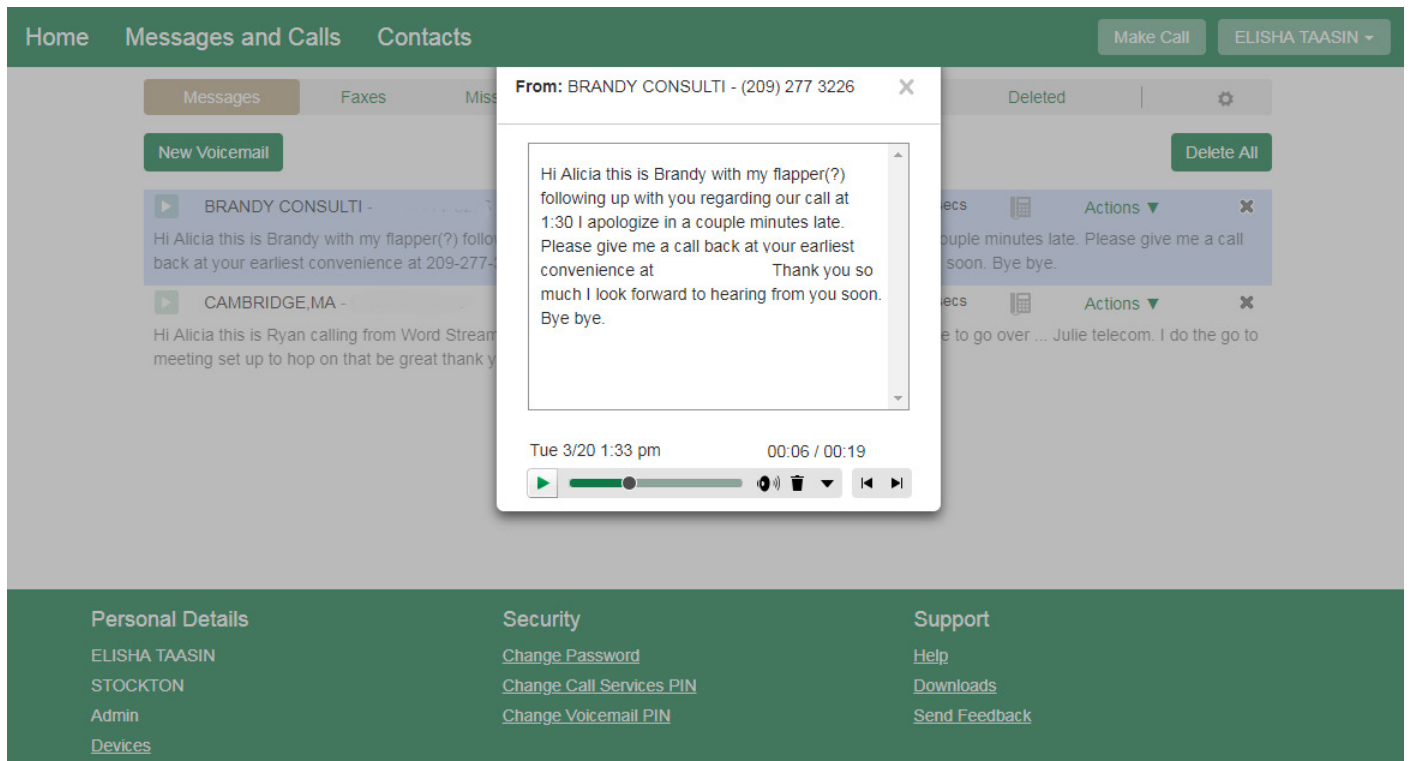
1. Log into your web voicemail box.
2. Click on the “Messages & Calls” tab at the top of the page.
3. Click on the play icon corresponding to the message you’d like to listen to.



The screenshot shows the 'Messages and Calls' tab selected. At the top, there are navigation tabs: Home, Messages and Calls, and Contacts. On the right, there are buttons for 'Make Call' and 'ELISHA TAASIN'. Below the navigation, there are sub-tabs for 'Messages', 'Faxes', 'Missed', 'Dialed', 'Received', 'Rejected', and 'Deleted'. A 'New Voicemail' button is on the left, and a 'Delete All' button is on the right. Two messages are listed:

- BRANDY CONSULTI -** Tue 3/20, 1:33 pm, 19 secs. The play icon is highlighted with a yellow box. The message text is: "Hi Alicia this is Brandy with my flapper(?) following up with you regarding our call at 1:30 I apologize in a couple minutes late. Please give me a call back at your earliest convenience at 209-277-3226. Thank you so much I look forward to hearing from you soon. Bye bye."
- CAMBRIDGE,MA -** Fri 3/9, 9:38 am, 15 secs. The message text is: "Hi Alicia this is Ryan calling from Word Stream. I'm calling because I saw that you had we had iris(?) for me to go over telecom. I do the go to meeting set up to hop on that be great thank you bye."

At the bottom, there are three columns of links: Personal Details (ELISHA TAASIN, STOCKTON, Devices), Security (Change Password, Change Call Services PIN, Change Voicemail PIN), and Support (Help, Downloads, Send Feedback).



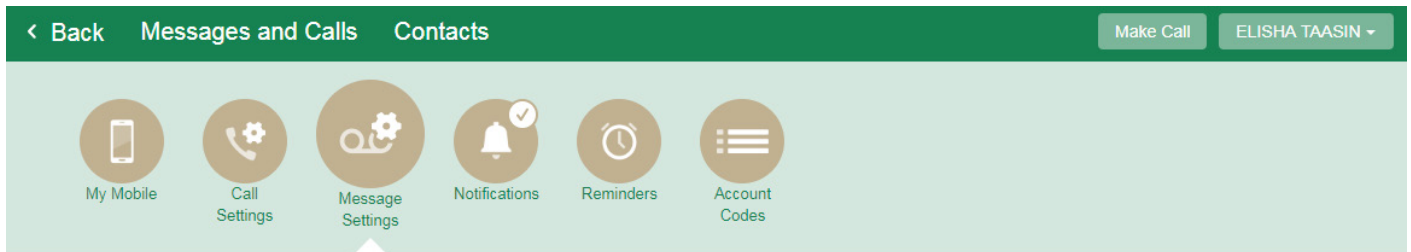
This screenshot shows the same interface as above, but with a message player overlay for the selected message from Brandy. The overlay has a title bar: "From: BRANDY CONSULTI - (209) 277 3226". The message text is displayed in a scrollable area:

Hi Alicia this is Brandy with my flapper(?) following up with you regarding our call at 1:30 I apologize in a couple minutes late. Please give me a call back at your earliest convenience at 209-277-3226. Thank you so much I look forward to hearing from you soon. Bye bye.

Below the text, the player shows the date and time: "Tue 3/20 1:33 pm" and the duration: "00:06 / 00:19". There are play, volume, and navigation controls at the bottom of the player.

## To set your regular greeting:

1. Log into your web voicemail box
2. Click on the “Message Settings”
3. Click on the “Voicemail Greeting” header
4. Select the default greeting for your number
5. Click the Save Settings button
6. You can also select “more options” for specific greetings



### Message Settings

Apply Cancel

#### General

- Transcribe voicemails in your inbox
- Enable live screening ?
- Forward messages and faxes as emails

Forward to:

[add an email address](#)

- Leave original in Inbox
- Include action links in emails

#### Mailbox Access

#### Voicemail Greeting

Use the greeting: System with number ▾

##### more options

- Use a different greeting when I'm in a call. [record](#)
- Use different greeting outside business hours. [record](#)
- Use different greeting within my business group. [record](#)

#### Personal Details

ELISHA TAASIN  
STOCKTON  
Admin  
[Devices](#)

#### Security

[Change Password](#)  
[Change Call Services PIN](#)  
[Change Voicemail PIN](#)

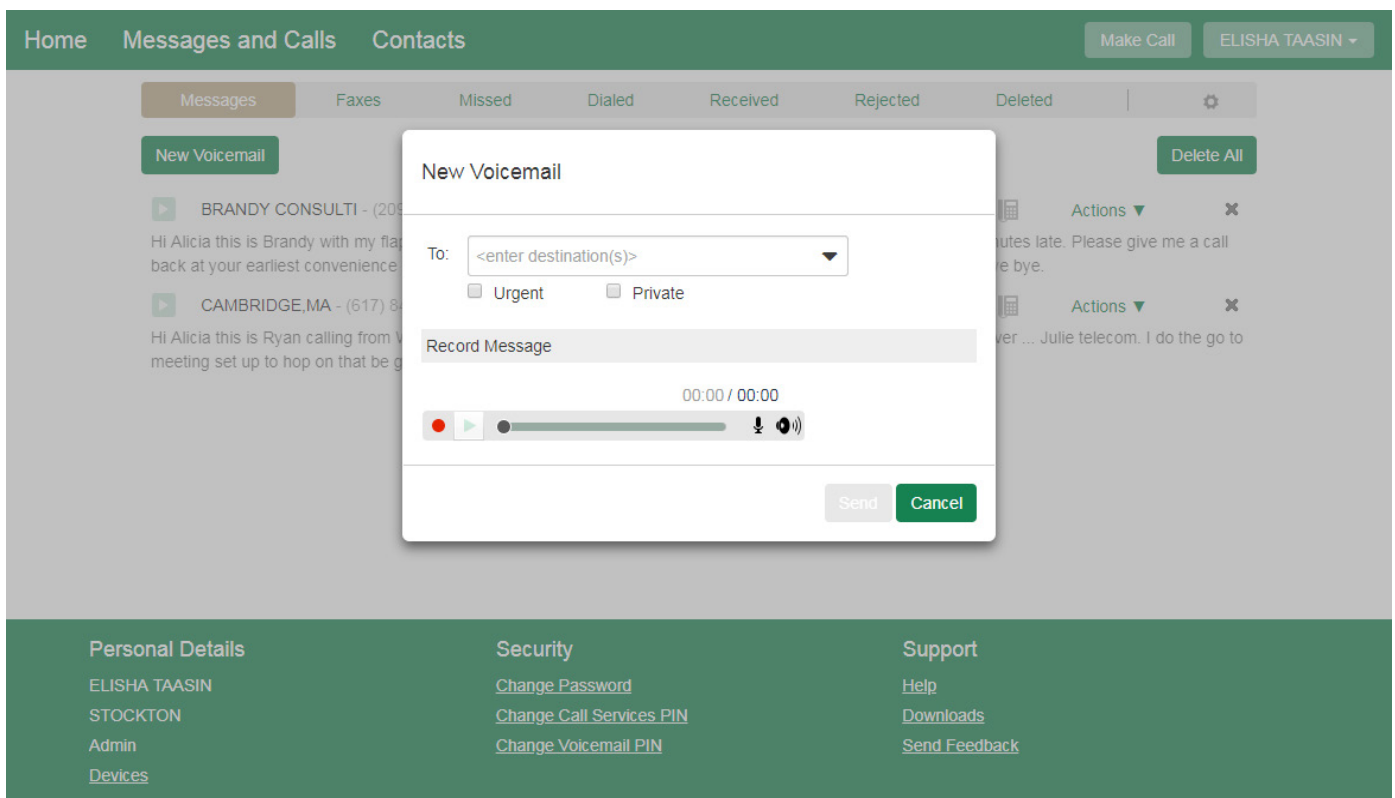
#### Support

[Help](#)  
[Downloads](#)  
[Send Feedback](#)



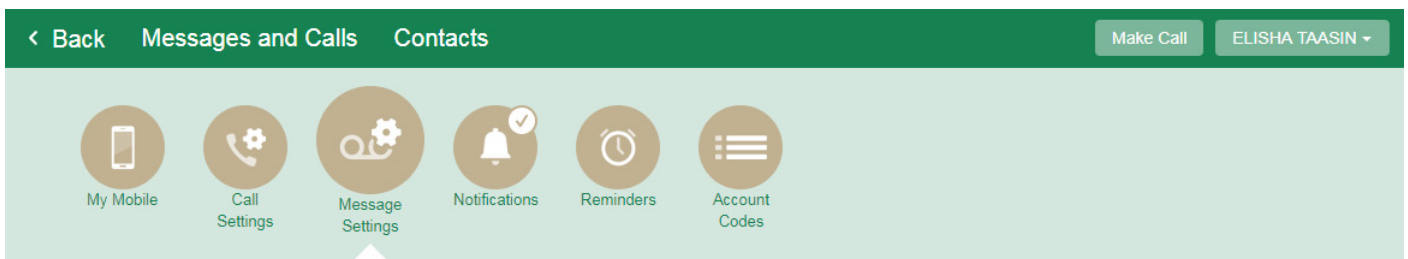
## How to send a voicemail

1. Log into your web voicemail box
2. Click on “Messages and Calls” at the top
3. Click on New Voicemail tab on the top right
4. Enter destination(s) and select Urgent or Private
5. Record the message you’d like to send
6. Hit send



## To turn on email notifications of voicemail messages:

1. Log into your web voicemail box.
2. Click on “Message Settings”
3. Check the “Forward messages and faxes as emails” option
4. Enter a valid email address.
5. Check the box “Leave original in Inbox” if you’d like to have a second copy saved in your inbox.
6. Click Apply.



### Message Settings

Apply Cancel

#### General

- Transcribe voicemails in your inbox
  - Enable live screening ?
  - Forward messages and faxes as emails
- Forward to:  
add an email address
- Leave original in Inbox
  - Include action links in emails

#### Mailbox Access

#### Voicemail Greeting

#### Personal Details

ELISHA TAASIN  
STOCKTON  
Admin  
[Devices](#)

#### Security

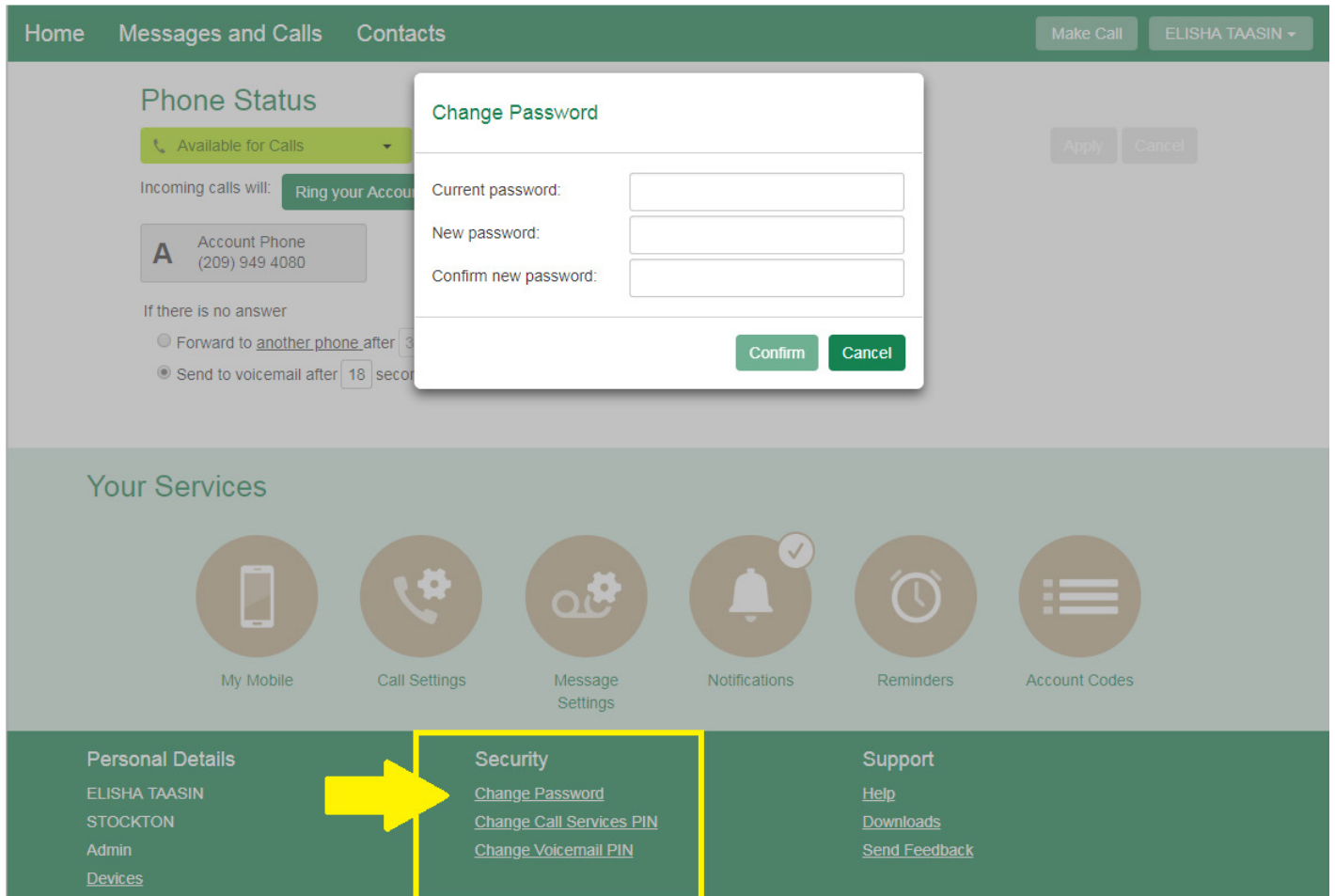
[Change Password](#)  
[Change Call Services PIN](#)  
[Change Voicemail PIN](#)

#### Support

[Help](#)  
[Downloads](#)  
[Send Feedback](#)

## To change your voicemail password:

1. Log into your web voicemail box.
2. Click on the Settings tab at bottom of the page.
3. Enter your new password in the password and confirm password fields. This will be your password for the web and your PIN for the telephone.
4. Click the Change Password button to commit your new password to the system.



The screenshot displays the Utility Telecom web voicemail interface. At the top, there are navigation tabs for 'Home', 'Messages and Calls', and 'Contacts', along with a 'Make Call' button and a user profile dropdown for 'ELISHA TAASIN'. The main content area is titled 'Phone Status' and includes a status indicator 'Available for Calls', a ringtone selection 'Ring your Account', and account information for 'Account Phone (209) 949 4080'. Below this, there are options for handling unanswered calls, such as forwarding to another phone or sending to voicemail after 18 seconds. A 'Change Password' dialog box is overlaid in the center, featuring three input fields for 'Current password:', 'New password:', and 'Confirm new password:', with 'Confirm' and 'Cancel' buttons at the bottom. At the bottom of the page, the 'Your Services' section contains icons for 'My Mobile', 'Call Settings', 'Message Settings', 'Notifications', 'Reminders', and 'Account Codes'. The footer is divided into three columns: 'Personal Details' (with a yellow arrow pointing to the 'Security' column), 'Security' (containing links for 'Change Password', 'Change Call Services PIN', and 'Change Voicemail PIN'), and 'Support' (with links for 'Help', 'Downloads', and 'Send Feedback').

## We're Here To Help

If you don't find what you need, please contact our friendly Customer Care staff. They are ready to assist you, 24/7. For any network or technical issues with your service, please contact us at 877.965.7800 or [info@uyt.co](mailto:info@uyt.co)

Visit [uyt.co](http://uyt.co) Today  
For Information!

