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!

UtilityTelecom

Digital Business Communications

TABLE OF CONTENTS

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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:
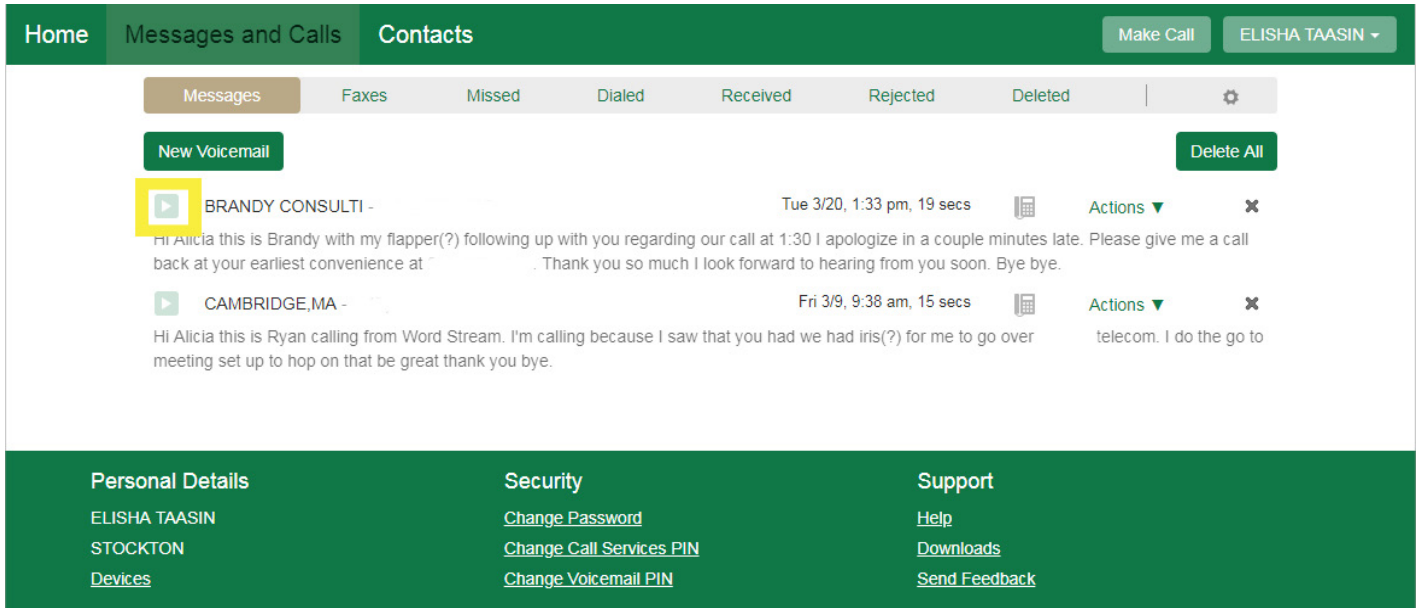
Password:

☐ Remember me on this computer.

Login

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

To listen to messages:
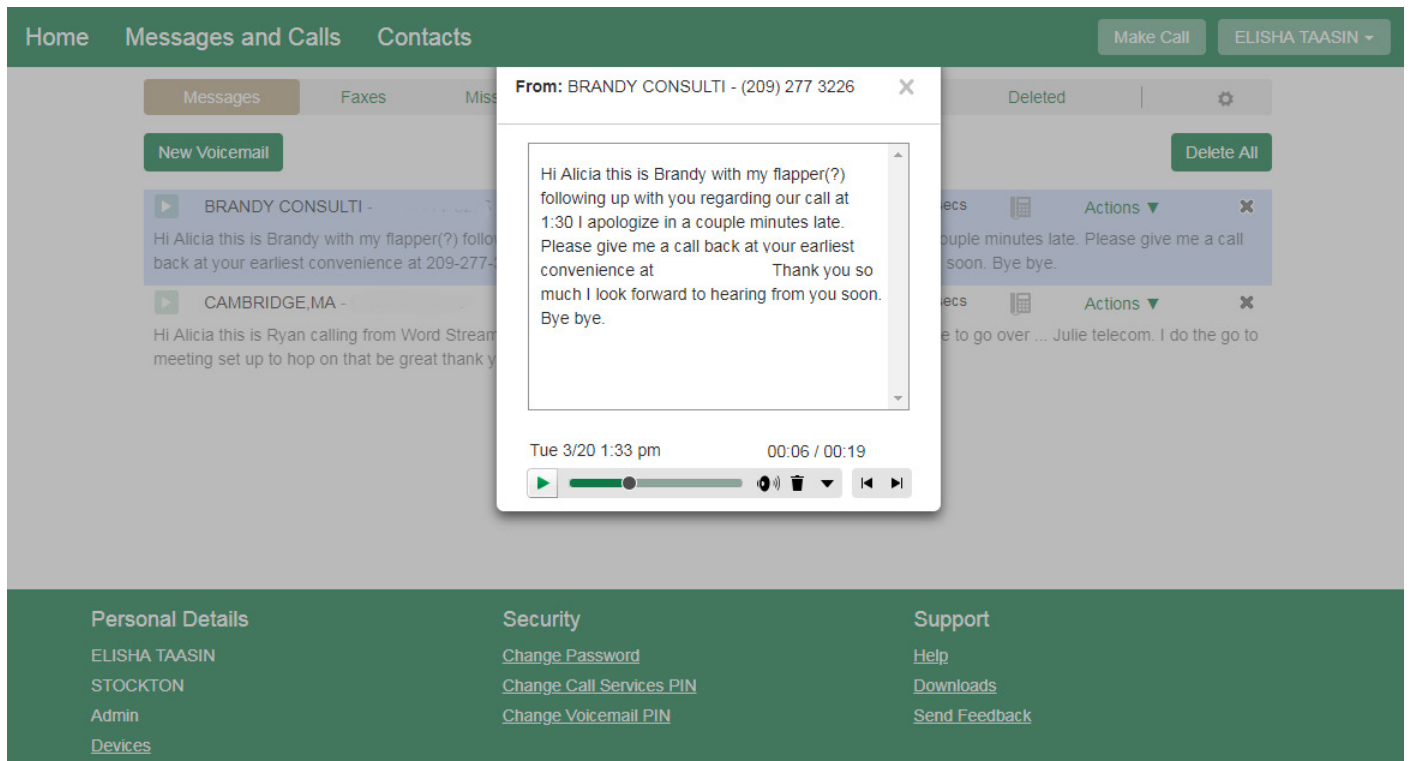
1. Log into your web voicemail box.
2. Click on the "Messages & Calls" tab at the top of the page.
3. Click on the play icon corresponding to the message you'd like to listen to.

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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

‹ Back   Messages and Calls   Contacts   Make Call   ELISHA TAASIN ▾

My Mobile   Call Settings   Message Settings   Notifications   Reminders   Account Codes
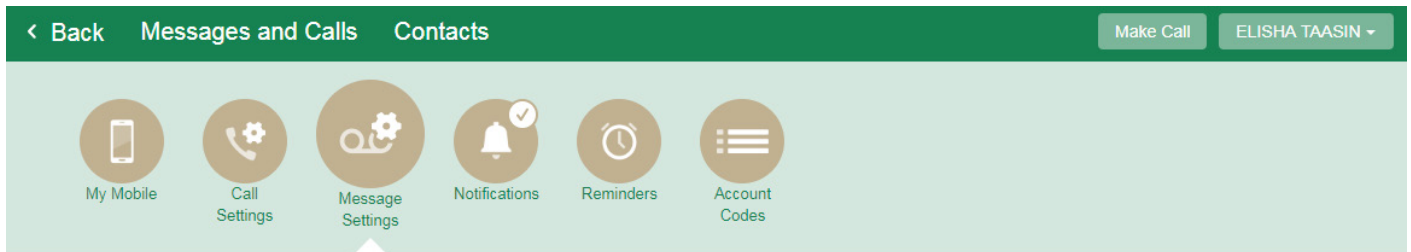
Message Settings   Apply   Cancel

▾ 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

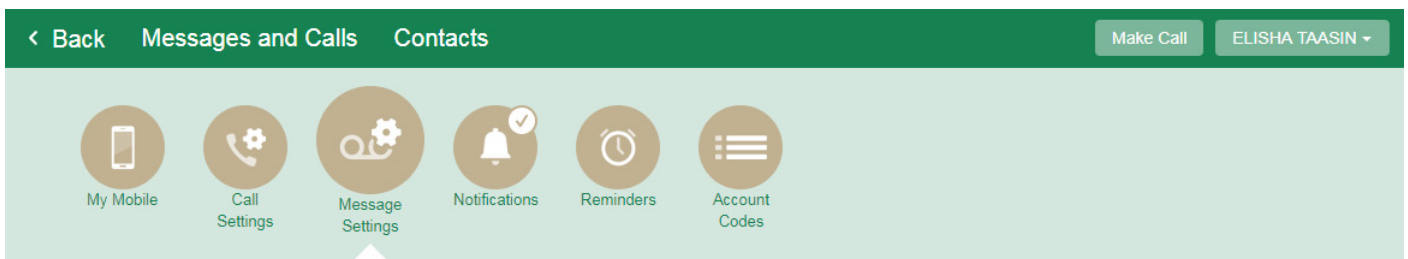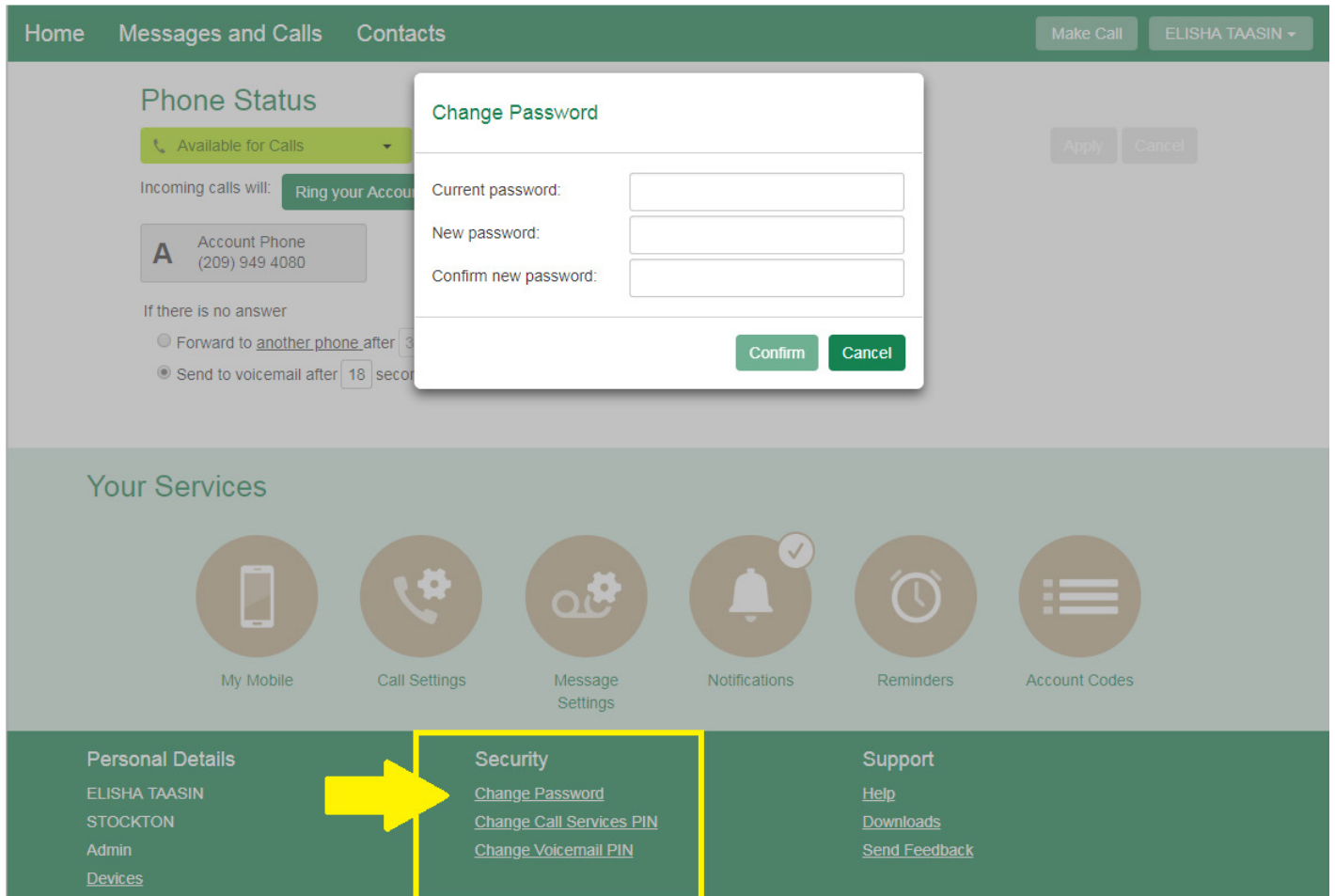| Personal Details	Security	Support
ELISHA TAASIN	Change Password	Help
STOCKTON	Change Call Services PIN	Downloads
Admin	Change Voicemail PIN	Send Feedback
Devices		

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.

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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.

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

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