



Utility Telecom

Voicemail Instructions

This guide is intended to help you understand how to navigate your voicemail on the phone and on the web. If you have any questions, give us a call at 877-965-7800 or email service@uyt.co.



Utility Telecom

Digital Business Communications

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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:

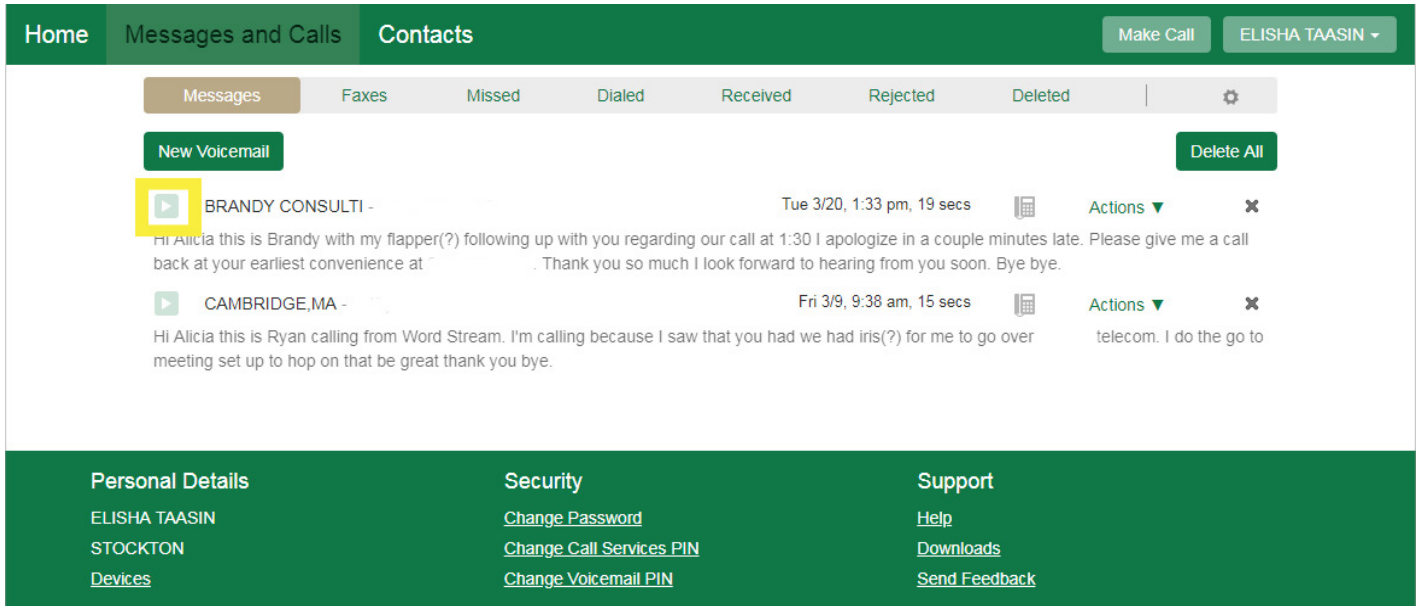
☐ Remember me on this computer.

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.



Home Messages and Calls Contacts Make Call ELISHA TAASIN ▾

Messages Faxes Missed Dialed Received Rejected Deleted ⚙

New Voicemail Delete All

▶ BRANDY CONSULTI - Tue 3/20, 1:33 pm, 19 secs Actions ▾ ✕

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 Actions ▾ ✕

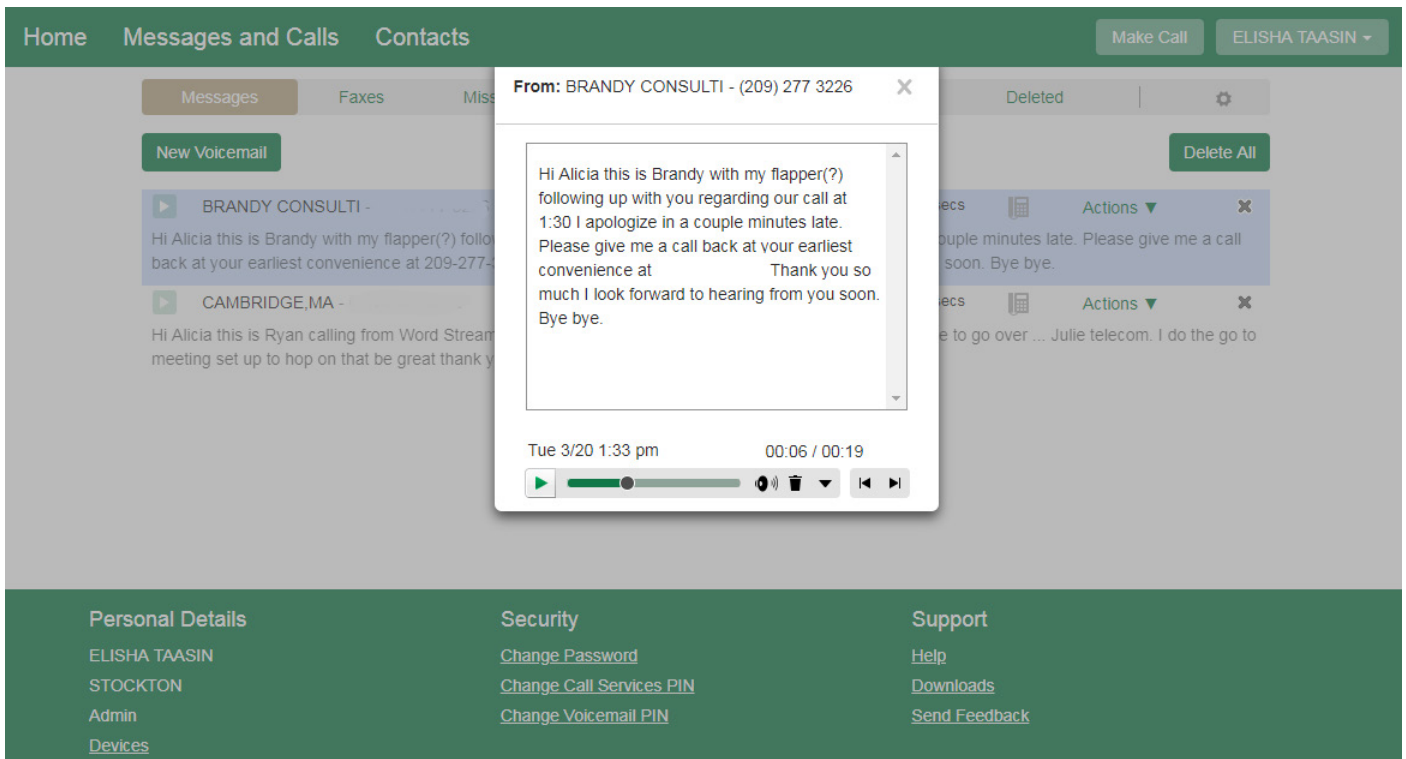
Hi Alicia this is Ryan calling from Word Stream. I'm calling because I saw that you had we had iris(?) for me to go over meeting set up to hop on that be great thank you bye.

Personal Details Security Support

ELISHA TAASIN
STOCKTON
[Devices](#)

[Change Password](#)
[Change Call Services PIN](#)
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Home Messages and Calls Contacts Make Call ELISHA TAASIN ▾

Messages Faxes Missed Deleted ⚙

New Voicemail Delete All

▶ BRANDY CONSULTI - (209) 277 3226

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.

Tue 3/20 1:33 pm 00:06 / 00:19

▶ 🔊 🗑 ⏮ ⏭

Personal Details Security Support

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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


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My Mobile


Call Settings


Message Settings


Notifications


Reminders


Account Codes

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[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

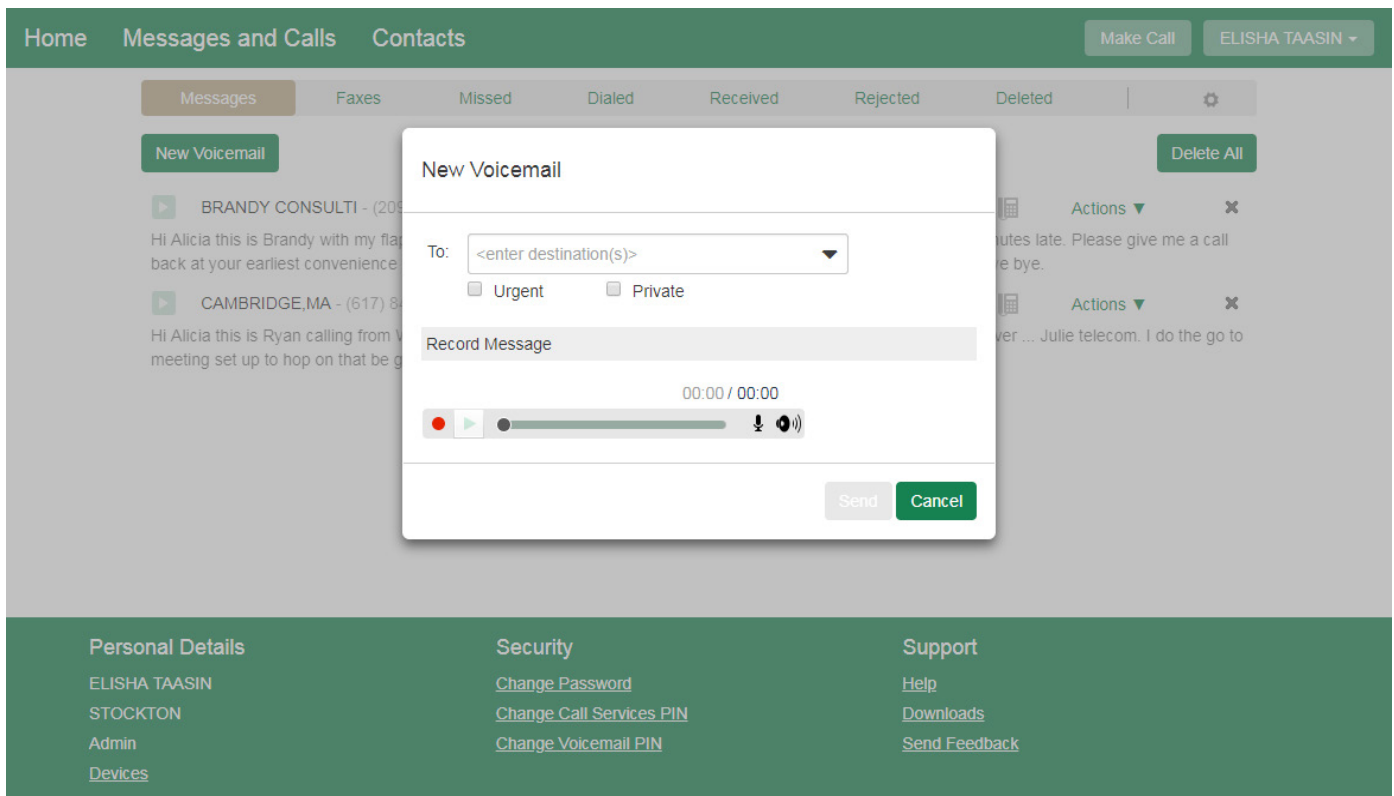
[Help](#)

[Downloads](#)

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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




The screenshot displays the Utility Telecom web voicemail interface. At the top, there is a navigation bar with 'Home', 'Messages and Calls', and 'Contacts'. On the right of this bar are 'Make Call' and 'ELISHA TAASIN' buttons. Below the navigation bar, there are tabs for 'Messages', 'Faxes', 'Missed', 'Dialed', 'Received', 'Rejected', and 'Deleted'. A 'New Voicemail' button is visible on the left. The main content area shows a list of messages, including one from 'BRANDY CONSULTI - (205)' and another from 'CAMBRIDGE, MA - (617)'. A 'New Voicemail' modal form is open in the center. This form has a 'To:' field with a dropdown menu showing '<enter destination(s)>'. Below this are two checkboxes: 'Urgent' and 'Private'. A 'Record Message' section contains a timer showing '00:00 / 00:00' and a recording progress bar with a red stop button, a green play button, and a speaker icon. At the bottom of the modal are 'Send' and 'Cancel' buttons. The footer of the page is divided into three sections: 'Personal Details' (listing 'ELISHA TAASIN', 'STOCKTON', 'Admin', and 'Devices'), 'Security' (listing 'Change Password', 'Change Call Services PIN', and 'Change Voicemail PIN'), and 'Support' (listing 'Help', 'Downloads', and 'Send Feedback').

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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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

Personal Details

ELISHA TAASIN

STOCKTON

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Security

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[Change Voicemail PIN](#)

Support

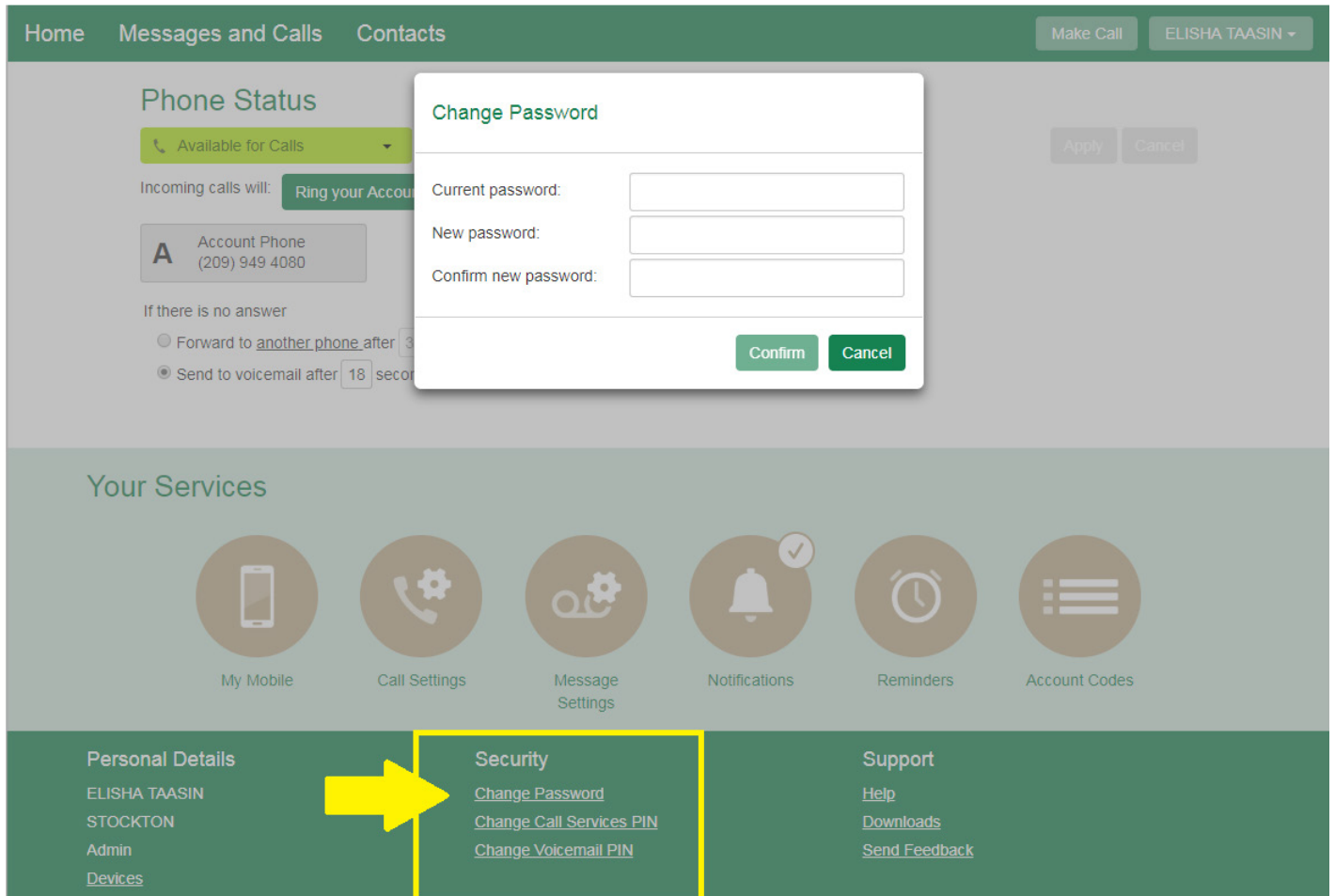
[Help](#)

[Downloads](#)

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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.



The screenshot displays the Utility Telecom web voicemail interface. At the top, there is a navigation bar with 'Home', 'Messages and Calls', and 'Contacts' tabs. A 'Make Call' button and a user profile dropdown for 'ELISHA TAASIN' are on the right. The main content area is divided into sections: 'Phone Status' (showing 'Available for Calls' and account information), 'Your Services' (with icons for My Mobile, Call Settings, Message Settings, Notifications, Reminders, and Account Codes), and a bottom navigation bar. The bottom bar has three sections: 'Personal Details' (with links for Elisha Taasin, Stockton, Admin, and Devices), 'Security' (highlighted with a yellow box and a yellow arrow pointing to it, containing links for 'Change Password', 'Change Call Services PIN', and 'Change Voicemail PIN'), and 'Support' (with links for Help, Downloads, and Send Feedback). A 'Change Password' dialog box is open in the center, prompting for 'Current password:', 'New password:', and 'Confirm new password:', with 'Confirm' and 'Cancel' buttons at the bottom.

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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For Information!

