

# Optimum Voice Enhanced Voicemail Instructions

Optimum Voice Enhanced Voicemail provides all the features of an answering machine combined with the power of the web. You can listen to messages, create personal or corporate greetings and access your voicemail box from anywhere there's a phone or internet access.

## To Activate Voicemail from the Optimum Business Account Center:

- Log into the Optimum Business Account Center at [optimum.net/business](http://optimum.net/business).
- Click on the Phone tab located on the top navigation bar.
- Click on Voicemail from the drop-down menu.
- Click on the Activate button.
- Select **ON** from the Voicemail feature page.
- Choose the number of rings you want before your incoming call goes to Voicemail.
- Enter a 4-digit PIN so you can retrieve your messages when you're not at your computer.
- Select the Alerts you want to activate.
- Click Submit.

## To Activate Voicemail from your Optimum Voice phone line:

- From your Optimum Voice phone line, dial **\*86**.
- Follow the simple steps to set up your Voicemail password, create your greeting and confirm your service choices.

## To Access your Voicemail Box from the telephone:

- Obtain your Voicemail access phone number from the Voicemail page in the Optimum Business Account Center.

### From a telephone connected to your Optimum Voice, either:

1. Dial your Optimum Voice phone number and enter your 4-digit PIN. If you have Private Outbound Calling turned **ON**, you will have to dial your Optimum Voice phone number, hit (\*) key and enter your Voicemail 4-digit PIN.
2. Dial your Voicemail access phone number and enter your 4-digit PIN. If you have Private Outbound Calling turned **ON**, you will have to dial your Voicemail access phone number, enter your 10-digit telephone number then enter your 4-digit PIN.

### From any other phone, either:

1. Dial your Voicemail access telephone number, enter your 10-digit Optimum Voice telephone number and enter your 4-digit PIN.
2. Dial your Optimum Voice telephone number, hit (\*) key and enter your Voicemail 4-digit PIN.

## To Retrieve New Messages:

1. Access your Optimum Voice Voicemail box.
2. Press 1 to play your messages.
3. Follow the voice prompts to hear messages.

### When listening to your messages:

- a. Press 1 to replay.
- b. Press 3 to fast forward.
- c. Press 5 to replay message with time-delivered information (time of call and caller's phone number).
- d. Press 7 to delete.
- e. Press 9 to save.
- f. Press # to keep message new and go to the next.
- g. Press (\*) to return to main menu.

## Setting or Changing Personal Greetings:

- Access your Optimum Voice Voicemail box.
- Press 3 to change a greeting.

### To Record your Main Greeting

- Press 1 to manage your main greeting.
- Press 2 to record your main greeting.
- Press (\*) to return to the previous menu.

### To Manage Extended Absence Greeting

- Press 4 to manage extended absence greeting.
- Press (\*) to return to the previous menu.

## To Change your Password:

- Press 4 to access personal options.
- Press 4 to modify personal preferences.
- Press 1 to change Voicemail password.
- Press (\*) to return to the previous menu.

## Changing Your PIN Using the Telephone:

1. Access your Optimum Voice Voicemail box.
2. Press 4 for access personal options.
3. Press 4 to modify personal preferences.
4. Press 1 to change your password and follow the voice prompts.

### Voicemail Box Capacity:

- The Voicemail box maximum storage is 500 messages. Each message can be up to 3 minutes long and you can record a greeting up to 20 seconds.

**For additional help, call Optimum Business Technical Support at 866.575.8000.**

**optimum.**  
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