



Voicemail Reference Guide

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Allband's voicemail service allows a calling party to leave a message for you on our voicemail servers. Our system is very similar to mobile phone voicemail systems and it allows you to retrieve your messages from your main telephone and remotely from another location.

When you have a message waiting, the system will notify you with two methods:

- If your phone is equipped with a message waiting indicator light, it will begin to flash.
- When you pick up your handset, you will hear a brief stutter-tone and then a normal tone.

The standard access code for this service is as follows:

- To retrieve messages from your home phone, press ***15**
- Enter your security pin
- When dialing into the system for the first time, your default pin is: **123456**
- During your first login into the voicemail system, the attendant will guide you through your mailbox setup, where you will change your security pin, record your greeting and your name.
- To retrieve messages remotely (from another phone), dial **989-369-9990**
- Enter your telephone number and pin (per attendant)

Note: In *web self-care*, you have the ability to change the amount of time it takes for the voicemail to answer your calls.

You also have the ability to listen to your *voicemail online!*

To do so, direct your browser to <http://mailadmin.metaswitch.com> to retrieve and play your voicemails on your computer. Or go to <http://www.allband.org> and click on the 'Check Voicemail' link.

Once you have reached the website, do the following:

- Enter your telephone number
- Enter your pin (same as pin used on your phone)

The graphic on the next page is a guide to your voicemail features and operations.

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