

# Enhanced Voicemail

## Convenient & Simple



**Cablelynx Digital Phone is the home phone service you can make your own. The TUI\* settings allow you to make changes directly on your phone and the WUI\* settings indicates the change can be made online through your cable account.**

### HOW TO SET UP VOICEMAIL:

The first time you access your voicemail, you must call from your home phone. You will be prompted to create a personalized passcode, record your own voice signature, and record your personal greeting.

- Step 1.** Dial your 10-digit phone number and enter your default passcode when prompted. The default passcode will be the last four digits of your phone number.
- Step 2.** Create your own personal passcode of four (4) to eight (8) digits.
- Step 3.** Record your name announcement (you have 10 seconds to record your name)
- Step 4.** Record your personal greeting or select the standard greeting (you have 30 seconds for personal greeting)

### HOW TO ACCESS VOICEMAIL

To access your voicemail from your home phone, dial your 10-digit phone number or \*33 and enter your passcode when prompted. When not at home, dial your 10-digit phone number and press the (\*) key during the outgoing greeting. You will be prompted to enter your passcode.

To listen to your messages, **press 1**. From here, you can do the following:

- **Press 2** to reply to message
- **Press 0** for more options
- **Press 4** to forward the message
- **Press \*1** to rewind 5 seconds
- **Press 7** to erase the message
- **Press \*2** to pause and replay
- **Press 9** to save the message
- **Press \*3** to fast forward 5 seconds

### HOW TO ACCESS YOUR ACCOUNT ONLINE

After the phone service is installed, you will receive a PIN number in the mail. With the PIN number, you can activate your new phone line(s) online through your cable account. You can view your call detail report, customize your features and voicemail and review your bill and make payments online.

- 1. Go to <http://mydigitalphone.cablelynx.com>**
- 2.** Click the "Create New User" link.
- 3.** You will be asked to create a userID, password, provide an email address and answer a security question. Then click to the next screen.
- 4.** Once you have successfully created the account you will be routed to the profile page. Choose the tab "My Phone Numbers".
- 5.** Click on the box "Register Number".
- 6.** Type in the 10-digit phone number, the last 4 digits of primary acct holder SSN and the PIN number you received in the mail.
- 7.** From the "My Phone Numbers" tab, you can then choose to customize your Voicemail and Phone features from the available icons.

**Family Mailbox** **TUI WUI** create up to nine individual mailboxes under a primary mailbox with distinct and separate greetings. To enable feature by phone and to manage sub-mailboxes, follow these steps.

- Access voicemail
- To record or modify the Main greeting, press 1
- To add a sub-mailbox, press 2
- To delete a sub-mailbox, press 3
- To return to the previous menu, press the \* key

### Message Notification

**Text message** **TUI WUI** allows your wireless phone to receive a text message alert notifying of new message. To enable feature by phone.

- Access your voicemail
- At main menu, press 2
- Follow the prompts accordingly

**Email message** **TUI** allows you to receive email notifications when you receive messages in your mailbox. You can customize to allow the notification to have an attachment in MP3 format to review the message.

**Message Indicator** informs you that you have a new message. Depending on the type of phone, you may see a light or it may show a message waiting icon. Also the system plays a short stutter tone before the dial tone.

**Multiple Greetings** **TUI WUI** allows to change from Personal Greeting to a Busy and/or No Answer greeting for a specified period of time. The greeting can be recorded over the phone or uploaded through the web portal. To enable feature by phone.

- Access voicemail
- At Main Menu Press 3
- Follow the prompts

**Call Screening** **WUI** allows you to listen to callers while they are recording a message and to respond to them while they are recording their message.

**Caller Name Screening** **WUI** enables the voicemail system to prompt the caller to record their name. The system will call you, play the recorded name, and give you the choice of being connected to the caller or letting the caller leave a message.

**Call Blast** **WUI** allows simultaneous call ringing to multiple numbers when the mailbox owner receives a call. Once someone at one of the numbers answers the call, then the rings cease to all numbers. If no one answers the call after the rings, the caller can leave a message.

**Distribution List** **TUI WUI** ability to create a list of telephone numbers to which messages can be sent out. To enable feature by phone.

- Access voicemail
- At Main Menu, press 3
- Press 7 and follow the prompts to add or make changes to your list

**Language** **WUI** allows you to choose the language (English or Spanish) of your mailbox.

**Announce Only** **TUI WUI** allows you to prohibit all callers from leaving messages in your mailbox. To enable feature by phone.

- Access voicemail
- At main menu, press 3
- Press 1 to enable or disable the feature.

**Fax Reception** **WUI** allows you to receive fax messages in your voice mailbox. You can review your fax messages from the New Messages and Saved Messages from your account in the Voicemail feature portal.

**Find Me/Follow Me** **WUI** allows the system to perform a sequential search for you through a predetermined series of numbers that you set. If the system does not reach you at the first number, the caller has the option to leave a voice message or have the voicemail system dial the next number.