

CIC Voicemail Instructions

NUMBER:

PIN:

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 PIN 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 PIN 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
 - a) Press 1 to repeat
 - b) Press 2 to save
 - c) Press 3 to delete
 - d) Press 4 to reply
 - e) Press 5 to send a copy
 - f) 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)

CIC Voicemail Instructions

- 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 change your phone PIN 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 PIN.
5. Enter in your new PIN followed by #.
6. Re-enter your new PIN followed by #.

To log into voicemail without entering your pin 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 pin feature.
6. You will no longer need to enter a pin 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 PIN of the mailbox.

CIC Voicemail Instructions

WEB VOICEMAIL ACCESS

To log into your voicemail box:

1. Open the webpage **http://cicdashboard.com**, using Internet Explorer.
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 PIN in the password field.

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.



CIC Voicemail Instructions

To set your regular greeting:

1. Log into your web voicemail box.
2. Click on the Settings tab.
3. Click on the Messaging tab.
4. Click on the Greetings link.
5. Select the default greeting for your number.
6. Click the Save Settings button.
7. You can use the Edit Message button to record your own greetings on your PC.

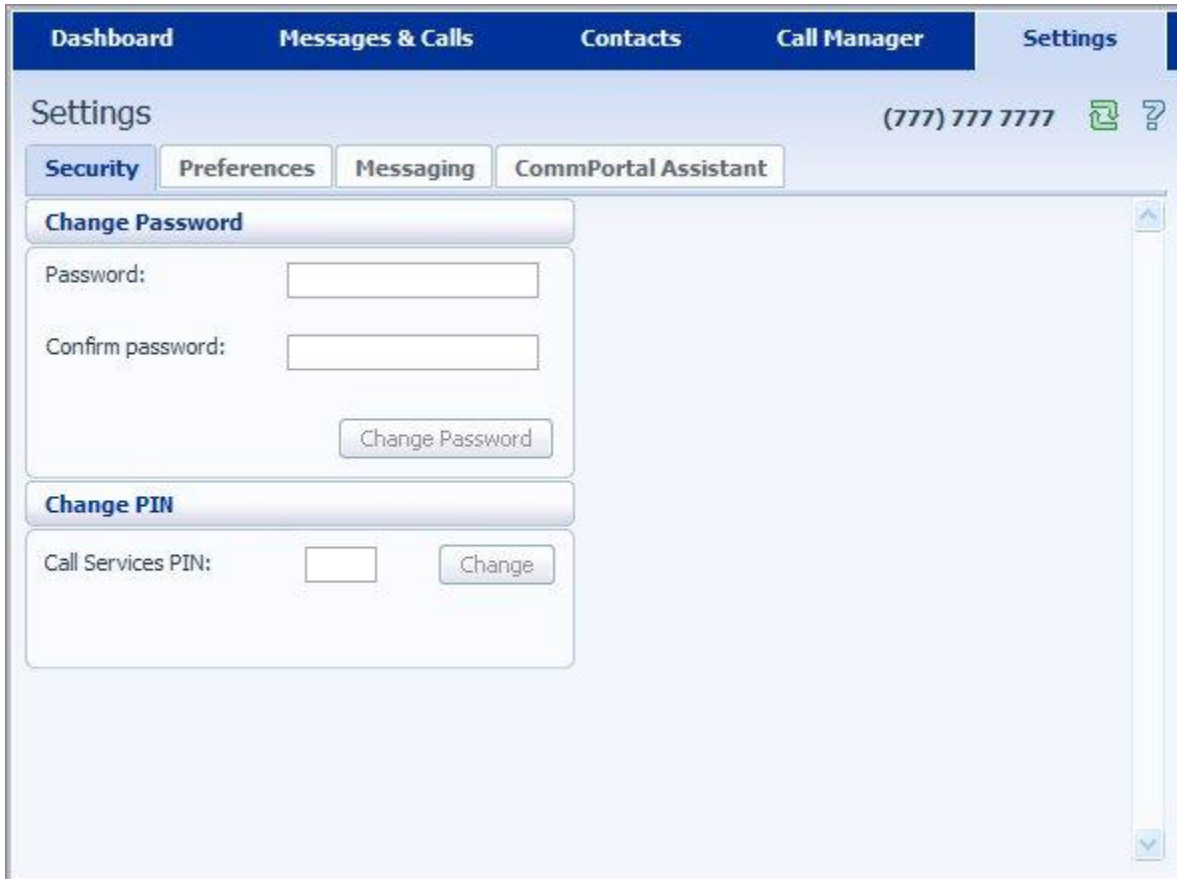


The screenshot shows the 'Settings' page of a web voicemail interface. At the top, there is a navigation bar with tabs for 'Dashboard', 'Messages & Calls', 'Contacts', 'Call Manager', and 'Settings'. Below this, the 'Settings' page is titled, and the phone number '(777) 777 7777' is displayed. There are four main tabs: 'Security', 'Preferences', 'Messaging', and 'CommPortal Assistant'. Under 'Messaging', there are sub-tabs for 'Settings', 'Mailbox', 'MWI', 'Outdial', 'Override', and 'Greetings'. The 'Greetings' sub-tab is active, showing two columns: 'Configure Greeting' and 'Record Greeting'. In the 'Configure Greeting' column, there is a dropdown menu labeled 'Select the default greeting:' with 'System with number' selected. In the 'Record Greeting' column, there is a dropdown menu labeled 'Select the greeting to record:' with 'Spoken name' selected. Below the dropdowns, there is a note: 'Greetings marked with * are already recorded.' At the bottom of the 'Configure Greeting' column is a 'Save Settings' button, and at the bottom of the 'Record Greeting' column is an 'Edit Message' button.

CIC Voicemail Instructions

To change your voicemail password:

1. Log into your web voicemail box.
2. Click on the Settings tab at the top 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.

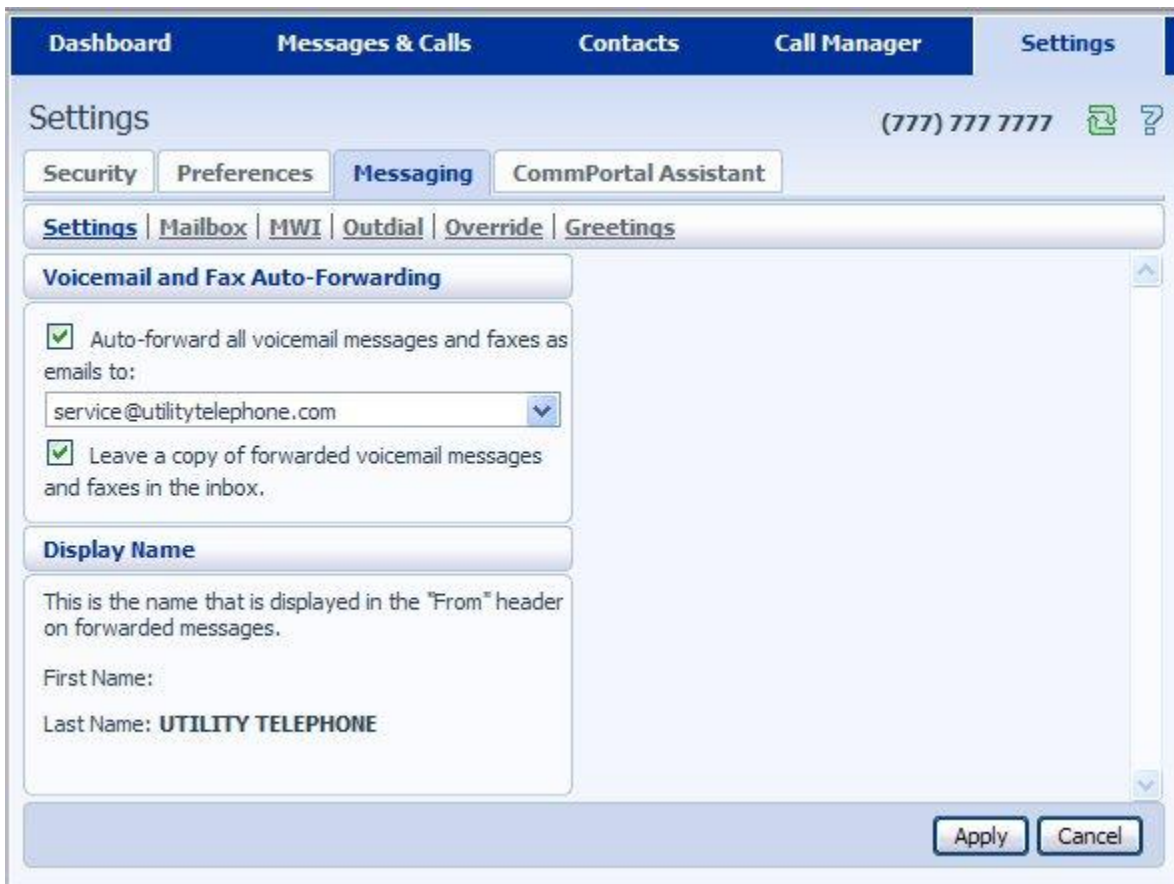


The screenshot shows the 'Settings' page of the UtilityTelephone web voicemail interface. The top navigation bar includes 'Dashboard', 'Messages & Calls', 'Contacts', 'Call Manager', and 'Settings'. The 'Settings' page has a sub-header '(777) 777 7777' and a help icon. Below the sub-header are four tabs: 'Security', 'Preferences', 'Messaging', and 'CommPortal Assistant'. The 'Security' tab is active and contains two sections: 'Change Password' and 'Change PIN'. The 'Change Password' section has two input fields labeled 'Password:' and 'Confirm password:', and a 'Change Password' button. The 'Change PIN' section has one input field labeled 'Call Services PIN:' and a 'Change' button.

CIC Voicemail Instructions

To turn on email notification of voicemail messages:

1. Log into your web voicemail box.
2. Click on the Settings tab on the top of the page.
3. Click on the Messaging tab.
4. Check the 'Auto-forward all voicemail messages and faxes as emails to:' box
5. Enter a valid email address.
6. Check the box 'Leave a copy of forwarded voicemail messages and faxes in the inbox' if you'd like to have a second copy saved in your inbox.
7. Click Apply.



Dashboard Messages & Calls Contacts Call Manager Settings

Settings (777) 777 7777

Security Preferences **Messaging** CommPortal Assistant

Settings Mailbox MWI Outdial Override Greetings

Voicemail and Fax Auto-Forwarding

Auto-forward all voicemail messages and faxes as emails to:
service@utilitytelephone.com

Leave a copy of forwarded voicemail messages and faxes in the inbox.

Display Name

This is the name that is displayed in the "From" header on forwarded messages.

First Name:
Last Name: **UTILITY TELEPHONE**

Apply Cancel