

# Voicemail Reference Guide



**altafiber**  
elevating connection

### ACCESS YOUR MAILBOX

#### From inside the office

1. Press the **VoiceMail Icon** on your Cisco Phone
2. When voicemail answers, enter **189291** followed by # when prompted  
Note: Default passcode is **189291**  
*\*If checking another mailbox other than your own, press \* and the mailbox number (your extension)*

#### From outside the office

1. Call the **Voice Portal** at **513-562-6299**
2. When the system answers:
  - a. Enter your **mailbox number** (your extension) followed by #
  - b. When prompted, enter your **passcode** followed by #  
Note: Default passcode is **189291**

### ENTER YOUR MAILBOX FOR THE FIRST TIME

1. When prompted, enter **189291** and press #
2. Enter a **new passcode** followed by # (Passcodes must be 6 digits in length)
3. Press # to save
4. When prompted, record your name and press #

### RECORD YOUR GREETING

1. **Press 1** to access the **Main Menu** (if you have messages, it will tell you)
2. **Press 2** to **Record a Busy Greeting**
3. **Press 3** for **No Answer Greeting**
4. **Press 4** for **Extended Absence Greeting**
5. **Press 5** to **Send a New Message**
6. **Press #** to **Save** or 3 to re-record

#### Sample voicemail greeting

*Hello, this is \_\_\_\_\_. I am in the office today. Please leave a message and I will return your call as soon as possible. Thank you for calling!*