



MegaPath Messaging

Getting Started User Guide

Your MegaPath Hosted Voice service includes full-featured voicemail designed specifically for business communications. If your administrator has enabled Fax Messaging on your line, you can receive voice and fax messages in your voicemail box. By default Fax Messaging is enabled. You can turn Fax Messaging off using the Voice Manager, or your company administrator can disable it in the Customer Portal (my.megapath.com).

Initial Setup

To set up your voicemail:

Step 1: Connect to the system using an office phone (A set-up wizard guides first-time users through the required steps.)

- Press the Voicemail button on your phone **OR**
- Dial your 10-digit phone number on your phone **OR**
- From another phone in your office dial your 10-digit phone number, press * to interrupt your greeting, and then enter your phone number followed by # key **OR**

Note: *If you have Fax Messaging enabled*

- From another phone in your office dial your 10-digit phone number and press 1 for voicemail, press * to interrupt your greeting, and then enter your phone number followed by # key.
- Dial the company Voicemail System number then enter your phone number and follow the prompts.

Step 2: Enter your initial PIN followed by the # key. (Your company administrator for your MegaPath Voice Service can provide you with the initial passcode/PIN. User details are found on the MegaPath User Details sheet).

Step 3: Follow the prompts to change your PIN number, and then press #.

Note: Until you initialize your mailbox, callers can leave messages for you, but you cannot listen to the messages or perform other voicemail tasks.

Step 4: Record your name announcement and then press #.

- To return to the main menu, press *
- To keep your recorded name, press **1**
- To change your recorded name, press **2**
- To play your number instead of your recorded name, press **3**
- To exit, press *



Note: If you choose not to create a name announcement and record a greeting during the initialization process, you can do so at a later time. If you bypass greetings, you will hear the main menu options.

Recording a name announcement during mailbox setup:

Complete the following steps to record your name announcement.

Step 1: Speak your first and last names, and then press #. The system replays the recording for your review.

Step 2: Choose to accept the recording, re-record your name, or use your mailbox number instead of your name.

Note: You must record a name announcement so callers can search for you during Dial by Name.

When you complete these steps, continue with the set-up wizard to select and record greetings.

Recording a greeting during mailbox setup:

Greeting Options: Generic, Busy, No Answer, and Extended Absence

Step 1: Select the personal greeting callers will hear when you are unable to accept a call. The greeting you record during mailbox setup plays to callers until you change it.

Step 2: Press 1 to hear a sample greeting or wait for the beep to begin recording your greeting.

Step 3: Record your greeting and then press #. The system repeats the recording for your review and offers options to accept or re-record a greeting, or to use the default greeting.

After saving your greeting, the set-up wizard notifies you that you have completed the steps to set up your mailbox. Follow the instructions to return to the Main menu, or simply hang up.

Retrieve your voicemail messages by phone:

In the Office:

Step 1: Connect to the system

- Press the Voicemail button on your phone **OR**
- Dial your 10-digit phone number on your phone **OR**
- From another phone in your office dial your 10-digit phone number, press * to interrupt your greeting, and then enter your phone number followed by # key **OR**

Note: *If you have Fax Messaging enabled*

- From another phone in the office dial your 10-digit phone number and press 1 for voicemail, press * to interrupt your greeting, and then enter your phone number followed by # key.



Step 2: Enter your PIN, followed by the # key.

Note: If there are any new messages, they will be played automatically without prompt after the system announcement. If there are no messages to play, you will hear the system menu prompts, for example: To listen to voicemail messages Press **1**.

Step 3: Listen to your new voice messages and treat accordingly with one of the end of message options, for example, to replay the message Press **1**.

See the End of Message Options table for a full list of end of message options.

Out of the office:

Step 1: Connect to the system

- From a phone outside of your office dial your phone number, press * to interrupt your greeting, and then enter your phone number followed by # key **OR**
- Dial the company Voicemail System number then enter your phone number and follow the prompts.

Note: *If you have Fax Messaging enabled*

- From a phone outside of your office dial your phone number and press 1 for voicemail, press * to interrupt your greeting, and then enter your phone number followed by # key.

Step 2: Enter your PIN, followed by the # key.

Note: If there are any new messages, they will be played automatically without prompt after the system announcement. If there are no messages to play, you will hear the system menu prompts, for example: To listen to voicemail messages Press **1**.

Step 3: Listen to your new voice messages and treat accordingly with one of the end of message options, for example, to replay the message Press **1**.

See the End of Message Options table for a full list of end of message options.

