

Voicemail Quick Start Guide

Hawaiian Telcom Voicemail System

The voicemail system is menu driven. Listen to the voice prompts and then press the keys on your phone to select the option you would like.

The first time you access your voicemail box you are asked to set up your mailbox and record your name and a greeting to play to callers (see page 2).

From your own phone:

- dial 808-643-3333. Enter your voicemail PIN.
- If you have new messages, the messages are identified.
- After hearing any new messages, you are presented with the Voicemail Main Menu. The Main Menu options are listed in the next column.

From another phone:

Note: Voicemail must be initialized to utilize this option.

- From an external phone either:
 - Dial the voicemail access number: 808-643-3333.
 - Dial your company's main telephone number and press # (if your company has configured it this way)
- When prompted, enter your 10-digit number.
- When prompted, enter your voicemail PIN + #.
 - If you have new messages, the messages are identified
- After hearing any new messages, you are presented with the Voicemail Main Menu.



VOICEMAIL MAIN MENU

ACTION	KEY
Play Inbox Messages	1
Send Messages	2
Work with Greetings	3
Mailbox Settings	4
Access Deleted Messages	6
Help	0
Exit Voicemail System	*

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MESSAGE PLAYBACK OPTIONS

Use the following options while listening to voicemail messages.

ACTION

	BEFORE MESSAGE	DURING MESSAGE	AFTER MESSAGE
Skip Message	#	#	n/a
Reply to Message	n/a	4	4
Save Message and go to next	n/a	2	2
Delete	n/a	3	3
Play Inbox Messages	1	n/a	1
Send Messages	n/a	5	5
Work with Greetings	3 from Main Menu		
Mailbox Settings	4 from Main Menu		
Access Deleted Messages	6 from Main Menu	n/a	2 to save, 3 to erase
Help	o	o	o
Return to Main Menu, Exit	*	*	*

DELIVERY OPTIONS MENU

BEFORE MESSAGE

ACTION

Review the message	1
Mark message as urgent	2
Mark message as private	3
Re-record your message	4
Request a read report	6
Schedule the message	9
Send the message as is	#
Exit or cancel press	*

Reply to a message – Dial the originator

- While listening to a message, you can call the person back by pressing 4 and selecting option 1.
- This capability does not work if the voicemail system was not able to identify the Caller ID information when the original voicemail was received or if your phone is configured with call restrictions that prevent you from calling the originator's number.

Record your personal greeting

- Access your voicemail box.
- From the Main Menu, press 3.
- Press 1 to set up a personal greeting.
- Press 3 to set up a system-generated greeting or change your recorded name.
- Press 5 to change the greeting that callers hear when you're busy.
- If you don't record a personal greeting, a generic greeting plays.

Change your voicemail PIN

- Access your voicemail box.
- From the Main Menu, press 4 to change your settings.
- Press 3 for security options.
- Press 1 to change the PIN.

Have questions?

If you have any additional questions about Hawaiian Telcom Voicemail, call us at **808-643-6111**.