

IVM – HOW TO RE-SET A VOICE MAILBOX
Reviewed 8/25/2010

This will mainly be used after-hours by a TSR when a call is received from one of our voice mail re-sellers and the end user is having difficulties accessing their voice mailbox. This will include a new user on an existing voice mailbox and not knowing the correct password, accidentally erasing the out-going greeting, etc. In this process, saved messages in the voice mailbox will remain in tact.

Our voice mail re-sellers are Unicom, Oregon Telecom, and BendTel.

1. All re-seller voice mailboxes are on IVM-A. You will need the last 4 digits of the voice mailbox number.
2. If the port display is the current view, click on the computer icon in the upper, right side of the screen. This will return you to the menu system.
3. Click "Edit"
4. Enter the last 4 digits of the voice mailbox number to re-set and click "Ok"
5. Click "Setup" (red mailbox icon on the upper right side)
6. Under "Voicebox Set Up", check "Tutorial"
7. In the same field, delete any numbers in the "Passcode" field
8. Click "Save", then "Ok"