

## First-time Voicemail Setup

When you access your Voicemail for the first time, you must set up your mailbox.

- To get started, dial **503-829-1801** from the phone number registered with MCC Voicemail. *For setup on any phone:* Dial 503-829-1801, then the phone number registered to the MCC Voicemail service.
- When you hear the greeting, enter **1234**

## Changing your PIN

You are first prompted to enter a new PIN, and then you are asked to confirm it by re-entering it. You can press the \* key to cancel your PIN setup at any point. If you do so, you return to the beginning of the PIN set up process.

Once you have successfully changed your PIN, you are prompted to record your greeting.

## Recording a Greeting

Your personal greeting must be longer than two seconds and shorter than thirty seconds. Once you have recorded your greeting, it is played back to you and you are provided with these options:

- To change your greeting, press 0.
- To keep your greeting, press #.

Once you have accepted your greeting, you are prompted to record your recorded name.

## Recording a Name

You must take less than ten seconds to record your name. Once you have recorded your recorded name, it is played back to you and you are provided with these options:

- To change your recorded name, press 0.
- To keep your recorded name, press #.

Once you have completed recording your name, you are redirected to the Main Menu.

## Quick Key Reference

When using MCC Voicemail, there are some keys that have the same special functions throughout the call to help you navigate through the system. The table below summarizes these keys, which are common throughout the MCC Voicemail service.

- 7 Goes back to the previous menu section. If you are currently listening to a message, this key skips back 5 seconds within the message.
- 8 Pauses all voicemail activity for 30 seconds, and then returns you to the beginning of the section you are listening to. While the activity is paused, you can also press any key to return to the beginning of the section without having to wait for 30 seconds.
- 9 Skips to the next menu section. If you are currently listening to a message, this key skips forward 5 seconds within the message.
- \* This key performs one of two functions, depending on the context. When recording a message or entering numbers, it cancels the current input, and you are prompted to enter the input again. Otherwise, it takes you up a level of the menu system. Pressing \* repeatedly is one way to cancel operations by working your way back up through the menus until you reach the Main menu.
- # This key performs one of two functions, depending on the context. When recording a message or entering numbers, # is used to indicate the end of your input. Otherwise, it is used to move forward in a list of options.
- 11 Pressing 1 twice returns you to the previous item in the list or the previous message when you are listening to a list of options or your messages.



# Voicemail User Assistance Guide



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## Using Your Mailbox

### Main Menu

The following options are available to you in the Main menu.

- To listen to your voice messages, press 1.
- To create a new message for another, press 2.
- To log in again as a different subscriber, press 3.
- To change your mailbox settings, press 4.
- To manage erased messages, press 5.
- To end the call, hang up or press \*.

*Please note that if you do not have any messages, you will not hear certain prompts in the Main menu.*

### Listening To Your Messages

Your messages are arranged in the following order:

- urgent messages
- other new messages
- saved messages

After the message details have been stated, the message from the caller is played. *While the message plays*, you can choose one of the following options.

- To skip forward 5 seconds, press 9.
- To skip backward 5 seconds, press 7
- To skip to the end of the message, press 2.
- To pause and then resume the message, press 8.

*When the message finishes*, you can choose one of the following message options.

- To play the message from the beginning, press 1.
- To save the message and go to the next message, press 2.
- To erase the message, press 3.
- To reply to the message, press 4.
- To forward the message, press 5.
- To return to the previous message, press 11.
- To leave the message as-is and go to the next message, press #.
- To go to the Main Menu at any time, press \*.

## Managing Erased Messages

To play erased messages, press 5 at the Main menu to enter the Erased Messages menu. The first erased message plays.

- To repeat the erased message, press 1.
- To restore the erased message, press 2. The message is returned to your mailbox.
- To permanently erase the erased message, press 3. The message is no longer available for you to manage.

*Please note erased messages are only accessible during the same call. After hanging up, all erased messages will be cleared from your mailbox.*

### Forwarding Messages

To forward a message, take the following steps.

1. If you are not already listening to the message, go to the Main Menu and choose the message that you want to forward. If the message you want to forward is not the first message that is played, you can press # to skip through your messages.
2. After the message plays, press 5.
3. When prompted, enter the telephone number of the person you wish to receive the message, then press #. You hear the person's recorded name.
  - If you need to re-enter or erase the number you just entered, press \* to cancel and start again.
4. When you are prompted, you have the option to record an introductory message that is played to your recipient before the forwarded message.
  - If you want to record an introduction, speak after the tone.
  - When you have finished, hang up to forward your message with the introduction, or press # to hear more options.

If you do not want to record an introduction, press \*. After you have pressed \*, press # to automatically forward your message or press 0 to hear more options.

## Changing Your Settings

You can reach the Mailbox Settings menu by pressing 4 from the Main menu. Use the following to select the option you require.

- To skip to the next menu option, press #.
- To return to the previous menu option, press 11.
- To choose the current option, press 0.
- To return to the menu from where you entered the Mailbox Settings menu, press \*.

### Out Of Hours Greeting

To set the system to use the out of hours greeting, take the following steps.

1. Press 4 from the Main menu to enter the Mailbox Settings menu.
2. Press the # key until you hear the title "Greetings."
3. Press 0 to choose this option.
4. Press 2 to work with your out of hours greeting.

### Busy Greeting

To set the system to use the busy greeting, take the following steps.

1. Press 4 from the Main menu to enter the Mailbox Settings menu.
2. Press the # key until you hear the title "Greetings"
3. Press 0 to choose this option.
4. Press 6 to work with your busy greeting. If you change your mind and want to leave your busy greeting as it is, press \*.

*MCC Voicemail has many other helpful benefits and features. If you'd like more information about some of the more customizable options or if you have a specific question about a particular option, we would be happy to assist you.*

**Give the MCC Member Relations Team a call at**

**503-829-1100**