Logging in for the first time…
The system has been designed to guide you through the process of setting up your new voice mailbox.
Press the * button on your telephone to begin this process.
Your temp PIN (provided by your FirstLight Representative) followed by 

Your new Voice Mail PIN (Password) must:
• Be between 6 and 20 characters long.
• Not have a single digit repeated more than 2 times in a row.
• Not be a numeric sequence, e.g. 12345 or 54321.
• Not contain, or match part of, a telephone number associated with this account.

Retrieving your messages…
**From your telephone**
Dial *99 and enter your PIN

**From away**
Dial your telephone number and press * during your greeting. Enter your PIN.

Voice Mail Main Menu Options…
• Listen to your Voice Messages, press 1
• Create a New Message, press 2
• Work with Greetings Menu, press 3
• To Change Mailbox Settings, press 4
• Reminders, press 5
• Review Erased Messages, press 6
• Login to a Different Mailbox, press 7

Options During/ After Message Playback…
• 1 Play message again from the beginning
• 2 Save message and go to the next message. *(This will store the message and mark it a “saved” message)*
• 3 Erase message
• 4 to Reply
• 5 to send a copy (must forward to 10-digit direct dial number)
• 8 Pauses the playback of the message for up to 20 seconds. *Pressing 8 again resumes playback.*
• 9 Speeds playback of message
• 77 Rewind 5 seconds.
• 99 Fast forward 5 seconds.
• # Skip to the next message
• * Return to previous menu

Transfer with Announcement
• Press Menu
• Scroll down and press Transfer
• Dial extension / telephone number
• Announce Call
• Press Trans

Transfer without Announcement
• Press Menu
• Scroll down and press Blind Transfer
• Dial extension / telephone number
• Press Trans

Transfer Directly to Voice Mail
• Press Menu
• Scroll down and press Blind Transfer
• Dial 5 followed by extension number
• Press Trans

Conference
• Press Menu (with the first person on the line)
• Scroll down and press Conference
• Dial the extension / telephone number for the second call
• Press Conference

Retrieving a Parked Call
• Press and hold 1 or 2 (depending on which line the call is parked on)
• When you see the display change press Talk