

Accessing Your Mailbox

1. There are two ways to access your mailbox:
 - a. Dial **206-9010** (Charlotte), **207-9010** (Sarasota County), **866-922-6245** (Lee & Collier). Then either:
-If using **Auto Login** and accessing from your phone no entry is required, **OR**
-**Press *62** if calling from the phone your voice mail is assigned to, **OR**
-**Enter your telephone number**, if calling from a remote phone.

OR

- b. Dial **your phone number**.

Then **Press the * key** while the greeting is playing to access your voice mailbox.

2. If requested, **enter your password, followed by the # key**. Your password will be a default code of "0000" until you change it.
3. Main Menu: **Press 1** to retrieve messages, **Press 3** to send, **Press 7** for current date and time, or **Press 9** for mailbox setup.

Accessing Your Sub-Mailbox

1. Follow steps **1a** or **1b** from above.
- 2
 - a. If you are the Group Administrator and wish to record a group greeting, **Press *** to access the Group Greeting Menu. A voice prompt will guide you through those steps.

OR

- b. **Enter your sub-mailbox number**, Then **Press the * key** while the greeting is playing to access your voice mailbox.

3. If requested, **enter your password, followed by the # key**. Your password will be a default code of "0000" until you change it.
4. Main menu: **Press 1** to retrieve messages, **Press 5** to hear which sub-mailboxes have new messages, or **Press 9** for mailbox setup.

To Retrieve Messages

Three options in message retrieval menu:

- a. **Press 1**: New messages.
- b. **Press 2**: Saved messages.
- c. **Press ***: Return to main menu.

Listen to messages:

1. **Press 1** – Play or re-play message.
2. **Press 2** – Save message and go to next.
3. **Press 3** – Delete message and go to next.
4. **Press 4** – Save message as new.
5. **Press 5** - Reply to a message (Note 1).
6. **Press 6** - Forward message (Note 1).
7. **Press 7** – Skip back three seconds.
8. **Press 8** – Pause or continue message.
9. **Press 9** – Skip forward three seconds.
10. **Press *** – Return to main menu.

(Note 1) - Optional Feature



18215 Paulson Drive
Port Charlotte, FL 33954

General Information Inquiries
Toll Free: 1-888-349-5100
Repairs: 1-877-912-1300

(If you forget your password, call the DayStar
Repair number to have your password
"reset" by DayStar)

Mailbox Set-up

Five Options in Mailbox Set-up Menu:

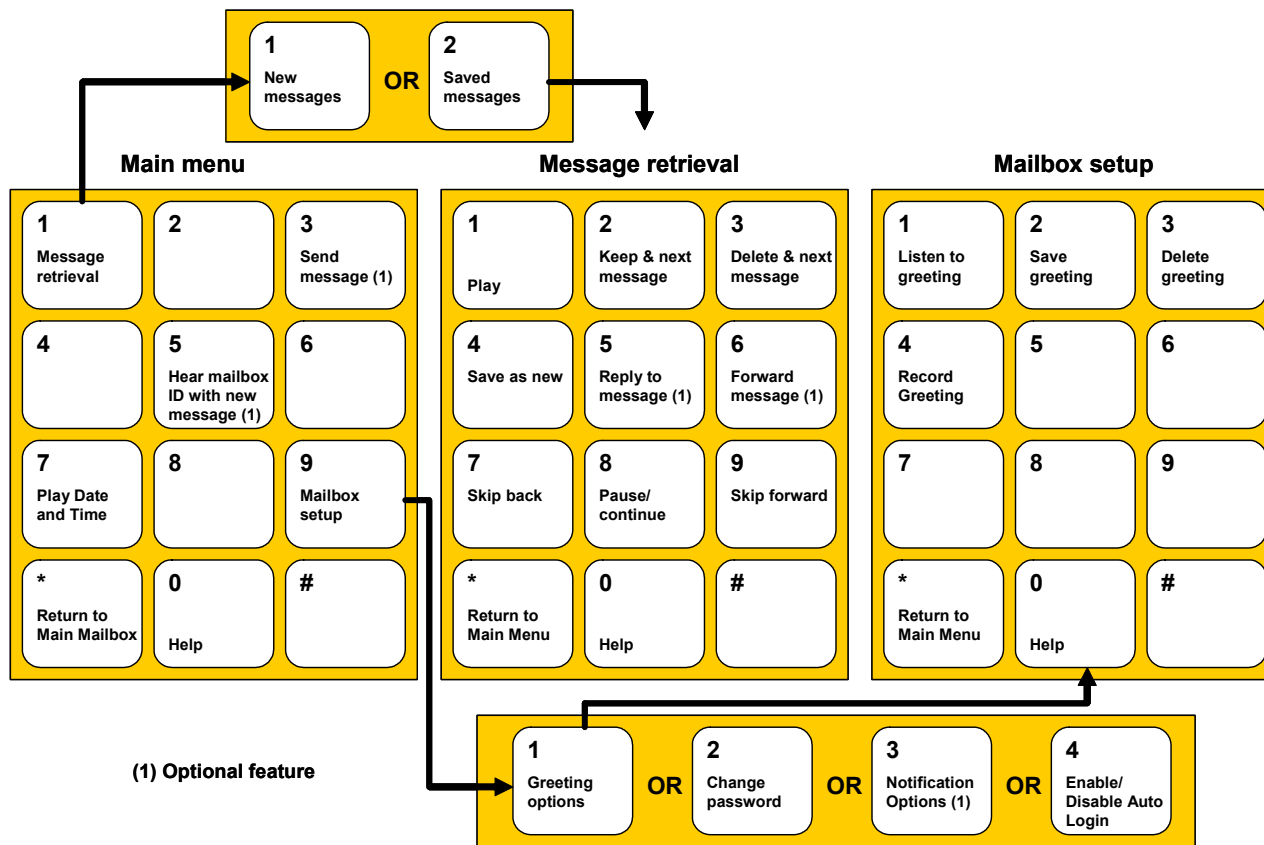
- a. **Press 1**: Greeting options (You can disregard this step if you choose to use the default greeting).
- b. **Press 2**: Change password (Your password will be a default code of "0000" until you change it).
- c. **Press 3**: Notification Options (Note 1).
- d. **Press 4**: Disable/Enable Auto-Login.
- e. **Press ***: Return to main menu.

To change or record your greeting:

1. **Press 1** – Greeting options.
2. **Press 4** – Record your greeting.
3. **Press #** – End recording function.
4. **Press 1** – Listen to greeting.
5. **Press 2** – *Save greeting. Greeting must be saved to be activated.*
6. **Press 3** – Delete greeting.
7. **Press 4** – Re-record greeting. Then follow steps 3-5 again.
8. **Press *** – Return to mailbox set-up.

To change your password:

1. **Press 2** – Change your password.
2. **Enter new password, followed by the # key**.
The password is any series of up to 16 digits you choose. You will be unable to access your mailbox without this password, so be sure to choose one that you can remember.
3. To verify, **enter your password**.



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- OR**
- b. Dial **your phone number**. Then **Press the * key** while the greeting is playing to access your voice mailbox.

2. If requested, **enter your password, followed by the # key**.

Accessing Your Sub-Mailbox

1. Follow steps **1a** or **1b** from left.
- 2 a. If you are the Group Administrator and wish to record a group greeting, **Press *** to access the Group Greeting Menu. A voice prompt will guide you through those steps.

OR
- b. **Enter your sub-mailbox number**, Then **Press the * key** while the greeting is playing to access your voice mailbox.
3. If requested, **enter your password, followed by the # key**.

Simple
Convenient
Reliable

Voice Mail User Guide



Value • Service • Technology
That Your Business Deserves