

Enhanced Redirect Voicemail Retrieval Guide

Voicemail message retrieval via web portal

To access your voice mailbox through the web, point your browser to:
<https://voicemail.broadviewnet.com/Default.aspx?Mode=UserLogin>

and login with:
username: xxxxxxxxxx@vm.broadviewnet.net
password: <your Passcode>

xxxxxxxxxx is your 10-digit voice mailbox account number.

To Access Your Enhanced Redirect Voicemail via Telephone

1. Dial 1-866-711-2324.
2. Interrupt the greeting with *.
3. Enter your 10-digit mailbox number. Terminate with #.
4. Enter your passcode, Terminate by #.

For First Time Users Who Need to Initialize their Voice Mailbox

1. Access your voice mail as described above.
2. The initial passcode is 1234 and should be changed immediately.¹
3. The voice prompts guide you through setting up your mailbox and changing your passcode.
4. Terminate the recording of your name and your greeting using #.

¹ Please choose a passcode that is very difficult to guess as all voice mailbox content accessed, deleted or changed via knowledge of your passcode is your responsibility.

Voice Mail Main Menu

After entering your Voice Mail you will be presented with the following options:

- Press 1 to Listen to Messages.
- Press 9 for User Options.
- Press * to Disconnect/Hang-up.
- Press 0 for Help.

Mailbox Options

1. From the Main Menu, press 9.
2. You can then select one of these options:
 - Press 1 to Change Your Greetings or Name Announcement.
 - Press 2 to Change Your Passcode.¹
 - Press 3 to Change What Information is Played at the Start of Each Message.
 - Press 4 to Manage your Call Answering Options.
 - Press * for Main Menu.
 - Press 0 for Help.

Listening to Messages

1. From the Main Menu, press 1.
2. You can then select one of these options:
 - Press 1 to Replay Current Message.
 - Press 2 to Save Current Message.
 - Press 3 to Delete Current Message.
 - Press 4 to Return the Message
 - Press 5 to Forward the Message
 - Press 6 for Message Information.
 - Press # for Next Message.
 - Press * for Main Menu.
 - Press 0 for Help .

Message Navigation

To be used while a message is playing.

- Press 7 to Rewind.
- Press 8 to Pause.
- Press 9 to Fast Forward.