

VoiceMail Setup & Features Guide



Mobile # _____

PIN _____

Cellcom Customer Care Phone # (800) 236-0055

To Setup Your Voice Mailbox



STEP 1- From your wireless phone, dial your 10-digit Cellcom wireless number, then press **SEND**.

STEP 2- When prompted for your **PIN**, enter the **last 7 digits** of your wireless number.

STEP 3- You will be prompted to **create a new PIN**. To protect your privacy, all mailboxes require a PIN with a minimum of four numbers.

STEP 4- At this time, you can follow the prompts to:

- Record your name announcement
- Record your personal greeting

Accessing Your Voice Mailbox

From your wireless phone:

1. Dial your 10-digit wireless number and press send.
2. Enter your PIN.
3. Follow the prompts to start using your mailbox.

From your home or business phone:

1. Dial your 10-digit wireless number
2. When you hear your greeting, press *
3. You will then be prompted to enter your PIN.
4. Follow your prompts to start using your mailbox.

While Listening to Messages

- | | |
|---------------------------|------------|
| · Pause/Resume | press 2 |
| · Replay message | press 1, 1 |
| · Delete message | press 7 |
| · Forward message | press 6 |
| · Fast Forward to the End | press 3, 3 |
| · Rewind | press 1 |
| · Save Message | press 9 |

General Keys

- | | |
|-----------------------|------------|
| · Return to Main Menu | press *, * |
|-----------------------|------------|

After Listening to Messages

- | | |
|-------------------|----------|
| · Replay Message | press 1 |
| · Copy Message | press 6 |
| · Delete message | press 7 |
| · Save message | press 9 |
| · Recover Message | press *3 |

Modifying Your Voice Mailbox

- | | |
|----------------------------|------------|
| · Access to main menu | press *, * |
| · Change your greeting | press 3 |
| Record message | press 2 |
| · Personal options | press 4 |
| Access account | press 4 |
| Update password | press 1 |
| Change playback preference | press 2 |
| Record name for greeting | press 3 |
| · Access another mailbox | press *2 |

Visual Voicemail

Visual Voicemail gives Android™ and iPhone™ users the freedom to listen to messages in any order without calling into the voicemail box.

Android users- Please download and install the Cellcom Visual Voicemail App from the Android™ Google Play™ store.

iPhone users- The visual voicemail app is pre-installed. Simply go to the phone icon and click voicemail to setup.

Instructions for iPhone and Android Visual Voicemail can be found at www.cellcom.com/devices.html under the resource tab of your device.



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