



# Welcome to Your New Voicemail Experience

## Get Started with ALLO Voicemail.

This guide will walk you through the basics of using your new voicemail service.

For a complete guide to your ALLO phone service, please visit [AlloFiber.com/FAQs](http://AlloFiber.com/FAQs)



Experience the ALLO Fiber Difference.



### Voicemail Main Menu

Access all your ALLO voicemail services by dialing your local access number and using the main menu.

Action	Phone Key
Play Inbox Messages	1
Send Messages	2
Work with Greetings	3
Mail Box Settings	4
Access Deleted Messages	6
Log on as a Different User	7
Help	0
Exit Voicemail System	*

### Check out ALLO's Simultaneous Ring Service.

Add this feature to your ALLO phone number to stay in contact no matter your location. Simultaneously ring one or a set of numbers in addition to your home or business line and never miss a call again! Call 855.559.2706 for more information.

### Did You Know Fiber is Green?

The energy cost to send an electrical signal over miles of wiring is dozens of times the amount of energy needed to send a brief flash of light over the same distance with fiber. Less energy means a smaller carbon footprint. Just one more reason to feel good about ALLO Fiber.



### Replying to a Message—Dialing the Originator

- While listening to a message, you can call the person back by pressing 4 and selecting option 1.
- This capability will not work if the voicemail system was not able to identify the Caller ID information when the original voicemail was received or if your phone is configured with call restrictions which prevent you from calling the originator's number.



### Changing Your Voicemail Password

- Access your voicemail box.
- From the Main Menu, press 4 to change your settings.
- Press 3 for security options.
- Press 1 to change the PIN.



### Recording Your Personal Greeting

- Access your voicemail box.
- From the Main Menu, press 3.
- To set up a personal greeting press 1.
- To set up a system generated greeting or to change the recording of your name press 3.
- To change the greeting that callers hear when you're busy press 5.
- If you don't record a personal greeting, a generic greeting will be played.



### Using the Voicemail System

The voicemail system is menu driven. Listen to the voice prompts and then press the keys on your phone to select which option you would like.



### Accessing Voicemail

The first time you access your voicemail box you will be asked to set up your mailbox, and record your name and a greeting to be played to callers.



### From Your Own Phone

- Press the voicemail button or dial \*15.
- Enter your voicemail password and then enter the # sign.
- If you have new messages, the messages will be identified.



### From Another Phone

**Option A:** Dial the remote access number 1.800.727.6245.

- When prompted, enter your 10-digit number.
- When prompted, enter your voicemail password and then enter the # sign.

**Option B:** Dial your own phone number. Wait for the voicemail greeting message to begin and enter the \* sign.

- When prompted, enter your voicemail password and then enter the # sign.
- If you have new messages, the messages will be identified.



### Message Playback Options

While listening to your voicemail messages, the following options are available:

Action	Before Message	During Message	After Message
Skip Message	# Skip header and go to message body	# Skip to next message	-
Reply to Message	-	4	4
Go to Next Message	-	2	2
Delete	-	3	3
Play Inbox Messages	1	-	1
Send Messages	-	5	5
Work with Greetings	3 From main menu	-	-
Mailbox Settings	4 From main menu	-	-
Access Deleted Messages	6 From main menu	-	2 Save message 3 Erase message permanently
Log on as a Different User	7 From main menu	-	-
Help	0	0	0
Return to Main Menu	* Repeatedly, depending on how deep you are in the menu	*	*
Exit Voicemail	* Repeatedly, depending on how deep you are in the menu	*	*



### Forward a Message

While listening to messages, you can send a copy of the message to any recipient that has ALLO voicemail.

- To forward the current message, press 5.
- Enter an extension number or 10-digit number. Repeat this step until you've entered all the desired destinations.
- Press # when finished entering destinations.
- You will be prompted to record an introduction.
- After the tone, record your introductory message and press # when finished.
- Press # to send or press 1 for delivery options, followed by # to send. Delivery options include the following:

Action	Before Message
Review the Message	1
Mark Message as Urgent	2
Mark Message as Private	3
Re-record Your Message	4
Request a Delivery Report	5
Request a Read Report	6
Add or Remove Recipients	7
Schedule the Message to be Delivered in the Future	9
Send the Message as is	#
Exit or Cancel Press	*