

Voicemail Setup Instructions:

Revised 20 March 2020.

1. **Dial 239-6789** from your phone.

It will prompt you to enter your passcode. Default passcode is 1-2-3-4.

Now you can change your passcode, add your name and greeting by following the voice prompts.

2. **Dial 353** (you will hear a dial tone) then dial 239-6789, wait until you hear a stutter tone then hang up.

Caller will be forwarded to voicemail when the phone is busy.

3. **Dial 357** (you will hear a dial tone) then dial 239-6789, wait until you hear a stutter tone then hang up.

Caller will be forwarded to voicemail when there is no answer.

You must complete steps 1-3 to forward your voicemail box to the server.

To listen to your messages:

When you hear a stutter tone on your phone, you have a message waiting.

Call 239-6789. At the prompt, key in your passcode plus the # key. Follow the additional prompts to listen to your message.

To change your greeting on an existing mailbox: Dial 239-6789. Enter your passcode plus the # key. Select the option “8” to change user options. Select “1” to change your mailbox setup. Select “1” to change your greeting. Follow the remaining prompts.

To call your voicemail from outside Fort Riley: Dial 785-239-6789 and immediately press the # key. Follow the prompts. Your mailbox number is your 7-digit phone number.

To call another mailbox from a government phone: Dial 239-6789, then immediately press the # key. At the prompt, key in the phone number of the mailbox you want to access. At the next prompt, enter the passcode associated with the phone number.

If you have forgotten your passcode or need the passcode reset, have your TCO or IMO generate an ITSM work order.