



Voicemail

Getting Started

Contact

1 (877) 311-8750

support@g12com.com

G12
communications

Setting Up Your Initial VM Greeting

When you first activate your service you will want to access the voice mail system and record a greeting. To add a new greeting you need to follow these simple steps:

1. Press the message button on your phone or dial 5001
2. You will hear “please enter your password followed by the # key”
3. Enter the password that is provided to you in the G12 user guide and G12 User Configuration Document.
4. You will have 7 options available to you. You will want to select option 6 “Change Greetings”
5. This will allow you to record, review and select your greetings
6. From the “Change Greetings” prompt select #1 to record your greeting
7. Once you have recorded the greeting you like you can review, re-record, or select that greeting.
8. You will have the option to record multiple greetings. You can have a standard greeting, out of office greeting, on vacation greeting and many more. You have the option to record up to 20 different greetings.

Changing Your VM Password

Next you want to change your password. A standard password was assigned to you but you might want to change this password for security reasons. Your password will be a 4 digit number. To change your password you need to follow these simple steps.

1. Press the message button on your phone or dial 5001
2. You will hear “please enter your password followed by the #key”
3. Enter the password that is provided to you in the G12 user guide and G12 User Configuration Document
4. You will have 7 options available to you. You will want to select option 5 “Set your Current Options”
5. From this prompt select 1 “Change Password”
6. The system will ask you to enter your new pin. Select a 4 digit number and follow the prompts.

Messaging System Functions

- To access the general voice mail system press the message button on your phone or dial 5001
- You will hear “please enter your password followed by the # key”
- You can enter the password provided to you in the G12 startup guide or user configuration document. If you have changed your password use your new password.
- Once you enter your password you will have the following options available to you.

PRESS 1 for New Messages

PRESS 2 for Old Messages

PRESS 3 to Send Messages

- 1 individual
- 2 broadcast to all
- 3 send to a group

PRESS 4 to set Call Forwarding

- Change Do Not Disturb
- Set Forwarding destination
- Turn Forwarding on or off
- Forward calls to the phone you are calling from

PRESS 5 to set your Current Options

- Change password
- Record name

PRESS 6 to Change Greetings

- Record Greeting
- Review Greetings
- Select Greetings

PRESS 7 to Recover Deleted Voice Mail

- Allows you to listen and recover your deleted messages

Record Your Name

To enter your Phone's Main Menu you must press the messages button or dial 5001. You will be asked to enter your pin number followed by the # key. Doing this will give you access to the **main menu**.

PRESS 5 to access Options.

PRESS 2 to record your name.