

Voicemail - RCom[®] Unified Communications

Quick Reference Guide

Welcome! The default access code for new extensions is 123123, unless otherwise specified. It is recommended that you change this for security purposes after initial access into your extension's voicemail. Depending on your organization's requirements, this is either changed to a 4-digit or 6-digit access code / PIN.

Accessing Your Voicemail

To access your voicemail,

- ★ From your extension:
 - Press the **envelope / voicemail** button on your phone OR dial your *own* **extension number** (ex: 5204).
- ★ From another phone within your system:
 - Dial "**8**" followed by your **extension number** & press * (star) when the system answers.
- ★ From outside of the building (varies with implementations and extensions):
 - Call the **main number**, dial your **extension number**, wait for your greeting and press * (star).
 - Dial your **direct number**, wait for your greeting, and press * (star).

*After calling your voicemail directly or pressing the * (star) key, you will be prompted to enter your access code.*

Voicemail can also be checked from our user portal, desktop apps, and mobile apps, as well as your email.

Navigating Your Voicemail

Hear Your Messages	Change Your PIN	Record a Greeting	Select a Greeting
<p><u>Option "1"</u> During message playback,</p> <ol style="list-style-type: none"> 1. Reverse 2. Stop / Resume 3. Fast Forward 4. Repeat 5. Message Info* 6. Move / Copy <ol style="list-style-type: none"> 1. Move 2. Copy 3. Comment 7. Delete 8. Call Back 9. Skip 0. Help <p>* Includes date, time, calling number; can be configured to always list it prior to each message.</p>	<p><u>Option "2"</u> When prompted, enter the new access code.</p> <p>Press 1 to use the access code. Press * (star) to revert to the original code.</p>	<p><u>Option "4"</u> Record your greeting and press the # key. Then choose:</p> <ol style="list-style-type: none"> 1. Listen to Recording 2. Use Recording 3. Re-Record 4. Delete Recording 	<p><u>Option "9"</u> Choose a greeting from the list provided by the system. You can have up to 5 choices. This may vary depending on user setups.</p> <ol style="list-style-type: none"> 1. Greeting Slot 1 2. Greeting Slot 2 3. Greeting Slot 3 4. Greeting Slot 4 5. Greeting Slot 5 <p>Record alternative slot greetings by connecting to your mailbox and then pressing the following in your voicemail menu: *98*[slot number]#</p>
	<p>Record Your Name</p>	<p>Send a Message</p>	
	<p><u>Option "3"</u> Record your name and press the # key. Then choose:</p> <ol style="list-style-type: none"> 1. Listen to Recording 2. Use Recording 3. Re-Record 4. Delete Recording 	<p><u>Option "5"</u> To send, record a message then press the # key. Then press:</p> <ol style="list-style-type: none"> 1. Move Message (1 Destination) 2. Copy Message (2 or more Destinations) 	

CONNECTING CALLS SINCE 2011

Since founding in 2011, we have partnered with a variety of businesses, healthcare facilities, educational institutions, and other entities to change the way they communicate.

Visit Rival5.com for more information.

Rival5 is a registered trademark of Rival5 Technologies Corporation. All other products and services are the registered trademarks of their respective holders.

Support Information

SUPPORT E-MAIL	support@Rival5.com
SUPPORT PORTAL	support.Rival5.com
SUPPORT PHONE	855-4-RIVAL5, opt. 2
NETWORK STATUS	Rival5status.com



MANAGED CLOUD COMMUNICATIONS

ADDRESS	10030 W 190th Pl Mokena, IL 60448
LOCAL	815-717-2052
TOLL-FREE	855-4-RIVAL5
GENERAL E-MAIL	info@Rival5.com