



MIDVALE TELEPHONE  
EXCHANGE, INC.

**Voicemail  
Quick Reference Card**

Midvale Telephone Voicemail Menu

Midvale Telephone  
Customer Service

(208) 355-2211  
(800) 462-4523

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## Accessing Your Voicemail

### From Your Own Phone

- Dial **\*86**
- If you have Caller ID Block, dial **\*82** before dialing **\*86**.
- If you have new messages, the messages will be identified and played.
- After hearing any new messages, you will hear the Voicemail Main Menu.

### From Another Phone – Dial your home number

- When recording starts, press \* enter your voicemail password + #
- If you have new messages, they will be identified and played. After hearing any new messages, you will hear the Voice Mail Main Menu.

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## Voicemail Main Menu

<b>KEY</b>	<b>FEATURE</b>
1	Play Inbox Messages
2	Play Saved Messages
3	Change Password
4	Play Greetings
5	Record Greetings
*	Exit to Voicemail System

## Message Playback Options

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

<b>ACTION</b>	<b>BEFORE MESSAGE</b>	<b>DURING MESSAGE</b>	<b>AFTER MESSAGE</b>
Skip Envelope	NA	#	NA
Skip Message	8	NA	8
Delete	4	4	4
Save	5	5	5
Replay Message	NA	77	7
Rewind 5 Seconds	NA	7	NA
Pause/Resume Playback	NA	8	NA
Skip Ahead 5 Seconds	NA	9	NA
Skip to the End	NA	99	NA
Skip to Previous Menu	*	*	*

## Recording Your Personal Greetings

- Access your voice mailbox
- Press \* to skip to the Main Menu.
- Press **5** from the Main Menu to record your greetings
- Select the greeting you'd like to record:
  - Press **1** to record a No Answer greeting.
  - Press **2** -- option unavailable. **Do not choose.**
  - Press **3** – option unavailable. **Do not choose.**
  - Press **4** – option unavailable. **Do not choose.**
  - Press \* to return to the Main Menu.
- After the tone, record your greeting. Press # when finished.
- After recording your greeting:
  - Press **1** to review the greeting.
  - Press **2** to delete and re-record the greeting.
  - Press **3** to save the greeting.
- If you don't record a personal greeting, a generic greeting will be played.

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## Hearing Your Personal Greetings

- Access your voice mailbox
- Press \* to skip to the Main Menu.
- Press **4** from the Main Menu to hear your recorded greetings.
- Select the greeting you would like to hear:
  - Press **1** to hear your No Answer greeting.
  - Press **2** – Option unavailable.
  - Press **3** – Option unavailable.
  - Press **4** -- Option unavailable.
  - Press \* to return to the Main Menu.

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## Changing Your Voicemail Password

- When accessing your voicemail for the first time the default password will be **1234**
- Your new password cannot be your phone number or your default password
- Access your voice mailbox
- Press \* to skip to the Main Menu.
- Press **3** from the Main Menu to change your password
- Enter your new password + #
- Enter your new password again + # to confirm