



## Welcome to Clear Rate Communications!

### Voice Mail Users Guide

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Voice Mail Toll-Free Number: **1-877-877-3553**

Mailbox Number: **(Your 10 digit phone number)** • Temporary Passcode: **(Last four digits of your phone number)**

### To Access Your Voice Mail Messages

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1. Dial toll-free to **1-877-877-3553**.
2. If you are calling from your home phone number, skip to step #4.
3. If you are calling from a number other than your home phone number, you will be prompted to enter your 10 digit mailbox number. This is the same as your **10 digit home phone number**.
4. When prompted, dial your temporary passcode.
  - a. The temporary passcode is the **last four digits of your phone number**.
5. You are now at the voice mailbox main menu.
  - a. Dial **1** to listen to new messages.
  - b. Dial **2** to listen to old or saved messages.
  - c. Dial **0** for Mailbox Options
6. While listening to your messages you can:
  - a. Dial **0** to pause your message, dial **0** again to resume playing.
  - b. Dial **\*** to rewind 3 seconds.
  - c. Dial **#** to fast forward 3 seconds.
  - d. Dial **6** to skip to the next message. The skipped message will remain un-played.
  - e. Dial **4** to review to the previous message.
  - f. Dial **7** to delete your message.
7. When finished, you can simply hang up.

### Voice Mail Main Menu

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1. Follow Steps 1-4 above to access your voice mailbox main menu. The main menu allows you to navigate your voice mailbox.
2. Follow the voice prompts for the desired voice mailbox function.
  - a. Press **1** to listen to new messages.
  - b. Press **0** to change mailbox options.
  - c. Press **\*** to repeat menu options.
  - d. Press **#** to exit (or just hang up.)

### To Change Your Password

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1. Access your voice mailbox options by dialing **0** from the main menu.
2. Dial **5** to change your password.
3. Enter your new password, then re-enter when prompted.
  - a. Your new password must be 3-5 digits in length.

### To Change Your Personal Greeting or Record a Name Tag

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1. Access your voice mailbox options by dialing **0** from the main menu.
2. Dial **1** to record a new greeting or dial **3** to record a name tag.
  - a. When prompted, record your new greeting or name tag.
3. Once you have recorded a new greeting or name tag you can:
  - a. Dial **2** to review your new recording.
  - b. Dial **3** to discard and re-record.
  - c. Dial **1** to save your recording and exit to the main menu.

555 S. Old Woodward Ave. • Suite 600 • Birmingham, MI 48009

Customer Service Toll Free (877) 877-4799 • Customer Service Fax (248) 556-4501 • Customer Service Phone (248) 556-4502

[www.clearrate.com](http://www.clearrate.com)