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## \*CLIENT QUICK GUIDE\*

### Before using your Community Voice Mail number:

1. Call your **CVM** number.
2. Press \* when the system answers.
3. Enter the default password \_\_\_\_\_ followed by #. Your case manager will assist you with this.
4. The system will walk you through steps to set up your recorded name, greeting and password. Follow the directions to:
  - **Record your name:** Say your first and last names at the tone and press #. Press # to accept or 1 to re-record.
  - **Record your greeting:** Press 1 to record your new greeting. Say your greeting and press #. Press # to accept or 1 to re-record.
  - **Set your password:** Enter your new password and press #. The system will prompt you to enter it again, then press #.

### Follow these steps to hear your messages:

1. Call your **CVM** number.
2. Press \* when the system answers.
3. Enter your **password**.
4. Press 1 to hear new messages  
3 to hear saved messages or  
4 to change your recorded greeting.

### While listening to messages you may use these options:

- |   |        |   |                         |   |      |
|---|--------|---|-------------------------|---|------|
| 1 | Repeat | 6 | Save as new message     | * | Exit |
| 2 | Save   | 7 | Repeat menu             |   |      |
| 3 | Delete | 9 | Hear time and date sent |   |      |

If you have any questions, please give Lambert or Maureen a call at 206.694.6771

