

Extension Mailbox

This great feature adds up to 3 “extensions” to your main mailbox. People who call your home can either leave general messages in the main mailbox, or they can leave private messages in individual extensions. Each extension has its own password that takes you directly to your own messages, without sifting through everyone else’s.

Decide who’s going to use each Extension

Main Mailbox: (Household)

Extension 1: _____

Extension 2: _____

Extension 3: _____

Record a New Greeting

Record a new greeting for the Main Mailbox that tells callers what keys to press. Follow the instructions in the Voice Mail Instruction Guide for changing your greeting, or wait for the prompt after you set up each extension (see back).

Example: “Hi, you’ve reached the Johnsons. To leave a message for Bob, press 1; for Jan, press 2; for Matt, press 3; or just stay on the line and leave a message after the tone.”

Set up each Extension

- Call your voice mailbox.
- From the Main Menu, press **4** Mailbox Options.
- Press **5** Extensions.
- Press **1**, **2** or **3** for the extension you want to set up first.
- A built-in password will play.
 - 1** Keep this code? **2** Enter a new oneMake sure to write down each password and give it to the person who’s going to use that extension!
- Record a name for this extension.
- Choose a greeting for this extension:
 - 1** Standard Greeting with name
 - 2** Record a Personal Greeting
- Repeat these steps to set up the next extension.

Note: Since you’ll be using a different password to get to each Extension, make sure the Mailbox Shortcut Option “Skip Password” is turned OFF.

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1 800-669-7676 for customer assistance
centurylink.com/welcome



How to use your own Extension Mailbox

- First, you have to personalize your mailbox before you can use it.
- Call your Voice Mail.
- Enter your extension's password.
 - ① Keep this code? ② Enter a new one
- Your extension's name will play.
 - ① Keep this name? ② Record a new one
- You'll hear what greeting your extension has.
 - ① Keep this greeting? ② Change it

How to listen to your own messages

You'll hear an interrupted dial tone whenever there are messages in the Main Mailbox or in any of the extensions. You can press **0** at the Main Menu to find out how many messages are in each Extension Mailbox.

- Follow the steps for "Listening to Messages" in your Voice Mail Instruction Guide.
- Enter your own Extension's password.
- Press **1** to listen to your messages.

Note: If you have optional Message Notification, messages in the Extensions won't signal your pager or phone.

Send a message to the Main Mailbox, or to another Extension

- Follow the Send instructions in your Voice Mail Instruction Guide.
- When you're asked for the destination:

Enter **1#** for Extension 1

2# for Extension 2

3# for Extension 3

or your own phone number for the Main Mailbox.

To include Extension Mailboxes in a Group Send List

- When you're adding numbers to a Group List:

Enter **1#** for Extension 1

2# for Extension 2

3# for Extension 3