

## First Time Set-Up Guide for 8x8 Voice Mail System

Before setting up your new voice mailbox, you should have already retrieved messages from your old voice mail box. The first time you access your new voice mailbox, you will need to set up a new passcode and record your name. You will need the following information to successfully perform this task:

**Internal Number: 71701 (or press the Vmail key on your phone screen)**  
**From Outside the College: 240-567-1701**  
**Your Current 5-digit Extension: 7XXXX**  
**Your Temporary Passcode: 771234#**

### Gaining Access to Your New Voice Mailbox

To access your voice mailbox, follow one of the two steps below:

- Press the **Vmail soft key** on your display screen to access the new system. When prompted, enter your temporary passcode **(771234#)**.
- When calling **71701** or **240-567-1701** to access the new system, you will be prompted to enter your extension followed by the # key. When prompted, enter your temporary passcode **(771234#)**.

**The first time you access your voice mailbox, you will need to change your passcode and record your name and a personalized greeting.**

**The following actions should be taken the first time when logging into your voicemail:**

### Action #1: Setting Up Your New Passcode

Your passcode must be a **minimum of 4 digits** and **cannot be the same as your extension**.

- Once in the voicemail system press 3, then press 1.
- You will then be prompted to change your passcode.
- Enter your new 4-digit passcode followed by the # key.
- For confirmation, you will be prompted to enter your new password again followed by the # key.
- Your passcode will now be changed. This new passcode must be used to access your voice mailbox in the future.

### Action #2: Recording Your Voice Mailbox Name and Greetings

- You will be prompted to press 2 to record your name.
- You will then be prompted to press 1 to record your name.
- Once recorded, press #.

### To Record an Internal Greeting:

- Press \* to go back to the greeting menu.
- Press 2 to create your **internal greeting**.
- Once recorded, press # and your greeting will be saved.

**To Record an External Greeting:**

- Press \* to go back to the greeting menu.
- Press 3 to create your **external greeting**.
- Once recorded, press # and your greeting will be saved.

**Congratulations, your name recording and greetings are now saved and your voice mailbox is ready to be used!**

The email address for the carbon copy of your voicemail that is sent to your email will come from sender [VirtualOfficeVoiceMails@8x8.com](mailto:VirtualOfficeVoiceMails@8x8.com).

*For additional features and functionality, please refer to the Voicemail Quick Reference Guide.*