

## Using your Voicemail

How to access the new voicemail system:

Dial the new access number: 501-682-0000.

When prompted for your PIN, enter 2468#.

The system will then walk you through the setup procedures.

**CAUTION:** The new system will not make you change your PIN but you really should. You do not want a stranger accessing your personal messages because you left your PIN at 2468. We recommend you immediately change it back to what it was before the conversion - that way it is still private and you don't have to memorize anything new.

Some of the prompts you are used to have changed. Click on additional links on the Voice Mail product page for further guidance.

**IMPORTANT:** Any time the new system prompts you for a telephone number, be sure to include the area code. When we installed the old system, Arkansas only had one area code. In order to make the new system compatible throughout the state, we now require the area code for all voicemail operations.

Is your voicemail light on but the new system says you don't have messages? You probably have a message waiting on the old system. Simply dial your old access number and enter your old PIN to clear those messages.

## Online interface:

You can now access the voicemail system online from anywhere in the world. Here you can:

- Listen to messages from your computer
- Maintain a contact list
- Forward missed calls to multiple phone numbers
- Record your greetings, and much more

To log on follow this link: <http://voicecenter.ar.windstream.net/StateOfArkansas>  
*Be careful if you type the link rather than click it... the address is case sensitive.*

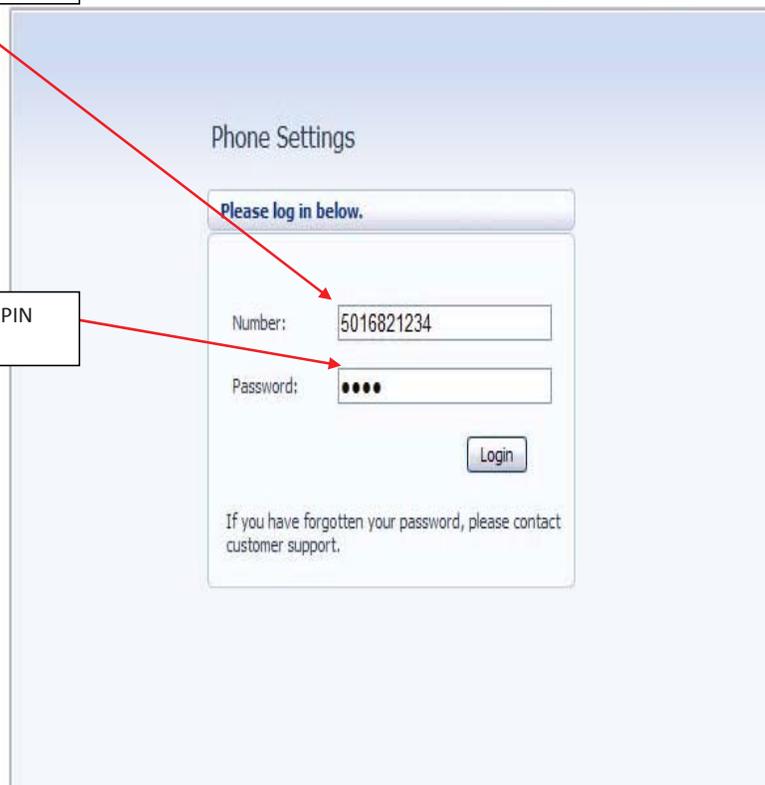
HINT! Save this link as a favorite on your home computer too. You can even save it to your iPhone or Blackberry for making changes on the go.

Below we detail the most common online features you will use. For more in-depth instructions, see our full user guide on the website.

## Log in with your telephone number and PIN.

Enter number with area code. No dashes

Enter voicemail PIN number



The screenshot shows a web interface titled "Phone Settings". At the top, it says "Please log in below." Below this are two input fields: "Number:" containing "5016821234" and "Password:" containing four dots. A "Login" button is positioned below the password field. At the bottom of the form, there is a note: "If you have forgotten your password, please contact customer support." Two red arrows point from external text boxes to the "Number" and "Password" fields.

## To listen to messages:

Select Messages & Calls

Press blue arrow to play message on your computer

Additional options

The screenshot shows a web interface for 'Messages & Calls'. At the top, there are navigation tabs: 'Messages & Calls', 'Contacts', 'Call Manager', 'Reminders', and 'Settings'. Below the tabs, the page title is 'Messages & Calls' and the phone number '(501) 682 2422' is displayed. There are three sub-tabs: 'Messages (4 New)', 'Missed', and 'Received'. A table lists messages with columns for 'From', 'Time of call', and 'Duration'. The first message is from 'Lane Bailey' on 'Mon 4/26' at '2:25 pm' with a duration of '0:00:06'. A blue arrow icon is next to the name. Below the table are buttons for 'Delete', 'Mark As New', 'Mark As Heard', and 'New Voicemail'. A callout box points to the 'Contacts' tab with the text: 'Caller's name will only appear if that caller is in your contacts; otherwise you will see the caller's number.'

From	Time of call	Duration
Lane Bailey	Mon 4/26 2:25 pm	0:00:06
Lane Bailey	Mon 4/26 2:23 pm	0:00:07
Lane Bailey	Mon 4/26 2:23 pm	0:00:04
Lane Bailey	Mon 4/26 2:22 pm	0:00:05

**IMPORTANT:** Keep in mind that any action you take here syncs up with your telephone set. And what you do on your telephone set affects the online interface. For instance, if you delete a message online, it will delete from your telephone. If you delete a message from your telephone set, you will not see it online.

## To change your PIN/Password:

We use the words "PIN" and "Password" interchangeably here. Whatever you choose to call it, make sure it contains numbers only. Remember, you have to be able to use the same PIN/Password on the Internet AND on your phone set.

Click "Settings"

Enter and confirm password. Password (better described as a PIN) must be numeric only. Use 4 to 20 digits.

Click "Change Password"

The screenshot shows the Settings application interface. At the top, there are tabs for "Messages & Calls", "Contacts", "Call Manager", "Reminders", and "Settings". The "Settings" tab is selected. Below the tabs, the "Settings" page is displayed with a sub-tab for "Security". Under "Security", the "Change Password" section is visible. It contains two input fields: "Password:" and "Confirm password:". Below these fields is a "Change Password" button. Red arrows from the text boxes point to the "Settings" tab, the "Change Password" section, the "Password:" field, the "Confirm password:" field, and the "Change Password" button.

## To set up the voicemail-to-email feature:

Click "Settings"

Choose "Messaging" Tab

"Settings" again

Check "Auto-forward..." and enter email address in box

Check "Leave a copy of forwarded messages..."; otherwise messages will go to email only and not appear on your phone.

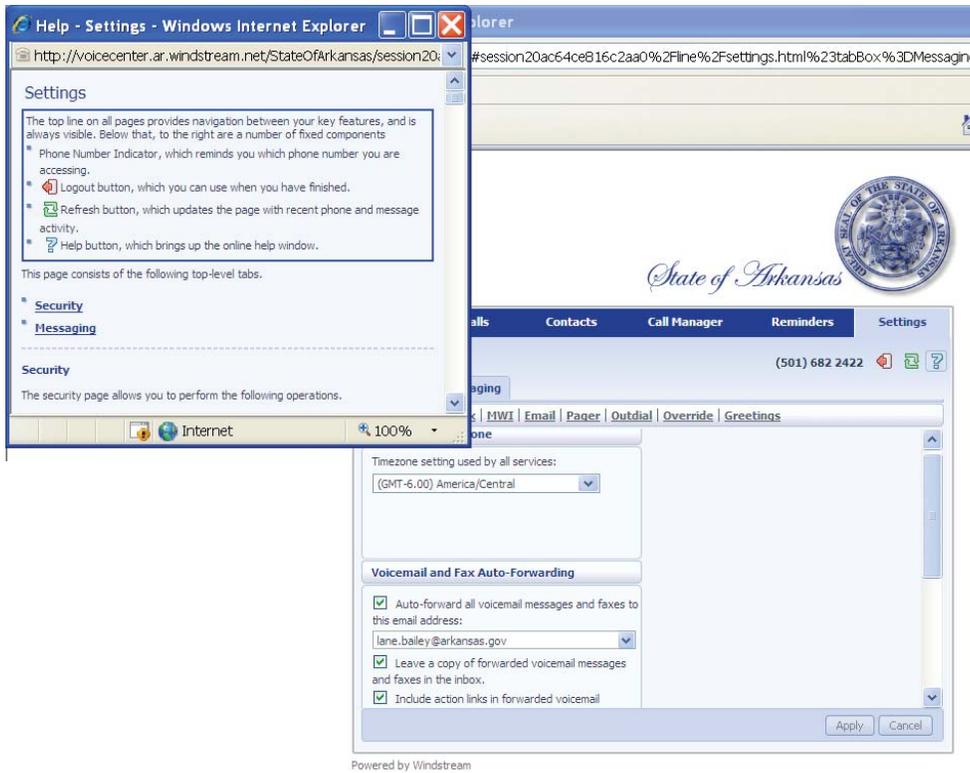
The screenshot shows a mobile phone's settings interface. At the top, there are tabs for "Messages & Calls", "Contacts", "Call Manager", "Reminders", and "Settings". The "Settings" tab is selected. Below the tabs, there are sub-tabs for "Security" and "Messaging". The "Messaging" sub-tab is selected. Underneath, there are links for "Settings", "Mailbox", "MWI", "Email", "Pager", "Outdial", "Override", and "Greetings". The "Settings" link is selected. The main content area shows the "Subscriber Timezone" section with a dropdown menu set to "(GMT-6.00) America/Central". Below that is the "Voicemail Auto-Forwarding" section, which has three checked options: "Auto-forward all voicemail messages to this email address:" (with a dropdown menu showing "lane.bailey@arkansas.gov"), "Leave a copy of forwarded voicemail messages in the inbox.", and "Include action links in forwarded voicemail". At the bottom right of the settings area are "Apply" and "Cancel" buttons.

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## Help Tool

On a final note... do you (like a lot of us) not bother with the "HELP" or "?" buttons on most software or websites because they're, well, not helpful at all? This website isn't like that. Our help feature is very intuitive and easy to read. Use this to learn even more about the many features now available to you.

### To access the help tool:



Access the very helpful HELP tool on this website by clicking the "?" button on the top right corner of the screen.

We hope you enjoy all of these new features. If you ever need assistance please call the DIS Call Center at 501-682-HELP or send an email to DIS.voicemail@arkansas.gov.