Voicemail Access Instructions

For Migrated Voicemail Customers

ziply™
fiber

Overview: New Voicemail Platform

You can access your new Voicemail using these different methods.

1. Dialing *100 from your phone.
2. Dialing your phone number and pressing * when you reach your voicemail greeting.
3. Calling **1-833-971-1510** (toll free)

Accessing your new Voicemail from your Phone

When dialing *100 or the voicemail access number, the voicemail system will detect the number you are calling from and prompt you for your Voicemail PIN.

Enter the PIN for your voicemail box. You will then be provided with the available options in the voicemail main menu.

Accessing your new Voicemail from Remote Location

You may remotely access your Voicemail by dialing into the voicemail access number from any phone. Dial **toll free: 833-971-1510**. Once you reach the voicemail system, you will be prompted to enter your telephone number and then your PIN.

Alternatively, you may dial their own phone number. Once you reach your voicemail greeting, press *.

After entering your phone number, you will be prompted to enter your PIN.

Please enter your PIN, followed by the # key. To leave a message for this subscriber, just press #

Enter the PIN for your voicemail box. You will then be provided with the available options in the voicemail main menu.

Access Saved Voicemail Messages

Access saved messages on your previous platform by dialing your current access number.

Voicemails will be available until the date communicated in your notification. After this date, you will no longer have access to voicemail messages on your previous voicemail platform.

When prompted, enter 10-digit phone number.

If you have a mailbox on the system and would like to access it now, enter the 10 digit phone number, then press #.

When prompted, enter voicemail PIN.

Enter your passcode, then press #.

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