



## VoiceMail Box Setup

1. On your CrossPath Telephone, press the envelope button (pictured below) or Dial \*97



2. If your telephone has a voicemail box configured you will hear: "Mailbox". Enter your phone's extension number and press #. Example: **100#**
3. Since this is the first time setting up your voicemail box, your temporary password is the extension of the telephone (Extension 100 = Password 100). Enter the extension followed by the # key. Example: **100#**
4. The system will now walk you through setting up your voicemail box.
  - a. Step 1 is to record your name followed by the # key. Follow the proceeding steps to move to step 2.
  - b. Step 2 is to record your "Unavailable Message" followed by the # key. The Unavailable message is what callers will hear when your phone is unanswered. Follow the proceeding steps to move to step three.
  - c. Step 3 is to record your "Busy Message" followed by the # key. The Busy Message is what callers will hear when you are on your phone (in most cases this is the same message as the unavailable message). Follow the proceeding steps to move to step 4.
  - d. Step 4 is to enter a new password followed by the # key. **This password must be at least four digits and cannot be the telephone extension number.**
5. Once you have entered a new password your mailbox is ready to take messages.

If you want voicemail to email for your voicemail box, please send us your email address, extension number, and name to [support@crosspath.net](mailto:support@crosspath.net). Our support center will add your email to your voicemail extension. After this is completed, an email with the voicemail attached will be sent to your inbox as well as a transcription of the voicemail message.

### Need Help?

Dial \*99 from your CrossPath telephone, or 855-775-9895 Option 2, or [support@crosspath.net](mailto:support@crosspath.net)