

## Web Portal Shortcuts



**Auto Attendant:**  
<https://hosted.cvctx.com/AutoAttendant/>



**Find Me Ring:**  
<https://hosted.cvctx.com/CallManagement/>



**Phone Options:**  
<https://acs.cvctx.com/SipPhones/>



**Voicemail:**  
<https://hosted.cvctx.com/Voicemail/>

**E-911** <https://hosted.cvctx.com/E911>

*NOTE: Some features may not be available to all users.*

## To Report Internet/Phone Outages Call:

- During Office Hours: 242-5915 or 800-242-5915
- After Office Hours: 247-5161 or 800-238-4514



**We're on-call and ready to help!**

24/7 Tech Support: 877-452-9035  
24/7 Information Line: 877-242-1292  
[info@coloradovalley.com](mailto:info@coloradovalley.com)

Hours of Operation: Monday-Friday 8am-5pm



4915 South US Hwy. 77, La Grange, TX 78945  
979-242-5911 | [cvctx.com](http://cvctx.com) | 800-242-5911



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**Hosted PBX**

# VOICEMAIL USER GUIDE



**MORE DATA. FASTER SPEEDS. BETTER SERVICE.**



**[cvctx.com](http://cvctx.com)**

# USING COLORADO VALLEY COMMUNICATIONS VOICEMAIL

## Access Your Voicemail

### From your phone number:

1. Dial button labelled message.
2. If prompted, enter your password and then #. (The default password is 0000)

### From a different phone number:

1. Dial 247-2000 locally or 979-247-2000 if out of the area.
2. Enter your 10-digit mailbox number. (Area Code & Telephone Number).
3. Enter your password and then #.

## Record Your Greeting

1. Access your voice mailbox.
2. Press 9 for the mailbox setup menu.
3. Press 1 for greeting options.
4. Press 2 to record your greeting.
5. Record your greeting and then press #. (Greeting will be saved on 0)

## Change Your Password

1. Access your voice mailbox.
2. Press 9 for the mailbox setup menu.
3. Press 2 to change your password.
4. Enter your new password and then press #.
5. When prompted to verify the password, enter it again and then press #.

## Retrieve Messages

1. Access your voice mailbox.
2. Your first new message may play immediately. If not, press 1 to listen to your messages. You will hear the announcement "You have X new messages and X saved messages."
3. Press 1 to listen to new messages.
4. Press 2 to listen to saved messages.

## When Retrieving Messages, You Can:

- Press 1** Play the message again.
- Press 2** Save the message and play the next message.
- Press 3** Delete the message and play the next message.
- Press 4** Save the message as new.
- Press 6** Forward the message to another mailbox.
- Press 7** Skip backward in the message.
- Press 8** Pause the message.
- Press 9** Skip forward in the message.

## Record Multiple Greetings

1. Access your voice mailbox.
2. Press 9 for the mailbox setup menu.
3. Press 1 for greeting options.
4. Press 5 to choose a new greeting.
5. Enter the greeting number 1-9. (Your main greeting is saved on 0)
6. Record your greeting, press #.

## Check Active Greeting

1. Access your voice mailbox.
2. Press 9 for the mailbox setup menu.
3. Press 1 for greeting options.
4. Press 5 for multiple greeting options.
5. Press \* to check active greeting.

**IT'S YOUR CALL...  
TAKE IT OR LEAVE IT  
TO VOICEMAIL.**



## NOTES:

- Recordings will be saved on the selected number as soon as the # key is pressed.
- Keep in mind that your initial greeting is saved on 0. You can go back to using it by selecting 0 as your greeting number.