

# Hargray Advanced Messaging Service

*Quick Reference Guide*

With Hargray Advanced Messaging, you can retrieve your messages via your telephone, as well as online from any internet connection. There are numerous options available to customize your greetings, manage your calls and personalize your messaging services. This is a quick reference guide that will walk you through the instructions you need to take advantage of the Advanced Messaging Services.



# Advanced Messaging

*Quick Reference Guide*

For additional instructions and tutorials  
please visit [hargray.com](http://hargray.com)



Contact us 843.706.1850 | [hargray.com](http://hargray.com)

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LINK | TALK | ENTERTAIN

## Telephone Interface

### **Initial login to Voice Mail via the Telephone:**

Password: 1111

Voice instructions will prompt you through the initial setup of your password and Voice Mail box. You will be asked to create a greeting that your callers will hear each time they call. You will also be asked to change your password.

Your mailbox is now ready to receive your messages. When you lift your handset, a distinctive “stutter” dial tone or message waiting light will alert you that messages are waiting for you to retrieve.

### **Retrieving Voice Mail Messages:**

- Office:**
- From your office phone, dial \*98
  - Enter your password: \_\_\_\_\_

### **Away from office:** (2 Options)







**Option 1:** If you call from your local calling area, dial your 7-digit phone number. When you hear your greeting, press \* and enter your password.

If you are out of the Hargray calling area, dial your phone number, including area code. When you hear your greeting, press \* and enter your password.

**Option 2:** Dial one of the following access numbers and enter your 10-digit telephone number. You will be required to enter your password.

- 843-686-6911 (Hilton Head, Bluffton, Hardeeville)
- 843-379-6911 (Beaufort)
- 912-450-6911 (Pooler)

## Main Menu

-  Listen to Messages
-  Leave a Message for Other Mailboxes
-  Listen to Other Messages
-  Change Personal Options
-  Place a Call
-  Exit

## Online Interface

Use the Web to check voice messages. To access your messages at the website, you must first set up your Voice Mail box on your phone.

### **Initial login to Voice Mail via the Web:**

1. Open a Web browser.
2. Go to: [myaccount.hargray.com/voicemail](http://myaccount.hargray.com/voicemail)
3. Enter your mailbox information.  
Username: 10-digit phone number  
Password: 1111  
(You will be asked to change your password upon initial login.)

### **Listen to a Voice Message:**

1. Click on My Voice Mails in the left navigation bar to display the Inbox.
2. Click on the Sender information of the message you want to listen to.
3. Click on the Filename located below the introductory information.  
Windows: A window will open, asking what to do with the file. Click the Open button. The default audio player opens and plays the file.  
Macintosh: A download window opens and the file is downloaded. The default audio player opens and plays the file.
4. After listening to the message, close the player.  
(If the download window is open, close this, as well.)

### **Edit Settings:**

Hargray Advanced Messaging Service Voice Mail online has many functions and features that can be customized to fit your needs. Click on Options in the left navigation bar to display the User Preferences menu.

### **Actions available under User Preferences:**

- Change Account Information
- Change Your Password
- Enter a Work Schedule
- Record a Greeting
- Set up a Personal Assistant
- Change Your Voice Mail Settings
- Set up Message Notification by Numeric Page
- Set up Message Notification by Email
- Set up Message Notification by Phone
- Set up Message Forwarding
- Enter Phone Numbers Where You Can Be Reached
- Enable Find Me Follow Me

### **Set up Message Forwarding:**

A copy of the voice message will be forwarded to the email address you provide.

1. Click on Options in the left navigation bar.
2. Click on Forward to Email under the Message Management category.
3. Click on the Edit button located in the upper right.
4. Click the box next to Forward All Messages Enabled.
5. Click in the Notification Email Addresses field and type your email address.
6. Click on the Update button, located in the upper or lower right, to save your changes.