



## **ECBOR Direct VM Setup**

Hello ECBOR Member,

Welcome to Segway Communications. Please follow the below instructions to setup your new mailbox. If you have any questions, please don't hesitate to contact us by Email or Phone.

- **Email:** [ECBOR@segwaycommunications.com](mailto:ECBOR@segwaycommunications.com)
  - (please include your Voice Mail # in the subject line)
- **Phone:** 877-734-9292

Thank you,

From the entire staff at Segway Communications

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### **Setup your Mailbox:**

1. Call your new Voice Mail Number
2. When you hear a generic greeting, **press \* 1000** (star 1000)
3. Follow the prompts to:
  1. Set New Pass Code
  2. Record Name
  3. Record Main Greeting
4. **Press #** when you're finished recording your greeting, then follow the prompts to (1) review, (2) re-record, or (3) accept your greeting.
5. Once you **press 3** to 'Accept' your greeting, the system will tell you setup is complete.
6. Hang up when finished.

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### **Voice Mail & Fax Notification Options:**

Your mailbox is already set up to notify you via email of new Voice Mails & Faxes. If you would like to add more notification options, please email the relevant information (see below) to [ECBOR@segwaycommunications.com](mailto:ECBOR@segwaycommunications.com). Make sure to include your Voice Mail # in the subject heading so we can locate your mailbox.

- To receive an SMS Text Message (send us your cell phone # and the name of cellular carrier)
- To receive a live automated call (send us your cell phone number)
- To receive a numeric page to a Pager Device (send us your pager number)
  - We will display:
    - 111 for a Voice Message
    - 222 for a Group Message
    - 333 for a Fax

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### **Additional Instructions:**

Once your mailbox setup is complete, please consult the additional **Quick Guides** attached to this document ([Click on the Paperclip Image or 'Attachment' tab to the left to view the documents](#)). The guides cover Group Messaging & Voice Mail options. A convenient Pocket Guide is also attached. Print the Pocket Guide and follow the folding instructions to make a simple reference booklet, which you can store in your wallet, purse or pocket.