

# Andersen AFB, Naval Base Guam & NCTS Guam

## Callegra Voicemail User – Quick Start Guide

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The access number for voicemail:

- Internal Access Number: **355-6245**
- External Access Number: **671-355-6245**

### First Time Users:

- When prompted, enter the default temporary passcode 1234.
- Once you have entered your passcode, the system plays a short tutorial stepping you through entering a new private passcode, recording a name, and recording a greeting for your mailbox.
- Once the tutorial is complete, your mailbox is set up, personalized, and ready for your use.
- You are not able to access your voice messages until you have completed the tutorial.

### After Initial Setup:

- When prompted, enter the passcode that you created when you first set up your voice mailbox.
- When you enter your mailbox you are greeted with:
  - The current number of messages in your mailbox.
  - The system automatically plays any new messages that exist in your mailbox.
  - If there are no new messages or after you have listened to your all of your new messages, you are presented with a menu, allowing you to choose what you want to do in your mailbox.

### Please note the following system parameters:

- Your passcode must be 6 to 10 digits in length.
- Your passcode expires every 120 days.
- Your mailbox holds 20 messages (new and saved).
- The maximum length for a voicemail message is 3 minutes.
- New messages stay in your voice mailbox for 30 days before the system automatically deletes them.
- Saved messages stay in your voicemail box for 30 days before the system automatically deletes them.
- You can recover deleted messages for up to 7 days after the message was deleted.
- You must log into your mailbox every 120 days or your mailbox is disabled automatically.

### User Tips

- Accessing your voicemail:

#### From another internal telephone:

1. Dial **355-6245**
2. Press the # key when the system starts to play, dial your 7-digit mailbox number (Example: 355-xxxx).

#### From external location:

3. Dial **671-355-6245**
4. Press the # key when the system start to play, dial your 7-digit mailbox number (Example: 355-xxxx).

**Note: Your 7-digit mailbox number is your prefix (355) plus your 4-digit extension. For example, if your extension is x3844, then your mailbox number is 355-3844.**

- If you know the next key to press you can press it at any time even before that option is played.
- After you have logged into your voice mailbox, you can press \* (star) at any menu to be directed back to the main menu or root menu of your voice mailbox

# Naval Hospital, Nimitz Hill, Ordnance Annex, Polaris Pt & Radio Barrigada

## Callegra Voicemail User – Quick Start Guide

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The access number for voicemail:

- Internal Access Number: **344-9999**
- External Access Number: **671-344-9999**

### First Time Users:

- When prompted, enter the default temporary passcode 1234.
- Once you have entered your passcode, the system plays a short tutorial stepping you through entering a new private passcode, recording a name, and recording a greeting for your mailbox.
- Once the tutorial is complete, your mailbox is set up, personalized, and ready for your use.
- You are not able to access your voice messages until you have completed the tutorial.

### After Initial Setup:

- When prompted, enter the passcode that you created when you first set up your voice mailbox.
- When you enter your mailbox you are greeted with:
  - The current number of messages in your mailbox.
  - The system automatically plays any new messages that exist in your mailbox.
  - If there are no new messages or after you have listened to your all of your new messages, you are presented with a menu, allowing you to choose what you want to do in your mailbox.

### Please note the following system parameters:

- Your passcode must be 6 to 10 digits in length.
- Your passcode expires every 120 days.
- Your mailbox holds 20 messages (new and saved).
- The maximum length for a voicemail message is 3 minutes.
- New messages stay in your voice mailbox for 30 days before the system automatically deletes them.
- Saved messages stay in your voicemail box for 30 days before the system automatically deletes them.
- You can recover deleted messages for up to 7 days after the message was deleted.
- You must log into your mailbox every 120 days or your mailbox is disabled automatically.

### User Tips

- Accessing your voicemail:

#### From another internal telephone:

1. Dial **344-9999**
2. Press the # key when the system starts to play, dial your 7-digit mailbox number (Example: 344-xxxx).

#### From external location:

3. Dial **671-344-9999**
4. Press the # key when the system start to play, dial your 7-digit mailbox number (Example: 344-xxxx).

**Note: Your 7-digit mailbox number is your prefix (344) plus your 4-digit extension. For example, if your extension is x3844, then your mailbox number is 344-3844.**

- If you know the next key to press you can press it at any time even before that option is played.
- After you have logged into your voice mailbox, you can press \* (star) at any menu to be directed back to the main menu or root menu of your voice mailbox