



Jaguar Communications Voicemail - Telephone Access – 05/18/18 REV 0

When your Jaguar VM is first activated it will use a default greeting and can receive messages immediately.

When accessing your VM for the first time, you will use your account number as your PIN. PIN numbers must be at least 6 digits. If your account number is only four digits or 5 digits long, add leading zeros to the beginning to get to six digits. Example: Your Account number is 1234 or 12345 your PIN would be 001234 or 012345.

For your security we recommend that you change your PIN. See Change VM Telephone Access PIN below.

Telephone Access Quick navigation:

Log into VM

- Option One: Dial *318 from your home phone line and enter your PIN when prompted followed by the # key.
- Option two: Call your VM enabled telephone number from another line and when you hear the greeting, press * and enter your PIN when prompted followed by the # key.

Listen to and manage your messages

- Log into VM
- Listen to the audio prompt letting you know the status of your messages or immediately dial the digit that corresponds to the feature you wish to manage.
- Press 1 to play messages.

Once you are in the messages menu you can choose the following options.

- Press 1 to repeat current message
- Press 3 to delete the current message

Change VM Telephone Access PIN

- Log into VM
- Press 4 for account options
- Press 3 for security options
- press 1 to change PIN (see requirements below)

PIN codes must meet the below requirements.

- VM PIN must consist of digits only.
- They must be between 6 and 20 characters long.
- Not have a single digit repeated more than 2 times in a row.
- Not be a numeric sequence, e.g. 12345 or 54321.
- Not contain, or match part of the telephone number associated with this account.

Record Your VM Greeting

- Log into VM
- Press 3
- Press 1

The VM system has Audio Instructions for all tasks and options. Please listen to all instructions carefully.

Unanswered calls will be answered by the VM system in approximately 6 rings. If you would like to decrease or increase this, you may login and change this using the Web Instructions. See Online Access VM Instructions at <http://support.jagcom.net>