Mailbox Initialization

Once a mailbox is created for you, you can access your mailbox directly from your business telephone. Here's how.

1. Dial the VoiceMail access number or just dial your business number from your business telephone.
2. You will be asked to enter the PIN. The default PIN is "COXCOM" (269266).
3. You will then be asked to select the language you prefer by pressing **1** for English or **2 ABC** for Spanish
4. You will be asked to confirm the language selection.
5. You will hear a message that indicates your mailbox has not yet been initialized since the default PIN was used to get to this point. You will then be prompted to enter a new PIN.
6. You will then enter a new PIN followed by # sign and you will need to confirm it by entering again
7. You will then be prompted to record your name
8. You can then choose to accept the default system greeting for "All Calls" or you can record a personnel greeting for All Calls.

Note: Should you need to discontinue this procedure before completing the above steps, you will need to restart the process from the beginning.

Once the initialization process is complete, you will be able to log into your mailbox. After you logon, you will be directed to the main menu.