

Voicemail Quick-Start Guide

Get started

1. Dial your phone number from your Mstar phone **OR** dial your number from another phone and press *
 - You may hear a stutter dial tone when you pick up your phone—this means you have messages waiting or need to set up your voicemail
2. When prompted, enter your **pass code** followed by the # key
 - Your default **pass code** is the **last 4 digits of your phone number**
3. You will be prompted to change your **pass code**
 - Enter a new pass code (at least 4 digits) and press #
 - When prompted, reenter the new pass code and press #
4. You must record your name before you can access your voicemail
 - When prompted, say your name and then press # to end recording
 - Press * if you are satisfied with your recording or press 1 to record your name again; pressing 2 allows you to listen to your recording
 - Your recorded name will be used for the default system greetings
5. You may now access your voicemail. Unless you record your own busy and no-answer greetings, callers will hear the default system greetings when you are not available
 - To record your own mailbox busy greeting, press 2 at the voicemail menu and follow the prompts
 - To record your own mailbox no-answer greeting, press 3 at the voicemail menu and follow the prompts

You will hear the following voicemail menu options:

- To listen to your messages, press 1
- To change your mailbox busy greeting, press 2
- To change your mailbox no-answer greeting, press 3
- To delete all messages, press 7
 - When prompted, press 1 to confirm or * to cancel
- To go to the CommPilot Voice Portal, press *
 - From here you can record your name, set Call Forwarding options and change your pass code
- To repeat this menu, press #

You may use the following commands while listening to a message:

- 1 to skip backward 3 seconds
- 2 to pause
- 3 to skip forward 3 seconds
- 4 to skip to the beginning of the message
- 6 to skip to the end of the message

You may also set preferences (including Sequential Ring, Simultaneous Ring and Call Forwarding) using our

Web Portal at www.phone.mstar.net

- Your **username** is your ten-digit phone number
- Your default **password** is mstar plus the last 4 digits of your phone number (ex: mstar4321)

Star Codes (Feature Access Codes)

The following Mstar codes allow you to access or change settings on your phone:

#8	Automatic Callback Deactivation
*72	Call Forwarding Always Activation
*73	Call Forwarding Always Deactivation
*90	Call Forwarding Busy Activation
*91	Call Forwarding Busy Deactivation
*92	Call Forwarding No Answer Activation
*93	Call Forwarding No Answer Deactivation
*67	Calling Line ID Delivery Blocking per Call
*65	Calling Line ID Delivery per Call
*69	Call Return
*70	Cancel Call Waiting (not available in all areas)
*99	Clear Voice Message Waiting Indicator (not available in all areas)
*78	Do Not Disturb Activation
*79	Do Not Disturb Deactivation
*22	Flash Call Hold
*75	Speed Dial 100
*74	Speed Dial 8



