



LAKE COUNTY
FLORIDA

Telecommunications 343-9897 or telecommunications@lakecountyfl.gov
phones.lakecountyfl.gov

New Voice Mail Setup Info

Voice Mail Server

New Voice Mail Setup

Welcome to the Lake County Voice Mail Server Setup information. In the following steps you will see just how easy the voice mail platform can be and just how flexible the features are.

The steps that to get setup in the new system are simple and only requires a couple of minutes of your time, please continue reading below for a step by step process:

For special mailbox greetings and schedules please refer to the user guide called [Special Mailboxes](#)

1. The voice mail server can be reached by dialing **3999** internally or from the outside at **742-3999**
2. Call the main number **3999** from your desktop phone
3. Enter your 4 digit security code of **0000** (4 zero's)
4. The system will guide you through 3 steps, **new security code, recorded name, and a greeting**

That completes the setup!

Now to activate your new voice mailbox you will need to forward your phone to the new system, see steps below:

1. From your desktop telephone, lift your handset
2. Lift your handset again
3. Press the **Fwd Busy** or dial * **3**—You should hear a stutter dial tone
4. Enter **3999** and wait for a solid tone, that is the **service set tone** and that confirms the forwarding
If you are worried about the forwarding, contact Telecommunications and they can make the needed changes

To access voice mail from home or outside of the county telephone network:

- You can call **742-3999** and you will be in the **Main Auto Attendant**, you can dial anywhere in the county telephone network or you can simply press * to log into your mailbox

* Helpful Hint: Log off you mailbox by pressing * that assures the message lights work the best

The voice mail system has many features:

- **Web Phone Manager**—Go to phones.lakecountyfl.gov and click the Voice Mail link and select the access that best fits your location, then enter your mailbox number and security code and you will be able to make changes to your mailbox including message notification, helpful resources and the ability to change mailbox personal settings
- By adding an optional license you will be able to receive your voice mails via the web interface using the **Web Phone Manager**, contact **Telecommunications** for more information

This feature is available via Outlook, but Telecommunications recommends using the Web Phone Manager

- **Message Notification**—Your mailbox can call your cell phone, pager, home phone, your neighbors phone or whoever you want it to call, this is easy to setup and can be done using the **Web Phone Manager**
- **For more features and explanations, please contact Telecommunications**

For **User Guides** and more helpful hints please visit our website at:
phones.lakecountyfl.gov