Quick Reference Guide

Charter Phone Voicemail

It's your own personal answering service. Now callers can leave messages for you when your line is busy, when you're away from home, or when you just can't make it to the phone. Whenever you hear a stutter dial tone on your home phone line, it means you have a new message!

Activating Voicemail (first-time access)

To set up your voicemail, you must be calling from your Charter home phone.

1. Dial your 7- or 10-digit Charter phone number
2. Voice instructions will guide you to create a new PIN
   ***Please write down and store PIN information**
3. You will now be able to record personal greetings and customize your mailbox options

Accessing Voicemail

From your home phone:

1. Dial your 7- or 10-digit home phone number
2. You will hear Main Menu options

From another phone:

1. Dial your 7- or 10-digit home phone number
2. Press * 5 when you hear the greeting
3. Enter your 10-digit phone number.
4. Enter your PIN and press #
5. You will hear Main Menu options

Main Menu Options

1 to review messages
3 to work with your greetings
4 to change your mailbox settings
9 for interactive help

Listening to Messages

From the Main Menu press 1 to review your message. These non-prompted options are available during message review.

1 **Repeat**
3 **Delete**
Save
6 **Skip Message**
7 **Rewind**
8 **Pause**
9 **Fast Forward**
* 1 **Return to Main Menu**

Change Your PIN

1. From the Main Menu, press 4 to change your mailbox settings
2. Press 3 for Login Options
3. Press 1 to change your PIN

Charter Phone Voicemail means reliable, around-the-clock service. Please see your User Guide for detailed information to customize your mailbox.

Charter