

# Quick Reference Guide

## Access Messages on Retired Hargray

### Voice Mail System:

Once your Hargray Voice Mail service has been updated, you may still retrieve messages from our old Voice mail system for up to 14 days following the upgrade by visiting [myservices.hargray.com/myservices/vm](http://myservices.hargray.com/myservices/vm). Just log in with your prior username and password and save your messages directly from the portal.

### Initial Login to New Voice Mail via Telephone:

Password: 1111

Voice instructions will prompt you through the initial setup of your password and Voice mail box. You will be asked to create a greeting that your callers will hear each time they call. You will also be asked to change your password.

Your mailbox is now ready to receive your messages. When you lift your handset, a distinctive "stutter" dial tone or message waiting light will alert you that messages are waiting for you to retrieve.

### Initial Login to New Voice Mail via the New Online Portal:

Access to online Voice Mail management for the new system will be located at [vmail.hargray.com](http://vmail.hargray.com).

To log in, input your 10-digit phone number. Your online PIN will default to 1111. Once you have logged in for the first time, you will be required to set your own unique online PIN.

## Retrieving Voice Mail Messages:

**Home:** • From your home telephone, dial \*98  
• Enter your password: \_\_\_\_\_

### Away from Office (2 Options):

#### Option 1:

If you call from your local calling area, dial your 7-digit phone number. When you hear your greeting, press \* and enter your password.

If you are out of the Hargray calling area, dial your phone number, including area code. When you hear your greeting, press \* and enter your password.

#### Option 2:

Dial one of the following access numbers and enter your 10-digit telephone number. You will be required to enter your password.

843.686.6911 (Hilton Head, Bluffton, Hardeeville)  
912.450.6911 (Pooler)  
843.379.6911 (Beaufort)  
762.445.1998 (Lake Oconee)

## Message Center:

- 1 Listen to New Messages (play message)
- 2 Listen to Saved (play message)
- 3 Listen All (play message)
- 4 Compose a Message
  - Record #
  - 2 Playback
  - 3 Re-record
  - 4 Mark Private, Priority
  - 5 Select Recipients
  - 6 Future Delivery
    - \* Return to Previous
- 5 Recover Deleted Messages
  - \* Return to Previous Menu

## Options During Message Playback:

- 1 Save
- 2 Delete
- 3 Skip
- 4 Beginning of Message
- 5 Pause/Continue (beginning of message)
- 6 End of Message

## Options After Message Playback:

- 1 Save
- 2 Delete
- 3 Skip
- 4 Listen Again
- # More Options
  - 1 Return Call
  - 2 Reply
  - 3 Forward (fax or voice mail)
    - (Fax) Enter number #
    - Fwd to email
    - (Voice) Record announce #  
(see Compose in Message Center)
- 5 Timestamp
- 6 Listen Envelope
  - # More Options



To learn more, contact  
**1.877.HARGRAY | [hargray.com](http://hargray.com)**