



Short Message Service (SMS) Text for Voice Mail

The Short Message Service (SMS) in the Voice Mail System, has the ability to send a brief text message to your mobile telephone or pager. When SMS is enabled, your mobile device displays a text description for each new message that arrives. The message notification includes *date and time*, *message priority*, and available *sender identification* (internal user name and extension, or external telephone number). This information can be helpful in determining whether or not you need to call the voice mail system to retrieve that particular message.

Your voice mailbox can be pre-configured to alert you 24 hours a day, seven days a week, or based upon a schedule you would like to defined. You can also turn the SMS notification on and off at your convenience.

The message will also include a callback number for the voice mail system, allowing most mobile telephone users the ability to automatically call in to retrieve the message. To simplify this process, your system administrator has also added your cell phone number to your personal mailbox as an Alternate Device. This allows the system to recognize your mobile number as belonging to your subscriber mailbox and prompting you for your security code.

NOTE: To use this feature, your cellular or paging service provider must support SMS, and you must have that as an option on your plan. Charges may apply, per your plan.

Contact the system administrator if you have further questions or would like to request this feature.