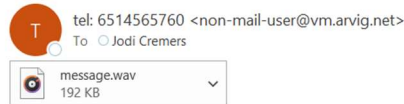


# Phone System Quick Tips

## All Users

- When someone leaves you a voice mail, you should receive an email with a .wav file attachment. We set the system up this way for all users. The email looks like this:

Fwd: Voice message from CADAN COMPUTERS (6514565760) to 6512872043



The attached message was recently left in your voicemail account for 6512872043. We are sending you this email because you have asked for your messages to be forwarded to this address.

- Always verify the message came from [non-mail-user@w.arvig.com](mailto:non-mail-user@w.arvig.com) before clicking on the file.
- If you want to transfer the voice message to someone else, simply forward the email you received.
- Accessing your call log through the website portal
  - Login to [www.arvig.net/hostedpbx](http://www.arvig.net/hostedpbx)
    - Click on Standard User Login
      - Enter your work number or email address
      - Enter your password: if you haven't logged into the system this way yet, the default password is Church123!
        - You will be prompted to change your password

CommPortal Access

STANDARD USER LOGIN

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## MaX UC Soft Phone users

- Follow the instructions for downloading the MaXUC soft phone software on your mobile device and/or your desktop/laptop device
  - Instructions can be found on the staff resources page on our website
    - <https://whchurch.org/staff-resources>
    - If you have a Woodland owned device, you may need Cadan's help with getting past the admin credentials.
    - The default password is Church123!
- Set up your voice mail and record your name
  - Dial \*98 through the APP on your cell phone OR the application on your desktop/laptop (if you have the software on both a mobile and computer device, you only need to do this once)
  - Follow the prompts to:
    - Record your name
    - Record/Change your greeting(s)

## All other users

- Set up your voice mail and record your name:
  - Call your work number; interrupt the message by hitting the \* key
  - Your default PIN# is 2010; you can change this by pressing Option 4 (Settings), then option 1

- Press Option 3 to work with your Greetings and your Name
  - Press option 1 to record your personal greeting
  - Press option 3, then option 2 to record your name
    - You need to record your name so the system can find you if someone calls the main number and presses the option for the name directory.