Arrival Universal Voice Mail
Getting Started

Mailbox Number: Ten-digit number provided by your Field Account Specialist or Customer Care Representative. Call 888-950-2100 to obtain your number if you do not have it.

Temporary Password: Last four (4) digits of your Mailbox Number

Initializing Your Mailbox - First Time Setup

1. From your phone dial the mailbox number indicated above. The system's standard greeting with your telephone number will play. At anytime during the greeting press [1] to enter your mailbox.

2. A brief mailbox introduction will play. To skip it press [#].

3. Enter your temporary password indicated above and press [#].

4. When prompted enter your new password and press [#]. Passwords can be between 4 to 15 digits.

5. After entering your new password the system will repeat it to confirm.

6. Select the kind of greeting you would like played when callers reach your mailbox. There are three options.

   a. For a standard greeting with your telephone number press [1]. If you select this greeting you will not need to record a name or greeting.

   b. For a standard greeting with your name press [2]. If you select this greeting you will need to record your name.

      1. When prompted record your first and last name and press [#].

      2. The system will then play it back.

      3. To rerecord press [*].

      4. To confirm press [#].

   c. For a personalized greeting press [3]. If you select this greeting you will need to record your name and personalized greeting.

      1. When prompted record your first and last name and press [#].

      2. The system will then play it back.

      3. To rerecord press [*].

      4. To confirm press [#].

      5. When prompted to record your personal greeting press [2], at the tone record the greeting and press [#].

      6. The system will then play it back.

      7. If satisfied press [#].

      8. To rerecord press [*].

7. The tutorial will cover a few final reminders, such as, to cancel your previous entry press [*], for help or more explanation press [0].

8. A section on deleted message recovery will play and explain the feature. If you choose not to listen to it at this time, it will play the next time you access your mailbox. (*Instructions for this feature are included on the Voice Mail Instructions.*)

   a. To repeat feature instructions press [1].

   b. To continue into your mailbox press [2].