

# mediahawk

## Mailbox Services

You will receive an Email from [Mailboxservices@mediahawk.co.uk](mailto:Mailboxservices@mediahawk.co.uk) which includes the call recording and caller details. If you wish to pick up and action the voicemail please use the details below.

- **Dial 0344 848 4478**
- **When prompted enter your Mailbox Dialed Number (as displayed in the Email)**
- **When prompted enter your PIN (default PIN is 123456, you can change this using the instructions below)**

**If you have messages you will be advised that you have “X” New messages and “X” Saved messages.**

### **If you have New or Saved messages you will receive this Prompt:**

- **Press 1 to Listen to New messages (if any new messages are available)**
  - Press 1 to repeat this message
  - Press 2 to save this message
  - Press 3 to delete this message
- **Press 2 to Listen to Saved messages (if any saved messages are available)**
  - Press 1 to repeat this message
  - Press 2 to save this message
  - Press 3 to delete this message
- **Press 3 to Alter Mailbox settings (Details Below)**

All your messages will be replayed, commencing with the most recent.

All messages are date and time stamped

If you do nothing the messages will play back to you again from the start.

### **If you do not have any New or Saved messages you will receive the options to Alter Mailbox Settings:**

- Press 1 to change PIN
- Press 2 to Record a New Voicemail Greeting
- Press 3 to return to the Main Menu

### **Current Voicemail Greeting Message:**

We are unable to take your call at present, please leave your message after the tone, remembering to include a return telephone number.

### **Call Recording Storage Duration**

New, Not listened to calls – 7 Days from receipt

New, Listened to calls – 3 Days after being played

Saved Call – 14 Days after saving.

## **Log Out – Hang up at any time**