Web Access FAQ’s

1. I used to access messages via the Web. Can I still do that in the new system? A: Yes, the new system allows Enhanced and Unified Messaging users to access their messages online from any browser using the Web PhoneManager application.

2. Web PhoneManager is asking me for my Security Code. What is that? A: You selected your Security Code when you set up your Cal Voicemail by telephone. The same numeric code you use to access messages via the telephone will be used to access messages via Web PhoneManager online.

3. I’m entering my phone number and the correct Security Code and it’s still rejecting me. A: Be sure you enter your mailbox as all 7-digits with no dashes. If you need further assistance, or a password reset, submit a request for help by clicking here or calling 510-664-9000, then press (1,3,1) to reach someone immediately.

4. Where can I find instructions on using the online Web Phone Manager service for Cal Voicemail? A: After logging in to Web PhoneManager, you may click the “Help” link in the upper right hand corner of any screen. The Help menu will open directly to the topic that matches the item you had on your page. A full Table of Contents is also available online in the Help Menu and is fully searchable.

5. I’ve never had Web access to voicemail. How do I sign up? A: Enhanced and Unified Messaging users have access to Web PhoneManager. If you are a Basic voicemail user, please go to the Telecom Catalog to upgrade your service.

6. I click on a message to play it and I don’t hear anything. Where’s the sound? A: Be sure your computer speakers are not muted and the volume is up. Also verify the playback mode in your “Web PhoneManager Settings is set to “Streaming Media” or “Download”.