

# MCI MessageCenter

## How to set up email and text notifications.

<https://messagecenter.mci.com/>

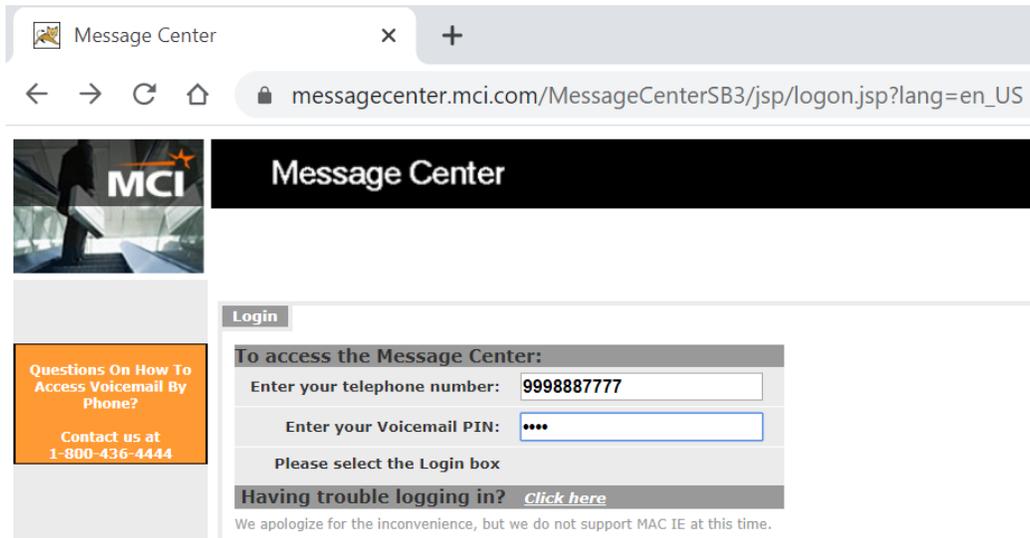
## Email Notifications

1. Go to the link below and **enter your 10-digit phone number**. Then click “**Continue**”.

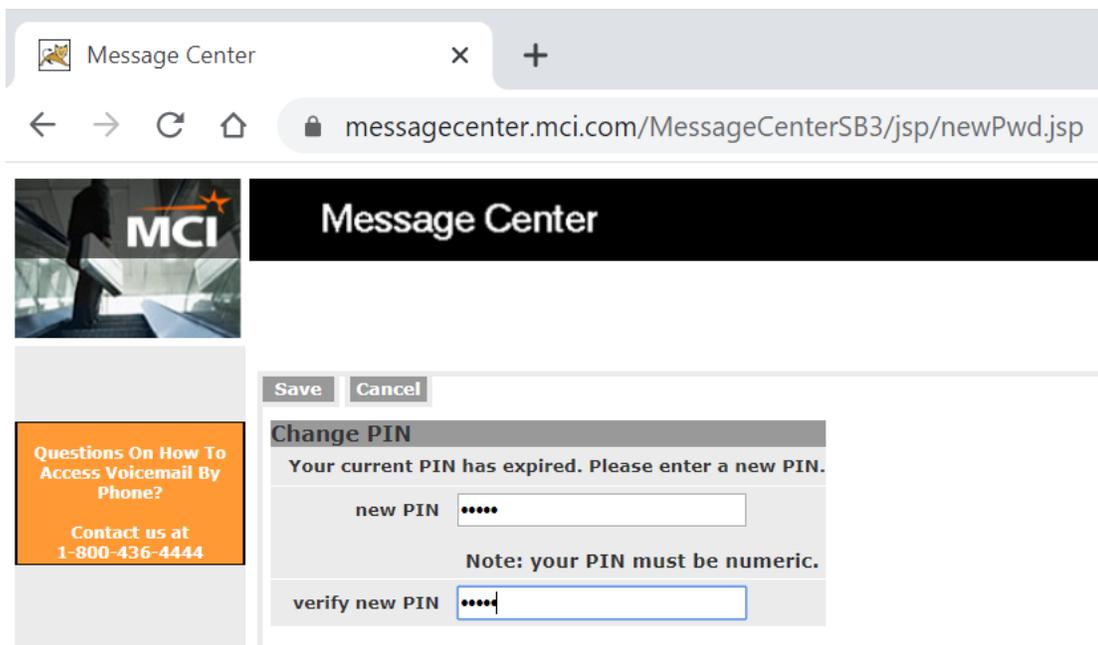
<https://messagecenter.mci.com>

The screenshot shows a web browser window with the address bar displaying "messagecenter.mci.com". The page title is "Message Center" and the MCI logo is visible in the top left. The main content area is titled "» Access the Message Center" and contains the following text: "The Message Center allows you to access Voicemail online, anytime for your Neighborhood or MCI Business Complete service! Simply enter the telephone number below of the Voicemail account you are trying to access." Below this text is a form for "Telephone Number:" with input fields for area code (999), prefix (888), and line number (7777). A "Continue" button is located below the form. Further down, there is a link "click here" for instructions and a section titled "Having trouble accessing the Message Center?" with contact information for Customer Service. At the bottom, there is a security notice: "We use Secure Sockets Layer (SSL) encryption technology to ensure your personal information is secure and protected." The footer contains links for "Privacy Policy", "Legal Notices", and "Service Terms & Rates", along with the copyright notice "©2019 Verizon. All Rights Reserved".

2. You will be forwarded to the specific web link where you will be able to access your account. If you will access your account via the web interface on a regular basis, you may bookmark this link for quick access. **Enter your phone number and your PIN code**. This is the same PIN code you use to access your account voicemail and options via the telephone menu system. Then, click “**Login**”.

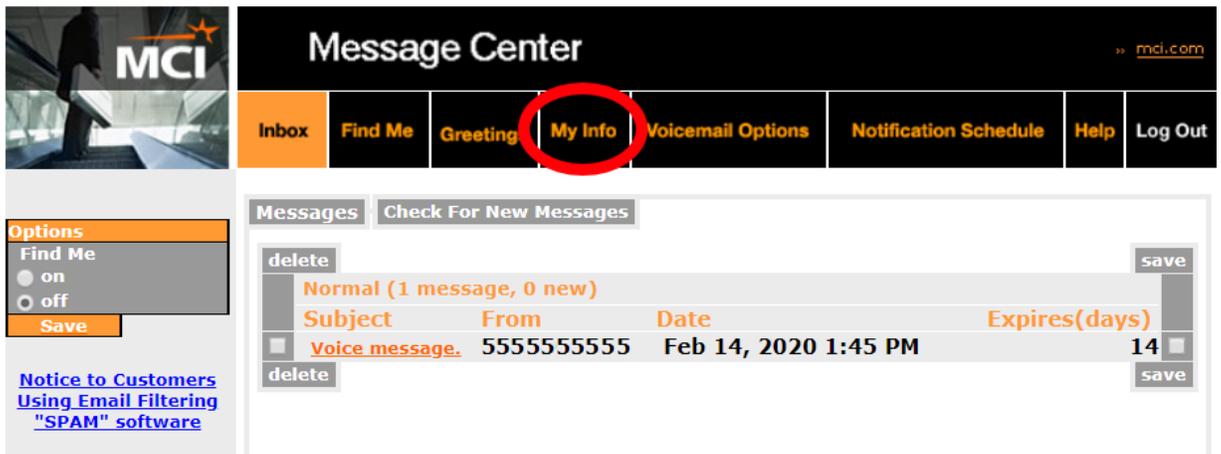


3. If this is the first time you have logged into your account, or if your PIN code has expired, then you may be required to **enter a new PIN code**. Please do so and click **“Save”**.



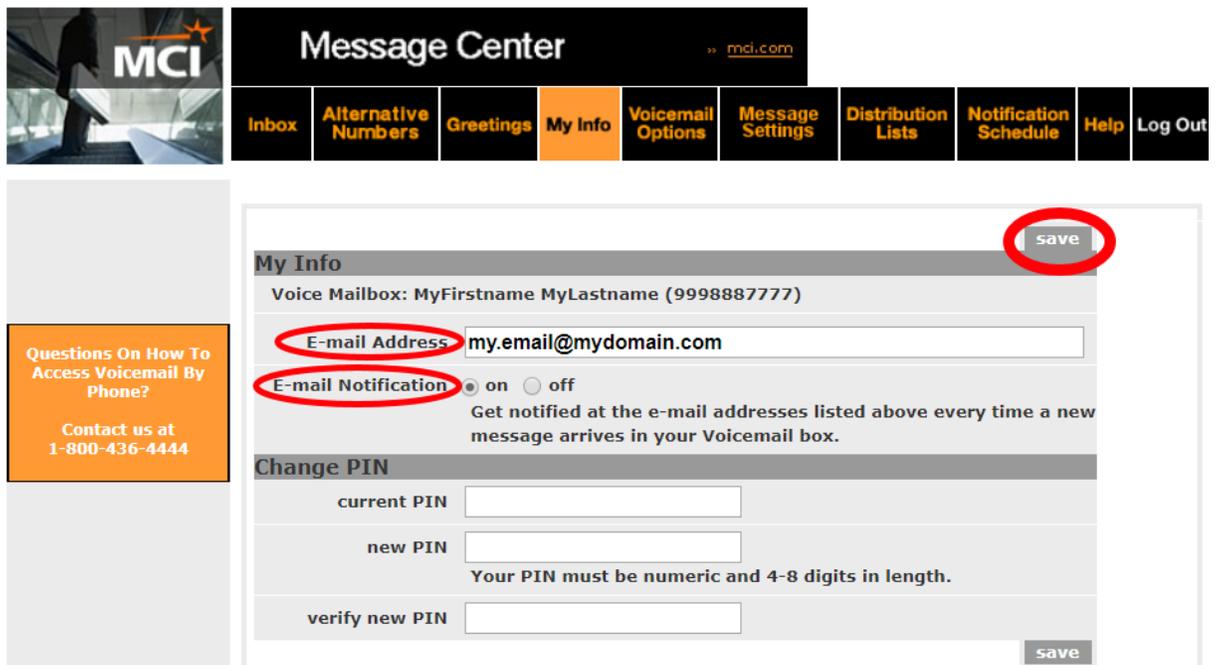
4. You will now be able to view your account voicemails and options. **Click on “My Info”** to setup your voicemail notifications to an email address.

Please note that the information and tabs shown in the image below may differ from your own depending on the features provided by your account type.



5. Enter your email address in the space provided. Set “E-mail Notification” to “On”. Then click “Save”.

Please note that the information and tabs shown in the image below may differ from your own depending on the features provided by your account type.



6. Test your email notification by calling your phone number from a different phone and leaving a message. After leaving a message, you should promptly receive an email notification similar to that shown below at the email address you provided in the previous step. This email should have a direct link to the login page for your account.

From: <voicemail@verizon.com>  
Date: Fri, Feb 14, 2020 at 2:47 PM  
Subject: New Voicemail Message from 555-555-5555 for 999-888-7777  
To: <my.email@mydomain.com>

You have received a Voicemail message from 555-555-5555.  
You may listen to your message in any of the following ways:

- \* Call 00 from your home phone and press option 1,
- \* Call 877-584-8813, enter your home phone number and Voicemail PIN, and follow the prompts.
- \* Log on to <https://messagecenter.mci.com/MessageCenterSB4/jsp/logon.jsp>, enter your telephone number and Voicemail PIN, and listen to your message right over your computer.

Fri 14 Feb 2020 02:47 PM CST

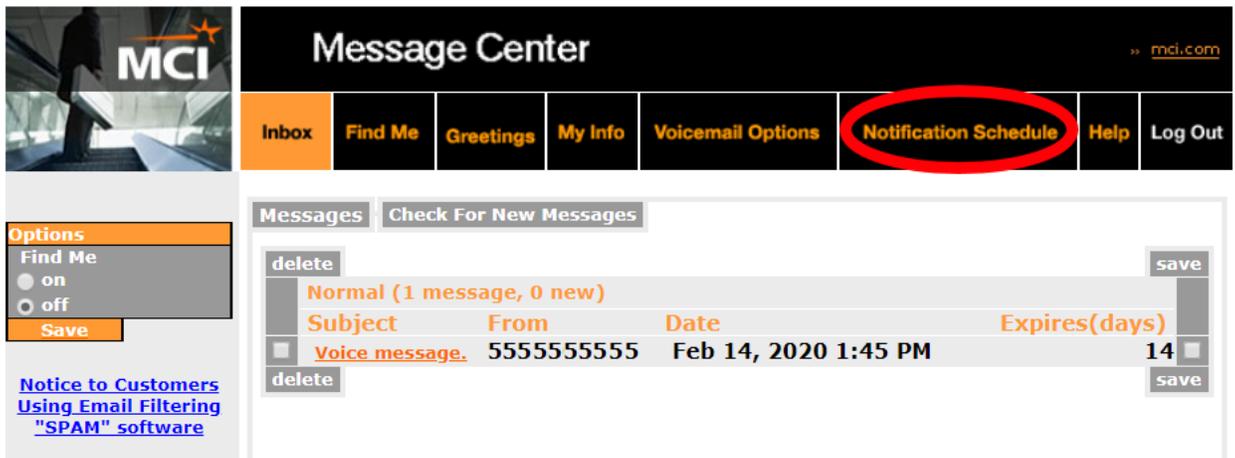
You now have 2 New Messages and 0 Saved Messages.

This is a system generated message. Please do not reply.

## Text Notifications

1. Follow steps 1-3 in section “**Email Notifications**” above.
2. You will now be able to view your account voicemails and options. Click on “**Notification Schedule**” to setup your voicemail notifications as a text message to a cell phone or pager.

Please note that the information and tabs shown in the image below may differ from your own depending on the features provided by your account type.



3. Update the fields as follows to enable your text notifications.

Please note that the information and tabs shown in the image below may differ from your own depending on the features provided by your account type.

- a. **Voicemail notification:** Select “activate the schedules below”
- b. **Notification Schedule 1:** Select “On”
- c. **Primary device:** Select your phone or pager service provider
- d. **Primary pager/phone number:** Enter the phone number of the device you wish to receive text messages on.
- e. **Days active:** Select “All week”
- f. **Start/end time:** Select “All day”
- g. **Click “Save”**

**Message Center** [mci.com](#)

**Notification Schedule**

**Voicemail notification**  activate schedules below  
 deactivate schedules below

	Status	Device	Device Number	Days	Start	End
schedule 1	on			all week	24h	24h
schedule 2	off					
schedule 3	off					
schedule 4	off					
temporary	off					

**Notification Schedule 1**  on  off

notification level: Normal  
the minimum priority level at which notification of messages occurs

primary device: Verizon/Verizon Wireless/Verizon PCS Phone

primary access number: [redacted]

primary pager/phone number: 5555555555

backup device: [redacted]

backup access number: [redacted]

backup pager/phone number: [redacted]

days active:  Mon  Tue  Wed  Thu  Fri  Sat  Sun  
 all week

start time: [redacted] : [redacted]

end time: [redacted] : [redacted]  all day

4. **Test your text notification by calling your phone number from a different phone and leaving a message.** After leaving a message, you should promptly receive text notification that you have received a voicemail on your account.