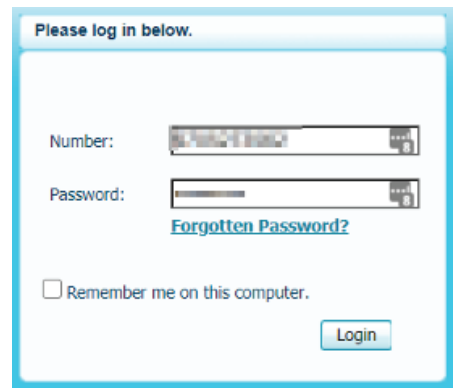




# DOWNLOADING OLD VOICEMAILS

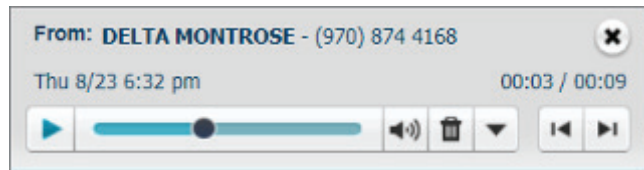
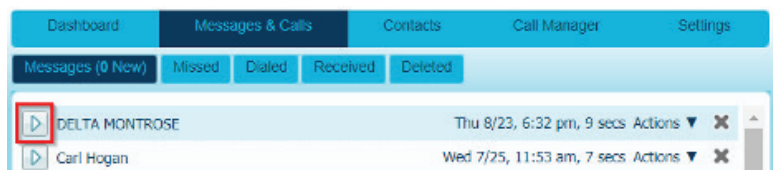
Now that your phone service upgrades are complete, you can manage your phone account on a more user-friendly and robust online portal at [elevatevoice.user.alianza.com/login](http://elevatevoice.user.alianza.com/login). But, before you start exploring this feature, we thought you might be wondering what happens to all of your old voicemails. Access and download your previous voicemails until October 31, 2020 using the following steps.

- 1 Log in to your previous online platform at [myvoice.elevatefiber.com/#login.html](http://myvoice.elevatefiber.com/#login.html).
  - If you have never logged in to your phone portal before, it will guide you step by step through initial setup.
  - If you have forgotten your password, click 'Forgotten Password?' to reset it.

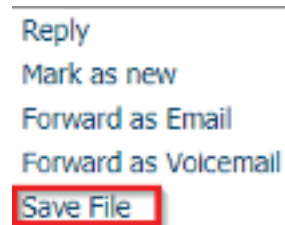


- 2 Click 'Messages & Calls' to see a listing of your saved voicemails.

- 3 Click the 'Play' icon next to the specific voicemail. This will open a playback screen that allows you to listen to your message.



- 4 One the playback screen, click the dropdown arrow to open a small function menu. Click 'Save File.'



- 5 Then save your voicemail directly on your computer as a WAV audio file.

