EDUCATION

Frontier Voicemail User Guide

PUBLISHED
November 25, 2026

REFERENCE
#1795581035723452

Getting Started with Your Frontier Voicemail Service

In today's fast-paced world, missing an important call can feel like a missed opportunity. Whether you are running a business from home or simply juggling a busy family schedule, having a reliable voicemail system is not just convenient—it is essential. Frontier Communications provides a robust and user-friendly voicemail platform designed to ensure you never lose touch with the people who matter most. This **Frontier Voicemail User Guide**will walk you through everything from initial setup to advanced features, helping you take full control of your messaging experience. Whether you are a long-time subscriber or a new customer, this guide will help you get the most out of your Frontier voicemail service.

What Is Frontier Voicemail and How Does It Work?

Frontier Voicemail is a digital answering service that captures messages when you are unable to answer your phone. Instead of letting calls go to an unanswered ring, the system greets your callers with a personalized or default greeting and records their message. You can then retrieve these messages from your home phone, a mobile device, or even through your email, depending on the features you have enabled. The service is included with most Frontier home phone plans and can be managed through simple touch-tone commands or an online portal.

Understanding the basic architecture of your voicemail system is the first step toward mastering it. The service stores messages on a secure remote server, which means you will not lose your recordings even if your phone is unplugged or you experience a power outage. This cloud-based approach also allows for seamless integration with other devices, making it easier than ever to stay connected.

Key Features of Frontier Voicemail

Before diving into the step-by-step instructions, let us explore some of the standout features that make Frontier Voicemail a valuable tool for both personal and professional communication:

- Visual Voicemail: See a list of your messages without having to dial into the system. This feature allows you to prioritize which messages to listen to first.
- Email Delivery: Receive audio recordings of your voicemails directly in your email inbox as .wav or .mp3 files. This is perfect for users who travel frequently or prefer a text-based workflow.
- Custom Greetings: Record multiple greetings for different situations. You can set a standard greeting, a temporary "out of office" message, or even a specific greeting for certain callers.
- Message Archiving: Save important messages for future reference. Frontier stores your messages for a set period, and you can retrieve them before they are automatically deleted.
- Remote Access: Check your voicemail from any phone, anywhere in the world. Simply dial your home number and enter your password when the greeting begins.
- Call Screening: Listen to a message as it is being recorded and decide whether to pick up the call or let it

continue to voicemail.

Setting Up Your Frontier Voicemail for the First Time

If you are a new Frontier customer, your voicemail service should already be activated on your account. However, you will need to complete an initial setup to personalize your mailbox. Follow these steps to get started:

1. Access the System: Pick up your home phone handset and listen for the dial tone. Press the Messages button on your phone or simply dial *99 from your home line.
2. Follow the Prompts: The system will guide you through the initial setup. You will be asked to create a password (typically 4 to 10 digits). Choose something secure but easy to remember.
3. Record Your Name: The system will prompt you to say your name. This will be used in the automated greeting. Speak clearly and at a moderate pace.
4. Record a Personal Greeting: You will then have the option to record a custom greeting. You can say something like, "Hello, you have reached the Smith residence. Please leave a message, and we will return your call as soon as possible."
5. Confirm Your Settings: After recording, the system will play back your choices. You can re-record if you are not satisfied.

Once you complete these steps, your voicemail is active and ready to receive messages. If you skip the personal greeting, the system will use a standard default greeting until you decide to customize it later.

How to Access Your Frontier Voicemail Messages

Retrieving your messages is straightforward. There are two primary methods: using your home phone or accessing remotely. Below is a detailed breakdown of each method.

Accessing Voicemail from Your Home Phone

This is the most common way to check messages when you are at home:

1. Pick up the handset and listen for the dial tone.
2. Press the Messages button on your telephone keypad. If your phone does not have a dedicated button, dial *99.
3. Enter your password when prompted.
4. Follow the voice prompts to listen to new messages, save them, or delete them.

Accessing Voicemail Remotely

If you are away from home, you can still check your messages using any touch-tone phone:

1. Dial your full Frontier home phone number from any phone (including a mobile or office line).
2. Wait for your voicemail greeting to begin playing.
3. Press the * (star) key on your phone keypad. This interrupts the greeting and prompts the system to ask for your password.
4. Enter your voicemail password.
5. You will now have full access to your mailbox. Use the voice prompts to listen, save, or delete messages.

If you forget your password, do not worry. Frontier provides a straightforward password reset process through your account online portal or by contacting customer support. It is always a good idea to keep your password in a secure place, as it is the key to protecting your private messages.

Advanced Features: Getting the Most Out of Frontier Voicemail

Once you have mastered the basics, you may want to explore the more advanced capabilities that Frontier

Voicemail offers. These features can save you time and make your communication more efficient.

Setting Up Voicemail to Email

One of the most popular features is voicemail forwarding to email. When enabled, Frontier will send an email notification each time a new message is recorded. The email includes an audio file attachment so you can listen to the message directly from your inbox. Here is how to set it up:

1. Log in to your Frontier account online using your username and password.
2. Navigate to the Voice or Phone section of your account dashboard.
3. Locate the Voicemail Settings tab.
4. Find the option for Email Delivery and enter the email address where you would like to receive your messages.
5. Choose your preferences—some users prefer to receive only a notification, while others prefer the full audio file.
6. Save your changes. You will receive a confirmation email to verify the setup.

This feature is especially useful for professionals who travel frequently or for anyone who prefers to manage their communications from a single device.

Using Visual Voicemail on Your Smartphone

If you have a compatible smartphone, Frontier offers a visual voicemail feature through the Frontier Mobile app or through your phone's native dialer. Visual voicemail presents you with a list of your messages, including the caller's number, the time of the call, and the duration of the message. You can then choose which messages to listen to in any order, without having to listen to every message sequentially. This is a significant time-saver for busy individuals.

To use visual voicemail:

1. Download the Frontier Mobile app from the Apple App Store or Google Play Store.
2. Log in using your Frontier account credentials.
3. Navigate to the Voicemail tab within the app.
4. You will see a list of all your messages. Tap any message to play it.
5. You can also delete, save, or forward messages directly from the app.

Common Troubleshooting Tips for Frontier Voicemail

Even the most reliable systems can occasionally have hiccups. Below are some common issues and how to resolve them quickly.

Forgotten Password

If you cannot remember your voicemail password, you have two options. First, you can log in to your Frontier account online and navigate to the voicemail settings to reset it. Alternatively, you can call Frontier's technical support at 1-800-FRONTIER, and after verifying your identity, they can reset the password for you.

No Dial Tone or Access Issues

If you press the Messages button or dial *99 and get nothing but silence or an error tone, first check that your phone line is active by making a regular call. If the line is active, try unplugging your phone from the power source for 30 seconds and then plugging it back in. This can sometimes reset the internal connection to the voicemail server.

Messages Not Being Saved

If you notice that your old messages are disappearing before you expect them to, check your voicemail storage

settings. Frontier typically deletes messages after 14 or 30 days, depending on your plan. Log into your online account to verify your storage duration and adjust it if needed.

Email Delivery Not Working

If you have set up voicemail-to-email but are not receiving messages, check your spam or junk folder in your email client. Sometimes the audio files can be flagged by aggressive spam filters. Add the Frontier domain to your email's safe sender list to prevent this.

Best Practices for Managing Your Frontier Voicemail

To keep your voicemail organized and efficient, consider adopting these simple habits:

- Delete Unnecessary Messages Regularly: Keeping your mailbox clean helps you focus on important messages and ensures you never exceed your storage limit.
- Update Your Greeting Periodically: A greeting that says "You have reached the Smith residence" is fine, but consider updating it if you are on vacation or expecting an important call. This adds a personal touch and lets callers know you are still active.
- Use Temporary Greetings: If you are away for a week, record a temporary greeting that mentions when you will return. This reduces the number of follow-up calls you receive.
- Keep Your Password Secure: Avoid using easy-to-guess passwords like "1234" or your birthdate. A strong password protects your private messages from unauthorized access.

Conclusion

Your Frontier Voicemail service is more than just a digital answering machine—it is a powerful tool that can simplify your life and keep you connected with the people who matter most. By following this **Frontier Voicemail User Guide**, you can confidently set up your mailbox, retrieve messages from anywhere, and use advanced features like voicemail-to-email and visual voicemail to stay organized. Whether you use it for business or personal communication, taking a few moments to customize your settings will pay off in convenience and peace of mind. Do not let another important call go unanswered. Take control of your Frontier voicemail today and enjoy a seamless, professional communication experience every time your phone rings.

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