

VMX - Inmate Voice Mail Exchange

Voice Mail Exchange

Lattice's voice mail exchange system is a fast and easy way for you to communicate with your friends and family.

How it works

VMX works just like your voicemail at home. You simply dial into the voicemail system, enter your friend or family member's voicemail identification and leave a message. Voice mail messages will cost just \$1 and will be deducted right from your existing prepaid collect phone account. Instructions are available in English and Spanish. All messages are subject to recording and monitoring.

Customer Service of America

In order to use VMX you will need to have a prepaid collect account. Contact Customer Service of America at (800) 849-6081 to setup an account 24 hours a day. Our customer service representatives will assist you with setting up your account and provide you with your friend or family member's voice mailbox ID. Prepaid deposits can be made using VISA or MasterCard over the phone or by mailing a cashier's check or money order to:



Customer Service of America
P.O. Box 1809
Yulee, FL 32041-1809



Getting Started

- Contact CSA at (800) 849-6081
- Set-up Prepaid account
- Retrieve Voice Mail Identification number

Leaving Messages

- Dial (855) 622-3994
- Select English or Spanish
- Enter Inmate Mailbox ID
- You will be given instructions how to leave a message
- All messages are subject to recording and monitoring