Using The Voicemail System

The voicemail system is menu-driven. Listen to the voice prompts and then press the keys on your phone to select options you would like.

Access Voicemail

The first time you access your voicemail box, you will be prompted to set up your mailbox, and record your name and a greeting to be played by callers (see page 2 for instructions).

When you have one or more unheard voice messages waiting, a solid red light will be displayed at the top of your desktop phone.

FROM YOUR OWN PHONE:

- Press the **Messages** button or dial ***318**.

- Enter your **Voicemail Password**.

- If you have **New Messages**, they will be identified.

- After hearing any new messages, you will hear the **Voicemail Main Menu** options (listed at right)

Voicemail Main Menu

ACTION	KEY
Play Inbox Messages	1
Send Messages	2
Work with Greeting	3
Mail Box Settings	4
Access Deleted Messages	6
Log On as a Different User	7
Help	0
Exit Voicemail System	*

FROM ANOTHER PHONE:

From an external phone, either:

- Enter the **Voicemail Access Number** specified by your Administrator.

OR —

- Dial your **Company's Main Telephone Number** and press **#** (if your company has configured it this way)

  » When prompted, enter your 10-digit **Phone Number**.

  » When prompted, enter your **Voicemail Password** + **#**.

  » If you have **New Messages**, they will be identified.

  » After hearing any new messages, you will hear the **Voicemail Main Menu** options (listed at right).

Message Playback Options

While listening to your voicemail messages, the following options are available:

ACTION	BEFORE MESSAGE	DURING MESSAGE	AFTER MESSAGE
Skip Message	9	N/A	N/A
Reply to Message	4	4	4
Delete	3	3	3
Mark as New	2	2	2
Send a Copy	5	5	5
Repeat Message	1	1	1
Pause/Resume	8	8	8
Back to Menu	*	*	*
Next Message	#	#	#

Forward a Message

While listening to messages, you can send a copy of a message to another recipient.

- To **Forward** the current message, press **5**.

- Enter an **Extension** number or **Distribution Group Number**. Repeat this step until you've entered all the desired destinations.

- Press **#** when finished entering destinations.

- You will be prompted to **Record** an introduction. After the tone, record your introductory message and press **#** when finished.

- Press **#** to send the message.

- Press **1** for delivery options (see list below).

Change Your Voicemail Password

- Access your voicemail box following instructions on page 1.

- From the **Voice Mail Main Menu**, press **4** to change your settings.

- Press **3** for security options.

- Press **1** to change the **PIN**.

Delivery Options Menu

ACTION	KEY
Review Message	1
Mark Message as Urgent	2
Mark Message as Private	3
Re-record Your Message	4
Request a Delivery Report	5
Request a Read Report	6
Add or Remove Recipients	7
Schedule Message to Be Delivered in the Future	9
Send Message as Is	#
Exit or Cancel	*

Record Your Personal Greeting

- Access your voicemail box following the instructions on page 1.

- From the **Voice Mail Main Menu**, press **3**.

- To set up a **Personal Greeting**, press **1**.

- To set up a **System-generated Greeting** or to change your **Recorded Name**, press **3**.

- To change the **Busy Greeting** that callers hear when you're not available, press **5**.

Note: If you don't record a personal greeting, a generic greeting will be played for callers.

Reply To A Message / Dialback

- While listening to a message, you can call the person who left the message by pressing **4** and selecting option **1**.

Note: This capability will not work if the voicemail system was not able to identify the Caller ID when the original voicemail was received, or if your phone is configured with call restrictions that prevent you from calling the originator's number.