

VoiceMail User Guide

Use These Keys Anytime During any Changes

KEY	TASK
*	Cancel or back up
#	Skip or move ahead

FIRST TIME YOU LOG IN

To Activate Voicemail:

Step 1 Dial the internal voicemail phone number (**2345**) or press the **Message** button.

Step 2 If you dialed from another phone, press * when Voicemail answers.

Step 3 Enter your ID (four digit extension number), then press #.

Step 4 Enter a password. (Default password is 12345)

Step 5 Please follow system instructions for the following:

- Record your name.
- Set a new password. (Your password can not be trivial, for example: 1234, 4321, 1111, the phone's extension, etc. Password starts at three digits and may go up to eight digits. The password will not expire.)
- Record your greeting.

Accessing Your Voicemail:

Step 1 Dial **2345** or press the **Message** button and log on.

Step 2 If you dialed from another phone beside your own, press * when voicemail answers.

Step 3 Enter your ID, then press #.

Step 4 Enter your password.

To Check Messages:

Step 1 Dial **2345** or press the **Message** button and log on.

Step 2 Press **1** to hear new messages, or press **3** to review old messages.

Step 3 Use the following keys to manage your messages and to control playback.

Use These Keys During a Message

KEY	TASK
1	Restart Message
2	Save
3	Delete
5	Change Volume
7	Rewind, small
8	Pause or resume
9	Fast-forward to End

Use These Keys After a Message

KEY	TASK
1	Replay Message
2	Save
3	Delete
4	Reply
5	Forward Message
6	Save as Unheard
7	Rewind, small
9	Play Message Envelope

To Check Messages From Outside The Office:

Step 1 Dial **760-2345**.

Step 2 When the greeting begins to play Press (*)

Step 3 Enter your ID (mailbox number or extension number, should be one in the same) followed by the (#) key, and then enter your password followed by the (#) key.

Step 4 The system will announce any new messages that have been received since you last logged on.

To Send A Voice Message:

- Step 1** Dial **2345** or press the **Message** button and log on.
- Step 2** Press **2**.
- Step 3** Follow the voicemail conversation to address the message.
- Step 4** Press **#** to record the message, or press **1** to add another name.
- Step 5** Press **#** to send the message, or press **1** for message options.

Message Options

KEY	OPTION
1	Change Addressing
2	Change Recording
3	Set Special Delivery
4	Review Message



Special Delivery Options
Urgent
Private
Return Receipt
Future Delivery

To Reply To A Message From An Internal Caller:

- Step 1** After listening to the message from an internal caller, press **4**.
(A call from an external number can not utilize the reply function.)
- Step 2** Record your reply.
- Step 3** Press **#** to send the reply, or press **1** for message options.
(*Message Options are the same as above.*)
- Step 4** Follow the voicemail conversation to handle the original message.

To Forward A Message To An Internal Caller:

- Step 1** After listening to the message, press **5**.
- Step 2** Follow the voicemail conversation to address the forwarded message.
- Step 3** Press **#** to forward the message as is, or press **2** to record an introduction, or press **3** for message options.
- Step 4** Press **#** to forward the message as is, or press **1** for message options.
(*Message Options are the same as above.*)
- Step 5** Follow the voicemail conversation to handle the original message.

To Transfer A Call to Voice Mail:

To transfer an active call to Voicemail without ringing the extension:

- Step 1** Press **TRANSFER**
- Step 2** Press **Message** button
- Step 3** Press **#**
- Step 4** Enter **4-digit** extension and **#2**
- Step 5** Press **TRANSFER**

To Change Your Recorded Name:

- Step 1** Call Voicemail and log on.
- Step 2** Press **4**, then **3**, and then **2**.
- Step 3** At the tone, **record your name**, or press ***** to keep the current recording.

Use These Keys as You Record

KEY	TASK
8	Pause or Resume
#	End Recording

To Change Your Password:

- Step 1** Dial **2345** or press the **Message** button and log on.
- Step 2** Press **4** , then **3**, and then **1**.
- Step 3** Enter a new password and press #.
- Step 4** Enter the new password again to confirm it and press #.

To Record a Greeting:

- Step 1** Dial **2345** or press the **Message** button and log on.
- Step 2** Press **4**, then **1**, and then **1**.
- Step 3** After Voicemail plays your current greeting, press **1** to rerecord it, or press **3** to record a different greeting, choose the greeting, and then rerecord it.

To Enable or Disable a Greeting:

(You can enable or disable **only** your alternate greeting by phone.)

- Step 1** Dial **2345** or press the **Message** button and log on.
 - Step 2** Press **4**, then **1**, and then **1**.
 - Step 3** After voicemail plays your current greeting, press **2** to enable or disable your alternate greeting.
- Note: When your alternate greeting is enabled, it overrides all other greetings.**