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 an option.

ACCESSING VOICEMAIL

The first time you access your voicemail, you will be asked to set up your mailbox. You will need to set a six-digit PIN and record your name. Then you can:
• Record a personal greeting
• Use system recording with name
• Use system recording with phone number
• Use system recording with no name, no number

When you have unheard voice messages waiting, the top of your phone will display a solid red light.

FROM YOUR OWN PHONE:
• Press the Messages button or dial *98.
• Enter your voicemail password.
• Any new messages will be identified.

FROM ANOTHER PHONE:
• From an external phone either:
- Dial the voicemail access number specified by your Administrator, 7732505209.
- Dial your telephone number and press * when the voicemail starts to play.
• When prompted, enter your 10-digit number.
• When prompted, enter your password + #.
• Any new messages will be identified.

After listening to messages, you will be presented with the Voicemail Main Menu.

VOICEMAIL MAIN MENU

Action	Key
Play Inbox Messages	1
Send Messages	2
Work with Greetings	3
Mailbox Settings	4
Access Deleted Messages	6
Log on as a Different User	7
Help	0
Exit Voicemail System	*

MESSAGE PLAYBACK OPTIONS

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

Action	Before Message	During Message	After Message
Skip Message	# (skips header, goes to message body)	# (skip to next message)	N/A
Reply to Message	N/A	4	4
Save Message and Go to Next	N/A	2	2
Delete	N/A	3	3
Play Inbox Messages	1	N/A	1
Send Messages	N/A	5	5
Work with Greetings	3 (from main menu)		
Access Deleted Messages	6 (from main menu)	N/A	After playing a deleted message, 2 to save, 3 to permanently erase
Log on as a Different User	7 (from main menu)		
Help	0	0	0
Return to Main Menu, Exit Voicemail System	* (repeatedly, depending on how deep you are in the menu)	*	*
Increase Volume	N/A	6	N/A
Jump to Beginning of Message	N/A	1	N/A
Slow Playback	N/A	7	N/A
Pause Playback (at other times, pauses activity for 30 seconds)	N/A	8	N/A
Speed Playback	N/A	9	N/A
Skip Back 5 Seconds	N/A	7,7	N/A
Skip Forward 5 Seconds	N/A	9,9	N/A

FORWARDING A MESSAGE

While listening to messages, you can send a copy of the 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 or press 1 for delivery options, followed

by # to send. Delivery options are shown below.

DELIVERY OPTIONS MENU

Action	Before Message
Review the 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
Send Message as Is	#
Exit or cancel	*

REPLYING TO A MESSAGE—DIALING THE ORIGINATOR

• While listening to a message, you can call the person back by pressing 4 and selecting option 1.

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

CHANGING YOUR VOICEMAIL PASSWORD

• Access your voicemail box.

• From the Main Menu, press 4 to change your settings.

• Press 3 for security options.

• Press 1 to change the PIN.

RECORDING YOUR PERSONAL GREETING

• Access your voicemail box.

• From the Main Menu, press 3.

• To set up a personal greeting press 1.

• To set up a system generated greeting or to change the recording of your name press 3.

• To change the greeting that callers hear when you're busy press 5.

• If you don't record a personal greeting, a generic greeting will be played.