



## Ascend Voicemail Quick Reference Guide

### **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**

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 and then press Connect. Or dial star (\*) + your extension.
- Enter your voicemail pin + pound (#).
- Any new messages will be identified.

#### **From another phone:**

- From an external phone:
  - Dial your telephone number and press # when the voicemail starts to play.
- When prompted, enter your extension.
- When prompted, enter your voicemail pin + #.
- Any new messages will be identified.

Once you access the voicemail system, will be presented with the Voicemail Main Menu.

### **Voicemail Main Menu**

Action	Key
Play Inbox New Messages 1	1
Play Inbox Old Messages 2	2
Personal Options 3	3





## Ascend Voicemail Quick Reference Guide

### 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)	4
Replay Message	N/A	1	1
Delete Message	N/A	2	2
Mark Message as New	N/A	3	3
Return Call	N/A	5	5
Forward Message	N/A	6	6
Return to Main Menu	* (repeatedly, depending on how deep you are in the menu)	*	*

### Forwarding a Message

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

- To Forward the current message, press 6.
- Enter the extension number and press #.
- Press 1 to confirm username for extension provided.
- Press # to send or press 1 to record an introduction message.
- If you choose to record an introduction message, you will be prompted with the following Delivery Options shown below.

### Delivery Options Menu

Action	Key
Send Message	#
Review Introduction Message	1
Re-record Introduction Message	2
Discard Introduction Message	3



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### **Replying to a Message—Dialing the Originator**

- While listening to a message, you can call the person back by pressing 5.
- 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 3.
- Press 2 to change your PIN.

### **Recording Your Personal Greeting**

- Access your voicemail box.
- From the Main Menu, press 3.
- To set up your greeting press 1, the system will playback your current greeting.
- Press 1 to record a new greeting or press 2 to use a standard greeting.
- If you don't record a personal greeting, a generic greeting will be played.

