

VOICEMAIL QUICK START GUIDE



Voicemail – Quick Start Guide

Using the Voicemail System

The voicemail system is menu driven. Listen to the voice prompts and then press the corresponding keys.

Accessing Voicemail

The first time you access your voicemail box you will be asked to set it up and record your name and greeting to be played by callers (see below).

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 be presented with the voicemail main menu (listed to the right).

From Another Phone:

- Dial the voicemail access number specified by your administrator, or dial your company's main telephone number and press # (if your company has it configured this way).
- When prompted, enter your 10-digit phone number.
- When prompted, enter your voicemail password and #.

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	*

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.



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 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 listed to the right.

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
Schedule a future message delivery time	9
Send the 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 won't work if the voicemail system wasn't able to identify the caller ID information when the original voicemail was received or if your phone is configured with call restrictions which prevent you from calling the originator's number.