

## VOICE MAIL INSTRUCTIONS

### 1) **To Access Voice Mailbox ~ Inside Office (From Your Own Phone)**

- Lift handset
- Press the **VM key** or **dial 1900**
- Enter your **security code**

**Note:** Your extension number and mailbox number are the same

### 2) **To Access Voice Mailbox ~ Inside the Office (From a Phone Other Than Yours)**

- Lift handset
- Press the **VM key** or **dial 1900**
- Dial **\*2#** to back up (You may need to dial it twice)
- Enter your **personal ID (Your personal ID is 9 + your mailbox number)**
- Enter your **security code**

### 3) **To Access Voice Mailbox ~ Outside Office**

- Dial the main number
- When voice mail answers
- Dial **9 and your mailbox number**
- Dial your **security code**

## **To Set up Mailbox Tutorial**

- 1) Press the **VM Key** (Extension 1900)
- 2) When the Voicemail answers, you will be given an introduction to setting up your mailbox.
- 3) At the beep, record your first and last name, press \* to stop recording.  
To rerecord your name press **1**, press \* to stop recording.  
To save, press **2**.
- 4) To be listed in the directory, press **1** for yes or **2** for no.
- 5) You will be prompted to record your personal greeting.  
Record your greeting and press \* to stop.  
Press **1** to change or **2** to save.
- 6) To set a security code, press **1** for yes and **2** for no. Enter a security code, minimum of **3** digits and a maximum of **10**. Press \* when you are finished. Re-enter your password to confirm and press \*

**If you are satisfied with your mailbox set up, press 1.**

***To erase all settings and start all over, press 2.***

## ACCESSING MAILBOX USING SOFT KEYS

When you first dial into voice mail, the following will be displayed

- New            Check new message
- Old            Check a message that you listened to, but saved
- Lvmsg        Leave a message for another mailbox
- More        More options if you are system manager
- Setup        Access your set up options

While listening to a message, the following will be displayed:

- Arch            Archive or save the message
- Del            Delete the message
- Rew            Backup 3 seconds
- More            *More options in the display*
  - Fwd            Advance 3 seconds
  - Redir          Forward the message to another mailbox
  - Reply          Reply back to the person who sent the message
  - Next           Skip to the next message
  - Back           Return to the main menu

When accessing your setup options, the following will be displayed:

- Greet          Create or change personal greetings
- Pers           Set or change personal options
- Trf            Set or change transfer options
- More           More options (if applicable)
- Grps           Create or change personal groups
- Deliv          Set or change message delivery options
- Back           Return to previous menu level

**If you would like to hear the prompts through your handset, press the \* key after logging on to your mailbox.**

## **VOICE MAIL QUICK KEYS**

### ***WHILE THE MESSAGE IS PLAYING PRESS...***

- \* SKIP the message and save it as NEW**
  - 3 SKIP THROUGH ENTIRE MESSAGE to next menu**
  - 4 Change the VOLUME**
  - 5 REWIND in 3 second increments**
  - 6 PAUSE**
  - 7 FAST FORWARD in 3 second increments**
- 

### **AFTER THE MESSAGE IS FINISHED PLAYING...**

- \* SKIP to the end of all messages**
  - # REPEAT the entire message**
  - 0 SAVE the message as NEW**
  - 5 NEXT message**
  - 6 DELETE the message**
  - 7 ARCHIVE (save) the message as OLD**
  - 8 Play the TIME and DATE the message was recorded**
  - 9 REDIRECT (copy) the message to another mailbox**
- 

### **TO DELETE A MESSAGE WHILE IT IS PLAYING**

- ◆ Press “36”**

### **TO ARCHIVE (SAVE) A MESSAGE WHILE IT IS PLAYING**

- ◆ Press “37”**

### **TO REDIRECT (COPY) A MESSAGE TO ANOTHER MAILBOX WHILE IT IS PLAYING**

- ◆ Press “39”**

**\*\*\*NOTE:** After you press “39”, voice mail will ask you to “Please enter the extension number.

## **SPECIAL DELIVERY OPTIONS**

When asked, “Would you like to leave a message?” press **1** for yes.

Follow the prompts to leave a message.

When finished recording press \*.

When asked, “Would you like special delivery options?” press **1** for yes.

The system will ask you if you would like to mark it 4 different ways:

**Urgent**

**Private**

**Return Receipt**

**Future Delivery**

The system will confirm how to send the message.