



# Operation Guide for Voice Mail



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# Voice Mail

## **Accessing your voice mailbox**

1. Press [Message] to access your mailbox.
2. When prompted, enter your station number and mailbox password.
  - (a) Your initial password is your station number followed by [0000].

## **Accessing your voice mailbox remotely**

1. Dial into the voice mail automated attendant using: 419-562-7828 \_\_\_\_\_
  - (a) Please check with your installation technician or support for this phone number.
2. Once the auto-attendant announcement begins playing press [#].
3. When prompted, enter your station number followed by your password.
4. Once authenticated your mailbox will generally behave as if you had accessed it from your station.

## **Changing your mailbox greetings and password**

1. Access your mailbox.
  - (a) Press [8] to enter the greeting & password menu.
    - i. Press [1] to edit your greeting.
      - A. Press [7] to record a new greeting.
        - Press [1], [2], [3], or [4] to select a greeting number.
        - Press [#] when finished.
      - ii. Press [2] to edit your password.
        - A. Enter your new password
        - B. Press [#] when completed.
        - C. Enter your new password a second time.
          - A. Press [#] when completed.

## **Managing the active greeting**

To activate a different mailbox greeting dial the following from idle (not while logged into your mailbox).

1. Press [Transfer] [56]
2. Select the greeting type by dialing [1], [2], [3], [4], or [0].

- (a) “U” stands for calls that unconditionally forward to voice mail. This is an uncommon scenario.
  - (b) “B” stands for calls received while you are busy on another call.
  - (c) “DND” stands for calls received while your do not disturb (DND) feature is active.
  - (d) “NA” stands for calls that ring and are simply not answered.
  - (e) “A” stands for all calls and overrides other scenarios.
3. Press the greeting number you wish to activate.
  4. Press [Hold/Save].

### **While listening to a message**

- Press [0] to hear the time stamp from when the message was left.
- Press [\*] to rewind 4 seconds or [#] to fast forward 4 seconds.
- Press [1] to replay the message from the beginning.
- Press [2] to listen to the next message, leaving this message as “saved”.
- Press [3] to delete the message.
- Press [4] to forward the message to another mailbox.
- Press [5] to call the extension or number that left the message. This requires a valid caller ID to call back.
- Press [6] to skip to the next message, leaving the current message as “new”.
- Press [7] to add a preamble memo to the message. The recording you create will be added to the beginning of the current message.

### **Recording your name for the company directory**

The company directory search is a function of the automated attendant menu system. It returns search results by playing a recording of your name. Here is how to create that recording, without it you will not appear in directory search results.

1. At idle (not logged into your mailbox) press [\*563], you will be presented with two options.
2. Press [1] to enter record mode. Option [2] will delete your current recording (if any).
3. In record mode press [#] and listen for the tone to begin recording.
4. State your name.
5. Press [Hold/Save].

### **Programming a button for another mailbox**

It is possible to monitor and directly access another mailbox for messages.

If a group of users needs an additional mailbox or ring group created, please contact support.

Mailbox buttons will blink when there is a message and pressing it prompts you for the mailbox password.

1. Press [Trans/PGM]
2. Press the flexible button you wish to program.
  - (a) A tone will sound and the programming of the selected button will be displayed on the screen.
3. Enter [\*440] followed by the mailbox number.
  - (a) The mailbox number will not display on the screen while you type it, continue anyway.
4. Press [Hold/Save]
5. Press [Speaker] to exit programming.

# Basic Diagram of a Mailbox Menu

