

How to access your Voicemail Box

<i>From In the Office</i>	<i>From Remote Location</i>
<ol style="list-style-type: none">1. Press FEATURE 9812. Display Shows PSWD:3. Enter your password4. Press OK or the # key	<ol style="list-style-type: none">1. Dial office Phone #2. When Company Greeting plays press * * followed by your mailbox # and password.3. Press # key

Setting up your Voicemail Box and Primary Greeting

You can begin to use your Voice Mail as soon as you have completed the following steps:

Step 1 Select a personal passcode. The passcode should be between 4-8 digits. Do not begin the passcode with 0 and do not use number sequences such as 1111 2222.

Step 2 Initializing your new Mailbox:

1. Press **FEATURE 981** to open your mailbox and lift the handset.
2. Enter **1 2 3 4** (the default password) and press **OK** or **#** key.
3. Enter your new mailbox password and press **OK** or **#** key.
4. Enter your new mailbox password again and press **OK** or **#** key (for security reasons).
5. Press **Rls** key to end this session.

Recording your primary greeting:

Step 3 Sample Greeting for Personal Mailbox

"Hello, this is _____, extension __ __. I'm in the office today but am unable to take your call at this time. Please leave a detailed message and I will return your call as soon as possible. Thank you for calling".

Step 4. To record your greeting:

1. Log into your voicemail following the instructions above.
2. Press **8** (Admin)
3. Press **2** (Greeting)
4. Press **1** (Record)
5. Press **1** (Prime) to record your **Primary** greeting
6. Press **1** (Yes) and record your greeting after the tone
7. Press the **#** key to end your recording.
 - To listen to your greeting press **1**.
 - To re-record press **2**.
8. To accept your greeting press **OK** or **#** key.
You must accept your greeting to save it.
9. Hang up to end this session.

MESSAGE MANAGEMENT

Now we're ready for **retrieving** and **deleting** messages...

As soon as you log into your voicemail the voice prompts will tell you how many new and how many saved messages you have. To listen to your new messages press **2** or **6** to listen to your saved messages.

While listening to your messages:	After a message has played:
Press 1 to Rewind the message 9 seconds	Press 1 to Replay the message
Press 1 1 to Go back to the beginning	Press 5 to Send a copy of a message to one or more mailboxes
Press 2 or Stop/Play to Stop temporarily	Press 7 7 to save a message
Press 3 to Advance the message 9 seconds	Press 8 or Erase to delete a message from your mailbox
Press 3 3 to Skip to the end of the message	
Press 4 to go to the previous message	
Press 6 or # # to skip to the next message	
Press 7 to play the message envelope (time/date)	

Other Helpful Hints

Pressing # after recording a message in someone's mailbox will take you to the prompt for "message delivery options". You can mark a message URGENT, which puts the message at the beginning of all the other messages in the mailbox. A message can also be marked PRIVATE, which will allow the recipient to listen to the message but not forward it to anyone else. Delivery options also allows you to specify a delivery date & time up to 364 days in advance.

Pressing * when you are in a mailbox will allow you to back out a menu level at a time. For example – if you are in the Mailbox Options menu of your mailbox, pressing * will return you to the message menu. If you are in the message menu of your mailbox, pressing * will take you back to the Auto Attendant.

When calling in remotely, pressing * before entering an extension will take you immediately into that person's mailbox, without ringing their telephone