

Entering from your extension

1. Use your telephone
2. Press “MESSAGE” Button or Dial 300
3. The system will open your mailbox
4. Enter your security code

Entering from outside the office

1. Dial Main Phone Number
2. Get transferred to v/m Greeting
3. Dial 9 + your Ext. #
4. Enter your security code

USING THE VOICEMAIL SYSTEM

Each time you call the voicemail system, there are 4 Main activities you can do:

1. Checking New Messages
2. Leaving messages for other users
3. Reviewing Old/Archived Messages
4. Changing Setup Options

1. CHECKING FOR NEW MESSAGES - MESSAGES THAT YOU HAVE NOT YET HEARD

1. The system will alert you to new messages by lighting the message waiting lamp
2. Dial the voicemail system per one of the above methods
3. DISPLAY PHONES – press the “NEW” soft key
OUTSIDE THE OFFICE – Dial 1 for YES when asked to *listen to new messages*; follow the voice prompts to hear messages
4. Listen to your messages – urgent messages play first; states the day and time of each message at the end

ARCHIVING A MESSAGE (30 DAY SAVE)

1. Once you have listened to a message and heard the day/time stamp, it becomes an “old” message
2. If you want to save the message (for 14 days intervals) you must *archive* the message
3. DISPLAY PHONES – *while listening* press the “ARCH” soft key
OUTSIDE THE OFFICE – *while listening* to the message dial archive code 2 – 2 – 1

DELETING A MESSAGE (ERASING IMMEDIATELY)

1. DISPLAY PHONES – *while listening* press the “DEL” soft key
OUTSIDE THE OFFICE – Dial the message dial archive code 2 – 2 – 2

REDIRECTING A MESSAGE (Send a copy directly to the mailbox of another voicemail user)

1. DISPLAY PHONES – *while listening* press the “REDIR” soft key; follow the voice prompts
OUTSIDE THE OFFICE – *while listening* to the message dial archive code 2 – 1; follow the voice prompts

2. LEAVING MESSAGES - LEAVING A MESSAGE DIRECTLY INTO ANOTHER USER’S MAILBOX

1. Lift Handset *or* Press Speaker
2. Dial 3 digit extension
3. Dial 7
4. Leave Message

3. REVIEWING OLD MESSAGES - *MESSAGES THAT YOU PREVIOUSLY HEARD OR HAVE ARCHIVED*

1. Dial the voicemail system per one of the above methods
2. DISPLAY PHONES – press the “OLD” soft key
OUTSIDE THE OFFICE – Dial 1 for YES when asked to *review messages*; follow the voice prompts to hear messages
3. Listen to your messages – day and time of each message is stated when finished playing
4. You may Archive, Delete, or Redirect an old message using the same procedures listed under Listening to New Messages

4. CHANGING SET-UP OPTIONS - *CHANGING ANY OF THE PERSONAL SETTINGS ON YOUR VOICEMAIL BOX*

SETUP OPTIONS INCLUDE: PERSONAL GREETINGS, SECURITY CODE, RECORDED NAME, DIRECTORY SPELLED NAME, ETC.

1. Dial the voicemail system per one of the above methods
2. DISPLAY PHONES – press the “SETUP” soft key and choose from the following:
3. Press “GREET” to change your personal greeting and to change your internal and alternate greetings
4. Press “PERS” to change your Sec Code, Directory Status, Recorded Name
5. Press “TRF” to change your transferring to ON/OFF
6. Press “MORE” to create Distribution Groups
OUTSIDE THE OFFICE – Dial 1 for YES when asked to *access setup options*; follow the voice prompts to change options

Quick Key Shortcuts to use when outside the office:

While your message is playing.....

- | | | | |
|------|-----|---|--|
| Dial | 221 | = | ARCHIVES message |
| Dial | 222 | = | DELETES message |
| Dial | 21 | = | REDIRECTS message |
| Dial | 7 | = | REWINDS message in 3 second intervals (press 7 3 times = 9 seconds) |
| Dial | 8 | = | PAUSES message |
| Dial | 9 | = | FAST-FORWARDS message (press 9 3 times = 9 seconds) |
| Dial | * | = | Saves message as a NEW message |

To Transfer an Employee on an outside line to the Main Voice Mail Greeting

--- With the call in progress

1. Press TRANSFER
2. Dial 300
3. Hang Up