

VOICE MAIL

HELPFUL HINTS

ANSWER MESSAGE FROM YOUR MAILBOX

Answer a message sent by another user immediately after listening to it by pressing 1, 0.

CHANGE PASSWORD

Press 5 at the main activity menu (system does not voice this option), then press 4.

DIAL AHEAD

If you know what buttons to push, push them without waiting for the system to respond.

FORWARD MESSAGE TO ANOTHER EXTENSION

To forward message to another extension press 1 after listening to message. Press 2 to record your comment, press #, enter extension number and #, press #, press # again.

GOING ON VACATION?

You may request your system administrator to temporarily have your storage space increased. You may also shut your voicemail off temporarily. (See Turning off Voicemail).

KEEP MESSAGE IN NEW CATEGORY

Once you have listened to a message you may press **H or **4 to keep the message light on.

LOG IN AFTER LEAVING MESSAGE

After you hear the greeting for another users mailbox you may press *R or *7 to log into your mailbox. Press *R or *7 immediately or leave a message for the person you called and then press *R or *7.

LOG IN MORE THAN ONCE ON SAME CALL

After getting messages, press **R or **7 to log into another mailbox.

LOG IN QUICKLY

From your phone dial the system extension. Press # only (you don't need to enter your extension), and enter your password.

MULTIPLE GREETINGS

To set up multiple greetings for busy and no answer calls or internal and external calls contact the system administrator.

PLAY BACK CONTROLS

While listening to a message you may use the following features.

- 2 Rewind
- 3 Play/pause
- 4 Louder
- 5 Backup
- 6 Advance
- 7 Softer
- 8 Slower
- 9 Faster
- 0 Listen/Replay

RETRIEVE DELETED MESSAGE

If you delete a message in error you may press **U or **8 to undelete the message. This must be done immediately. If you go onto another message or exit from voicemail this feature will not work.

SCAN MESSAGES

You may scan all your messages by pressing 7 at the main activity menu (system does not voice this option).

SEND ALL CALL

By picking up the phone receiver and pressing *3 (will hear a 3 beep confirmation tone), this sends all your calls to voicemail. This is a courtesy if you are not there or if you do not wish to be disturbed during a meeting. To remove send all calls, pick up the receiver and press # 3 (will hear a 3 beep confirmation tone). Black digital phones may have a button assigned for this feature. If so press the button to activate the feature (green light will come on). Press again to deactivate (green light will go off).

SENDING MESSAGE TO A LIST OF PEOPLE

Contact system administrator.

SKIP THE MAILBOX GREETING

When you call a voicemail user and get the users greeting, press 1 to skip the greeting and record your message immediately.

TRANSFER TO AN EXTENSION

Before or after leaving a message for another user, you may transfer to another extension by pressing *T or *8, then enter the extension and the #.

TURNING OFF VOICE MAIL

You may temporarily turn off you mailbox by pressing 5 at the main menu (the system does not voice this option), then press 7 “administer call answer options”.