

User Voice Mail

Access Voice Mail

From Inside	From Outside
Press the VoiceMail button on your phone or dial *17 Enter extension and #. Enter password and #. (default is #)	Call Enter extension and # Enter password and #

Initial mailbox setup

First time mailbox setup

Enter NEW password and pound sign
Re-enter NEW password and pound sign
Press 1 and speak your name.
Press 1 when you're finished
Approve by pressing #

Activity Menu

1 Record Messages	To Record Messages, press 1 After the tone, record your message Press # to approve Enter extension(s) and # (repeat for multiple people) or *5 to use lists Finish addressing press #
2 Get Messages	To Get Messages, press 2 Header plays. To listen, press 0 To start listening at the beginning, press 0 To respond to or forward, press 1 To reply to sender, press 1 (if sent from mailbox) To forward with comment, press 2 To skip to the next header, press # To listen to the header, press 2 3 To skip to the next category, press *# To replay the last few seconds, press 5 To advance a few seconds, press 6 To advance to the end of the message, press *6 To delete, press *3 To skip press #
3 Administer Personal Greetings	To Administer Personal Greetings, press 3 To listen to a greeting, press 0 To create, change or delete a greeting, press 1 Enter greeting number (use 1) Record at the tone 21 to re-record if you make a mistake Press # to approve To use this for all calls press 1 To scan all your greetings, press 2 To activate a greeting, press 3 To activate a greeting, enter the greeting number.
5 Customize Mailbox	Customize Mailbox Mailing Lists Press 1 Change Password Press 4 Record Name, Press 5 Message addressing, press 6 Call Answer Options, press 7
7 Scan Messages	Scan Messages Scan headers and messages, press 1 Scan headers only, press 2 Scan messages only, press 3

Questions & Answers about everyday tasks

For help press *4 at any time while logged into voicemail.

Q. How can I record a greeting that plays in my own voice instead of the standard default one?

A. You need to record and activate a personal greeting.

1. Login to your voice mail box
2. Press 3 to administer personal greetings
3. Press 1 to create, change or delete a greeting.
4. When prompted for a greeting number, use number 1
5. Record your greeting

Sample Personal Greeting:

You've reached the voice mail of _____ with _____. For today, Monday, Jan 1, I am in the office. I am either on another call or away from my desk. Please leave your name, number and a brief message and I will return your call as soon as possible. Thank you.

6. Press 1 to use this greeting for all calls.

Q. How do I forward messages to others?

A. Follow these steps:

1. While (or after) listening to a message, press 1 to forward
2. Record your comments. This will be played to the recipient BEFORE the message you're forwarding.
3. Press # to approve your recording.
4. Enter the extension number of the recipient and # sign. To send to more than one person, repeat this step.
5. Press the # sign when finished addressing.

Q. How do I get messages from my any phone on the system?

A. Follow these steps:

1. Log in by pressing the MESSAGES button.
2. Enter your extension and #
3. Enter you password and # (if this is your first time logging in, your password defaults to # by itself.)
4. Press 2 to get messages
5. Press 0 to listen

Q. How do I get messages remotely?

A. Call

Enter extension and #. Enter password and #

Q. How do I change my password?

A. Follow these steps

Login to you voice mail box

Press 5 (this menu option is not presented to you unless you press *4 for help at the activity menu)

Press 4 to change your password.

Q. How do I re-record my name?

A. Follow these steps

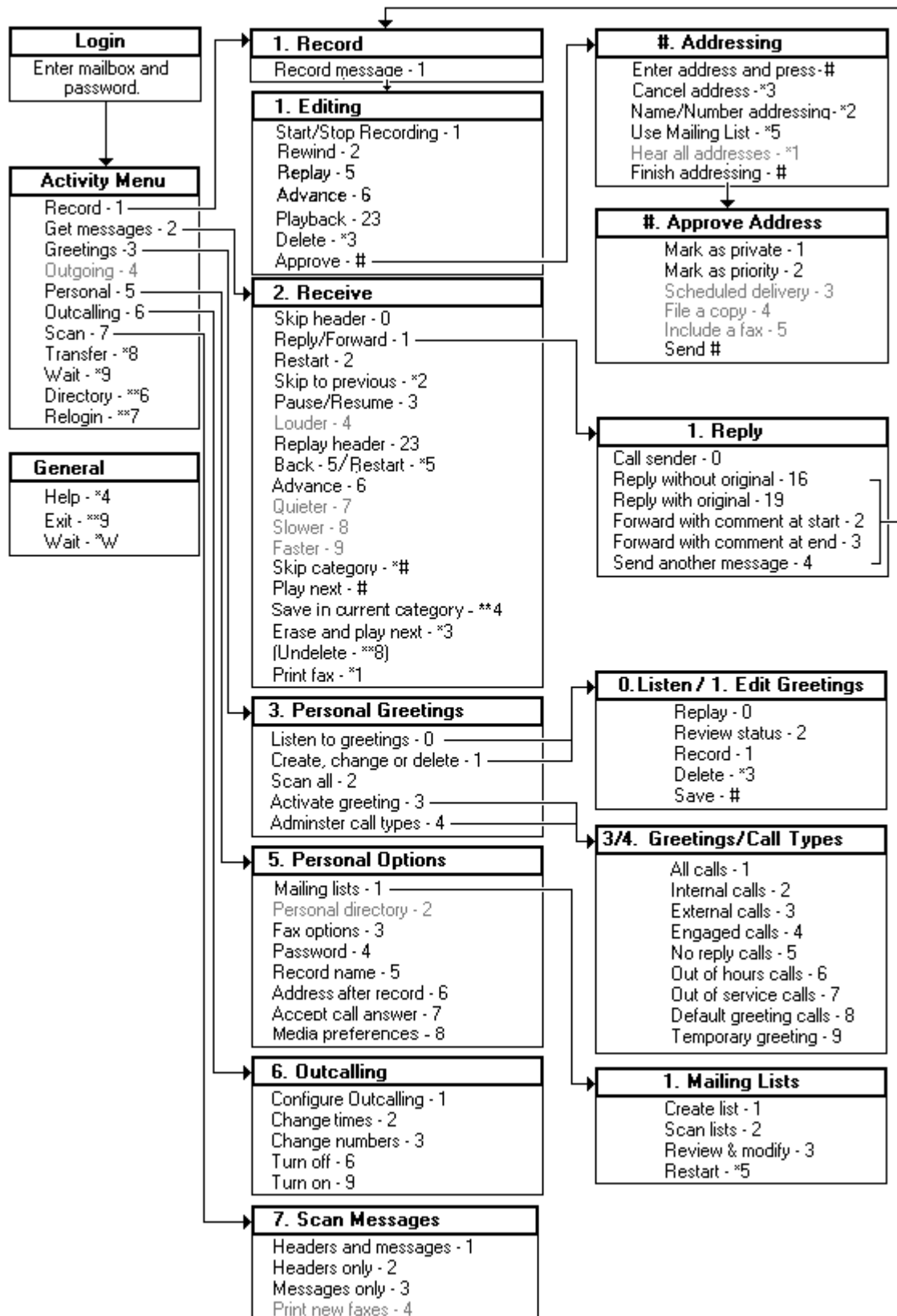
Login to you voice mail box

Press 5 (this menu option is not presented to you unless you press *4 for help at the activity menu)

Press 5 to re-record your name.

Summary of Mailbox Options

Here is a summary of the options that are available for collecting voicemail messages. The options that are shown in gray are not supported by IP Office Intuity emulation.



Options for Mailbox Callers

When you call an extension and are directed to voicemail can access a number of other options. You can skip past the greeting message and go straight to the tone that indicates when to leave your message.

To skip a mailbox greeting:

1. Call the extension number.
2. As soon your call is answered, press **1** to skip the greeting. You then hear the tone after which you can record your message.

Options after leaving a message:

When you leave a voicemail message you can designate the message as priority or private or both. Mailbox owners hear priority messages first when they listen to their messages. Priority Private Messages are played before Priority Messages. Private messages cannot be forwarded to another mailbox.

1. Call the extension number.
2. Leave a message.
3. Instead of hanging up, press #.
4. To mark a message as private, press **1**. To mark a message as priority, press **2**. You hear a confirmation message. Follow the instructions that you hear if you want to change the status again.
5. Press # again to send the message.
6. You can now press ***7** to login to a mailbox or ***8** to be transferred to an extension number.