

## Accessing Voice Mail

### voicemail number

Internally, Dial **7903**

Or press the **Message** button on your phone.

Or Dial **201-5534125** from outside the office.

## LOGGING INTO YOUR MAILBOX

Enter your voicemail number.

**xxxx#** Enter your extension number followed by # (NOTE: If you are logging in from your own phone, you can press # in lieu of entering your extension number)

**xxxx#** Enter your password followed by a # (entering your password is always required)

## HOW TO CHANGE YOUR PASSWORD 84

You must change your password at first login

**yyyy#** Enter your old password followed by # (12+extension if using default password)

**84** Enter the "Password Change" command

**xxxx#** Enter your new password followed by #

**xxxx#** Re-enter new password followed by #

## HOW TO RECORD GREETINGS 82

**82** Enter the "Greetings" command

**1** for External greeting

**2** for Internal greeting

**3** for Temporary greeting

**9** for Personal Verification

**5** To start recording

**#** To stop recording

**2** To listen to what you've recorded

**76** To delete your recorded greeting

Your Personal Verification recording should be just your name and extension number (Ex: "John Smith, extension 1234").

**NOTE:** A Temporary Greeting is recorded for periods of absence from the office, such as vacations. When you record a temporary greeting, you can set an expiry date and time. At the expiry date and time, your regular greetings will begin playing to callers again.

## ASSIGN A CUSTOM OPERATOR 80

If you wish callers to be able to transfer-out of your mailbox, you must set up your Custom Operator. Then, in recording your external greeting, you can tell callers they may press 0 (zero) to reach someone in your absence.

Your callers will not be able to transfer-out of your mailbox unless you set this feature. Your Custom Operator should be someone that will most likely be available to take your call; otherwise your callers could be transferred to your Custom Operator's mailbox if they are not available.

**80** While logged-in to Voice Mail, enter this "Mailbox Options" command

**1** Press 1 to set the custom operator

**xxxx#** Enter the custom operator ext. and #.

## PLAYING YOUR MESSAGES 2

After logging-in, the system tells you the number of new unheard messages. Beginning with the first new message, the system tells you where the call came from whether it be internal or external as well as the time/day it was received. This can be skipped by Pressing **2** to play the message.

**2** To play message

**6** Go to next message

**4** Go to previous message

**#** To pause during playback

**1** To skip back (5 second increments)

**3** To skip forward (5 second increments)

**72** To hear envelope information during playback of a message

**76** To delete a message

**83** To disconnect from Voice Mail

**21** Slow down **23** Speed Up

## CALL SENDER 9

While playing a message received internally, enter **9** to immediately enter the extension number of the sender. Your mailbox is placed on hold. To return to Voice Mail, press the extension button next to the flashing indicator.

## REPLYING TO A MESSAGE 71

**71** While listening to a message, enter this "Reply" command ...or...

**74** the "Reply All" command

**5** To Record your reply

**#** To stop recording

**79** To send reply (IMPORTANT)

## SENDING A MESSAGE 75

There are 3 ways to send a message

Call a number that forwards to Voice Mail, receive greeting then leave a message.

Enter your Express Messaging number.

While logged-in your mailbox, 'compose' a message to be sent to one or more mailboxes:

**75** To "Compose" a message

**xxxx#** Enter the mailbox number(s) separated by a # for each mailbox to receive the message. Enter ## after the last mailbox entry.

**5** To start recording

**#** To stop recording

**2** To review recording

**79** To send the message

## FORWARDING A MESSAGE 73

**73** To Forward this message

**xxxx#** Enter the mailbox number(s) separated by a # for each mailbox to receive this message. Enter ## after the last mailbox entry.

**5** To record your comments with the forwarded message

**79** Sends the message

## TAGGING MESSAGES 70

After recording a message, but before sending it, press #, you may tag it as:

**701** URGENT

**705** ACKNOWLEDGEMENT

**704** PRIVATE

**706** TIMED DELIVERY

(Remember to send the message by entering **79**)

## NAME ENTER / ADDRESSING 11

You can use Name Addressing for addressing a message, for creating a distribution list entry or for Express Messaging, by spelling the name on your telephone keypad. When Voice Mail prompts you for a mailbox number, press **11**. The system will prompt you for Name Addressing. If you don't know the complete name, enter the first few letters, then press #. The system will let you select from a list of possible matches.

## EXPRESS MESSAGING

This is a quick way to leave a message in someone's mailbox.

**57006** Enter the Express Messaging number  
**xxxxx#** Enter the mailbox extension followed by a #.

## THRU-DIALING 0 xxxxx #

While logged into Voice Mail, you can make an internal call without hanging up. Enter "0" plus the extension you wish to call followed by a # (0xxxx#). To Thru-Dial using the Dial By Name feature, enter 0\* and the system will prompt you for name dialing.

## PERSONAL DISTRIBUTION LISTS 85 (Max. of 9 lists, 1-9, with up to 99 entries in each)

**85** Enter the "Distribution List" command  
**x#** Enter a list number (1 through 9)  
**5** Enter 5 to compose the list  
**xxxx#** Enter the mailbox number(s) separated by a # for each mailbox to receive the message. Enter ## after the last mailbox entry.

**2** To review the mailboxes on the list  
**5** To add a mailbox number to the list  
**6 xxxx#** To verify a mailbox is on the list  
**76** To delete a mailbox from the list

## NOTES

## Voice Mail Quick Reference Guide

*First things first...*

### Setting up your mailbox

The first time you log in to your new Voice Mail mailbox, the system will force you to change your default password. You will not be able to do anything (listen to messages, record greetings, etc.) until this has been done.

Your default password is: **12 + your 4-digit extension** number. You must change your password to another number. The password range is 4 to 16 digits. The system will not allow you to use a password it considers too easy to guess (example: 1234, 2222, your extension number). Choose a password that is easy for you to remember, but difficult for someone to guess.

At first login, you will also want to record your greetings. Callers will hear your personally recorded greetings rather than default greetings.

Record your **Personal Verification** - Just your name and Extension number. This is played to anyone who dials by name from the directory, also to anyone who adds your mailbox number to a distribution list, or if someone sends you a message using Express Messaging. **This is very important to record.** Other wise Dial by name will not work efficiently.

Record an **External greeting** - This will play to all callers if an internal greeting is not recorded. or just to outside callers if an internal greeting is recorded..

Record an **Internal greeting** - only internal callers will hear this greeting.

*Once you've changed your password and recorded your greetings, you're all set to use your new Voice Mail voice mailbox!*