

Accessing Your Mailbox

From your own telephone

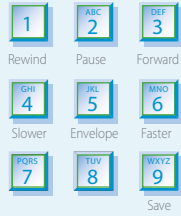
- 9 Dial *99
- 9 Enter your password

From another telephone

- 9 Dial your own 10-digit telephone number
- 9 Press # at your greeting
- 9 Enter your password

NOTE: DEFAULT PASSWORD IS 1234

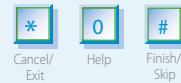
PLAYBACK CONTROLS



Use these controls while listening to messages. Most controls are also available while reviewing recorded messages.

- Rewind to beginning 1 1
- Fast forward to end 3 3
- Delete message 7 7

POWER KEYS



These keys are almost always available.

- Operator 0 0
- Skip current queue # #

MAIN MENU



END OF MESSAGE OPTIONS

- 1 Rewind to last 10 seconds
- 1 1 Rewind to beginning
- 4 Replay
- 5 Date and time (envelope)
- 6 Forward (send copy)
- 7 Delete
- 8 Reply
- 9 Save

TO SEND A COPY OF A MESSAGE WITH AN INTRODUCTION

- Record introduction
- When finished, press #
- For more options, press 0
- Enter destination(s) to send, press #

TO REPLY TO A MESSAGE

- Record reply message
- When finished, press #
- For more options, press 0
- To send, press #

	BASIC	ENHANCED
MESSAGE LENGTH	5 MIN.	10 MIN.
MAXIMUM MESSAGES	60	90
MESSAGE STORAGE	30 DAYS	45 DAYS

Messages marked for deletion may be reviewed/recovered by pressing 1 9 (Must be done prior to exiting the voice mail system)

DESTINATION OPTIONS

- (Optional) To hear and select delivery options, press 0
- OR
- To send, press #
- When finished sending to all destinations, press *

DELIVERY OPTIONS

- Private 1
- Urgent 2
- Confirm 3
- Future delivery 4

GENERAL OPTIONS

- Establish/change passwords 1
- Group Lists 2
- Change prompt level 3[†]

GROUP LISTS

- Create 1
- Edit 2
- Delete 3
- List Names 4

- Record greeting 1
- Set schedule 2



TO SEND A VOICE MESSAGE

- Record message
- When finished, press #
- (Optional) to replay message, press 1
- Enter destination number



PERSONAL OPTIONS*

- Notification ON/OFF 1^{**}
- Administrative Options 2
- Greetings 3

GREETINGS

- Personal Greeting/Scheduled Greeting/Busy/No Answer 1
- Extended absence 2
- Name 3



*See reverse side for Announcement Only mailbox.

**Only available when pager notification is activated.

[†] Changing to rapid prompts will lead you through the system menus more quickly.



Voicemail

User Guide



Accessing Your Mailbox

NOTE: The first time you access your mailbox, you will be led through a tutorial to help you set up and personalize your mailbox. The default password during this initial set-up is 1234.

- 1) Dial *99 from your own telephone OR dial your 10-digit mailbox number from another phone
- 2) As soon as greeting starts to play, press # to access your main mailbox, or if you have sub-mailboxes, enter the number of the sub-mailbox you wish to access, then press # when the greeting starts
- 3) If prompted, enter your 10-digit mailbox number
- 4) Enter your password
- 5) Select the desired option from Main Menu

TO RETURN TO THE MAIN MENU

Press * repeatedly until you hear the prompt that begins Main Menu.

Listening to and Responding to Messages

LISTENING TO VOICE MESSAGES

- > From Main Menu, press **1**
 - To replay, press **4**
 - To hear the date and time (envelope), press **5**
 - To forward/send a copy, press **6** (see right)
 - To delete, press **7**
 - To reply, press **8** (see right)
 - To save, press **9**

Skip to next message: Press #
Skip to next category: Press ##

To review and recover messages marked for deletion: Press **19** prior to exiting the voice mail system.

NOTE: Pressing **7** while in this mode will permanently delete message

FORWARDING A MESSAGE TO ANOTHER MAILBOX

- > At end of message, press **6**
- > Record your introduction to the message
- > When finished recording, press #
- > When prompted, enter destination(s)
- > For more delivery options, press **0**
- > To send your message, press #
- > To cancel, press *

Note: You cannot forward a message that was marked as private

REPLYING TO A MESSAGE

- > At end of message, press **8**
- > Record your message
- > When done recording, press #
- > For more delivery options, press **0**
- > To send your message, press #
- > To cancel, press *

Note: You cannot reply to or forward to callers on other voice mail systems

Recording and Sending Messages

CREATING A NEW VOICE MESSAGE

- > From Main Menu, press **2**
- > Record your message
- > When finished recording, press #
- > When prompted, enter destination(s)
- > For more delivery options, press **0**
- > To send your message, press #
- > To erase and re-record, press *

Personalizing Your Mailbox

SEE PANEL AT RIGHT FOR ANNOUNCEMENT ONLY

CHANGING YOUR PASSWORD

- > From Main Menu, press **4**
- > Then press **2, 1**
- > Enter password

Note: Password must be 4 to 7 digits long

RECORDING A SCHEDULED GREETING

Set different greetings to play at different times of the day and week (i.e. hours of business, days open, etc.)

- > From Main Menu, press **4**
- > Then press **3, 1**
- > Follow the system prompts

Note: Entering time 800 = 8:00 (you will be prompted for AM/PM)

RECORDING AN EXTENDED ABSENCE GREETING

The extended absence greeting will override your scheduled greeting if recorded.

- > From Main Menu, press **4**
- > Then press **3, 2**
- > Follow the system prompts

RECORDING YOUR NAME

Your callers hear this recorded name if no other greeting has been recorded.

- > From Main Menu, press **4**
- > Then press **3, 3**
- > Record your name
- > When finished, press #

To erase and re-record, press *

USING GROUP DISTRIBUTION LISTS

- 15 lists, up to 25 members total
- > From Main Menu, press **4**
- > Then press **2, 2**
- > Select one of the following actions:

- To create a list, press **1**
- To edit a list, press **2**
- To delete a list, press **3**
- To review a list, press **4**
- > Follow the system prompts

GENERAL TIPS

- Use playback controls during message play (see diagram on back).
- Pressed the wrong key? Press * to cancel or back-up.
- Press* to bypass the messaging system greeting.
- If prompted to press a key twice, be sure to press in rapid succession.

SPECIFYING DELIVERY OPTIONS

- Private: **1** (Messages marked as private cannot be forwarded)
- Urgent: **2**
- Confirm: **3**
- Future delivery: **4**

Note: These features apply to all message sending

Personalizing Your Mailbox | ANNOUNCEMENT ONLY

CHANGING YOUR PASSWORD

- > From Main Menu, press **2**
- > Then press **1**

> Follow the system prompts

Note: Password must be 4 to 7 digits long

RECORDING YOUR MAILBOX GREETING

The greeting your callers will hear each time they call you

- > From Main Menu, press **3**
- > Then press **1, 2**
- > Then record mailbox greeting
- > When finished, press #
- > To erase and re-record, press *

CHANGING YOUR RECORDED NAME

Your callers will hear this recorded name if no mailbox greeting has been recorded.

- > From Main Menu, press **3**
- > Then press **3**
- > Record your name
- > When finished, press #

Adding or Deleting Sub-Mailboxes

- > From Main Menu, press **4**
- > Press **9** (add/delete extensions)
- > Enter the sub-mailbox/extension number you want to add or delete (91, 92, 93, 94, 95)
 - If adding, press **2** to continue
 - If deleting, press **7** to delete, then # to confirm, or * to cancel

Your new sub-mailboxes should be referred to as 9-1 through 9-5 on your outgoing message. Inbound callers will need to press 9-1, 9-2, 9-3, etc. to access your sub-mailboxes.

> Press **1** to re-record your personal greeting to reflect changes you make. Once your sub-mailboxes have been established, please refer to the instructions at the left for Listening to and Responding to Messages, Recording and Sending Messages, and Personalizing Your Mailbox.