

Voicemail Quick Reference Guide

To Initialize your Voice Mailbox

1. Dial your own telephone number.
2. At the prompt, enter your passcode, optionally terminated by #.

To Access Your Voicemail Remotely

1. Dial your own telephone number and wait for the call to convert to voicemail.
2. Interrupt the voicemail greeting with "**".
3. At the prompt, enter your passcode, optionally terminated by #.

For the First Time Users Who Need to Initialize their Voice Mailbox

1. Access your voicemail as described above.
2. The default passcode is 1234 and should be changed immediately.
3. The voice prompts guide you through setting up your mailbox and changing your passcode.
4. Terminate the recording of your name and your greeting using #.

Voicemail Menu

After calling into your Voicemail you will be presented with the following options:

- Press **1** Listen to Messages
- Press **9** User Options
- Press **#** Disconnect/Hang-up
- Press **0** Help

Mailbox Options

1. From the Main Menu, press 9.
2. You can then select one of these options:
 - Press **1** Review and Record Your Name and Greeting
 - Press **2** Change Your Passcode or Login Options
 - Press **3** Change What Information is Played at the Start of Each Message
 - Press **4** Change Call Answering Options and Select Active Greeting
 - Press **#** Main Menu
 - Press **0** Help

Listening to Messages

1. From the Main Menu, press 1.
2. You can then select one of these options:
 - Press **1** Replay Current Message
 - Press **2** Save Current Message
 - Press **3** Delete Current Message
 - Press **4** Reply to Current Message
 - Press **5** Forward a Copy of Current Message
 - Press **6** Message Information
 - Press **7** Play Previous Message
 - Press **#** Play Next Message
 - Press **0** Help

Message Navigation

To be used while a message is playing

- Press **7** Rewind
- Press **8** Pause
- Press **9** Fast Forward
- Press **#** Message Menu

Send a Message

1. From the Main Menu, press 2.
2. At the prompt, dial an extension or a Voicemail group number, or dial by name.
3. Press # after each destination number. Add as many destination numbers you wish. After the last destination number and #, Press # again to begin recording your message.
4. When you have finished your message, press #.
 - Press **1** Send Message
 - Press **2** Re-Record Message
 - Press **3** Review Message
 - Press **4** Mark Message Urgent
 - Press **5** Add Recipients
 - Press **6** Mark Message Private
 - Press **#** Send
 - Press ***** Cancel, Return, Main Menu
 - Press **0** Help

Forwarding a Message

1. While listening to messages, press 5 to forward to another recipient.
2. At the prompt, dial the extension number of the message recipient(s) terminated by #.
3. After the tone, record an introductory message. When you are finished, press #.
4. Press #1 and the message will be forwarded to the recipients.



Customer Service 1.800.BROADVIEW