Voice Mail

Received messages will be indicated by a flashing Message Waiting Indicator LED on the front of the phone and a visual notification on the display. Individual line indicators reflect voice or text messages left on that line (useful if multiple lines are in use).
To listen to voice messages from your assigned handset:
1. Press the Messages Key.
2. You will be prompted for your password
3. Follow voice prompts to listen to messages.

(Optional)
1. Dial *98 then press send.
2. Enter your extension # and your password when prompted.

Setting Up your Mailbox

Accessing the Voicemail System

Press the Messages Button followed by **Dial** will allow you to access the voicemail system. Your Personal Mailbox Options may be activated with the use of your Mailbox number (extension number) and password.
For your first access, when asked for Mailbox, enter your extension number; when asked for Password, enter your extension number.

The first step in programming your phone is to setup Mailbox Options.

Press 0 from the menu options. This will send you to the Mailbox Options menu.

Activating Mailbox Options

To record your Voicemail messages outside the office
1. Dial *98
2. Enter your Password
3. Press 0 to enter Mailbox Options

From here you will be prompted to record your
1. **Unavailable Message**
2. **Busy Message**
3. **Name**
4. **Temporary Message**
5. **Change your Password**

Unavailable Message
Pressing 1 allows you to record your Unavailable Message. This message should be recorded to inform people that you are unavailable to get to the phone. This message will <u>only</u> play when the phone rings and is not picked up.

Busy Message
Pressing 2 allows you to record your Busy Message. This message should be recorded to inform people that you are busy and cannot get to the phone.
This message will only play when Do Not Disturb is on or you are on the phone and do not have Call Waiting turned on.

Name
Pressing 3 allows you to record your Name. This should be recorded to enter your Name into the Directory. This will assist people who search the Directory to successfully find your extension.

Temporary Message
Pressing 4 allows you to record your Temporary Message. This message should be recorded to inform people when there is a sudden change in your schedule such as an illness, vacation, etc. This message will supersede your Unavailable Message and your Busy Message (Pressing Do Not Disturb while you have a Temporary Message recorded will activate your Temporary Message instead of your Busy Message). This message will continue to play unless it is deleted.
To delete your Temporary Message:
1. Dial your personal phone number
2. Press * to activate your Voicemailbox
3. Enter your Mailbox number (Usually extension number)
4. Enter your 4 digit Password
5. Press 0 to activate Administrative Functions
6. Press 4 to record your Temporary Message.
7. Press 2 to erase your Temporary Message.

Changing your Password
Press 5 from Mailbox Options to change the default password (1234) and create your own personal password. Repeat this step to confirm your new personalized password and save it to the system.

Returns User to Main Menu
Press * from Mailbox Options to Return to the Main Menu.   You are now set up to receive messages, greet your callers and manage your mailbox. Now let's review the access methods and options from the Main Menu in your mailbox.
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Main Menu Options (Summary)

Pressing   Activates
1   **New Messages**
                            This feature allows you to listen to any current messages.

2 **Change folders**

> Changing your folder allows you to listen to saved messages in different categories. These messages remain in these folders until deleted.

3 **Advanced options**

> The Advanced options allow you to reply to the message or listen to the message envelope. The message envelope is the telephone number and time that this particular number called.

4 **Previous Messages**

> This option allows you to go back to a previous message and listen to it.

5 **Repeat previous Message**

> This option lets you listen to the current message again if required. It will repeat the message that you are currently reviewing.

6 **Next Message**

> This will advance you to the next message in your voicemail.

7 **Delete current message**

> This option allows for you to delete or remove permanently a message from your mailbox. Form here you may also undelete any deleted messages.

8 **Send Message to another extension**

> This option allows for you to take a message that is in your mailbox and forward it to another person's mailbox.

9 **Save this message**

> This option allows you to take a current message and save it to a specific folder of your choice. You may choose from four folders to save to and these messages will be stored into these folders until deleted.

0 **Mailbox options**

> This option is where you will program your personal four digit Password to your phone and also be able to record your voicemail messages.

* **HELP**

> This option will repeat all of your options over again.

**Exit**

> This option will allow you to exit from your Mailbox.

Main Menu (Detailed)

New Messages

Pressing 1 will allow you to listen to your new messages if your message light is on. If you have no new messages, pressing 1 will allow you to listen to old messages.

Change Current Folder

Pressing 2 will allow you to change your current folder. From here you may choose which folder you wish to enter.

Pressing	Activates
0	**New Messages**
	This folder holds messages you designate as new.
1	**Old Messages**
	This folder holds messages you designate as old.
2	**Work Messages**
	This folder holds messages you designate as work.
3	**Family Messages**
	This folder holds messages you designate as family.
4	**Friend messages**
	This folder holds messages you designate as friend.
#	**Cancel**
	This option returns you to the Main Menu.

Advanced Options

By pressing 3, you will be able to select some different Advanced Options such as Reply, Message Envelope, and Returning to Main Menu.

Pressing	Activates
1	**Reply**
	This allows you to reply to the person or persons who have left you current messages. This is only for internal messages and mailbox users.
3	**Hear Message Envelope**
	This feature allows for you to hear when the message was delivered and who left it.

- **Return to Main Menu**

Previous Messages

 First activate your Mailbox Options. Pressing 4 will let you listen to a previous message if more than one message is available.

Repeat Previous Message

First activate your Mailbox Options. Pressing 5 will repeat the current message that you are viewing. You may repeat your message as often as desired.

Next Message

First activate your Mailbox Options. Pressing 6 will enable you to move on to another message that is currently saved on your phone.

Delete Message

First activate your Mailbox Options. Pressing 7 will delete the current message that you are viewing. To undelete a message that has been deleted, press 7 again to undelete the message.

Forward Message

First activate your Mailbox Options. Pressing 8 enables you to forward the message to another extension. To do this, **press 8** followed by the **extension** you wish to forward it too ending with the **#** key.

Save Message

First activate you Mailbox Options. Pressing 9 will allow you to save the current message to a number of different folders available to you. The system will prompt you for which folder you would like to save the message to.

Pressing	Send Message to:
0	**New Messages**
	This will save messages to your New Messages folder.
1	**Old Messages**
	This will save messages to your Old Messages folder.
2	**Work Messages**
	This will save messages to your Work Messages folder.
3	**Family Messages**
	This will save messages to your Family Messages folder.
4	**Friends Messages**
	This will save messages to your Friends Messages folder.
*	**Cancel**
	This will allow you to exit and return to your Main Menu.

Help

Pressing * enables help which repeats the current phone options over again.

Exit

Pressing # allows you to exit. Hanging up the phone also allows for this action.

Listening to Message Options

While listening to a message being played, there are several options available:

Pressing * will allow you to reverse the message 3 seconds.

Pressing # will allow you to forward the message 3 seconds.

Pressing 0 will pause and unpause the message being played.