

## USING THE VOICEMAIL SYSTEM

The voicemail system is menu driven. Listen carefully to the voice prompts and then press the appropriate keys to select the desired option.

### ACCESSING VOICEMAIL

The first time you access your voicemail box you will be asked to set up your mailbox which includes setting your PIN number and recording your name and a greeting.

#### From your own phone

- Press the Messages button or dial \*318.
- Enter your voicemail PIN #.
  - You will set this during your setup
- The system will notify you if you have new messages.

#### From another phone: - from an external phone either:

- A. Dial the voicemail access number 239 333 1040.
  - When prompted, enter your 10 digit number.
  - When prompted, enter your voicemail PIN + #.
- B. Alternatively, dial your number and hit \* when your voice mail answers; then follow the prompts

When you have one or more unheard voice messages waiting, your phone will display a solid red light on the top of the phone. After hearing any new messages, you will be presented with the Voicemail Main Menu described below.

### VOICEMAIL MAIN MENU OPTIONS

DESIRED ACTION	KEY
Play Inbox Messages	1
Send Messages	2
Work with Greetings	3
Mail Box Settings	4
Access Deleted Messages	6
Log on as a different user	7
Help	
Exit Voicemail System	*

### MESSAGE PLAYBACK OPTIONS

While listening to your voicemail messages, the following options are available:

DESIRED ACTION	Before Message	During Message	After Message
Skip	9	N/A	N/A
Reply to Message	4	4	4
Delete	3	3	3
Mark as New	2	2	2
Send Copy	5	5	5
Repeat Message	1	1	1
Pause/Resume	8	8	8
Back to Menu	*	*	*
Next Message	#	#	#

### FORWARDING A MESSAGE

While listening to messages, you can send a copy of the message to another person's mailbox.

- To forward the current message, press 5.
- Enter the extension number(s) or group number(s)
  - Press # when finished.
- At the tone, record your optional message and press #
- Press # to send the message.
- Press 1 to use the delivery options below.

DESIRED ACTION	KEY
Review the message	1
Mark message as "Urgent"	2
Mark Message as "Private"	3
Rerecord your message	4
Request a delivery receipt	5
Request a read report	6
Add or remove recipients	7
Schedule message delivery for later	9
Send message	#
Exit or cancel	*

### REPLYING TO A MESSAGE

- While listening to a message, you can call the person back by pressing 4 and selecting option 1.
- This feature will not work if the system was not able to identify the Caller ID information from the original voicemail or if this feature is not enabled on your phone.

### CHANGING YOUR PASSWORD

- Access your voice mailbox.
- From the main menu, press 4 to change your setting.
- Press 3 for security options.
- Press 1 to change the PIN.

### RECORDING YOUR PERSONAL GREETING

- Access your voice mailbox.
- From the main menu, press 3.
- To set up a personal greeting, press 1.
- To set up a system generated greeting or to change your name recording, press 3.
- To change the greeting that callers hear when you're busy, press 5.
- If you don't record a personal greeting, a generic greeting will be played.