Remote Voicemail Operation and Features

To initialize your new voice mailbox:
1. Access your new voice mailbox by dialing the main number (or) your own Direct Dial number
2. When the greeting answers, press the star * key to identify yourself as a mailbox owner.
3. Enter your mailbox number. (Your mailbox number is the same as your extension.)
4. Enter the default password. The default password is either: your extension (OR) the pound # sign**.**
5. A user tutorial will automatically activate and will guide you through your first mailbox session
   - Follow the prompts to change your password
   - Follow the prompts to record your first and last name for the company directory
6. To record your mailbox greeting, choose option 4 for "Personal Options"
7. Choose option 1 for "Greetings"
8. Choose a greeting option
   - Option 1 for "Primary" is your regular greeting
   - Option 2 for "Alternate" is your extended absence greeting.
     NOTE: The greeting you record last *will be the greeting that is turned on and plays for callers when calls are unanswered.*

To Access Your Voicemail Remotely:
1. Dial the main number (or) your own Direct Dial number
2. When the greeting picks up press the * key.
3. You will be prompted to enter your mailbox number and password and press the "#" sign.

To listen to messages:
1. Access your mailbox as described above.
2. *EITHER,* Press 1 to listen to your new messages.
OR, Press 3 to listen to your saved messages.

While you are listening to a message, you can use the following options:
• Press **#** to skip to the end of the recording.
• Press **1** to rewind the message or back up a few seconds.
• Press **3** to skip ahead.
• Press **5** to play the message envelope (date, time, source, & length).
• Press **7** to save the new message in your mailbox.
• Press **9** to delete the message from your mailbox.

To recover deleted messages:
You can recover a deleted message within 24 hours of the time it was deleted.
1. Access your mailbox.
2. Press for 5 Message Options.
3. Press to 2 to access undelete options. Your options are:
   • Press 1 to listen to your deleted messages and choose which ones to delete or recover.
   • Press 2 to recover all of your deleted messages and store them as saved messages.
   • Press 3 to permanently erase all of your deleted messages.

To change your message envelope:
When you receive a voice mail message, the voice mail system plays an "envelope" that can include the time and date the message was left, the source of the message, and/or the message length. By default, the envelope contains all of this information, but you can change your envelope, as described below.
1. Access your mailbox.
2. Press 4 to select the Personal Options Menu.
3. Press 4 to select the Message Envelope Options Menu. You can then do any of the following:
   • Press 1 to enable or disable the time/date option.
   • Press 2 to enable or disable the message source option.
   • Press 3 to enable or disable the message length option.
   • Press 4 to enable all options and return to the Personal Options Menu.
   • Press 5 to disable the entire envelope and return to the Personal Options Menu.
   • Press * or # to return to the Personal Options Menu.

For more information, please call: 877-NORCOM1
or go to: www.norcomsolutions.com/tips-and-tricks