

## Voicemail Operation and Features

### To initialize your new voice mailbox:

1. Dial your voice mail by pressing the Voicemail key.
2. 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 your 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

If your message light is blinking:

1. Lift the handset
2. Press the flashing message button
3. Enter your password

If your message light is NOT blinking:

1. Press Voicemail
2. Press \*
3. Enter your mailbox number
4. Enter your password

### 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.