

## **Voicemail Set Up and Use:**

### **Setting up your new mailbox**

1. Press the voicemail button on your phone or dial \*95 and pickup your receiver.
2. When prompted, enter your password and #. (default 1234#)
3. Press 0 for mailbox setup.
  - Press 1 to record your unavailable greeting.
  - Press 2 to record your busy greeting.
  - Press 3 to record your name.
  - Press 4 to add a temporary (vacation greeting).
  - Press 5 to change your password.

Note: When you've recorded a greeting, press # for continuing prompts and the prompt to save your new greeting.

### **If you're assigned a 'virtual' mailbox**

1. Dial your virtual mailbox number from any system extension
2. When your current greeting begins playing, press \*.
3. Enter your password when prompted (1234#) and press 0 for mailbox setup.
  - Press 1 to record your no answer greeting.
  - Press 2 to record your busy greeting.
  - Press 3 to record your name.
  - Press 4 to add a temporary (vacation greeting).
  - Press 5 to change your password.

Note: When you've recorded a greeting, press # for continuing prompts and the prompt to save your new greeting.

### **New messages**

Your voicemail light will be lit when there is a new message on your extension.

1. Press the voicemail button on your phone or dial \*95 and pickup your receiver.
2. When prompted, enter your password and #. (default 1234#)
3. Press 1 for new messages.
4. Pressing 7 deletes the current message.

### **Tips**

To skip the prompted reading of the date/time/callerID stamp of the message, press 1.

To skip to the next message, press 6.

To return to the beginning of a voicemail, press #.

### **How to check your voicemail from another extension**

1. Dial your extension number from another extension.
2. After your extension is finished ringing, it will send you to voicemail.
3. Once you hear your own "unavailable" message, immediately press the \* button
4. You will hear "This is the voicemail system" and you will be prompted to enter *your* password.
5. Please follow the prompts to listen to your message or messages.

### **How to check your voicemail from outside the system**

1. Please dial your main office phone number.
  - a. If your call is answered by an auto attendant, please enter your extension number.
  - b. If your call is answered by a receptionist, please ask them to transfer you to your extension number.
2. After your extension is finished ringing, it will send you to voicemail.
3. Once you hear your own "unavailable" message, immediately press the \* button
4. You will hear "This is the voicemail system" and you will be prompted to enter *your* password.
5. Please follow the prompts to listen to your message or messages.