

Setting Up VoiceMail / Default Password

When you first access voicemail, you will be asked to initialize your mailbox. Pre-recorded prompts will guide you through the initialization process, which includes recording your name, recording a greeting, and changing the default password to a password (PIN) of your choice. The default password is 1890. This password will remain in effect until you have completed the initialization process and your mailbox is ready for use.

Accessing VoiceMail

From your office phone:

1. Press the **Messages** button.
79xx



78xx



88xx



2. Enter your password (PIN) followed by the # key when prompted.
 - Press **1** to listen to new messages.
 - Press **2** to send a message.
 - Press **3** to review old messages.
 - Press **4** to access Setup options.

While out of the office:

1. Dial your number (XXX-XXX-XXXX) to directly access the voicemail system and go to Step 4.
2. If you do not have the voicemail phone number with you, dial your direct line and wait for voicemail.
3. When voicemail answers, press * key.
4. Enter your 4-digit mailbox ID, which is your extension, followed by the # key.
5. Enter your password (PIN) followed by the # key.

Recording Greetings

During enrollment, you record an initial greeting. To change the saved greeting:

1. Access your own mailbox.
2. Press **4** for Setup options.
3. Press **1** for Greetings.
4. Press **1** to change greetings.

If you are going to be on vacation or out of the office for any reason, you can record an alternate greeting. The alternate greeting lets callers know that you are out of the office and can offer them other options for assistance until you return, such as someone else's extension or email. You can set the alternate greeting to expire on a certain date at a certain time, and it will automatically revert to your standard greeting. You may also choose not to set an expiration and switch back to the standard greeting manually.

To record an alternate greeting:

1. Access your own mailbox.
2. Press **4** for Setup options.

- 3. Press **1** for Greetings.
- 4. Press **3** to Edit Other greetings.
- 5. Press **3** to change your alternate greeting.



Recording Your Name

During enrollment, you record your name. To change the saved recording:

- 1. Access your own mailbox.
- 2. Press **4** for Setup options.
- 3. Press **3** personal settings.
- 4. Press **2** to change name.



Changing Your Password

During enrollment, you set a password for your mailbox. To change your password:

- 1. Access your own mailbox.
- 2. Press 4 for Setup options.
- 3. Press 3 personal settings.
- 4. Press 1 to change password.



Message Commands

While Listening to a Message	
To...	Press...
Restart message	1
Save	2
Delete	3
Slow playback	4
Change volume	5
Fast playback	6
Rewind message	7
Pause/resume	8
Fast-forward	9
Skip message	#
After Listening to a Message	
To...	Press...
Replay	1
Save	2
Delete	3
Reply to an internal user	4
Forward message	5
Save the message as New	6
Rewind message	7
Play the message properties	8



Deleting Messages

Voicemail messages are saved in the system for 1 day after you delete them. If you accidentally delete a voicemail, you can go into your deleted messages for up to 1 day to retrieve it.