

Initial Voice Mail Set-up

Use this guide to help you through the voice mail prompts.

1. Dial 2500 (Wait for voice mail to answer).
2. Press the * key (this tells the system that you are a subscriber).
3. Voice Mail prompt will ask for your mailbox number- ENTER YOUR **EXTENSION NUMBER**.
4. Voice Mail prompt will ask for your password – this is your extension number followed by #.
5. At this time you may **create your own password UP TO 4 DIGITS**.
6. Enter your new password followed by the # sign.
7. Voice mail will repeat the password back.
8. Confirm password by pressing #.
9. Voice Mail prompt will ask you to say your name for the company directory followed by #.
10. SAY **ONLY** YOUR **NAME AND EXTENSION NUMBER** (you will record your greeting later).
11. Listen to your name by pressing **1** (you may erase and re-record by pressing **3**).
12. Press # to confirm your name.
13. At this time voice mail will introduce you to a few basic features of the phone system. You should not skip this. **PLEASE DO NOT HANG UP!**
14. After the introduction the prompt will tell you your **VOICE MAIL IS FULLY SET UP**. You must now record your personal greeting.
15. Press **4** for personal options.
16. Press **1** to record a personal greeting.
17. Press **1** again for the primary greeting or 2 for an alternate greeting.
18. You will be prompted to record a greeting after the tone

Sample greeting: Hello, you've reached the desk of _____. Sorry I missed your call. I am either out of the office or away from my desk. Please leave a message after the tone and I will call you back as soon as possible. If you need immediate assistance Press zero, Thank you.
19. Press # to stop recording.
20. Press **1** to listen or **3** to erase and re-record
21. Press # before hanging up to confirm recording.

Using the Voice Mail System

1) To retrieve voice mail messages at the office:

- A) If the message key is blinking
- Lift the handset or press **SPKR**
 - Press the flashing MSG key
 - Follow voice mail prompts
- B) If the MSG button is not blinking
OR to retrieve messages from any phone:
- Dial 2500
 - Press *
 - Follow voice mail prompts

2) To retrieve voice mail outside the office through an auto-attendant:

1. **-Dial the main number or the voice mail number.**
2. -When auto attendant picks up press *
3. -Follow prompts

3) To transfer an outside caller directly into a specific voice mailbox:

1. -Press the transfer button
2. -Dial 2500
3. -Dial **Mail box number**
4. -hang up

4) To transfer an employee into voice mail from the outside:

1. -Press the transfer button
2. -Press 2500
3. -Hang

5) To leave voice mail if an extension dialed internally is busy, no answer or in DND:

1. -Press **MSG** key on your phone to be connected to the person's voicemail.

6) To leave a voice mail message without ringing the person's extension:

1. -Press 2500
2. -Enter mailbox number
3. -Leave voice mail message