

INITIALIZING YOUR MAILBOX

Allows access to your voice mailbox from inside or outside the office.

➤ Entering Your Mailbox:

Press Voice Mail Button:

VOICE MAIL

Press * (star):

Your Mailbox Number: _____

Your Password: _____

(When you're prompted for your password enter your mailbox number. This is a default number in order to enter into your mailbox. The next step will allow you to choose a user-protected password.)

Press # (pound):

#

➤ Changing Your Password:

Enter your new password: _____

Press # (pound) to end entry:

#

Press # (pound) to save:

#

➤ Recording Your Name:

Say your first & last name: _____

Press # (pound) to end recording:

#

Press # (pound) to save:

#

"Because this is the first time you are calling voice mail, you should be aware of a few standard features..."

Press # to skip.

➤ As soon as you hear:

"You have ___ new message," **Press 4**

She will then prompt you for the next step, recording your greeting..

➤ Recording Your Greeting:

Press 1 for Greetings:

1

Press 1 for Primary Greeting:

1

➤ Your Greeting:

(see *suggested greetings sheet*)

Press # to end recording:

#

➤ Before you hang up:

Press 1 to listen

Press 3 to re-record

Press # to save

INTER-TEL

VOICEMAIL GREETINGS

VOICEMAIL GREETINGS**➤ Hints for Voicemail Greetings**

- Keep greetings short approximately 15 seconds
- Tell caller your name
- Tell the caller why they have reached your voice mailbox (i.e., on the phone, away from office, etc.)
- Tell them when to expect a return call
- Encourage the caller to leave a message. Tell them that you will return the call
- Give the caller the option of dialing zero to dial another extension number.

SAMPLE VOICEMAIL GREETINGS**➤ Primary**

Hello, this is _____. I am not able to answer your call right now. Please leave a detailed message, and I will return your call. Press zero now to dial another extension number.

➤ Alternate

Hello, this is _____. I am out of the office today (give reason), but will return calls tomorrow. Please leave a message and I will return your call. Press zero now to dial another extension number.

ACCESSING YOUR MAILBOX

Allows access to your voice mailbox from inside or outside the office.

➤ From your Own Phone (when your *MSG* light is flashing)

1. Lift the handset.
2. Press the *Voice Mail* key.
3. Press * and enter your extension number
4. Enter your password.
5. Press #.

➤ From any Phone in the Office OR From your Own Phone (when your *MSG* light is **not** flashing).

1. Lift the handset (if desired)
2. Press the *VOICE MAIL* key
3. Press *.
4. Enter your mailbox number.
5. Enter your password.
6. Press #.

➤ From Outside the Office

1. Dial **456-4311**
2. When automated attendant answers, press the *key.
3. Enter your mailbox number.
4. Enter your password.
5. Press #.

LISTENING TO MESSAGES

To listen to new messages, **press 1**. To listen to saved messages, **press 3**.

- **While you are listening to messages you have the following options:**
 - Press # to skip to the end of the message
 - Press 1 to rewind
 - Press 2 to pause
 - Press 3 to fast forward
 - Press 4 to lower the volume
 - Press 5 to replay message envelope
 - Press 6 to raise the volume
 - Press 7 to save
 - Press 9 to delete

- **After you have listened to messages you have the following options:**
 - Press 1 to replay
 - Press 2 to reply
 - Press 3 to forward a copy
 - Press 4 to go back to prior message
 - Press 6 to go to the next message
 - Press 7 to save
 - Press 9 to delete

SENDING MESSAGES

Allows users to leave a message in another users mailbox without calling their extension.
After entering your mailbox as described in accessing your mailbox:

- **Quick Message** (Sending a message from inside the office):
 1. Press the *VOICE MAIL* key.
 2. Enter the mailbox number where you wish to send the message.
 3. Record your message.
 4. After recording your message you may hang up or press # for more options.

- **Sending a message from outside the office:**
 1. Press 2.
 2. Enter the mailbox number where you wish to send the message.
 3. Press # to accept the address.
 4. Record your message.
 5. After recording your message you may hang up or press #.

By pressing # you will have the following options:

- Press 1 to replay
- Press 2 to add on
- Press 3 to re-record
- Press 9 for special delivery options

After pressing 9 for special delivery options you will have the following choices:

- Press 1 to mark private
- Press 2 to send certified
- Press 3 to send priority

When finished press # to send the message, then hang up

CANCELING UNHEARD MESSAGES

Allows users to cancel unheard voicemail messages they have sent to another mailbox.

1. Access your mailbox.
2. Press 5.
3. Press 1.
4. Enter the mailbox number that has the unheard message.
5. Press #.

Voice mail will then tell you how many messages you have that have not been listened to at that mailbox and play them for you. After each message, you can:

- Press 1 to replay
- Press 2 to add
- Press 3 to forward
- Press 4 to listen to the prior message
- Press 5 to play the message envelope
- Press 6 to listen to the next message
- Press 7 to save
- Press 9 to delete

UNDELETING MESSAGES

Allows users to access deleted messages for up to 24 hours after the message was deleted.

1. Access your mailbox.
2. Press 5.
3. Press 2.
4. Press 1 to listen to your deleted messages.

➤ **After each message you have the following options:**

- Press 1 to replay
- Press 2 to reply
- Press 3 to forward
- Press 4 to listen to the prior message
- Press 5 to replay the message envelope
- Press 6 to listen to the next message
- Press 7 to recover
- Press 9 to purge

➤ **Or wait for the system to prompt you to:**

- Press 2 to recover all of your deleted messages.
- Press 3 to erase all of your deleted messages.

PERSONAL OPTIONS

*Allows a mailbox user to maintain their mailbox. After entering your mailbox as described in **accessing your mailbox, press 4**, and you will then have the following options:*

➤ **Greeting:**

1. Press 1 for greetings.
2. Press 1 to record your primary greeting, 2 to record your alternate greeting.
3. Press # to end recording.
4. Press # to save your recording.

➤ **Recorded Name:**

1. Press 2 for recorded name.
2. Press # to end recording.
3. Press # to save your recording.

➤ **Password:**

1. Press 3 for password.
2. Enter your new password.
3. Press # to save your new password.

➤ **Message Envelope:**

1. Press 4 for message envelope.
2. Listen as Voice Mail instructs you on your options.