


## Initializing Your Mailbox:

1. Lift Handset, dial \* 17 and follow prompts:
  - a) Enter **New Security Code** (password can be from 4 to 15 digits and can't be common password such as 1234, 1111, 2580 etc.)
  - b) **Record Name** for the Company Directory
  - c) **Record Personal Greeting**

### Example Script:


"You have reached the voicemail of ..... Please leave a detailed message and I will return your call as soon as possible. To reach reception, press 0. Thank you."

## Listening to Messages:

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|---|---|--|
| <ol style="list-style-type: none"><li>1. Press your  <b>Message</b> key</li><li>2. Press <b>Listen</b> soft key</li><li>3. Select <b>New, Old</b> or <b>Saved</b></li><li>4. Follow Prompts on display</li></ol> | <p><b>OR for<br/>more<br/>Options</b></p> | <ol style="list-style-type: none"><li>1. Press *17<ul style="list-style-type: none"><li>· Press <b>1</b> to <b>Reply/Forward</b> message</li><li>· Press *2 to <b>skip</b> to <b>Previous</b> message</li><li>· Press <b>3</b> to <b>Pause/Resume</b> message</li><li>· Press <b>23</b> to <b>Replay</b></li><li>· Press *5 to <b>Rewind</b></li><li>· Press # to <b>Save</b> and <b>Play next</b> message</li><li>· Press *3 to <b>Delete</b></li><li>· Press **8 to <b>Undelete</b></li><li>· Press **7 to <b>Save</b></li></ul></li></ol> |
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**Important Note:** If you do not mark your message as saved, it will automatically be deleted after 24 hours.

## Changing your Security Code:

1. Press your  **Message** key
2. Press **Personal**
3. Press **Password**
4. Enter your **New Password** (password can be from 4 to 15 digits and can't be common password such as 1234, 1111, 2580 etc.)
5. Press **Submit**

**Note:** You will not be required to enter a security code when accessing your voicemail from your own extension, only if accessing it from another phone or offsite

## Recording Your Personal Greeting

1. Press your  **Message** key
2. Press **Greet** soft key
3. Press **Record** to begin Recording
4. Press **Stop** when finished recording
5. Press **Save Or OK**



## Recording a Temporary/Holiday Greeting

1. Dial **\*17**
2. Press **3** for **Greetings**
3. Press **4** for **Administration**
4. Press **9** for **Temporary Greeting**
5. When ready, press **1** to record, when finished recording, press **#**
6. **Enter the number of days** you would like this greeting to be active for(max of 30 days), then press **#**  
OR enter **0** if you would like to **keep this greeting active** until you deactivate it yourself
7. Press **#** to **exit**

**To Deactivate:** Dial **\* 17**, the system will announce your temporary greeting is active, press **1** to **deactivate** or press **#** to **leave active**

## Accessing Your Voicemail From Off Site:

1. **Call the main number** (or direct line *if applicable*). When auto attendant greeting begins:
2. Press **#** key followed by your **Extension Number** ex. #101

## Listening to Messages:

1. **Call the main number** (or direct line *if applicable*). When auto attendant greeting begins:
2. Press **#** key followed by your **Extension Number** ex. #101
  - Press **2** to get messages
  - Press **0** to **Listen**
    - Press **1** to **Reply/Forward** message
    - Press **\*2** to **skip** to **Previous** message
    - Press **3** to **Pause/Resume** message
    - Press **23** to **Replay**
    - Press **\*5** to **Rewind**
    - Press **#** to **Save** and **Play next** message
    - Press **\*3** to **Delete**
    - Press **\*\*8** to **Undelete**
    - Press **\*\*7** to **Save**

## Changing your Greeting from Off Site:

1. **Call the main number** (or direct line *if applicable*). When auto attendant greeting begins:
2. Press **#** key followed by your **Extension Number** ex. #101
3. Press **3** for **Greetings**
  - Press **0** to **Listen** to the current greeting
  - Press **1** to **Change** or **Delete** the Greeting
  - Press **3** to **Save** and Activate the Greeting



### **Recording a Temporary/Holiday Greeting**

1. **Call the main number** (or direct line *if* applicable). When auto attendant greeting begins:
2. Press # key followed by your **Extension Number** ex. #101
3. Press **3** for **Greetings**
4. Press **4** for **Administration**
5. Press **9** for **Temporary Greeting**
6. When ready, press **1** to record, when finished recording, press #
7. **Enter the number of days** you would like this greeting to be active for(max of 30 days), then press # OR enter **0** if you would like to **keep** this **greeting active** until you deactivate it yourself
8. Press # to **exit**

**To Deactivate:** Dial \* **17**, the system will announce your temporary greeting is active, press **1** to **deactivate** or press # to **leave active**

### **Changing your Security Code from Off Site:**

4. **Call the main number** (or direct line *if* applicable). When auto attendant greeting begins:
5. Press # key followed by your **Extension Number** ex. #101
6. Press **5** for **Personal Options**
7. Press **4** for **Password**
8. **Enter your new password**, followed by # (password can be from 4 to 15 digits and can't be common password such as 1234, 1111, 2580 etc.)
9. **Re-enter** your new **password** followed by #.

**Note:** You will not be required to enter a security code when accessing your voicemail from your own extension, only if accessing it from another phone or offsite

