

GETTING STARTED WITH VOICEMAIL

1. ACCESSING YOUR MAILBOX:

WITH THE HANDSET DOWN PRESS THE MESSAGE KEY OR PICK UP THE HANDSET & DIAL 300, THE ATTENDANT WILL GREET YOU & WALK YOU THROUGH THE FOLLOWING STEPS:

2. RECORDING YOUR NAME:

AT THE TONE, STATE YOUR FIRST AND LAST NAME, PRESS THE * KEY WHEN YOU ARE FINISHED, PRESS 1 TO RE-RECORD; OTHERWISE, PRESS 2

3. SPELL YOUR NAME:

ENTER THE FIRST THREE LETTERS OF YOUR FIRST OR LAST NAME USING THE DIALPAD KEYS. THE ATTENDANT WILL SPECIFY WHETHER YOU ARE TO USE YOUR FIRST OR LAST NAME. THIS WILL ALLOW CALLERS WHO DO NOT KNOW YOUR EXTENSION TO REACH YOU BY ENTERING THE LETTERS OF YOUR NAME.

4. CHOOSE YOUR DIRECTORY LISTING STATUS:

PRESS 1 IF YOU WANT CALLERS TO BE ABLE TO REACH YOU BY ENTERING THE FIRST THREE LETTERS OF YOUR NAME.

PRESS 2 IF YOU WANT CALLERS TO BE ABLE TO REACH YOU ONLY IF THEY KNOW YOUR EXTENSION OR IF THEY ARE TRANSFERRED TO YOU BY A RECEPTIONIST OR CO-WORKER.

5. RECORD YOUR GREETINGS:

THE ATTENDANT WILL GIVE YOU THE OPTION TO USE BOTH AN INTERNAL AND EXTERNAL GREETING.

ONLY SET UP YOUR EXTERNAL GREETING, SO WHEN GIVEN THE OPTIONS, PRESS 2
PRESS THE * KEY WHEN YOU ARE FINISHED RECORDING
PRESS 1 TO RE-RECORD; OTHERWISE, PRESS 2 TO SAVE YOUR GREETING

6. SET YOUR SECURITY CODE:

THE ATTENDANT WILL ASK YOU IF YOU WOULD LIKE TO USE A SECURITY CODE TO SAFEGUARD YOUR MAILBOX. **PRESS 1 FOR YES OR 2 FOR NO**

IF YES, ENTER A SECURITY CODE BETWEEN 3 & 10 DIGITS, FOLLOWED BY THE * KEY. THE ATTENDANT WILL ASK YOU TO RE-ENTER YOUR SECURITY CODE FOLLOWED BY THE * KEY TO CONFIRM THE DIGITS.

7. COMPLETING THE SETUP PROCESS:

THE ATTENDANT WILL ANNOUNCE THAT YOUR MAILBOX IS SET UP. AT THE PROMPT, **PRESS 1 TO CONFIRM THAT YOUR SETTINGS ARE ACCEPTABLE. IF YOU HANG UP BEFORE YOU PRESS 1, YOU WILL DELETE EVERYTHING YOU HAVE JUST DONE AND WILL HAVE TO START OVER.**

8. TO FORWARD BUSY/NO ANSWER TO YOUR VOICEMAIL BOX:

IPK II USERS: WITH THE HANDSET DOWN, PRESS THE SPEAKER KEY, ENTER 744, 1, 300 USING THE DIALPAD KEYS.

OTHER KEY SYSTEM USERS: WITH THE HANDSET DOWN, PRESS THE SPEAKER KEY, ENTER 43 300 USING THE DIALPAD KEYS, PRESS THE SPEAKER KEY TO SAVE FORWARDING

9. TO DEACTIVATE FORWARD BUSY/NO ANSWER:

IPK II USERS: WITH THE HANDSET DOWN, PRESS THE SPEAKER KEY
ENTER 744, 0 USING THE DIALPAD KEYS, PRESS THE SPEAKER KEY TO CANCEL
FORWARDING

OTHER KEY SYSTEM USERS: WITH THE HANDSET DOWN, PRESS THE SPEAKER KEY
ENTER 44 USING THE DIALPAD KEYS, PRESS THE SPEAKER KEY TO CANCEL
FORWARDING.

10. TO RETRIEVE MESSAGES FROM YOUR TELEPHONE:

DIAL 300 OR PRESS THE MESSAGE KEY (IF THE MESSAGE LIGHT IS LIT).

ENTER YOUR PERSONAL SECURITY CODE, IF YOU HAVE ONE.

REFER TO YOUR DISPLAY AND USE YOUR SOFT KEYS TO NAVIGATE THROUGH YOUR
VOICEMAIL.

11. TO RETRIEVE YOUR MESSAGES FROM OUTSIDE THE OFFICE:

DIAL YOUR COMPANY'S MAIN NUMBER (OR A BACKDOOR NUMBER, IF AVAILABLE)
WHEN THE AUTO ATTENDANT ANSWERS, DIAL 9 + YOUR EXTENSION NUMBER.

THIS IS YOUR PERSONAL ID

ENTER YOUR PERSONAL SECURITY CODE, IF YOU HAVE ONE.

FOLLOW THE PROMPTS (1 FOR YES/2 FOR NO IN MENU MODE)

12. TO TRANSFER A CALLER DIRECTLY TO VOICEMAIL:

IPK II USERS: WITH THE CALLER ON THE LINE, PRESS THE TRANSFER KEY

ENTER THE APPROPRIATE EXTENSION, PRESS 8 AND HANG UP

OTHER KEY SYSTEM USERS: WITH THE CALLER ON THE LINE, PRESS THE TRANSFER
KEY, ENTER THE APPROPRIATE EXTENSION, PRESS 7 AND HANG UP

13. TO TRANSFER AN EMPLOYEE INTO THE VOICEMAIL SYSTEM:

(FROM OUTSIDE THE OFFICE)

WITH THE EMPLOYEE ON THE LINE, PRESS THE TRANSFER KEY, ENTER 300 & HANG UP

EMPLOYEE WILL HEAR YOUR COMPANY'S MAIN GREETING

EMPLOYEE ENTERS 9 + THEIR EXTENSION NUMBER AND FOLLOWS THE PROMPTS

TO CHECK THEIR VOICEMAIL (1 FOR YES/2 FOR NO IN MENU MODE)

14. WHILE LISTENING TO A MESSAGE YOU CAN:

*USE YOUR SOFT KEYS TO DO ALL OF THE FOLLOWING OR USE THE SHORT CUTS BELOW IF
YOU ARE CHECKING YOUR MESSAGES FROM OUTSIDE OF THE OFFICE:*

PRESS * TO SKIP MESSAGE & SAVE AS NEW.

PRESS # TO REPEAT THE ENTIRE MESSAGE.

PRESS 1 TO ADVANCE TO END OF MESSAGE.

PRESS 2 TO REDIRECT (COPY) THE MESSAGE TO ANOTHER MAILBOX.

PRESS 5 TO CHANGE THE PLAYBACK VOLUME.

PRESS 7 TO REWIND THE MESSAGE (4 SECONDS).

PRESS 8 TO PAUSE PLAYBACK OF THE MESSAGE (PRESS 8 TO RESUME PLAYBACK)