VOICE MAIL

Preparation:

Prepare a greeting, this is how you want callers to be greeted when they are answered by your Voice Mail.

- ⇒ Identify yourself
- ⇒ Indicate if you are in the office for the day
- ⇒ If you include a date in your greeting change it daily
- ⇒ If you are planning an extended absence be sure to state when you will be back so callers are not expecting a return call immediately
- ⇒ Advise callers they can press 0 for immediate assistance, this will forward the caller to the main receptionist

Greeting:

_____

_____

_____

_____

Examples:

- ⇒ You have reached the voice mail of Wanda Crook, Communications advisor, I am either on the phone or away from my office at this time. Please leave a message after the tone and I will return your call as soon as possible. If you require immediate assistance please press 0.

- ⇒ You have reached the voice mail of Wanda Crook, communications advisor, I will be out of the office until Friday July 27. Please leave a message after the tone and I will return your call on my return or press 0 for the company receptionist.

Choose a Security Code this will identify yourself to the voice mail system and stops other people from entering your mail box. This code can be between 3 and 10 characters.

Mail Box Information:

Default password is: 0000

Voice Mail Access #: **300**

Your Mail Box Extension#:_____
(This is the same as your phone extension)

Your Personal ID #: _____
(this is 9 plus your mail box Extension #)

The first time you sign into your mail box you will be stepped through the initialization procedure.

Remember 1 for yes, 2 for no

> **Default Pass word 0000**

Initialization

Step 1(not all questions are asked this is a guide-line only)

From your phone PRESS Enter Key, select voice mail or dial **300**, When voice mail answers enter security/password (default is 0000)

- ♦ **Record your spoken name:**
  (this is just your first & last name)
- ♦ **Enter in the first 3 letters of your last name (may not be required)**
- ♦ **Choose to be listed in the company directory**
- ♦ **Record your greeting**
- ♦ **Choose a security code (3 -10 digits)**
- ♦ **Press 1 to accept your settings**

You are set up, you can hang up the receiver.

Step 2:

Forwarding your phone to Voice Mail:

Once you have your greeting in you must do this to set your calls to go to your voice mail when you do not answer your phone or you are already on a call.

Press Speaker
Dial **744   1   300** **(Voice Mail Number)**
Speaker

Message Indication:

The large light on the top of the phone will be red if you have a message.

Soft Keys:

When you are in your voice mail the bottom row of the display options will change – they become Voice Mail options: NEW, OLD etc, by pressing the button's directly below each option takes you to a different menu. Such as NEW- to hear new messages, DEL – to Delete, ARCH – to archive or save a message, REDIR – for redirect a message.

Signing in after your voice mail is initialized:

1. dial **300 or Press ENTER Key and select Voice Mail**
2. dial Personal ID Number**(If required)**
3. dial Security/password

Transferring a caller directly to Voice Mail

> While the caller is still on the line press **Transfer**, Dial the extension number, press 8, Hang up
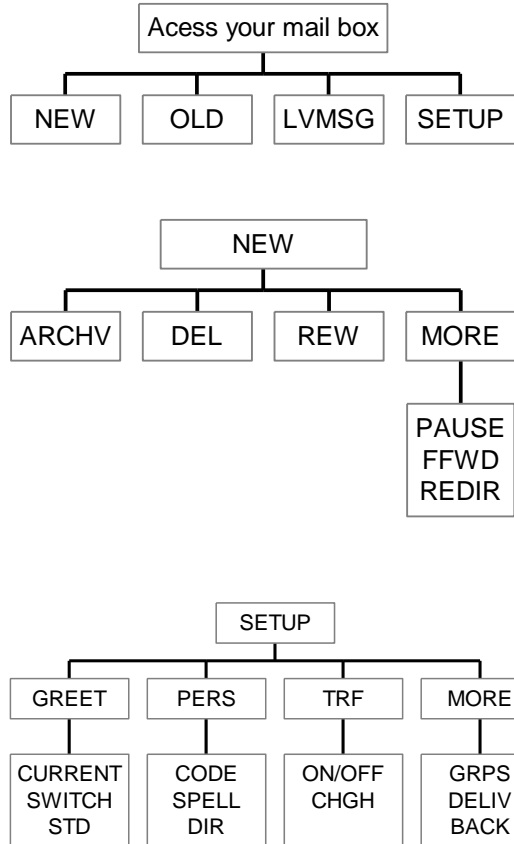
Example: To transfer a caller to extension 112's Voice Mail, Press Transfer, 112 8 Hang up

Voice Mail Options: if you have soft keys!

Change Greeting	From own phone	- Dial 300 - Press SetUp - Press Greet - Press Current to change
	From another office phone	- Dial 300, when voice mail answers dial #, 9 and your extension number - Press SetUp - Press Greet - Press Current to change
	From outside the office	- Dial __YOUR MAIN NUMBER__, when the voice mail answers dial 9 plus your extension number or if some one answers the call ask to be transferred to Voice Mail, when voice mail answers, dial 9 and your extension number - Press 2 for no until asked if you would like to change your set up options - Press 1 for Yes - Press 1 for yes to change greetings, follow voice prompts
Check Message	From Own Phone	- Dial 300 - Enter password - Press NEW
	From another office phone	- Dial 300, when voice mail answers, dial #, 9 and your extension number - Enter password - Press NEW
	From outside the office	- Dial _____, when the voice mail answers dial 9 plus your extension number or if some one answers the call ask to be transferred to Voice Mail, when voice mail answers, dial 9 and your extension number - The voice mail will then play them to you

Leave message	With return message option	- Enter your own mail box - Enter password - Press LVMSG - Enter the extension number of the person you want to leave a message for - Record
	No return message	- Enter the extension number of the person you want to leave a message for - Press 8 - Leave your message

On your phone, you will have options showing in the display on your phone directly above the triangle buttons. By pressing these you can select al the options of the voice mail system, for example NEW plays all your new messages, DELETE removes the message

Acess your mail box
├ NEW
├ OLD
├ LVMSG
└ SETUP

NEW
├ ARCHV
├ DEL
├ REW
└ MORE
   └ PAUSE FFWD REDIR

SETUP
├ GREET
│ └ CURRENT SWITCH STD
├ PERS
│ └ CODE SPELL DIR
├ TRF
│ └ ON/OFF CHGH
└ MORE
   └ GRPS DELIV BACK

Voice Mail Set Up

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