Voicemail quick reference guide

rewind 10 sec **1**	pause/ restart **2**	forward 10 sec **3**
slower replay **4**	date & time **5**	faster copy **6**
erase **7**	normal vol reply **8**	louder save **9**
exit/ back up *****	help **0**	skip **#**

- Orange options depict actions while listening to your messages
- Blue options depict prompts while getting your messages

Main Menu

	Press
To get your messages	**1**
To get your deleted messages	**1, 9**
To send a message	2
To work with your greetings	**3**
To change your settings	4
To log in as another subscriber	5
To get more help	0
To exit voicemail	*

To Get Your Messages-1

	Press
To listen your messages	**1**
Delete message without listening to it	**3, 3, 7**
Rewind message (10 sec)	**1**
Restart message from body	11
Pause/resume	**2**
Fast forward (10 sec)	**3**
End of message	3, 3
Slow message down	**4**
To repeat message	4
To hear message details again	5
To send a copy	6
Enter a phone or group list number	#
To exit	*, *
To delete the message	**7**
To reply	8
To send a copy of this message to someone else	4
To send a new message	5
To place a call to this person	8, 8
To save the message	**9**

To Send a Message–2

	Press
Enter phone or group list number	#
When all numbers are entered	#
Record your message	#
To hear delivery options	1
To review your message	1
To mark as urgent	2
To mark as private	3
To rerecord your message	4
To request delivery report	5
To request read report	6
To add or remove recipients	7
To schedule for future delivery	9
Enter day of month, 0 for today	#
Confirm date	#
Enter hour of delivery	x
1 for a.m. 2 for p.m.	1 or 2
Enter minute of delivery	x
Cancel deliver immediately	1
Edit delivery time	2
To continue	#
To send message as is	#
To exit	*
To send your message	#

Greetings Menu-3

	Press
To set up a personal greeting	**1**
To work with your personal greeting	**1**
To work with your internal greeting	2
To exit	*
To work with your extended absence greeting	2
To turn on/off your extended absence greeting	1
To review or rerecord greeting	2
To exit	*
To select a system generated greeting or change recorded name	3
To choose type of system greeting	1
To review or rerecord the recording of your name	2
To exit	*
To work with your after hours greeting	6
Record after the tone	#
To exit	*

Change Settings-4

	Press
For notification options	1
To deactivate message waiting indicator (not suggested)	1
To exit	*
For hands free and time saver options	2
To change your auto play settings	1
To change settings for urgent messages	2
To change your voicemail preferences	3
To exit	*
For security options	3
To change your PIN	1
To change your fast log in feature	2
To exit	*
To work with your group lists	4
To add a new group list	1
Enter a number for the list	x
To exit	*
To exit	*
To exit	*

Log in as New Subscriber-5

	Press
Enter your area code and phone number	#
Enter your PIN	#

Access Voicemail

From your phone:	Press the Message button
	Enter your passcode+#
From outside of the office:	Dial your voicemail retrieval number
	Enter your 10-digit number+#
	Enter your passcode+#
	Dial your 10-digit number
	When you hear your greeting, press * (previously you pressed 7 or *)
	Enter your passcode+#

Voicemail and Auto Attendant PIN guidelines:

- PINs are required
- PINs must be 6-15 numeric digits in length
- The PIN cannot solely consist of your telephone number or any part of your telephone number
- The same digit cannot be repeated more than twice
  Allowed Examples: 11xxxx, xxx88xxx, xxxxxx99
  Not Allowed Examples: 222xxx, xxx444xx, 777777
- The entire PIN value cannot be sequential, either ascending or descending

  Allowed Examples: 012347, 98761, 01234560
  Not Allowed Examples: 123456, 0123456789, 9876543210

Message Auto Play

If you enabled message Auto Play, you must listen to all messages before going back to delete them.

To disable Auto Play, after logging in, press 4, 2, 1, 1, 1

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