



Access Your Voice Mail for the First Time

1. Press the **Messages** button on your phone. Follow the voice prompts to:
2. Enter the temporary passcode and press #.
3. Enter your new passcode and press #.
4. Enter the new passcode again and press #.
5. Record your name greeting. (Record your first and last name. This is what callers hear when transferred from an auto attendant.)

Personalize Your Busy and No Answer Greetings

The **Busy** greeting is heard by callers when **Do Not Disturb** is active on your phone or when you are on a call and **Call Waiting** is disabled.

The **No Answer** greeting is heard by callers when you do not answer a call. The **No Answer** greeting is played whether you are currently on the phone or choose not to answer while the phone is free.

See instructions under these headings on the opposite page to record your greetings.

Busy Greeting Menu

No Answer Greeting Menu

Access Your Voice Mail from Your Own Phone

1. Press the **Messages** button on your phone.
2. At the prompt, enter your passcode and press #.

Access Your Voice Mail from Another Phone in Your Group

1. Dial your extension.
2. Wait for Voice Mail to connect and then press the * key.
3. Enter your passcode and press #.

OR

1. Dial the voice portal extension (available from your group administrator).
2. At the greeting, press the * key.
3. At the prompt, enter your extension and press #.
4. Enter your passcode and press #.

Access Your Voice Mail from Outside Your Group

1. Dial your 10-digit phone number.
2. Wait for Voice Mail to connect and press the * key.
3. Enter your passcode and press #.

OR

1. Dial the 10-digit voice portal number.

2. At the greeting, dial your extension and press #.
3. Enter your passcode and press #.

Leave Messages for Other Users

During greeting:

- # Interrupt the greeting and start recording voice or video message.
- * Transfer out of greeting to Voice Portal password prompt.
- 0 Transfer out of greeting to configured number (if provisioned).

While recording message:

- * Cancel recording and transfer to Voice Portal password prompt.
 - 0 Cancel recording and transfer to configured number.
 - # Stop recording and review message.
- ### Review message
- 1 Erase message and record again
 - 2 Listen or view current message
 - 3 OR hang up to send message
 - 6 Set or clear the urgent indicator
 - 7 Set or clear the confidential indicator
 - * Cancel recording and transfer to Voice Portal password prompt
 - 0 Cancel recording and transfer to configured number
 - # Repeat menu

Voice Portal Main Menu

- 1 Access **Voice Messaging** †
- 3 Record **Personalized Name**
- 8 Change **Passcode**
- 9 Exit
- # Repeat Main Menu

† Options for accessing these services are provided only if they have been assigned to you.

Voice Messaging

- 1 Play Messages
- 2 Busy Greeting Menu
- 3 No Answer Greeting Menu
- 5 Compose Message Menu
- 7 Delete All Messages
- * Return to Voice Portal Main Menu
- # Repeat Menu

Personalized Name

- 1 Record new Personalized Name
- 2 Listen to current Personalized Name
- 3 Delete Personalized Name

- * Return to Voice Portal Main Menu
- # Repeat Menu
- Passcode**
- # Enter new passcode, followed by pound key
- * Return to Voice Portal main menu

Play Messages Menu

- # Save message
- 7 Delete message
- 2 Play or repeat message; skip envelope

While playing messages:

- 1 Skip backward 3 seconds
- 2 Pause playback
- 3 Skip forward 3 seconds
- 4 Skip to beginning of message
- 6 Skip to end of message
- 4 Return to previous message
- 5 Play message envelope
- 6 Move to next message
- 8 Initiate call to sender
- 9 Hear additional options
- * Return to Voice Messaging main menu
- # Repeat menu

Notes: You can interrupt the message or envelope to perform any function. New messages flagged as urgent are played first.

Additional Message Options

- 1 Reply to message
- 2 Forward Message
- * Return to Play Messages Menu
- # Repeat menu

Forward Message

- 1 Change current introduction
- 2 Listen to current introduction
- 3 Send message to specific group members
- 4 Send message to entire group
- 5 Send message to distribution list (option offered only if enabled)
- 6 Set or clear urgent indicator
- 7 Set or clear confidential indicator
- * Return to Play Messages Menu
- # Repeat menu

Notes: Messages marked confidential cannot be forwarded. If you have an Enterprise Voice Portal, you can forward messages to others outside of your group, but not the entire group.

Select Distribution List

- 0 Select distribution list 0
- 1 Select distribution list 1
- 2 Select distribution list 2

- 3 Select distribution list 3
- 4 Select distribution list 4
- 5 Select distribution list 5
- 6 Select distribution list 6
- 7 Select distribution list 7
- 8 Select distribution list 8
- 9 Select distribution list 9
- * Return to the previous menu
- # Repeat menu

Distribution List Menu

- 1 Select another distribution list
- 2 Review the selected distribution list
- 3 Send the message
- * Return to the previous menu
- # Repeat menu

Reply to Message

- 1 Change current reply
- 2 Listen to current reply
- 3 Send reply
- 6 Set or clear urgent indicator
- 7 Set or clear confidential indicator
- * Return to Play Messages Menu
- # Repeat menu

Busy Greeting Menu

- 1 Record new Busy Greeting
- 2 Listen to current Busy Greeting
- 3 Revert to system default Busy Greeting
- * Return to Voice Messaging main menu
- # Repeat menu

No Answer Greeting Menu

- 1 Record new No Answer Greeting
- 2 Listen to current No Answer Greeting
- 3 Revert to system default No Answer Greeting
- * Return to Voice Messaging main menu
- # Repeat menu

Compose Message

- 1 Change current message
- 2 Listen to current message
- 3 Send message to specific group member(s)
- 4 Send message to entire group
- 5 Send message to distribution list (if configured)
- 6 Set or clear urgent indicator
- 7 Set or clear confidential indicator
- * Return to Voice Messaging main menu
- # Repeat menu

Note: In an Enterprise Voice Portal, you can send messages to others outside of your group, but not the entire group.