

Voicemail quick reference guide

Note: Not all options are available for every user. Partial menus are provided as a starting point.

Color Key

While listening to your message:

- **Control your message audio.**
- **Manage your messages.**

Main menu

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 on as another subscriber	5
To work with reminder messages	7
To get more help	0
To exit voicemail	*

Rewind 10 sec 1	Pause/ restart 2	Forward 10 sec 3
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Slower Repeat 4	Details (date & time) 5	Faster Copy 6
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Delete 7	Increase vol Reply 8	Lower vol 9
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Exit/ back up *	Help 0	Save Skip #
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1: To get your messages

While listening to a message, you can:	
Delete without listening	3,3,7
Rewind message (10 sec)	1
Restart message from body	1,1
Pause/resume	2
Fast forward (10 sec)	3
Skip to end of message	3,3
Play message slower	4
Play message faster	6
Increase volume	8
Decrease volume	9
To listen to the message body again	1
To repeat	4
To hear message details again	5
To send a copy to another mailbox	6
Enter a phone or group list number	#
To exit	*,*
To delete the message	7
To reply	8
To record a reply message	2
To send a copy to someone else	4
To send a new message	5
To place a call to this person	8,8
To save as new	9,9
To leave as saved*	#

* Messages are autosaved when played.

Access voicemail

From your VoIP phone:
Press the Message button
Enter your PIN+#

From any other phone, either:
Dial your voicemail retrieval number
Enter your 10-digit number+#
Enter your PIN+#
-or-
Dial your 10-digit number
When you hear your greeting, press *
Enter your PIN+#

2: To send a message

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 a delivery report	5
To request a read report	6
To add or remove recipients	7
To schedule for future delivery	9
Enter date and month (0 for today)	#
Enter hour of delivery	x
Select 1 for a.m. or 2 for p.m.	x
Enter minute of delivery	x
Cancel and deliver immediately	1
Edit delivery time	2
To continue	#
To send message as is	#
To exit	*
To send your message	#

Message auto play

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

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

3: Greetings menu

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

5: Log on as another subscriber

Enter your area code and number	#
Enter your PIN	#

PIN requirements

(Voicemail and auto attendant)

- Must be 6-20 numeric digits in length.
- Cannot solely consist of all or a portion of your telephone number.
- The same digit cannot be repeated more than twice.
Allowed: 11xxxx Not allowed: 111xxx
- The entire PIN cannot be sequential (ascending or descending).
Allowed: 012347 Not allowed: 123456

4: Change settings

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	#
To exit	*
To exit	*
To exit	*

7: Reminder messages

To enable/disable	1
To add a new reminder	2
Record reminder	#
One time reminder	1
Weekday recurring reminder	2
Ever day recurring reminder	3
Enter month of reminder	x
Enter the day of the reminder	x
Enter hour of reminder	x
Enter the minute of the reminder	x
For a.m. press 1 for p.m. press 2	x
To exit	*