

# HOW TO USE YOUR VOICE MAIL

## FROM YOUR PHONE

- 1) Dial **14300** or **Press the Message Waiting Key if flashing** and wait for system to answer
- 2) Enter your password

## Checking Messages for another mailbox or from another phone

- 1) Dial **62835** and wait for system to answer PRESS #
- 2) Enter the mailbox number
- 3) Enter the password

### Reviewing Messages

- 1) Upon entering your mailbox, you are prompted with the amount of messages in your mailbox
- 2) Press [1][1] to review New Unheard messages  
Press [1][2] to review saved/skipped messages
- 3) **While listening to a message**, options are:
  - [1] Back-up 10 seconds
  - [1][1] Back-up to beginning
  - [2] Pause and resume review of message
  - [3] Advance 10 seconds
  - [3][3] Advance to end of message
  - [3][3][7] Advance to the end and DELETE**
  - [3][3][9] Advance to the end and SAVE**
  - [4] Slow down playback speed of message
  - [5] Hear envelope information of message
  - [6] Speed up playback of message
  - [9] Increase volume
  - [8] Return volume to normal
  - [#] Skip message, advance to next message
  - [\*] Cancel msg. playback/return to Main Menu

#### Some of the **options after message playback:**

- [4] Replay message
  - [5] Hear envelope information of message
  - [6] Copy message
  - [7] Erase message
  - [8] Reply to message
  - [9] Save message
  - [#] Skip message, advance to next message
  - [\*] Cancel msg review & /return to Main Menu
- 4) When finished listening to messages, you will be returned to your mailbox Main Menu.
  - 5) To end the session, press the [\*] key.

### Sending a Copy of a Message

- 1) After listening to a message, press [6] to Copy that message to another subscriber(s)
- 2) You will be prompted to record your introduction, then press [#]
- 3) Enter the mailbox(es) to forward to, pressing the [#] key after each destination

*Note: Messages marked "Private" cannot be forwarded*

### Replying to Messages when sent from another subscriber:

- 1) After listening to a message, press [8] to Reply by sending a message to the sender.
- 2) Record your reply at the tone and when finished recording, press [#] (See NOTE below)
- 3) You will NOT be prompted to enter the mailbox destination.
- 4) Press [#] again to send the message
- 5) You may send reply to additional mailboxes.

*Note: Erase or Save the original message.*

*Note: To listen to your recorded reply **prior** to sending, press [1][1] (instead of [#]) when finished recording.*

### Sending Messages

- 1) At the *Main Menu*, press [2] to send a message
- 2) Record your message, when finished press [#]
- 3) When prompted to enter the destination mailbox number, enter the mailbox to send to.
- 4) As a confirmation, you will hear the recorded name of the destination you entered. If correct, you may send by pressing the [#] key  
OR:  
or, Enter optional delivery options:(before sending)
  - [1] Private delivery
  - [2] Urgent
  - [3] Message confirmation
  - [4] Future delivery
- 5) When done sending the message to all destinations, press the [\*] key to return to the *Main Menu*

## Changing Your Mailbox Greeting

- 1) From the *Main Menu*, press  
[4] for Personal Options  
[3] for Greetings  
[1] for Personal Greeting  
[2] to record a Personal Greeting
- 2) You will be prompted to record a new greeting at the tone
- 3) When you are finished recording, press [#]
- 4) To hear your newly recorded greeting, press [1]  
or, To erase and re-record your greeting, press [\*]  
or, To accept the newly recorded greeting, press [#]

## Changing Your Password

- 1) From the *Main Menu*, press  
[4] for Personal Options  
[2] for Administrative Options  
[1] for Passwords  
[1] to change your Personal Password
- 3) You will be prompted to enter a new password
- 4) Press [#] when finished entering your new password
- 5) Your newly entered password will be played back to you for confirmation

## Creating/Changing Personal Distribution Lists

If you send messages to the same group of people regularly, you may assign personal group distribution lists, numbered 11 through 25.

- 1) From the *Main Menu*, press  
[4] for Personal Options  
[2] for Administrative Options  
[2] for Group Lists
- 2) You will be further prompted to press  
[1] to Create a list  
[2] to Edit a list  
[3] to Delete a list  
[4] to Hear names of lists

## Recording a New Mailbox Name

- 1) From the *Main Menu*, press  
[4] for Personal Options  
[3] for Greetings  
[3] for Recorded Name
- 2) You will be prompted to record your first and last names at the tone
- 3) When you are finished recording, press [#]
- 4) To hear your newly recorded name, press [1]  
or, To erase and re-record your name, press [\*]  
or, To accept the newly recorded name, press [#]

## Establishing an Extended Absence Greeting

### For use when you are out of the office:

- 1) From the *Main Menu*, press  
[4] for Personal Options  
[3] for Greetings  
[2] for Extended Absence Greeting
- 2) You will be prompted to record a new greeting at the tone
- 3) When you are finished recording, press [#]
- 4) To hear your newly recorded greeting, press [1]  
or, To erase and re-record your greeting, press [\*]  
or, To accept the newly recorded greeting, press [#]
- 5) As long as your Extended Absence Greeting is in place, each time you log into your mailbox you will be prompted, "You currently have an extended absence greeting. To retain your extended absence greeting press [1], to delete it press [2], to listen to your greeting press [0]."

**If you choose to use an Extended Absence Greeting, it will play in place of your last recorded Personal Greeting. It does not erase it. When you call into your mailbox you will be prompted to keep the Extended Absence Greeting or to delete it. If you delete it, your personal greeting will come back on. There is no need to re-record it.**

**Note: Callers cannot bypass/skip your Extended Absence Greeting by pressing the [#] key.**

## Checking Messages From Outside the Office:

- 1) Dial **508-856-2835** and wait for system to answer.
- 2) During system greeting, **press [#]** key
- 3) Enter your mailbox number followed by your Password