

## Voice Mail Brief (Frequently asked Questions)

- [1. To enroll with voice mail \(first use\):](#)
- [2. To log on to voice mail from your phone](#)
- [3. To log on to voice mail from another inside phone](#)
- [4. To log on to voice mail from outside](#)
- [5. To create a simple greeting:](#)
- [6. Basic Controls](#)
- [7. To transfer calls](#)
- [8. To create a conference call](#)
- [9. Access to voicemail from another line](#)
- [10. Permanently deleting messages](#)
- [11. My voice mail has me locked out](#)

### **VOICE MAIL SETUP AND ACCESS**

#### **1. To enroll with voice mail (first use):**

- Press the **Messages** button or dial the internal voice mail phone number (**1000**).
- Press messages button on your IP phone
  
- *Analog phones: Dial 1000*
- *IP phones: Press message button*
  
- Enter the first time enrollment password = **12345#**
- Follow prompts to:
  - Record your name - press # key as soon as you say your name
  - Record a greeting – press # key as soon as you say your greeting
  - Set a new password
    - Minimum length 4
    - Expires Yes
    - Message Deletion 14 Days

#### **2. To log on to voice mail from your phone**

- Press the **Messages** button or dial the internal voice mail phone number (**1000**).
- Enter your password, press the # key

#### **3. To log on to voice mail from another inside phone**

- Press the **Messages** button or dial the internal voice mail phone number (**1000**).
- Press the \* key when voice mail answers
- Enter your ID (extension), then press # key.
- Enter your password, then press the # key.

#### **4. To log on to voice mail from outside**

Dial your own 10 digit DID

- Press the \* key when voice mail answers
- Enter your ID (4 digit ext.), then press # key.
- Enter your password, then press the # key.

#### **5. To create a simple greeting:**

Dial 1000 or press the messages button on your IP phone

Enter your password followed by #

Press 4 (Set up options)

Press 1 (Greetings)

Press 1 (record new greeting)

#### **6. Basic Controls**

Press the **Messages** button or dial the internal voice mail phone number (**1000**) and log on:

Hear new messages	1	Set up options	4
Send new message	2	Cancel or back up	*
Review old messages	3	Skip or move ahead	#

*During Message  
Playback*

*After Message  
Playback*

Restart message	1	Repeat	1
Save	2	Save	2
Delete	3	Delete	3
Slow Playback	4	Reply	4
Change Volume	5	Forward message	5
Fast Playback	6	Save as new	6
Rewind	7	Rewind	7
Pause or Resume	8	Play msg properties	9
Fast Forward	9	Save as is	#

## **7. To Transfer Calls:**

Press Transfer  
Dial Number to which you are transferring & announce call  
Press Transfer  
Hangup

## **8. To create a Conference Call:**

Call the first party  
Press CONFERN  
Dial the next party  
Press CONFERN  
Repeat up to a limit of 6 parties connected, including yourself).

## **9. Access to voicemail from another line.**

Call your phone  
Press \* when your phone answers.  
Enter your extension number xxxx followed by #  
Enter your password followed by #  
You are now into your voicemail.

## **10. Permanently Deleting Messages**

Deleting messages as they come in by pressing 3 does not permanently delete them. Your mail box will eventually fill up & you will need to erase them permanently.

Steps:

Enter your voice mail  
Select 3 to review old messages  
Select 2 to review deleted messages  
Select 2 to choose to erase  
Select 1 to delete  
You are given a choice to delete voice (1) or all messages (2). Select 2 all.

## **11. My voice mail has me locked out**

Three erroneous attempts to access voice mail with the wrong password will lock access. This is a security feature to prevent others from accessing or hacking into your voicemail.  
You must call telephone support (8499) to unlock your access when this happens.