



## Voice Mail User Guide

*Your voice mailbox is already installed and will accept messages even if you do not personalize with your name and personal greeting.*

**\*97 can also be done by pressing the preconfigured Voicemail button (envelope icon) on your phone.**

### **Accessing your mailbox:**

- **From your phone Dial \*97** and enter your password. The default password is your assigned extension

**Personalizing your mailbox** – record your name, a personal greeting and change your password:

- Dial \*97 from your phone and press 0 and the menu prompts will direct you.

**When you have a message** in your mailbox, the green light on your phone will be lit and display will indicate there is a message. ( note: older models may have a red light indicating a message rather than the green) **Dial \*97** or press the **Message button** (envelope) from your phone to open your mailbox.

- To **play** a message **press 1**
  - To **delete** a message **press 7**
  - To **save** a message **press 9**
  - To **skip** to the next message **press 6**
- \*Menu prompts in the voice mail will also assist you with these options**

### **To check your messages from an external number:**

- *Dial the main number*
- *When you hear your voice mail press \* during the greeting*
- *Enter your password when prompted*
- *Press 1 to hear your messages*

*Note: Custom configurations may change how some features are accessed. Supplemental materials will be provided upon request. Please call our office at 727-400-3171 to request this information.*