Logo

Description automatically generated with low confidence

**Voice Mail User Guide**

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

**Setting up your mailbox for the first time:** *We suggest that you write down your voice mail greeting to read while you are recording for smooth word flow.*

* **From your phone** log into your voice mail by **pressing the envelope button** (or \*97) and enter your password. Your password is the same as your extension. Follow the voice prompts to change your password and create greetings. Record your spoken greeting and press # on your dial pad when you are finished. Follow the prompts to Accept it (Press 1), Listen to it (Press 2) or re-record it (Press 3)

**Your voice mail is now set up and personalized.**

**When you have a message** in your mailbox, the **red light** on your phone will be lit and your display will indicate there is a message.

**To check your messages:**

* Log into your voice mail by pressing the **envelope button**, or \*97, enter your password and follow the prompts
* *To* ***Play*** *a message* **Press 1**
* *To* ***Delete*** *a message* **Press 7**
* *To* ***Save*** *a message* **Press 9**

**Checking your Voice Mail From another phone** **Dial** **\*98** and enter your mailbox number, when prompted, enter the password. *Note: Your voice mail box number is the same as your extension unless you are told otherwise for virtual or general voice mail boxes.*

**Changing your greetings or password after setup –** Log in to your mailbox and press 0 for mailbox options. Follow the prompts to record your name, greeting or change your password.

**To Record a temporary voice mail greeting (for vacations, out of office meetings etc…)**

* *Log into your mailbox*
* ***Press 0*** *for Mailbox Options*
* ***Press 4*** *to record your temporary greeting. It will immediately beep for you to start recording. When you are finished recording press # on your dial pad. The voice prompts will tell you to press 1 to accept, 2 to listen to it, or 3 to re-record. When you are finished, you will hear an announcement that your temporary greeting will play.*

***Tuning off your temporary greeting***

* *Log into your mailbox*
* ***Press 0*** *for Mailbox Options*
* ***Press 4*** *for your temporary greeting*
* ***Press 2*** *to erase it. This will automatically set your main unavailable/busy greeting for callers to hear.*