



Voice Mail Set-Up Instructions

Setting Up Voicemail:

On your desk phone press the “message” hard key or on a cordless phone press *98. It will ask for a password the first time you enter the voicemail system. The default is 99 + your extension number. If your extension is 100 then it would be 99100. Next you will need to set up your greetings.

There are three greetings that need to be recorded:

Your Name – Used in dial by name directory

Away Greeting – Used when you are away from your phone and do not answer the caller.

Busy Greeting- Used when you are on the phone and do not answer the caller.

**Many people use the same greeting for Away and Busy; but it will still need to be recorded twice; once for away and once for busy.*

Greeting Examples:

Away: Hi this is John Doe with ABC company, I am away from my desk at this moment. But, your call is very important to me. Please leave a detailed message and I will return your call.

Busy: Hi this is John Doe with ABC company, I am on the other line at this moment. But, your call is very important to me. Please leave a detailed message and I will return your call.

Using One Greeting for both: Hi this is John Doe with ABC company, I am either on the phone or away from my desk at this moment. But, your call is very important to me. Please leave a detailed message and I will return your call.

Changing Voicemail Password:

You may change your voicemail password in the advanced options menu.

Accessing Voicemail from a Different Extension:

To Access your voicemail from a different phone; press *97 + your extension #. Example if your extension is 100; then press *97100.

Using Temporary Greetings:

Using a Temporary Greeting – If you are going to be out of the office for a vacation or other event; you may record a temporary greeting. This will over ride your normal greetings and will run until erased.

To Erase your temporary greeting – Enter the voicemail box, press 0 for mailbox options, press 4 to manage temporary greetings, then press 2 to erase temporary greeting.

Voicemail Delivery Options:

Phone Delivery – Using this option the message lamp will be illuminated or flashing indicating messages are waiting. You would press the “message” button to hear your messages.

Email Delivery – Using this option messages are delivered in an audio file attached to an email. So your messages will arrive in your email, you may then click on the attached file to listen to your messages.

Dual Delivery – Using this option Phone and Email Delivery is activated. So you would receive the messages via email and still be required to login to your phone to erase the voicemails.

*Voicemail options must be changed by a system administrator or by support staff. Call 731-588-4200 or 611 from your VoIP phone.