

Greeting Example:

You have reached the Voicemail of *****, I'm sorry I'm unavailable to take your call at present. Please leave a detailed message after the tone, including your name and telephone number and I will return your call as soon as I can. Thank you for calling.

To Forward Your Phone to Voicemail:

Lift Handset, Press FWD/DND Key or Dial 710

Dial 1 then extension number then # to Forward ALL CALLS

Dial 2 then extension number then # to Forward on BUSY and NO ANSWER

To Cancel a Forward:

Lift Handset, Press FWD/DND Key or Dial 710

To Record Your Personal Greeting:

Lift Handset and dial 265 #6* Your Extension Number, Listen to Prompts

Select 5 for Mailbox Management

Select 1 to change your Personal Greeting

Select 1 to change your No Answer Greeting.

Speak Clearly after the tone and Press 1 when you have finished

You will now be given the opportunity to:

Review – Press 1

Save – Press 2

Re-record – Press 3

Replace your Handset once you have saved your Greeting

To Retrieve Your Messages:

Your Message Button will be Lit when you have NEW Messages on a Digital Phone (If you have a Basic Handset, when you lift the receiver you will automatically be played your New Messages)

Lift Handset then Press the Message Key

Dial 1 to be Played your New Message

After each Message you will be given the Following Options:

Dial 1 to REPLAY the Message

Dial 2 to PLAY the Next Message (Automatically Saves the Previous Message)

Dial 3 to DELETE the Message (You should delete every Message after you have listened to it, Provided you no longer require it)

Dial 7 to TRANSFER the Message to another Mailbox (See Further Instructions Below) You will be advised when you have listened to all of your Messages.

To Retrieve Saved/Old Messages:

If you have Saved Messages, you will need to go into Voicemail Manually by dialling voicemail extension number (provided on install).

You will be advised that you have no 'New Messages'

Dial 1 to Play Saved/Old Messages.

You may then listen to your Messages and Delete them accordingly

Transferring a Message to another Mailbox:

After listening to the Message, Dial 7 to Transfer

Dial the Extension Number where you wish to Transfer the Message

To CHANGE Press 1

To ACCEPT Press 2

To REPEAT Press 3

You will then be given the option to Transfer, Press 1

To transfer with Comments Press 2

You will then be taken back to the Main Menu, at which point you should Delete the Message by Dialling 3.

To Transfer a Caller Directly to Someone's Voicemail:

Press TRANSFER Key or RECALL

Dial extension number, Once Voicemail Answers,

Dial #6 plus the Extension Number. Replace the Handset

Remote Access of Voicemail:

You may access your Voicemail Remotely by dialling your Own Direct Line.

Once your Voicemail has Answered Dial #6* plus your Extension Number.

You will then have the same option, as you would do if you were at your Desk!

*To retrieve messages from the Main Mailbox dial extension number then # 6 * 998*