

## 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 2 then xxx to Forward ALL CALLS  
Dial 3 then xxx to Forward on BUSY ONLY  
Dial 4 then xxx to Forward on NO ANSWER ONLY (5-6 rings)  
Dial 5 then xxx to Forward on BUSY and NO ANSWER

## To Cancel a Forward:

Lift Handset, Press FWD/DND Key or Dial 710, Then Dial 0

## To Record Your Personal Greeting:

Lift Handset and dial xxx, 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

xxx =

***Extension/Destination***

## 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 xxx. 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 xxx, 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 xxx then # 6 \* 998*