Voicemail - Quick Start

Four steps to get your mailbox up and running.

STEP ONE: Access your subscriber mailbox

1. Enter the Voicemail internal or external telephone number.
2. Enter any other key, such as #, that your system requires.
3. Enter your subscriber mailbox number.
4. Enter the security code. The first time you access your mailbox, your security code may be set to 4 zeros.

If this is the first time you have logged on, you may enter a tutorial which will help you set up your mailbox. If you don't enter the tutorial, continue with the followings steps.

STEP TWO: Change the security code

1. Access your subscriber mailbox as described in STEP 1.
2. Press 3 to access PhoneManager.
3. Press 1 to access the personal Options menu in Phone Manager.
4. Press 4 to change your security code.
5. When asked, enter a new numeric security code followed by a # sign.

   Your security code can be any length from your system's designated minimum (normal 4 digits) to 15 digits. Ask the system administrator for the minimum security code length for you system. Try to avoid using simple combinations such as your mailbox number or "1234".

6. Listen to Voicemail repeat the security code that you just entered. If your security is correct, press 1, If it is incorrect, press 9 and re-enter a new security code.

STEP THREE: Record a personal greeting for your mailbox

1. After changing you security code, press 3 at the Personal Options menu to record your personal greeting. When recording your greeting try to limit the greeting to 10 or 15 seconds. You may be optionally requested to record your Busy Greeting.
2. Press 2 to start recording. Press 2 again to stop recording.
3. At this point, you can;
   · Press 6 to review your greeting.
   · Press 4 to discard your greeting and start over.
   · Press * to cancel and exit to the Personal Options menu, without saving the recording.
4. When you're satisfied with the recording, press 5 to save it.

STEP FOUR: Record you're name to identify you're mailbox

1. After recording you're personal greeting, press 5 at the Personal Options menu to record you're name.
2. Press 2 to start recording. Press 2 again to stop recording.
3. At this point, you can:
   · Press 6 to review your recorded name.
   · Press 4 to discard your recorded name and start over.
   · Press * to cancel and exit to the Personal Options menu, without saving the recording.
4. When you're satisfied with the recording press 5 to save it.
5. Press the star key (*) twice to exit the main voice menu.

*Each Voicemail system is configured
differently so check with the system
administrator for exact setup instructions.

You are now ready to use Voicemail

Voicemail - Quick Tips

Record you're name and personal greeting.
Callers will know that they have reached the correct mailbox when they hear you're voice. You can easily change your voice. You can easily change you're personal greeting to keep callers informed, such as telling callers if you are out of the office and when you will return.

Type ahead key sequences for quick access.
Once you become familiar with the functions you use most often, you can quickly access a particular feature by entering the key sequences without waiting for the voice instructions. This is called typing ahead.

Press # for help at any time
After you press #, Voicemail replays all of the options available to you for the feature you are currently using.

*Press * four times to exit CallXpress*
Doing this helps Voicemail disconnect from the line, freeing the line more quickly for the next person.