

Voicemail

Quick Reference Guide



USING THE VOICEMAIL SYSTEM

This voicemail system is menu driven. Listen to the voice prompts and then press the keys on your phone to select which option you would like.

ACCESSING VOICEMAIL

The first time you access your voicemail you will be asked to set up your mailbox, and record your name and greeting. When you have new voice messages, you will hear a stutter dial-tone. You may have a message waiting indicator light.

FROM YOUR OWN PHONE:

Dial *98

Enter your voicemail password.

FROM ANOTHER PHONE:

From an external phone:

Dial the voicemail access number

When prompted, enter your 10 digit number.

When prompted, enter your voicemail password, #.

After hearing any new messages, you will be presented with the Voicemail Main Menu.

VOICEMAIL MAIN MENU

ACTION	KEY
Play Inbox Messages	1
Send Messages	2
Work with Greetings	3
Mail Box Settings	4
Access Deleted Messages	6
Log on as a different user	7
Help	0
Exit Voicemail System	*

MESSAGE PLAYBACK OPTIONS

While listening to your voicemail messages, the following options are available:

ACTION	Before Message	During Message	After Message
Skip Message	9	N/A	N/A
Reply to Message	4	4	4
Delete	3	3	3
Mark as New	2	2	2
Send a Copy	5	5	5
Repeat Message	1	1	1
Pause/Resume	8	8	8
Back to Menu	*	*	*
Next Message	#	#	#

FORWARDING A MESSAGE

While listening to messages, you can send a copy of the message to another recipient.

- To Forward the current message, press 5.
- Enter an extension number or Distribution Group Number. Repeat this step until you've entered all the desired destinations.
- Press # when finished entering destinations.
- You will be prompted to record an introduction.
- After the tone, record your introductory message and press # when finished.
- Press # to send.
- Press 1 for delivery options:

DELIVERY OPTIONS MENU

ACTION	Before Message
Review the message	1
Mark message as urgent	2
Mark message as private	3
Re-record your message	4
Request a delivery report	5
Request a read report	6
Add or remove recipients	7
Schedule the message to be delivered in the future	9
Send the message as is	#
Exit or cancel press	*

REPLYING TO A MESSAGE—DIALING THE ORIGINATOR

- While listening to a message, you can call the person back by pressing 4 and selecting option 1.
- This capability will not work if the voicemail system was not able to identify the Caller ID information when the original voicemail was received or if your phone is configured with call restrictions which prevent you from calling the originator's number.

CHANGING YOUR VOICEMAIL PASSWORD

- Access your voicemail box.
- From the Main Menu, press 4 to change your settings.
- Press 3 for security options.
- Press 1 to change the PIN.

RECORDING YOUR PERSONAL GREETING

- Access your voicemail box.
- From the Main Menu, press 3.
- To set up a personal greeting press 1.
- To set up a system generated greeting or to change the recording of your name press 3.
- To change the greeting that callers hear when you're busy press 5.
- If you don't record a personal greeting, a generic greeting will be played.

NOTES:

Sierra Communications, Inc.

