Voicemail Flowchart

SUBSCRIBER MAILBOX MENU
- **7** Listen to New Message
- **6** Make a New Message
- **8** Change User Options
- **9** Exit to the Main Menu
- **0** Return to the Attendant

LISTENING TO MESSAGE
While listening to a message:
- **1** Pause for 30 seconds
- **✱** Move Back 5 seconds
- **#** Move Forward 5 seconds
- **8** Skip to Next Message
- **✱** Return to beginning of previous message

At the end of the message:
- **7** Play the message again
- **2** Answer the message
- **4** Give it to another user
- **5** Keep the message
- **3** Discard the message

USER OPTIONS
- **4** Change Greeting
  - **2** Conditional Greeting
  - **7** Personal Greeting
  - **4** Extended Absence
  - **3** Activate Greeting
- **6** Change Name
- **7** Change Passcode
- **5** Distribution Lists
- **8** Tutorial
- **9** Exit to Main Menu

MAKE MESSAGE
- **+** Dial the mailbox number
- **+** Record your message, then press **#**
- **+** Choose a recording option:
- **7** Review
- **3** Discard
- **2** Append
- **9** Send/Exit to Main Menu
- **5** Message Address Option

MESSAGE ADDRESSING OPTION
- **2** Confidential
- **7** Receipt request
- **8** Urgent
- **3** Future delivery
- **9** Exit Options

DISTRIBUTION LIST
- **2** Record Name
- **7** Add Members
- **8** Drop Members
- **3** Play Back List of Members
- **9** Exit to Main Menu

All personal distribution lists must begin with the number 0

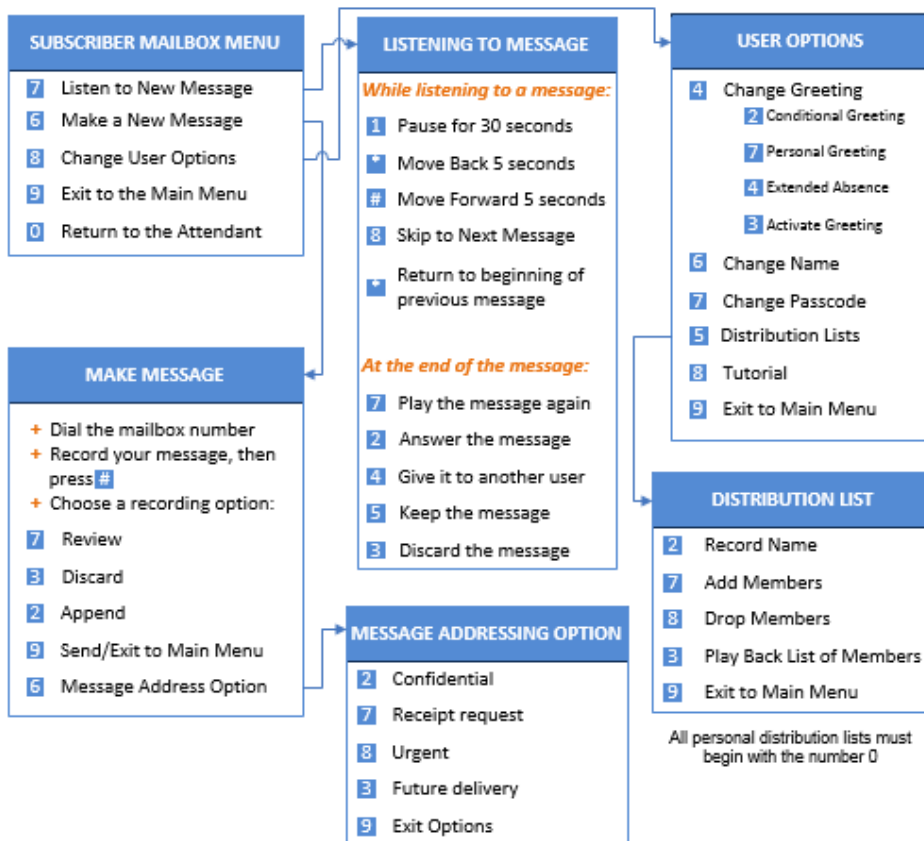**You can undelete a message by pressing ✱ immediately after deleting the message. You will be unable to recover the deleted message after you disconnect the call**

SETTING UP YOUR MAILBOX
- + Press [⬜] the voicemail key
- + Enter temporary passcode 1111

The voicemail system tutorial will walk you through setting up your mailbox, i.e.:
- + Change passcode
- + Record personal greeting
- + Record name

ACCESSING YOUR MAILBOX
When the message waiting light is on
- + Lift the handset or press [⬜]
- + Press [⬜] the voicemail key
- + Enter passcode

When the message waiting light is off
- + Lift the handset or press [⬜]
- + Press [⬜] the voicemail key
- + Enter passcode

Outside of office
- + Dial your direct line or main number
- + When voicemail answers, press **✱**
- + Enter passcode

From another desk
- + Lift the handset or press [⬜]
- + Press [⬜] the voicemail key
- + Press **✱** when prompted for a passcode
- + Enter mailbox number then press **#**
- + When greeting starts, press **✱**
- + Enter passcode

RECORD PERSONAL GREETING
- + Access your mailbox
- + Press **8** for User Options
- + Press **4** to change your greeting
- + Press **7** to record your greeting
- + Record your greeting then press **#**
- + Press **9** to save your greeting

When you hear "Greeting Saved" your active greeting is confirmed.

WHILE LISTENING TO A MESSAGE
- + Press **1** to pause for 30 seconds
- + Press **✱** to move back 5 seconds
- + Press **#** to move forward 5 seconds
- + Press **8** to skip to the next message

FORWARD A COPY OF A MESSAGE TO ANOTHER MAILBOX
After listening to a message
- + Press **4** to give the message
- + Enter mailbox number to give the message to
- + Press **#** to record a greeting that will be sent with the message
- + Press **9** to send the recording and exit to the main menu.

SAMPLE GREETING
Hello, you have reached the voice mailbox for _____. I'm not available to take your call, please leave your name, number and a brief message. I'll return your call as soon as possible.

SHORTCUTS
While listening to a message
- **✱** - Rewinds in 5 sec increments
- **#** - Fast forward in 5 sec increments
- **1** - Pause
- **7** - Resume
- **8 #** - Skip to the next message
- **8 ✱** - Skip back to the previous message
- **8 4** - Replay the time stamp
- **1** - Skips personal greeting to begin recording immediately
- **9** - Send the recording