Voice Mail Basics

Logging Into Voice Mail
- Dial 234 (internal)
or call 610 892 1234 (external).
- Enter your extension + the “#” sign.
  
  *Shortcut: If you are at your desk, just press the # sign.
- Enter your password + “#”.

  **NOTE:** The first time you log in there is no default password. You will just press “#”.

- Follow the prompts and record your name.
- Follow the prompts and enter a new password. *Listen for minimum password length. (6 digits)*
- See Record Greeting below.

Recording Your Greeting You can pre-record 1 primary greeting and up to 8 alternate greetings. After logging into voice mail:
- Press 3 (Administer greeting)
- Press 1 (Create/change a greeting)
- Press 1 (Greeting number)
- Record your greeting.
- Press 1 ( Stops your recording and allows you to edit your greeting.)
- Press 2,3 (Listen to greeting you recorded)
- Press 2,1 (Re-record greeting)
- Press # to approve greeting.
- Press 1 to use this greeting for all calls.

  **Note:** Additional greetings can now be recorded.

Activate a Different Greeting
After logging into voice mail:
- Press 3 (Administer greeting)
- Press 3 (Activate greeting)
- Enter desired greeting number.

Retrieve Your Messages
After logging into voice mail:
- Press 2 (Getting messages)
- Press 0 (To listen to message)

  **NOTE:** While listening to your message, you have helpful Play-Back Controls. *See Play-Back Controls.*

Send Messages Record and Send a Memo
- After logging into voice mail:
- Press 1 (Record message)
- Press 1 (Stop recording)
- Press # (To approve message)
- Enter extensions + # for each addressee
- Press # (To finish addressing).
- Press # (To mail immediately or 0 for mailing options)

Transfer a Caller Directly to Voice Mail
- Press Transfer button.
- Dial extension number.
- Press Transfer button immediately. *Caller will hear greeting.*

Sample Greeting
Hello, this is <your name>. I’m either on the phone or away from my desk. Please leave a detailed message and I will return your call. <If you need immediate assistance, you may press 0 at any time.> Thank you.

Activity Menu

### Play-Back Controls

- **1** (Rewind) ABC DEF
- **2** (Play/Pause)
- **3** (Fast Forward)
- **4** (Louder) GFH
- **5** (Backup) JKL
- **6** (Advance)
- **7** (Softer) PRS
- **8** (Slower) TUV
- **9** (Faster)
- **#** (Listen/Replay)
- **0** (Skip)

Press 3 to pause and 3 again to continue.