# Voicemail Pro

## Initial Mailbox Setup

<table>
<thead>
<tr>
<th>Description:</th>
<th>Action:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Calling Voicemail:</strong></td>
<td>1. From your desk, <strong>Dial *17.</strong>&lt;br&gt;2. From outside of the office call <strong>607-758-4140.</strong></td>
</tr>
<tr>
<td><strong>Log In:</strong></td>
<td>1. Dial your extension, followed by the # sign.&lt;br&gt;2. Dial # when prompted for your password.</td>
</tr>
<tr>
<td><strong>Password:</strong></td>
<td>1. When prompted, dial your new password, followed by the # sign.&lt;br&gt;   o Passwords can be 4 to 15 digits in length.&lt;br&gt;2. When prompted, reenter your new password, followed by the # sign.</td>
</tr>
<tr>
<td><strong>Record Name:</strong></td>
<td>1. Press 1.&lt;br&gt;   o Record your first and last name at the tone.&lt;br&gt;2. Press 1 when finished.&lt;br&gt;   o You will hear your recording.&lt;br&gt;   o Press 1 to rerecord.&lt;br&gt;   o Press # to approve.</td>
</tr>
<tr>
<td><strong>Record Greeting:</strong></td>
<td>1. Press 3 to administer greeting.&lt;br&gt;2. Press 1 to record a greeting.&lt;br&gt;3. Press 1 to indicate greeting 1.&lt;br&gt;   o Speak your greeting at the tone.&lt;br&gt;4. Press 1 to stop recording.&lt;br&gt;   o To review Press 23.&lt;br&gt;   o To delete Press *D.&lt;br&gt;5. Press # to approve.&lt;br&gt;6. Press 1 to activate the greeting for all calls.</td>
</tr>
</tbody>
</table>

To ensure the security of your messages and the system, do not use a password that uses:
- Ascending or descending digits.
- The same digit.
- Your extension number.
Voicemail Pro
Visual Voicemail

To listen to a message using Visual Voicemail:
1. Press the Message button.
2. Enter your password.
3. You will see Listen...
   - On the Listen line it will indicate different message categories. The categories are as follows:

```
3 / 2 / 7
New  Old  Saved
```
4. Press the Select button.
5. Use the Navigation Arrows to highlight the category of message that you would like to listen to, and Press the OK button.
   - You will see the date and time the message was left in the display screen.
6. Press the Listen softkey button.
   - The message will begin to play through the speakerphone.
7. You can press any of the following softkey buttons while listening or at the end of the message. You will need to Press the More softkey to see all options:
   - Pause / Listen: Press the Pause softkey to pause the message at the current location. Press the Listen softkey to continue with the message.
   - Back: Returns you to previous screen on the phone.
   - Delete: Deletes the message from your voicemail box.
   - Save: Saves the message in your voicemail box.
   - Copy: Allows you to forward the message to another extension with or without your own message.
   - Call: Allows you to call the sender back.
8. When finished, Press the Back softkey button.

To forward a message to another extension:
1. Press the Message button.
2. You will see Listen.
3. Press Select.
4. Use the Navigation Arrows to highlight the category where the message is located.
5. Press Select when you get to the category of the message you want to forward.
6. Press the More softkey button.
7. Press the Copy softkey button.
   - A new screen will appear.
   - You can Press the Record button to record your own message to send with the copy.
8. Press the Send to softkey button.
9. Enter in the extension of the party you would like to forward the message to.
10. Press the Done softkey button.
11. If you would like to add additional party’s to forward the message to repeat steps 9 and 10.
12. When you are finished entering in extension to forward to, Press the Send softkey button.
   - The message has been forwarded to the designated extensions.

To record and send a message to another extension:
1. Press the Message button.
2. You will see Listen.
3. Use the Navigation Arrows down to see Message..., and Press the OK button.
4. Enter in the extension number you would like to send the message to.
5. When the name of the party you would like to send the message to, appears in the display area, Press the Message softkey button.
6. When you are ready to record your message, Press the button next to Record.
   - DON’T wait for a beep. Begin speaking as soon as you press Record.
7. When finished, Press the button next to Stop.
8. Do one of the following:
   - Press Record to add to the message.
   - Press Listen to hear your message back.
   - Press Send to to add other extension numbers to send the message to.
9. Press the Submit button to send the message.
   - Your message has been sent to the designated extensions.

To record a greeting using Visual Voicemail:
1. Press the Message button.
2. Using the down Navigation Arrow to see Greeting..., and Press the OK button.
3. Press the Record softkey button to begin recording your new greeting.
   - DON’T wait for a beep. Begin speaking as soon as you press Record.
4. When finished recording, Press the Stop softkey button.
5. To listen to your greeting, Press the Listen softkey button.
   - If you would like to rerecord your greeting, Press the Record softkey button again.
6. When you are satisfied with your greeting, Press the Submit softkey button.
   - Your new greeting will now be played to all callers leaving a message.

When finished in Visual Voicemail, Press the Phone/Exit button (©).