Voicemail Pro
Initial Mailbox Setup

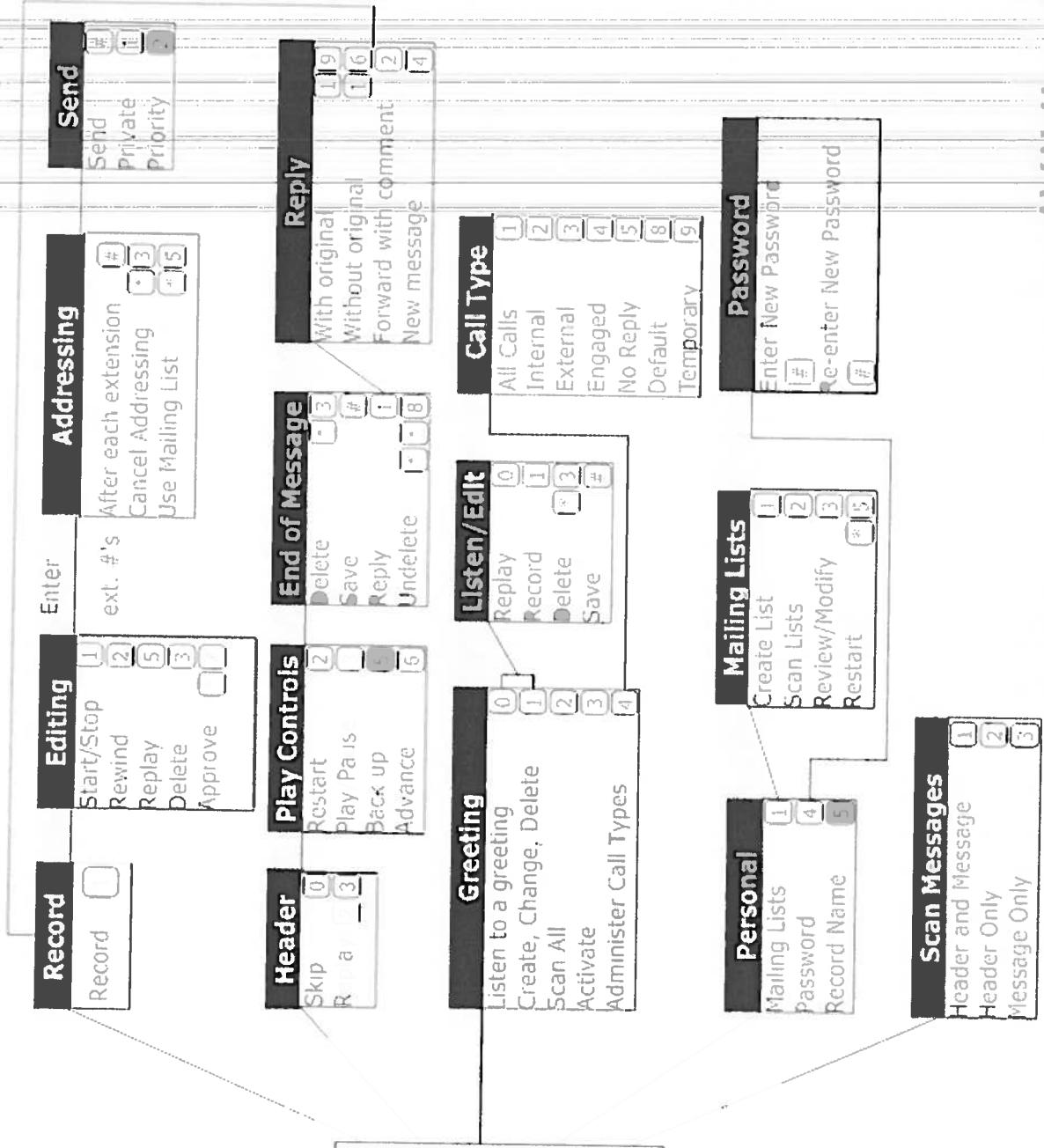|	Description:	Action:
Calling Voicemail:	❖ Dialing into Voicemail.	1. From your desk, **Dial *17**. 2. From outside of the office call **607-758-4140**.
Log In:	❖ Logging into Voicemail. ❖ You will need to put in your extension number followed by the # sign. ❖ You will be asked to put in your password as well, followed by the # sign.	1. Dial your extension, followed by the # sign. 2. Dial # when prompted for your password.

Password:	❖ To ensure the security of your messages and the system, do not use a password that uses:
	  o Ascending or descending digits.
	  o The same digit.
	  o Your extension number.
		1. When prompted, dial your new password, followed by the # sign.
		  o Passwords can be 4 to 15 digits in length.
		2. When prompted, reenter your new password, followed by the # sign.

Record Name:	❖ Other subscribers who address mail to you either by extension or name will hear your name as confirmation that they have addressed their mail correctly.	1. Press **1**.
		  o Record your first and last name at the tone.
		2. Press 1 when finished.
		  o You will hear your recording.
		  o Press 1 to rerecord.
		  o Press # to approve.

Record Greeting:	❖ The system sends a call to your mailbox if you are unable to answer it.
	❖ The caller will hear your greeting.
		1. Press 3 to administer greeting.
		2. Press 1 to record a greeting.
		3. Press 1 to indicate greeting 1.
		  o Speak your greeting at the tone.
		4. Press 1 to stop recording.
		  o To review Press **23**.
		  o To delete Press ***D**.
		5. Press # to approve.
		6. Press 1 to activate the greeting for all calls.

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LOG IN
- Dial into your voicemail system
- Enter in your extension number followed by the # sign.
- Enter in your password followed by the # sign.
- You are now logged in to voicemail.

ACTIVITY MENU
1. Record and Send Messages
2. Get Messages
3. Greetings
5. Personal Settings
7. Scan Messages Quickly

Basic Commands
* 4 Help
* 7 Return to Activity Menu
* 8 Transfer
* 9 Exit Voicemail

Record
Record

Editing
Start/Stop	1
Rewind	2
Replay	5
Delete	3
Approve	#

Enter ext. #'s

Addressing
After each extension	#
Cancel Addressing	*3
Use Mailing List	*5

Send
Send	#
Private	1
Priority	2

Header
Skip	0
Read	3

Play Controls
Restart	2
Play Pause	#
Back up	5
Advance	6

End of Message
Delete	*3
Save	#
Reply	1
Undelete	**8

Reply
With original	19
Without original	16
Forward with comment	2
New message	4

Greeting
Listen to a greeting	0
Create, Change, Delete	1
Scan All	2
Activate	3
Administer Call Types	4

Listen/Edit
Replay	0
Record	1
Delete	*3
Save	#

Call Type
All Calls	1
Internal	2
External	3
Engaged	4
No Reply	5
Default	8
Temporary	9

Personal
Mailing Lists	1
Password	4
Record Name	5

Mailing Lists
Create List	1
Scan Lists	2
Review/Modify	3
Restart	*5

Password
Enter New Password #
Re-enter New Password #

Scan Messages
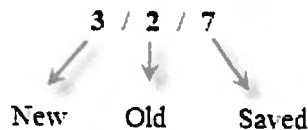|	
Header and Message	1
Header Only	2
Message Only	3

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.
    - o 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**.
   - o *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:
   - o Press **Record** to add to the message.
   - o Press **Listen** to hear your message back.
   - o Press **Send to** to add other extension numbers to send the message to.
9. Press the **Submit** button to send the message.
   - o 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.
   - o *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.
   - o 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.
   - o Your new greeting will now be played to all callers leaving a message.

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