

## TO SETUP YOUR MAILBOX FOR THE FIRST TIME

1. Press the **Voice Mail** key
2. When the Voicemail answers, press **\***
3. Enter your mailbox number (your extension number)
4. When asked for your password, enter your mailbox number as the default password, and press **#**
5. *Change your passcode:*
  - Enter your new passcode
  - Press **#** to accept
6. *Record your name in the directory:*
  - After the tone, record your first and last name and press **#**
  - Your options are: Press **1** to Replay, **2** to Append, or **3** to Re-record
  - Press **#** to accept
7. *Listen through the introduction, then record your personal greeting:*
  - Press **4** for Personal Options
  - Press **1** to Change Your Personal Greeting
  - Press **1** for your Primary Greeting
  - After the tone, record your voicemail greeting
  - Press **#** when finished
  - Your options are: Press **1** to Replay, **2** to Append, or **3** to Re-record.
  - Press **#** to save your greeting
8. *When you hear the voicemail say "Greeting Saved" you can hang up. Your new mailbox is set up!*

## SAMPLE GREETING

"Hello, this is \_\_\_\_\_ with (business name). Please leave your number and message and I will return your call as soon as possible. Thank you for calling."

### Optional adds to your greeting:

*"To reach the receptionist, dial zero now."*

*Add today's date and re-record your greeting every day,*


## TO ACCESS VOICEMAIL FROM YOUR EXTENSION

1. Pick up your handset or press the speaker phone button
2. Press the flashing **MSG** button
3. When Voicemail answers, enter your password and press **#**

## TO ACCESS VOICEMAIL FROM ANOTHER EXTENSION OR A SHARED PHONE

1. Press the **Voice Mail** key
2. When the Voicemail answers press **\***
3. Enter your mailbox number
4. Enter your password and press **#**

## TO ACCESS VOICEMAIL FROM OUTSIDE THE OFFICE

1. Dial the **Main number**
  - If answered, ask to be transferred to Voicemail 
2. When voicemail answers, press **9**
3. Enter your mailbox number
4. Enter your password and press **#**

1. Press the Voice Mail
2. Enter the mailbox number of the person you are trying to reach

# VOICE MAIL FLOW CHART

**NOTE:** At any menu level, you can press **\*** to cancel or return to the previous menu or press **#** to accept.

