

Logging In

Logging in means accessing your mailbox in the Voice Messaging system so that you can play your messages and use all the other Voice Messaging features. You can log in from any touch tone phone.

To log in from your own phone:

1. Dial the Voice Messaging access number. (You may be able to access Voice Messaging by pressing the message key on your phone.)
2. Press
3. Enter your password, then press

You hear a prompt asking you to enter your mailbox number.

“Password?”

You see dashes instead of your password. Then you hear the mailbox summary.

To log in from another phone:

When you are away from your own phone, you can access your mailbox from any other touch tone phone.

1. Dial the Voice Messaging access number (7500).
2. Enter your mailbox number, then press
3. Enter your password, then press

You hear a prompt asking you to enter your mailbox number.

“Password?”

You see dashes instead of your password. Then you hear the mailbox summary.

Recording External, Internal, and Temporary

Callers from outside your organization hear your external greeting; callers within your organization hear your internal greeting. All callers hear your temporary absence greeting if you record one.

To record your greeting:

1. While logged into Voice Messaging, press 8 2
2. Press 1 for external greeting, or 3 for temporary greeting.

If you want to hear the current greeting, press 2.

3. Press 5 to record. Wait for the tone before you start to speak.
4. Press # to end the recording.
5. When you have finished recording, you can play the greeting, rerecord it, delete it, set the expiry date for a temporary greeting, or exit.

- ❖ To play the greeting you recorded, press 2.
- ❖ To rerecord the greeting, press 5 while at the beginning of the greeting. Record the new greeting and press # to end the recording.
- ❖ To delete one of your greetings, press 7 6 at the greeting. (You cannot delete the standard system greeting.)

“For your external greeting, press 1. For your internal greeting, press 2. For your temporary greeting, press 3.”

The current greeting plays.

Recording begins.

“Recording stopped.”

“To replay the greeting, press 2. To rerecord it, press 5. To set the expiry date, press 9. To exit, press 4.” (Expiry date is for temporary greetings only.)

The new greeting plays.

The new recording will erase the old one from the place where you started to rerecord.

If you delete your external greeting, your callers hear the standard system greeting. If you delete your internal greeting, your callers hear the external greeting or the system greeting. If you delete your temporary greeting, callers hear the external, internal, or system greeting.

Playing Your Messages

Your phone may have a message-waiting light to indicate new messages, or you may hear a special dial tone when you pick up the handset. When you play your messages, new messages play first, followed by previously play messages.

To play your messages:

1. After logging in, listen to the mailbox summary.
The mailbox summary tells you how many new messages you have, and if any of them are urgent.
 2. The first message envelope plays automatically. (If you have the auto play feature, your messages will play automatically.)
You hear the message envelope, with the sender's name and the date and time of the message. If you are in a hurry, you can skip the message envelope and play the message immediately by pressing 2.
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- ❖ To play the message, press 2. *The message plays.*
 - ❖ To skip back, press 1. *The message 5 seconds earlier plays.*
 - ❖ To skip forward, press 3. *The message 5 seconds later plays.*
 - ❖ To pause, press #; to continue, press 2. *Message playback stops.*
 - ❖ To go to the next message, press 6. *Message playback resumes.*
 - ❖ To go to the previous message, press 4. *The next message plays.*
 - ❖ To go to a specific message, press 8 6, (message number), and #. *The previous message plays.*
 - ❖ To delete a message, press 7 6 while playing the message or its envelope. You can restore a deleted message (within the current session only) by pressing 7 6 again. *The specified message plays.*
 - ❖ To play the message envelope, press 7 2. *"Message deleted."*
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- ❖ *"Message restored."*
 - ❖ *The message envelope plays.*

To Empty Your Mailbox

1. Press 7 6 to delete each message while playing the message or its envelope.
2. Press 8 1 to empty your mailbox if you wish to log in again without hanging up.

Deleted messages are removed when you press 81 or hang up.

Your played messages may be automatically deleted on a schedule set by your Voice Messaging system. Ask your system administrator about backing up and restoring messages.

Replying To Messages

You can record a reply to a message sender, and send your reply to all the other recipients of the message, if they are known to Voice Messaging.

To reply to the sender:

1. After listening to the message, press 7 1 to reply to the sender. *“Reply to (sender’s mailbox number or name).” Voice Messaging automatically addresses your reply to the sender.*
2. When you are ready, press 5 to record your reply. Wait for the tone, then begin recording. *Recording begins.*
3. When you have finished recording, press #. *“Recording stopped.”*

To edit or tag your reply, see “Checking and editing you messages” on page 18, and “Tagging messages” on page 20.
4. To send the message, press 7 8. *“Message sent.”*

Calling the Sender

After listening to a message, you can automatically place a call to the sender of the message, if the sender is known to Voice Messaging.

To call the sender:

1. After listening to the message, press 9 to call the sender.
2. Speak to the sender or leave a message.
3. When you have finished your call, hang up.

“Calling (sender’s extension number or name).”

Forwarding Messages

You can forward a message to another mailbox, to a distribution list, or to a person with no voice mail (a nonuser). You can also record an introduction to the original message.

To forward a message:

1. After hearing the message, press 7 3 to forward.
2. Enter the mailbox number, phone number, or distribution list to which you want to forward the message, then press #. Repeat this step for any other mailbox numbers, phone numbers, or distribution lists. End by pressing #.
3. To record an introduction, press 5, wait for the tone, then speak. End the recording by pressing #.

To edit or tag your reply, see “Checking and editing your messages” on page 18, and “Tagging messages” on page 20.

4. To send the message, press 7 9.

“Forwarding message (number). Enter a list of mailboxes.”

“(Name of mailbox/list number.)”

Recording begins.

“Recording stopped.”

“Message sent.”