



Using Voice Mail:

The presence of new voice mail messages is indicated in the following ways:

- Flashing **Message Waiting Indicator LED** on the front of the phone.
- A Visual notification will appear on the graphic display next to line (this indicator is only present for the primary line).
- A shutter dial tone will sound in place of a normal dial tone.

Retrieve Voice Mail Messages

Voicemail messages can be accessed from 2 main locations:

- Directly from the phone itself.
- From a remote location via a separate phone number.

Use one of the following methods to retrieve voice mail messages directly from your phone:

- Press the **Messages** button and then the **Connect** soft key or
- Lift the handset and press *1.

To retrieve voice mail messages from a remote location perform the following steps:

1. Dial the appropriate number assigned to your Voicemail login.
2. Once you hear the prompt, enter in your mailbox number. Your mailbox number is your extension.
3. You will then be asked to enter in your mailbox password/PIN.
4. Once in the voice mail main menu you can then change your various mailbox options such as voice mail password/PIN # and record greetings.

Change Voice Mail Password/PIN

To change your voice mail password/PIN perform the following steps:

1. Log into your voice mailbox.
2. Press **0** for Mail Box Options.
3. Press **5** to change password.

Voice Mail Greetings

There are 3 main types of greetings:

1. **Unavailable** – This greeting is considered your main greeting and is what callers will hear when they are placed in your voice mail box. When active this greeting takes priority over all others.
2. **Busy** – This greeting is heard by callers when you are currently on the phone or your Do Not Disturb button is on.
3. **Temporary** – This is also referred to as the out of office or vacation greeting. When active it takes priority over all other greetings. When you record your temporary greeting you need not remove your Unavailable greeting, it will become the primary greeting once the temporary is removed.

Record Voice Mail Greetings:

To record your various voice mail greetings, perform the following steps:

1. Log into your voice mailbox
2. Press **0** for Mail Box Options.
3. Press the appropriate button to record your greeting:
 - Press **1** to record Unavailable Message
 - Press **2** to record Busy Message
 - Press **3** to record Your Name
 - Press **4** to record Your Temporary Greeting

Delete Temporary Greeting

To delete your temporary greeting, perform the following steps:

1. Log into your voice mailbox
2. Press **0** for Mail Box Options
3. Press **4** for the temporary greeting
4. Press **2** to delete the temporary greeting.