Voicemail

User Guide

USING THE VOICEMAIL SYSTEM

When you have one or more unheard voice messages waiting, your phone will display a red light on the top of the phone (depending on your phone model, it may be solid or blinking). The voicemail system is menu driven. Listen to the voice prompts and then press the keys on your phone to select the desired option.

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SETTING UP YOUR VOICEMAIL

The first time you access your voicemail box you will be asked to set up your mailbox, create new PIN and record your name and a greeting to be played by callers.

From your desk phone or your Max UC application (desktop or mobile app):

- Press the Messages button or dial *98
- The first time you dial into your mailbox, you will need to create your PIN. Follow the prompts to do so.
- Continue to follow the prompts to record your name and greeting

ACCESSING YOUR MESSAGES

From your desk phone:

- press the Messages button or dial *98
- Enter your voicemail PIN, press '#'
- Follow the prompts to listen to your messages (see the chart below for options)

From another phone:

- Dial your 10-digit phone number
- When the Voicemail system answers, press the '*' key
- Enter your voicemail PIN, press '#'
- Follow the prompts to listen to your messages (see the chart below for options)
<div align="center">**OR**</div>
- Dial **224-233-6245**, when prompted, enter your 10-digit phone number and press "#'
- Enter your voicemail PIN, press '#'
- Follow the prompts to listen to your messages (see the chart below for options)
<div align="center">**OR**</div>
- If your company is using an Auto Attendant*, dial the main number
- When the Auto Attendant answers, dial your extension
- When you hear your voicemail message, press '*'.
- Enter your voicemail PIN, press '#'
- Follow the prompts to listen to your messages (see the chart below for options)
  *(*This must be an Enhanced Auto Attendant with the functionality made available – please check with your Admin regarding availability if you are not sure)*

  NOTE: You can also retrieve your messages from the CommPortal, UC Max, or from your email if that option has been elected.

VOICEMAIL MAIN MENU

ACTION	KEY
Play Inbox Messages	1
Send Messages	2
Work with Greetings	3
Mail Box Settings	4
Access Deleted Messages	6
Log on as a different user	7
Help	0
Exit Voicemail System	*

CHANGING YOUR VOICEMAIL PASSWORD

· From the Voicemail Main Menu, press 4 to change your settings.
· Press 3 for security options.
· Press 1 to change the pin.

NOTE: You can also reset the password by logging into the User CommPortal

RECORDING YOUR PERSONAL GREETING (Using Voicemail Main Menu Keys)

· From the Voicemail Main Menu, press 3 (Work with Greetings).
· To set up a personal greeting, press 1.
· To set up a system generated greeting, or to change the recording of your name press 3.
· To change the greeting that callers hear when you are busy, press 5.
· If you do not record a personal greeting, a generic greeting will be played.

MESSAGE PLAYBACK OPTIONS

ACTION	Before Message	During Message	After Message
Skip Message	9	N/A	N/A
Reply to Message	4	4	4
Delete	3	3	3
Mark as New	2	2	2
Send a Copy	5	5	5
Repeat Message	1	1	1
Pause/Resume	8	8	8
Back to Menu	*	*	*
Next Message	#	#	#

Message Playback Options are available once you are in your messages (After pressing 1 from the Main Menu). Options may be available before the message begins, while it's playing or after the message has ended. A couple of the options are written out below.

FORWARDING A MESSAGE

While listening to messages, you can send a copy of the message, or forward the message, to another recipient.

· To Forward the current message, press 5.
· Enter an extension number or Distribution Group Number. Repeat this step until you've entered all the desired destinations. Press # when finished entering destinations.
· You will be prompted to record an introduction. After the tone, record your introductory message and press # when finished. Press # again to send.
· Press 1 for delivery options.

REPLYING TO A MESSAGE – DIALING THE ORIGINATOR

- While listening to a message, you can call the person back by pressing 4 and selecting option 1.
- This capability will not work if the voicemail system was not able to identify the Caller ID information when the original voicemail was received or if your phone is configured with call restrictions which prevent you from calling the originator's number.

## SETTING UP YOUR VOICEMAIL TO EMAIL

- Open CommPortal and click on **Message Settings**
- Check the **Forward message as emails** box
- Click on **Add an email address.** Enter the email address where the voicemails should be forwarded, then click **Add**
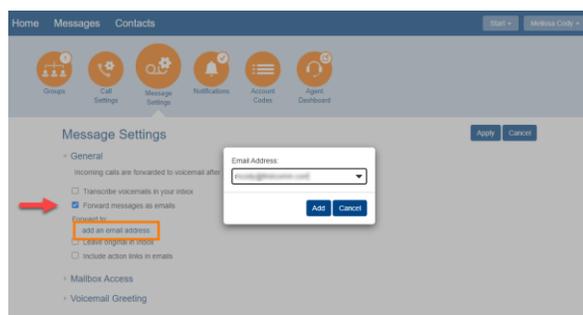
- To leave the original voicemail in your voice mailbox, as well as send to email, check the **Leave original in inbox** box
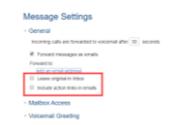
- To include actions normally handled by your voicemail system, such as deleting the message or marking it as unread, check the 'include action links in emails'. (see below)
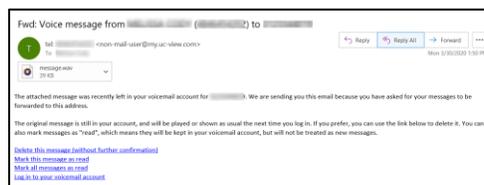
Voicemail transcriptions and live screening are also available features but are not included in the standard packages. Please see your sales rep or admin to inquire about these features.

MORE QUESTIONS?

If you have any additional questions about setting up voicemail call us at **800-860-2934** or email **businesscare@firstcomm.com**.