**ACCESSING YOUR VOICEMAIL BOX**

How to access (log on to) your voicemail from your extension:
1. Lift the handset (or press the **SPK** key)
2. Press the **MSG** key
3. Enter your security code when requested (default code is 456783)

How to access (log on to) your voicemail from another extension in the office:
1. From any extension, lift the handset
2. Dial **500**
3. Enter your extension number when requested
4. Enter your security code when requested (default code is 456783)

How to access (log on to) your voicemail from outside the office:
1. Call your main line or backdoor line
2. If the voicemail answers, press # and enter your three-digit extension number
   --or--
2. If a live attendant answers, have them press **HOLD** and dial **500** and hang up;
   when you hear the main menu, press # and enter your three-digit extension number
3. Enter your security code when requested (default code is 456783)

**LISTENING TO VOICEMAIL MESSAGES**

How to listen to your messages:
1. Access (log on to) your mailbox
2. Press **L** to Listen to the first message
3. When done, press **E** to Erase the first message, then **L** to Listen to the
   second message
   --or--
3. Press **L** to Listen to the next message (the first message will automatically be
   saved)
4. Etc.
How to listen to new messages only:
1. Access (log on to) your mailbox
2. Press 1 N
4. Press L to listen to messages, etc.

Forward a message in your mailbox to another mailbox:
1. While listening to a message, dial MF for Message Forward
2. Record a comment at the tone and press # when done, or simply press #
3. Enter the mailbox to send the message to, press # when done

How to back up while listening to a message:
1. While listening to a message, dial B to back up 5 seconds or BB to go back to the beginning

How to go ahead five seconds while listening to a message:
1. While listening to a message, dial G to go ahead 5 seconds

How to listen to the previous message:
1. Dial RL to Reverse Listening order

How to hear the time and date a message was left:
1. While listening to a message, dial TI for Time

How to have the voicemail automatically give the time and date of your messages:
1. Access (log on to) your mailbox
2. Dial OP for mailbox Options
3. Dial AT for Auto-Time stamp
4. Dial O to turn On

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**TRANSFERRING CALLS TO VOICEMAIL**

How to transfer an outside caller to a co-worker’s voicemail:
1. While on call, press HOLD
2. Press the MSG key
3. Press the person’s HOTLINE key
   --or--
3. Dial the person’s three-digit extension number
4. Hang up

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**LEAVING MESSAGES FOR CO-WORKERS**

How to leave a message for a co-worker:
1. Lift the handset and press CALL 1 and the person’s three-digit extension number
1. Lift handset and press the person’s HOTLINE key
2. Press the MSG key
3. The person’s greeting will play after one to two rings; leave message at tone

OR

1. Access (log on to) your mailbox
2. Dial RS to Record and Send
3. Begin recording at the tone, press # when done recording
4. Enter mailbox number (up to 10)
5. Press #
6. Wait for prompt “The message has been sent”, then hang up.

CUSTOMIZING YOUR VOICEMAIL BOX

How to record your greeting in your mailbox:
Note: Your voicemail box has three greetings. Only one greeting can be active at any given time. By default, greeting number one is active. The instructions below allow you to record greeting number one. To record one of the other greetings, follow the prompts to first activate that other greeting and then record it.

1. Access (log on to) your mailbox
2. Dial G for Greeting
3. Dial R to Record, press # when done recording
4. (Optional) Dial L to Listen, press # when done listening

Note: Once your greeting has been recorded the voicemail prompts you to turn on “auto-attendant do not disturb”. When this feature is turned on, a caller dialing your extension number from the auto-attendant will not ring your phone – instead, the caller will immediately hear your greeting and leave a message. For normal operation, leave “auto-attendant do not disturb” turned off.

How to record your name in your mailbox:

1. Access (log on to) your mailbox
2. Dial RN to Record Name
3. Press R to Record
4. Begin recording at tone, press # when done recording
5. (Optional) Dial L to Listen, press # when done listening

How to change your security code:

1. Access (log on to) your mailbox
2. Dial OP for mailbox Options
3. Dial S for Security code
4. Enter new code, press # when done
5. Listen to prompts: if Correct press C; if Incorrect press I and follow prompts