VOICEMAIL PRO / VISUAL VOICE
INTUITY AUDIX PROMPTS

SETTING UP YOUR VOICEMAIL

If you are using Visual Voice, you cannot initialize your voicemail by pressing the Message button. Follow prompts below before using the Visual Voice feature.

The First Time You Log In:
2. Dial your extension number followed by #. Note if you are calling from your own extension, just press the # when the system requests your extension.
3. You will be asked for your password. This is set by default to #.
4. You will be asked to enter a new password of 4 digits or more. Note: Your password cannot be consecutive numbers, a single repetitive number or the same as your extension.
5. You will then be prompted to record your first and last name.
6. Press 1 and record your name after the tone.
7. Press 1 to stop recording.
8. To record again, press 1 or # to approve.
9. You will now be at the Activity Menu. If you have any messages left for you, the system will inform you at this time. You may listen to your messages and/or continue to Administer Greetings if you want to record a personal greeting.

RECORD PERSONAL GREETING (Traditional Voicemail)
1. Press your Message Button or dial *17.
2. Once you have logged into your mailbox, press 3 from the Activity Menu. NOTE: Do not press 1 for Record Messages as this feature is for sending a message to another subscriber.
3. Press 1 to record or re-record your greeting.
4. Enter greeting number (1 through 9).
5. Speak your greeting after the tone.
To pause your greeting from recording, press 1.
• To continue to record your greeting from where you left off, press 1.
• To play back your greeting once you finish, press 0.
• To delete the entire greeting and start over, press *3 and return to recording your greeting.

6. To approve your greeting, press #.
7. Press 1 to use this greeting for All Calls.

To Activate one of your Greetings at a Later Time
If you have recorded multiple greetings, use the steps below to activate one of those greetings. Note: This is not possible with Visual Voice.

1. Dial *17 from inside the office.
2. Enter your extension number followed by #, then enter your password followed by #.
3. Press 3, Administer Greetings, from the Activity Menu
4. Press 3 for the Activation option.
5. Enter the greeting number you wish to activate (1-9)
6. Press #.

RECORD PERSONAL GREETING WITH VISUAL VOICE:
You can record a greeting for all calls from Visual Voice.

1. Press your Message button.
2. If prompted, enter your Passcode and press Done.
3. Use ▼ to select Greeting.
4. Select Record and record greeting at the tone.
5. Press Listen to listen to greeting or
6. Press More, then Submit for greeting to be active.
# Voicemail Pro

## Initial Mailbox Setup

<table>
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<th>Description:</th>
<th>Action:</th>
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| **Calling Voicemail:** | - Dialing into Voicemail.  
  1. From your desk, **Press the Message Button.**  
  2. From outside of the office call your direct number, listen to your greeting and once you hear the tone to leave a voicemail; press #, then *7, then enter your 4-digit extension number.  
  3. It will ask you for your access code, **dial your password.** |
| **Log In:** | - Logging into Voicemail.  
  - You will need to put in your extension number followed by the # sign.  
  - You will be asked to put in your password as well, followed by the # sign.  
  1. Dial your extension, followed by the # sign.  
  2. Dial # when prompted for your password. |
| **Password:** | - To ensure the security of your messages and the system, do not use a password that uses:  
  - Ascending or descending digits.  
  - The same digit.  
  - Your extension number.  
  1. When prompted, dial your new password, followed by the # sign.  
  - Passwords can be 4 to 15 digits in length.  
  2. When prompted, reenter your new password, followed by the # sign. |
| **Record Name:** | - Other subscribers who address mail to you either by extension or name will hear your name as confirmation that they have addressed their mail correctly.  
  1. Press 1.  
  - Record your first and last name at the tone.  
  2. Press 1 when finished.  
  - You will hear your recording.  
  - Press 1 to rerecord.  
  - Press # to approve. |
| **Record Greeting:** | - The system sends a call to your mailbox if you are unable to answer it.  
  - The caller will hear your greeting.  
  1. Press 3 to administer greeting.  
  2. Press 1 to record a greeting.  
  3. Press 1 to indicate greeting 1.  
  4. Press 1 to stop recording.  
  - To review Press 23.  
  - To delete Press *D.  
  5. Press # to approve.  
  6. Press 1 to activate the greeting for all calls. |
| **Retrieve Your Messages:** | Listen to messages callers leave from you by Pressing Option 2 from the Main Menu. | 1. Press 2 (Getting messages)  
2. Press 0 (To listen to message)  
**Note:** While listening to your message you have the following useful options:  
o Press 5 (To back up in 4 second increments.)  
o Press 3 (To pause the message while you take notes.)  
o Press 2,3 (To hear the date and time stamp again.)  
o Press # (To skip to the next message.)  
3. Press 1 (To respond to an internal extension’s message.)  
4. Press *D (To delete message) |
| **Forwarding Messages** | This option enables you to forward a message you’ve received in your mailbox to another voicemail subscriber. | 1. Press 12 after hearing message or while message is playing  
2. Record memo (you must record a memo)  
3. Press # to approve memo  
4. Enter extension number to send to followed by # sign (you may enter additional extensions followed by #)  
5. Press # when done entering extensions  
6. Press # to send the message  
7. You will then be asked to delete (*3) or save (#) message |
| **Change Your Password:** | You may want to change your password from time to time to keep your mailbox secure. | 1. Press 5 for personal options  
2. Press 4 to change password  
3. Enter new password followed by # sign  
4. Re-enter new password followed by # sign |
| **Rerecord Your Name:** | If you ever need to rerecord your name, follow these steps. | 1. Press 5 for personal options  
2. Press 5 to re-record name  
3. Press 1 after recording your name  
4. Press 23 to playback, 21 to re-record, or # to approve |
| **Create Mailing Lists:** | If you send messages to the same group of people, you may want to consider setting up a mailing list. | 1. Press 5  
2. Press 1 to administer Mailing Lists  
3. Press 1 to create list followed by # sign |