ADMINISTERING YOUR PERSONAL GREETING
*You may include the “dial 0” option in your greeting. This will transfer a caller to an employee who can assist them.
1. After logging in to your mailbox, press 3 to administer personal greetings
2. To create, change, or delete a greeting Press 1
   To listen to a recorded greeting Press 0
3. Enter greeting number (1-9)
4. At the tone, record your greeting. After recording greeting, press 1
5. To re-record your greeting Press 21
   To approve your greeting Press #
   To start recording where you left off Press 1
   To play your greeting back Press 23
6. Press 1 to activate your greeting
7. Press the # sign to return to the Activity Menu

SHORTCUT: If you would like to by-pass an internal user’s greeting and go directly to leaving a message, press 1 when you hear their greeting.

LISTENING TO MESSAGES
1. After logging in to your mailbox, press 2. The message header will play.
2. Press 0 to listen to the message

VOICEMAIL COMMANDS
♦ To respond to or forward a message Press 1
♦ To delete a message Press *3 (*D)
♦ To skip to the next message Press #

HIDDEN VOICEMAIL COMMANDS
♦ To undelete the last deleted message Press **8
♦ To rewind to the beginning of a message Press 0
♦ To rewind to the header information Press 23
♦ To rewind a message 5 seconds Press 5
♦ To advance a message 5 seconds Press 6
♦ To pause a message Press 3
♦ To un-pause a message Press 3
♦ To restart at Activity Menu Press *7
♦ To transfer to an internal extension Press *8

SENDING A RESPONSE TO AN INTERNAL MESSAGE
1. While listening to a message, press 1
2. Press 1 to reply to sender by voice mail
3. To attach original message, press 9 for Yes or 6 for No
4. Record your response
5. Press # sign when you are finished recording your response. Your response will be sent.

FORWARDING A MESSAGE TO AN INTERNAL USER
1. While listening to a message, press 1
2. Press 2 to forward message with start comment or 3 with end comment
3. Record your comment
4. Press # when you are finished recording your comment
5. Enter the extension and # sign. Repeat this step to forward message to multiple extensions
6. Press # when finished addressing
7. Press # to send the message
   Press 0 to select options (Press 1 to make the message Private, Press 2 to make the message Priority)
The first time you log in to your mailbox, you will need to enter a default password. Press 2580# for your first time password. You will then be prompted to create a new password as well as record your name.

LOGIN TO THE VOICE MAIL SYSTEM
1. Press the programmed Voice Mail button on your phone.
2. Enter your extension number, followed by #. If you are at your own phone logging into your mailbox, you can press # for your extension number.
3. Enter your password, followed by #. Your password for the first time login is 2580#.
4. First time log-in: The system will prompt you to enter a new password followed by the pound sign.
5. Enter your new password and #.
6. The system will prompt you to enter your new password a 2nd time.
7. Enter password again and your new password will be set.
8. First time log-in: The system will prompt you to record a name on your mailbox (this does not take the place of your personal greeting)
9. Press 1, say your name, and press 1 again
10. Press # to approve

LOGIN TO THE VOICE MAIL SYSTEM FROM AN EXTERNAL PHONE
1. Call a line that is answered by the voice mail system
2. While the greeting is playing, press * 7
3. Enter your extension number, followed by #
4. Enter your password, followed by #
5. Follow instructions under LISTENING TO MESSAGES section

*You can usually dial through a voice prompt to enter a command. However, you cannot dial through error messages or prompts that the system wants you to hear.

ACTIVITY MENU
♦ To Record Messages Press 1
♦ To Get Messages Press 2
♦ To Administer Personal Greetings Press 3

The Activity Menu does not instruct you to press 5 or 7. See HIDDEN ACTIVITY MENU PROMPTS Section.

HIDDEN ACTIVITY MENU PROMPTS
After logging in to your mailbox, press 5
♦ To administer mailing lists Press 1
♦ To change your mailbox password Press 4
♦ To record your name Press 5
♦ To specify whether a message can be addressed before it is recorded. Press 6
♦ To administer call answer service options Press 7

After logging in to your mailbox, press 7. Then,
♦ To listen to both message headers and messages Press 1
♦ To listen to headers only Press 2
♦ To listen to messages only Press 3