

Access your Mailbox by Phone

The following information is required:

- Phone number to call the voice messaging system (this may be different from inside and outside of the organization)
- Your mailbox number
- Your security code (password)

Many organizations allow you to access your mailbox directly from your office phone by pressing the “Message” button. When using this button, you are prompted for your password. If you don’t see this button on your phone, contact your system administrator to see if it is available.

Set up Your Mailbox for the First Time

The first time you access your mailbox, the system asks you a few questions to set up your mailbox.

1. Enter your initial default password.

If you do not have this, it can be obtained from your system administrator. Once you enter your default password you are prompted to change it for security purposes.

2. Record your first and last name.

This identifies your mailbox when you log in, as well as identifies your mailbox to other internal subscribers.

3. Record your personal greeting.

This is the greeting callers hear when directed to your mailbox. You can change your personal greeting at any time in the future, or set up a temporary (extended absence) greeting.

If your mailbox is enabled with voice commands, the first time you access your mailbox you also hear a short tutorial that guides you on using spoken commands to navigate your mailbox.

Once you have completed this set up process, the system notifies you there are any new messages in your mailbox.

To access the New User Setup at any time in the future, press 7 from the main system options menu.

Check New Messages

Most organizations have a message indicator light on office phones. By default the message indicator will light up when you have a new voice message, but some system administrators will also set it up to indicate when you have a new fax message.

To check new messages and access your voicemail box:

1. You will need the following information:
 - Phone number to call the voice messaging system (this may be different from inside and outside of the organization)
 - Your mailbox number
 - Your security code (password)
2. From the Subscriber's menu, press 1 to review new messages. The system will play any priority stamped messages first.

You can also receive a text message to your cell phone or pager when a new message arrives, or set up a "call-out" where the system will call any designated phone number (e.g. a cell phone or home phone) when a message has been left in your voicemail box.

Review saved messages

Saved messages are messages you have already heard and saved. A message is moved to your saved messages when you press 1 during or after message playback. The length of time a saved message is kept before being permanently deleted (for example, 30 days) is set by your system administrator. Your system administrator will also designate if you receive notification that a saved message is about to be permanently deleted, providing you with the opportunity to save it again if you wish to keep it for a longer period of time.

To review saved messages:

1. Call the voice messaging system
2. Press 1 2 from the subscriber's menu to review saved messages.

Envelope Information

Press 8 while listening or after listening to the message to find out who sent the message as well as the date and time sent.

While listening to a message, you can press 4 to rewind or 6 to fast forward (in increments of five seconds or as programmed by the system administrator). You can also press 5 to pause the message and 5 again to resume it (it automatically resumes after 60 seconds or as programmed by the administrator).

Volume /Speed Control

You can use the following keys at any time during message playback to change message volume or message speed.

Press 9 then one of the following keys:

- 1 Low Volume
- 2 Normal Volume
- 3 High Volume
- 4 Low speed
- 5 Normal speed
- 6 High speed

Reply to a Message

During message playback or after the message has finished playing, you can reply to the sender of the message. The message will be delivered directly to the sender's voicemail box.

1. Press 7 1 while listening to a message or after the message has finished playing.

You can use the following keys at any time during message playback:

- 1 Save the message
- 2 Listen to next message
- 3 Erase the message
- # Repeat the message
- 7 Reply / Redirect the message
- 8 Envelope information
- 9 Speed or volume control

2. The system will prompt you to record a message. Use the following options to send the message.

- 1 Delivery message
- 2 Review message
- 3 Rerecord message
- 0 Delivery options
- * Cancel and exit

Call Back Directly

In addition to replying directly to a mailbox, you can also call back the sender of a message. This option will ring their phone rather than send a message to their mailbox.

1. Press 7 while listening to a message or after the message has finished playing.
2. You now have a few options:
 - To call the number and delete the message, press 3

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- To call the number and save the message, press 4
 - To call the number and keep the message as new, press 5
3. The system will place you on hold while it transfers your call.

Redirect a Message

During message playback or after the message has finished playing, you can redirect (forward) a message to another subscriber's voicemail box.

1. Press 7 2 while listening to a message or after the message has finished playing.
2. The system will prompt you to enter the mailbox to which you wish to forward the message. You can also use a private or public group distribution list at this time.
3. After you have made your selection, press 1 to confirm or 2 to change.
4. Press 1 to send without a comment, or 2 to attach a comment to the beginning of the message. You can send the message with normal delivery, return receipt and/or priority.
5. The message is now sent. Press * to continue, 2 to send to additional destinations, or 7 to additional destinations with the same comment.

Erase / Delete and Retrieve a Deleted Message

While you are listening to a message, or after a message has finished playing, you can delete the message from your inbox or saved box.

Delete a Message

Press 3 during or after message playback. The message will be moved to a deleted folder.

Note: You will have a minimum of one day to recover this deleted message; some system administrators may extend this recovery period.

Retrieve a Deleted Message

You may also retrieve a deleted message and move it back into your saved messages folder.

1. Press 6 from the main subscriber's menu. If you are currently reviewing messages press * 6.
2. You now have three options:
 - To listen to your deleted messages, press 1
 - To move the message back to your saved messages, press 2
 - To delete the message, press 3

Note: Erasing a message permanently deletes your message from the system and you will no longer be able to recover it.

Number of Messages

To check how many messages you have:

The system can tell you how many new and saved voicemail messages you have. If you have fax and email capabilities, the system will also inform you how many fax and email messages you have.

From the Subscriber's menu, press 1 4 to hear your message count.

Send A Message Directly To A Subscriber's Mailbox

You can send a message directly to another subscriber's mailbox from your voicemail.

To record and send a message:

1. Access your voicemail box.
You will need the following information:
 - Phone number to call the voice messaging system (this may be different from inside and outside of the organization)
 - Your mailbox number
 - Your security code (password)
2. From the subscriber's menu, press 2 to record a message.
3. Press any key when you are done recording.
 - Press 2 to review your message before sending
 - Press 3 to Re-record your message
 - Press * to cancel without sending
 - Press 1 to send.

- Press 0 for delivery options such as confidential, urgent or message confirmation.
4. The system will prompt you to enter the mailbox to which you wish to send the message. You can also use a private or public group distribution list at this time; see “Using Group Distributions” for more information on setting up and using group distribution lists.
 5. Press 1 to confirm or 2 to change your entry.

When sending a message, the system will also provide you with the option to send the message with return receipt and/or schedule it for future delivery. See this chapter for more information on these options and follow the prompts in the system to use these features.

Note: You can press any key to interrupt the system voice prompt explaining how to leave a message.

To Mark a Message as Confidential

When you mark a message as confidential, you inform the recipient that it is confidential before the message plays.

1. Call the voice messaging system, then press 2 from the subscriber's menu to record a message. Press any key when you are done recording.
2. Press 0 3 1 to mark your message as confidential.
3. The system will then ask you to address your message.

When sending a message as confidential, the system will also provide you with the option to send the message with return receipt and/or schedule it for future delivery. This chapter contains more information on these options and follow the prompts in the system to use the features.

To Mark a Message as Priority

When you mark a message as priority, it will be sent to the front of the subscriber's message inbox.

1. Call the voice messaging system and select 2 from the subscriber's menu to record a message. Press any key when you are done recording.
2. Press 0 3 2 to send your message as priority.
3. Address your message.

When you send a message as priority, you will also be provided with the option to send the message with return receipt and/or schedule it for future delivery. See this chapter for more information on these options and follow the prompts in the system to use these features.

To Mark a Message as Priority and Confidential

1. Call the voice messaging system and press 2 from the subscriber's menu to record a message. Press any key after recording.
2. Press 0 3 4 to send the message as priority and confidential.
3. Address your message.

When you send a message as priority and confidential, the system will also provide you with the option to send the message with return receipt and/or schedule it for future delivery. See this chapter for more information on these options and follow the prompts in the system to use these features.

To Request a Return Receipt for a Message

When sending a message to a subscriber's inbox you can request a confirmation that the recipient received and listened to the message. A notification will be delivered to your inbox after the message has been listened to.

1. Call the voice messaging system and press 2 from the subscriber's menu to record a message. Press any key when you are done recording.
2. Press 0 5 to send your message with return receipt.
3. Address your message.

To Request Notification of Non-receipt

You can request that the system notify you if a message you send to a subscriber is not heard. A notification will be delivered to your inbox if the message is not listened to by a date and time that you designate.

1. Call the voice messaging system and press 2 from the subscriber's menu to record a message. Press any key when you are done recording.
2. Press 0 6 to send your message with return receipt.
3. The system will ask you to use your keypad to input a 2-digit month, 2-digit date and 4-digit time. The system will confirm the date and time you specify.
4. To confirm and continue sending press 1.
5. Select the mailbox destination and press 1 to confirm and send.

To Schedule a Message for Future Delivery

You can schedule a message for future delivery with any delivery option (normal, priority, confidential, receipt and non-receipt). After you select your delivery options and address the message you can send the message immediately or mark it for future delivery.

1. Call the voice messaging system and select 2 from the subscriber's menu to record a message. Press any key when you are done recording.
2. Select your delivery option.
3. Select the mailbox destination and confirm.
4. Press 2 for future delivery.
5. The system will ask you to use your keypad to input a 2-digit month, 2-digit date and 4-digit time. The system will confirm the date and time you specify.

6. Press 1 to confirm and send, or 2 to change your delivery time.

To Send a Message Using Directory Assistance

If you do not know a subscriber's mailbox number you can use directory assistance to find it.

1. From the subscriber's menu, press 2 to record a message.
2. Press any key when you are done recording and press 1 to continue.
3. Follow the voice prompts to select directory assistance. Many organizations use 9 but some system administrators change this key press.

To Send a Message to a Group Distribution

You can send a message to a group distribution list. This option allows you to send a message to multiple individuals without having to enter in individual mailbox numbers. For example, if you are a manager, you may wish to set up a distribution list that includes your team members.

You can set up private (personal) group lists while a system manager will set up global (public) group lists.

1. From the subscriber's menu press 2 to record a message. Press any key when you are done recording and press 1 to continue.
2. Press # to send to a Private Distribution list or # # to send to a global Distribution list.
3. Enter the group number.
4. Press 1 to confirm or 2 to change your destination.
5. Press 1 to send.

Delete a Message after Sending

You have the option of deleting a message from a subscriber's mailbox if a message you sent to the subscriber has not yet been listened to.

1. Call the voice messaging system and select 5 from the subscriber's menu.
2. Enter in the mailbox number you wish to check and the system will play the first unheard message you left for the recipient.
3. To delete the message press 3, to replay the message press 1, to hear the next message press 2.

Messaging offers a variety of greeting options for your mailbox. Below is a list of the different greeting options and their intended purpose.

- **Default Greeting** – The default greeting is the principal greeting for your mailbox. Once recorded, it is played each time a call is sent to your mailbox.
- **Extended Absence Greeting** – The extended absence greeting is used when you are away from the office for an extended period of time; for instance a business trip or vacation. Because it is separate from your Default Greeting, you can simply deactivate it and reactivate your Default greeting without re-recording.
- **Out of Office Greeting** – The out of office greeting is used when you are away from the office for a short period of time. Because it is separate from your Default Greeting, you can simply deactivate it and reactivate your Default greeting without re-recording.
- **Busy Greeting** – Depending on how your telephone extension is configured, the busy greeting can be used for when calls arrive at your mailbox, either because the auto attendant dialed your extension and received a busy signal, or if your extension is programmed with a busy forward to voice mail. You can record a custom greeting advising callers that you are on the phone and you will return their call promptly. If you are not busy on the phone, callers will receive your Default Greeting.
- **Custom Greetings** – Each mailbox can have up to nine custom greetings. Custom greetings can be used for special advisements to callers for which you don't want to rerecord your default greeting or use an extended absence greeting. For example, you may use a custom greeting to advise callers that you are not in the office due to weather conditions, or to give callers other special instructions.

Manage your Default Greeting

When you access your mailbox for the first time you will be asked to record a personal greeting. You have the option of changing this greeting at any time.

1. Call the voice messaging system and select **3 2 1** from the subscriber's menu to change your default greeting. Press any key when you are done recording.
2. To listen to the greeting you have recorded press **2**, to record the greeting press **3**.

Activate your Extended Absence Greeting

You can set up your extended absence greeting which will replace your default greeting when activated.

1. Call the voice messaging system and select 3 2 2 from the subscriber's menu to access your extended absence greeting. The system will advise you whether your Extended Absence Greeting is activated or deactivated.
2. If an Extended Absence greeting has already been recorded, you can press 1 to activate the greeting.
3. To listen to the greeting you have recorded press 2, to record the greeting press 3.

Deactivate your Extended Absence Greeting

Call the voice messaging system and select 3 2 2 from the subscriber's menu. The system will advise you whether your Extended Absence Greeting is activated. To deactivate your Extended Absence Greeting, press 1. This will restore your Default Greeting.

Manage your Busy Greeting

To manage your Busy Greeting:

1. Call the voice messaging system and select 3 2 3 from the subscriber's menu to access your Busy Greeting.
2. To listen to the greeting you have recorded press 2, to record the greeting press 3.

Manage your Out of Office Greeting

To manage your Out of Office Greeting:

1. Call the voice messaging system and select 3 2 4 from the subscriber's menu to access your Out of Office Greeting.
2. To listen to the greeting you have recorded press 2, to record the greeting press 3.

Manage your Custom Greetings

To manage your Custom Greetings:

1. Call the voice messaging system and select 3 2 5 from the subscriber's menu to access your Custom Greetings.
2. Press 1 ~ 9 to select the Custom Greeting you wish to manage.
3. To listen to the greeting you have recorded press 2, to record the greeting press 3.

Change your Recorded Name

When you access your mailbox for the first time you will be asked to record your name. This will identify your mailbox to you when you log in, as well as identify your mailbox to other internal subscribers. You can re-record your name at any time.

1. Call the voice messaging system and press 3 3 2 from the subscriber's menu to change your recorded name. Press any key when you are done recording.
2. To listen to your name before saving, press 1.
3. To record your name, press 2.
4. To delete your name, press 3.
5. To save your recorded name simply hang up or press * to exit.

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Group Distributions

You can send a new message or redirect a message to a group distribution list. This option allows you to send a message to multiple individuals without having to enter in individual mailbox numbers. For example, if you are a manager you may wish to set up a distribution list that includes all members of your team, especially if you send them frequent voice messages.

There are two options for distribution lists: private and global (public). When you set up a private group distribution list, only you can access and manage this list. A global group distribution list is set up by a system administrator for everyone to use, but only the system administrator may add or delete members, delete the list, or listen to members of the list.

Set up a Private Group Distribution List

1. From the Subscriber's menu, enter 3 6 1 to create a new group.
2. Select a number to save the list under, followed by #. You can select any number from 1 to 5 digits.
3. The system will prompt you to record a list name. The list name will help you identify the list in the future. To save the name and continue, press *. To listen to your recorded name, press 1, to re-record press 2, to delete press 3.
4. After you save the recording you will add members to the list you just created. Select prompt 4 and the list number, followed by #.
5. To add members, press 2
6. Enter the first mailbox of the person you wish to add. The system will confirm the addition.
7. Continue entering any additional members. Press * when finished.

Add Members to a Private Group Distribution List

You can add members to a pre-existing distribution list at any time.

1. From the Subscriber's menu, enter 3 6 4.
2. Enter the list number you wish to make changes to, followed by #
3. To add a new member, press 2 and the new mailbox number. The system will confirm the addition.
4. Continue entering any additional members. Press * when finished.

Delete Members from a Private Group Distribution List

You can delete members from a pre-existing distribution list at any time.

1. From the Subscriber's menu, enter 3 6 4.
2. Enter the list number you wish to make changes to, followed by #
3. To delete a member, press 3 and then the mailbox number followed by #. The system will confirm the deletion.
4. Continue entering any additional mailbox numbers you wish to delete. Press * when finished.

Delete a Private Group Distribution List

In addition to deleting individual members from a private group distribution list, you can also delete an entire distribution list.

1. From the Subscriber's menu, enter 3 6 3.
2. Enter the list number you wish to delete, followed by #
3. The system will play the name of the list and prompt you to press # to confirm the deletion.

Listen to Members in a Private Group Distribution List

You can listen to a list of members in a distribution list at any time.

1. From the Subscriber's menu, enter 3 6 4.
2. Enter the group list number you wish to listen to, followed by #
3. Press 1 to listen to a list of the members of the group.

Using a Private Group Distribution List

You can use a private group distribution list when sending a new message or redirecting a received message.

1. Call the voice messaging system and record a new message or forward a received message.
2. When you address the message for delivery, you have the option of inputting a mailbox number or selecting # for a private group distribution list.
3. Enter the group number you wish to use followed by a #
4. Press 1 to confirm, or 2 to change your entry.

Using a Global Group Distribution List

You can use a global group distribution list when sending a new message or redirecting a received message.

1. Call the voice messaging system and record a new message or forward a received message.
2. When you address the message for delivery, you have the option of inputting a mailbox number or selecting # # for a public distribution list.

3. Enter the group number you wish to use followed by a #
4. Press 1 to confirm, or 2 to change your entry.

Personal Options

Some Personal Options are optional features which may or may not be available to your organization. Check with your System Administrator if any of these features are available to you.

- Send notification to additional devices when a message is left in your mailbox
- Set a wake-up call
- Change your mailbox password
- Set up your personal assistant
- Forward a call to another phone number using follow-me
- Set up call screening
- Set up do not disturb
- Set up a personal schedule

Message Notification

Message notification allows you to set up a schedule where you are notified through additional devices when new messages are received to your mailbox. Examples of message notification include:

- Receiving a text message to your cell phone
- A notification to a pager
- A call-out to another phone number (e.g., home phone)

Message notification enables you to set a day/time schedule whereby these notifications are sent. For example, if you work from home one day a week, you may wish to be notified at your home number if a message is left in your office mailbox. On the weekends you may still want to know when a new message arrives, but only wish to be notified by a text message to your cell phone. Each separate notification is set up through a separate “notification Line.”

Depending on your organization, you may have access to set up message notification directly, or your system administrator may need to set up message notification for you. Once message notification is set up, you can activate and deactivate this feature through your mailbox.

To Activate or Deactivate Message Notification

You can use your phone to activate or deactivate message notification once the schedule has been set up.

1. Call the voice messaging system and select 3 1 1. The system will tell you whether or not your message notification is activated.
2. If it is not already activated, press 1.

You may also activate or deactivate individual schedule lines. You will need to know the notification schedule each schedule line refers to.

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Other Messaging Applications

1. Call the voice messaging system and select 3 1 1. The system will tell you whether or not your entire message notification is activated.
2. To activate or deactivate a specific schedule line, press 2.
3. Enter the schedule line number
4. The system informs you if this schedule line is activated or deactivated. To change, press 1.

Set a Wake up Call

You can set a wake up call to ring a phone (for example, your cell phone) at a specific time during the day. The wake-up ring will repeat everyday until you turn it off.

1. Call the voice messaging system and select 3 1 3
2. To set a weekday wake-up call, press 1; to set a weekend wake-up call press 2
3. The system will tell you whether wake up call is activated or deactivated. To change, press 1.
4. Once the wake-up call is activated, select 2 1 to enter in a time when you would like to receive the call.
5. Enter in a 4-digit time followed by a * for AM or # for PM.
6. The system will confirm the wake up time.
7. Set up the call-out number. This is the number the system will ring at your scheduled time. Press 3 and the system will inform you if there is already a call-out number saved (this allows you to reuse a number without having to enter it every time you set up a wake up call). To change the call-out number press 1.
8. Enter the phone number followed by #
9. The system will confirm the number.

Change your Mailbox Password

Your mailbox password is initially set when you access your mailbox for the first time and complete the mailbox setup process. However, you can change your mailbox password at any time.

To change your mailbox password:

1. Call the voice messaging system and select 3 4 1
2. Enter a new password
3. The system will ask you to confirm the password.

You can also delete your mailbox password without entering a new one:

1. Call the voice messaging system and select 3 4 2
2. The system will ask you to press # to confirm deletion

Important! If you delete your mailbox password your mailbox will not be password-protected.

Personal Assistant

With Personal Assistant you can designate buttons that callers can press when listening to your voicemail message that will automatically transfer them to another extension. For example, you may wish to inform callers they can reach your assistant by pressing a number on their keypad.

A Personal Assistant must first be set up by your system administrator to define the key press. Once the key press is set up you can change the transfer extension through your phone. Check with your system administrator to see if any keys are pre-defined in your organization.

To change your Personal Assistant transfer extension:

1. Call the voice messaging system and select 3 7 2
2. Enter the mailbox of the person you wish the call to be transferred to, followed by #.
3. Change your personal message greeting (see Greetings chapter) to indicate to the caller that they can use this key press. For example, "Press 1 to be transferred to my assistant."

Follow me

Follow-me enables you to set up your mailbox to forward a call to another phone number before the call is transferred to your voicemail. For example, you may be out of the office but are expecting an important call and want all calls to be transferred to your cell phone.

Follow-me is an optional feature that may or may not be available in your organization and depending on how it is set up can also allow you to:

- Accept a call or reject it and send it to voicemail
- Record the conversation once the call is accepted
- Conference in the operator and stay on the call or drop out
- Conference in another extension and stay on the call or drop out

Follow Me feature provides telephone operation integration with the following capabilities.

1. Follow Me feature control button on the phone:
User can now assign the button for Follow Me feature and activate and deactivate the feature from the button on the IP telephone to easily change the operation when users are in the office or on the road.
2. Hand-off:
When the user take the call from the cell phone and return to the office, the call can be easily handed off to the desktop phone by pressing the same button.
3. Status Indication:
The button has the LED to show the status of the Follow Me feature as shown below.

| Button LED | Description |
|------------|--|
| Off | Follow Me feature is not activated. The call should ring the default station (usually the user's desktop phone). |

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Other Messaging Applications

| Button LED | Description |
|----------------|--|
| Red | Follow Me feature is activated, and the call will follow the Follow Me personal schedule. |
| Green | The call is being processed by the Follow Me application. When the call is answered by one of destinations defined in the Follow Me personal schedule, the call can be handed off to the desk phone by pressing the button with Green LED. Or it may also mean that the call is handed off to the desk phone if the incoming call is a consultation call in which case the system used extra voicemail resource. |
| Flashing Green | Follow Me is being handed off to the desk phone. |

Note: Follow Me status indicator will be reset when the system restarts while the service may be still active. When the first call is processed, the LED will show the correct status. If necessary, press the button to force sync the status.

1. Administrator must activate the Net Server.
2. Administrator must assign Net Server integration in the Messaging Registry settings.
3. "Follow Me" button should be assigned to users' IP telephone flexible button using Enterprise Manager or Personal Admin.
4. "Net Server monitor" checkbox in mailbox email setting must be checked.

Setting up Follow me

1. Call the voice messaging system and select 3 1 2 2 from the subscriber's menu.
2. Enter a phone number (the call-out number), followed by #, the system will then repeat the number back for confirmation.
3. To activate this call-out number, press 1 or to enter a new call-out number, press 2.
Once the call-out number is activated, all calls stop ringing at your office phone and will automatically be forwarded to your call-out number.

**Accepting or
rejecting calls at a
call-out**

Once a call rings through to your call-out number you have the option of accepting or rejecting the call.

1. Once the Follow me has been set up and a call is redirected to your call-out number and you answer the phone, you will hear a message that indicates you are receiving a transferred call from the voicemail system.
2. Press # to accept the call or * to reject the call and send it to voicemail.

**Transferring to an
Operator or
another Extension**

If available in your organization, you can transfer to an operator or to another extension once you accept a transferred call.

1. Once the Follow me has been set up and a call is redirected to your call-out number and you answer the phone, you will hear a message that indicates you are receiving a forwarded call from the voicemail system.
2. Press # to accept the call.
3. At any time during the conversation, press # again to trigger the call options. You can press 0 for the operator or # and another extension number, then hang up.

**Setting up Call
Screening**

When call screening is set up, a caller is asked to state their name before the call is transferred to your extension. You then have the opportunity to accept the call or send it to voicemail. If call screening is available in your organization, you may activate or deactivate it through your phone.

1. Call the voice messaging system and select 3 5.
2. The system informs you if call screening is activated or deactivated.
3. To change, press 1.

**Setting up “Do not
Disturb”**

You can have calls sent directly to your voicemail when you do not want your office phone to ring.

1. Call the voice messaging system and select 4 1
2. To deactivate and have calls transferred back to your phone, press 1 again.

Setting up a Personal Schedule

The personal schedule allows you to manage calls according to a schedule you define. With the personal schedule you can:

- Route a call to one or multiple destinations based on caller ID, time, or a combination of the two.
- Play different greetings based on caller ID, time, or a combination of the two.
- Set up alternate dialing menus (allows callers to press digits on the keypad during your message to be transferred to a personal assistant or other extension/phone number, skip the greeting, replay the greeting or page you).

For example, when on a business trip you want your cell phone and a colleague's office phone to ring when a call comes into your extension. If voice mail picks up, you want an alternate greeting played that tells callers you are out of the office, but directs them to press 1 to reach an operator, 2 to leave a voicemail, and 3 to ring a different colleague's extension.

Recording a Scheduled Greeting

Your personal schedule is set up your system administrator, however your messages are recorded through your voicemail box.

1. Call the voice messaging system and select 3 8
2. Select a greeting number on your keypad between 1 and 9
3. To listen to the greeting select 2; to record a greeting select 3

Unified Messaging

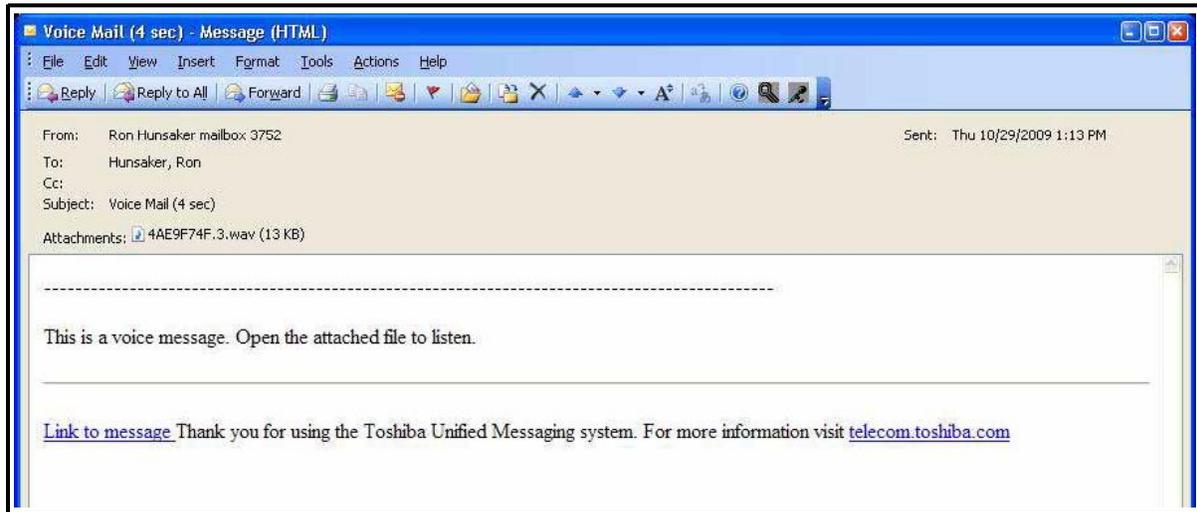
If Unified Messaging is available in your organization, you will be able to access all of your voice and fax messages directly through your email inbox.

You can listen to your voice messages with any audio player and fax messages can be viewed with a standard image viewer. The subject line of voice and fax messages will include caller ID; voice messages will include the duration of voicemail (in seconds), while faxes will show fax sender and number of pages.

Access your Voicemails through Email

If Unified Messaging is available in your organization all of your voicemails will be accessible through your email inbox. Each time you receive a voicemail an email will be sent to your inbox with an attachment that includes a recording of the voicemail. You can open this attachment with any audio

player installed on your computer to listen to the recording or on your telephone as shown below.



Click the "Link to message" to play your message using the telephone. The following options display. Click on the appropriate button.

