Quick Reference

# Voice Mail

## Setting Up a New Mailbox

### Login

**From your desk:**
1. Press **Message** key.
2. Enter PIN followed by **#**. Default PIN is 246810

**From another desk:**
1. Press **Message** key.
2. Once answered, press * immediately.
3. Enter your directory number followed by **#**.
4. Enter PIN followed by **#**. Default PIN is 246810

**From outside system:**
1. Dial **(518) 549-1000**.
2. Once answered, press * immediately.
3. Enter your directory number followed by **#**.
4. Enter PIN followed by **#**.
5. Default PIN is 246810

**Using New Password**
1. Press **Message** key.
2. Enter PIN followed by **#**.

### Record Name
1. After tone, record first and last names and press **#**.
2. Newly recorded name plays.
3. Press **#** to confirm, or press **1** to re-record.

### Personal Greeting
1. To keep system greeting, press **#**.
2. To record personal greeting, press **1**.
3. After tone, record greeting and press **#**.
4. Newly recorded greeting plays.
5. Press **#** to confirm, or press **1** to re-record.

### Change PIN
1. Default PIN is 246810.
2. Enter new password, followed by **#**.
   - May be 4 to 13 digits
   - No consecutive digits (1234 or 4321)
   - No single digit repeated (1111)
   - Not your number forward/backward
3. Re-enter password, followed by **#**.

### Directory Listing
1. You are listed in the directory by default. To change listing status, press **1**.
2. Press **0** for HELP.

### Finish Enrollment
- Once setup's complete, wait for "You have finished enrollment, followed by Main Menu options.
- Otherwise, setup options will play again upon next accessing voicemail.

### Main Menu Options
**1** Listen to new messages
**2** Send a message
**3** Review old messages
**4** Change setup options
**0** HELP

### Playback Controls




### Get Messages
1. To play new messages, press **1**.
2. To review old messages, press **3**.

### After-message Options
**1** Repeat
**2** Save
**3** Delete
**4** Reply
**5** Forward
**6** Mark as new
**7** Skip back
**8** Message properties
**9** Cancel playback
**0** HELP

### Transfer call to Voice Mail
1. Press **Transfer**.
2. Dial *.
3. Dial 10-digit number.
4. Press **Transfer.**

### Change Personal Greeting
1. Login to voicemail.
2. Press **4** for setup options.
3. Press **1** to change personal greeting.
4. Press **1** to record greeting.
5. Press **#** when finished recording.

### Change PIN
1. Login to voicemail.
2. Press **4** for setup options.
3. Press **3** to change preferences.
4. Press **1** to change PIN.
5. Enter new PIN, followed by **#**.

### Change Recorded Name
1. Login to voicemail.
2. Press **4** for setup options.
3. Press **3** to change preferences.
4. Press **2** to change recorded name.
5. Record new name after the tone.
6. Press * to confirm.