

## VOICE MAIL QUICK REFERENCE GUIDE FOR INTELLIPATH ALBANY DOWNTOWN

### INITIALIZING YOUR VOICE MAIL

#### LOG IN

From your desk – **Dial 2-3205**  
**Then dial your starter password which is your 7-digit phone number.**

#### ESTABLISHING NEW PASSWORD

When prompted, enter your password, it can be 4 – 10 digits long and **press the # key**

**Your password cannot be your Telephone number, single digit repeated (3333) or consecutive numbers (2345).**

The system will recite it back to you;

**Press 1** to keep  
**2** to Cancel and Change

#### RECORD YOUR NAME

When prompted, record your name and **press the # key.**

The system will recite it back to you;

**Press 1** to keep  
**2** to Cancel and Change

#### RECORD YOUR GREETING

When prompted, you will have 30 seconds to record the greeting your callers will hear when you are unavailable for calls and **press the # key.**

The system will recite it back to you;

**Press 1** to keep  
**2** to Cancel and Change

### FUTURE LOGINS

#### LOG IN

**Dial 2-3205** or Press **MESSAGE** key and

From your desk – Press **# sign**

From another desk – **YOUR 7 extension and # sign**

Outside the building – **Dial 432-3205**

**Enter the # sign and dial your 7 digit extension number**

**Your Password and # sign**

### RETRIEVING YOUR MESSAGES

Log in to Mail Box

Press **1** from the main menu to listen to message

### SYSTEM OPTIONS

At the end of the message you can **Press:**

- 1 To **play** the message again
- 2 to **save** the message
- 3 to **erase** the message

Anytime during the message you can **Press:**

- 6 to **go to the end** of the message
- 7 **rewinds** the message a few seconds
- 8 **pauses** the message
- 9 **forwards** the message a few seconds

### SENDING MESSAGES

You may record and send messages to other voice mail boxes

To send a message Log in and Press:

- 2 and dial the **mailbox number** and press the **# key.**
- 1 to continue and hear options to redial and add mailboxes.

After the tone, **record** you message and press the **# key.**

You will hear the **Send Menu, Press:**

- 1 - To **send** you message
- 2 - To **record** you message again
- 3 - To **hear** your message
- 4 - To choose **Delivery Options**
- 5 - To continue recording where left off
- \* - To **cancel** sending your message

### Delivery Options

1 - **URGENT** – **Urgent** messages are heard before regular messages.

2 - **PRIVATE** – **Private** messages cannot be forwarded to anyone.

3 – **FUTURE** – **Future** delivery allows you to choose a date and time for a message to be sent. The system allows you to deliver a maximum of 5 messages up to 30 days in advance. The system will prompt you for the month, day, time, AM or PM.

### PERSONAL OPTIONS

Log in to Mail Box, **Press**

**3** - for Personal Options

To change your **Greeting/Name**, press:

- 1 – for **Greeting/Name** change
- 1 - to change you **greeting** or
- 2 – to re-record your **name**

To change your **Password**, press:

- 2 – to change your password.

### GROUP LISTS

You may create up to 3 group lists with a maximum of 25 mailboxes per list.

Log in to Mail Box, **Press**

- 3 - for Personal Options
- 4 - for Group Options

**TO CREATE A GROUP LIST**, Press

- 1 – to make a group list
- 2 – Record the title and press the **# key**

3 - to add a member, dial the mailbox number and press the # key

## **GROUP LISTS cont.**

**TO CHANGE A GROUP LIST**, Press:

**2** - to **change** a Group list and dial the **2 digit** number (01, 02 or 03) the system assigned to the group

**1** - to **change the title**

**2** - to **add a member** to the group

**3** - to **delete a member** from the group

**TO ERASE A GROUP LIST**, Press

**3** - to **erase the Group List** and dial the **2 digit** number (01, 02 or 03) the system assigned to the group

**1** - to **erase** the Group List

**2** - **not to erase** the Group List

**TO HEAR YOUR GROUP LISTS**, Press

**4** - to **hear Group List** and listen for the total number of groups, list number, titles and number of members in each Group List.

Dial the **2 digit** number (01, 02 or 03) the system assigned to the group to hear the recorded name and mailbox number of each member.