

VOICE MAIL QUICK REFERENCE GUIDE ENDICOTT - GLENDALE

INITIALIZING YOUR VOICE MAIL

LOG IN

From your desk – **Dial 4380** and 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 you 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 4380 or Press **MESSAGE** key and

From your desk – Press **# sign**

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

Outside the building – **Dial 423-4380**

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.