

# Accessing Voicemail

## From Your Desk

- Press **VOICEMAIL** or dial voicemail extension number (typically 529).
- Enter your password (default is 0000).

## From Another Extension

- Press **VOICEMAIL** or dial voicemail extension number (typically 529).
- Press **\*** when password is requested. You will hear main company greeting.
- Press **#** + your extension or mailbox number.
- Enter your password (default is 0000).

## From Outside the Office

- Dial phone number answered by voicemail system, or dial main number and ask operator to transfer you to voicemail. Wait for the main company greeting.
- Press **#** + your extension or mailbox number.
- Enter your password (default is 0000).

## During your own personal greeting

(if you dialed your direct dial phone number or were transferred into your own mailbox and are listening to your own personal greeting)

- Press **#** + password (default is 0000).

**Voicemail Extension Number (typically 529):**

**Voicemail Direct Phone Number:**

# First Time Set Up

## 1 – Change Your Password

- Access your voicemail when you have no new messages.
- Press **# 7 1**.
- Enter new password. Length can be from 1 to 8 digits.

## 2 – Record Your Name

- Access your voicemail when you have no new messages.
- Press **# 7 2**.
- Record your first and last name, and then press **2**. Follow instructions given.

## 3 – Enter Your Dial-By-Name Directory Name

- Access your voicemail when you have no new messages.
- Press **# 7 3**.
- Follow the instructions to enter the spelling of your first and last name.

## 4 – Record Your No Answer Greeting

- Access your voicemail when you have no new messages.
- Press **5 1**.
- Follow instructions given, or press **2** to record a new greeting.

## Using Multiple Greetings

Your voicemail supports 9 greetings per mailbox. You can assign record different greetings for different occasions, such as in the office, out of the office, on vacation, etc. You can also have certain greetings assigned to DND, BUSY, and NIGHT mode. Contact your system administrator for assistance with these settings.

To select a different greeting as your no answer greeting:

- Access your voicemail when you have no new messages.
- Press **5 1 3**.
- Select a greeting 1 through 9. Follow instructions given.

# Useful Features

**Transfer Call to User's Voicemail** – **VM XFER** + **DS** or dial extension number + hang up.

**Send Ringing Call to Voicemail** – while call is ringing, press **#**.

**Quick Memo** (send message to another user) – press **#** followed by **DS** or dial extension number.

**Reminder** (send message to self) – Press **# #**.

**Undelete Messages** – Access voicemail; press **6 3**.

**Message Alert** (to cell phone or other number) - Access mailbox; press **6 1**; follow instructions.

**Follow Me** (call forwarding) – Access mailbox; press **4 1**, enter phone number and select duration.

**Toggle Auto Play of Message Information** – Access mailbox; press **6 6**.

**Toggle Auto Play of New Messages** – Access mailbox; press **6 5**.

**Direct Call** – Access mailbox; press **# 5**.

**Toggle Extended Prompting** – Access mailbox; press **# 7 4**.

**Record Conversation** – press **RECORD**.

Functions While Listening to a Message:

<b>1</b> Play Messages <b>11</b> Play Prev Msg	<b>2</b> Save Message	<b>3</b> Delete Message
<b>4</b> Reply to Sender	<b>5</b> Call Sender <b>55</b> Deliver Fax	<b>6</b> Forward a Copy
<b>7</b> Rewind 5 Sec <b>77</b> Change Volume	<b>8</b> Pause / Resume	<b>9</b> Forward 5 Sec <b>99</b> Change Speed
<b>*</b> Exit / Cancel	<b>0</b> Play Options <b>00</b> Msg Information	<b>#</b> Skip Message <b>##</b> Scan Messages

Functions While Recording & Sending a Message:

<b>1</b> Review Recording	<b>2</b> Stop Recording, Append	<b>3</b> Discard, Rerecord
<b>4</b> Delivery Options	<b>5</b> Schedule Future Delivery	<b>6</b> Send and Copy
<b>7</b> Rewind 5 Sec <b>77</b> Change Volume	<b>8</b> Pause / Resume	<b>9</b> Forward 5 Sec <b>99</b> Change Speed
<b>*</b> Exit / Cancel	<b>0</b> Play Options	<b>#</b> Send

Main Menu Options:

<b>1</b> Listen to New Messages	<b>2</b> Record & Send Messages	<b>3</b> Listen to Saved Messages
<b>4</b> Access Manager	<b>5</b> Personal Greetings	<b>6</b> Mailbox Administration
<b>7</b> Not used	<b>8</b> Pause / Resume	<b>9</b> Not used
<b>*</b> Exit / Cancel	<b>0</b>	<b>#</b> Personal Services

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