QUICK REFERENCE GUIDE

To call voice mail from within the office:	Press _____
To access your mailbox (from your phone):	Enter your security code
To access your mailbox (from another phone) or to access a different mailbox from your phone	Press #* + your mailbox number + your security code
To call voice mail from outside the office:	Call _____ To access your mailbox: press * + your mailbox number + your security code

MAIN MENU

1 - Listen to messages 2 - Send a Message 3 – Manage Mailbox

1. When Listening to Messages:

1 to play the next message
2 to save the message
3 to delete the message
4 to hear the date and time the message was sent
5 to forward this message to another mailbox
6 to reply if the message was from another user
9 to return to the main menu
* to backup (rewind)
# to advance (fast forward)

2. When Sending a Message:

destination mailbox plus #
00 for the directory plus name
04 for multiple destinations
record your message press # when finshed
to send and return to main menu
1 to review the recording
2 to re-record the message
3 to append to the message
4 to select additional destinations

2. When Sending a Message: (continued)

record your message press # when finshed (continued)
7 for special options
1 to set urgent status
2 to set private
3 to set for return receipt

3. Manage Mailbox

1 to change your greeting
2 to change user options
6 to record your name
3 to manage personal distribution lists
9 to return to the main menu

HELPFUL HINTS

TO TRANSFER A CALLER INTO A PERSONAL MAILBOX:

With the caller on the line, press Voice Mail Transfer button (or Cnf/Trn #407), the extension and #

TO BYPASS A GREETING:

If you do not want to listen to a personal greeting, you can bypass the greeting and receive recording "beep" tone by pressing the # at any time during the greeting.

IF YOU MAKE A MISTAKE:

Any time you make a mistake in voice mail, you can press * to cancel the action and beg again.

TO CHANGE YOUR SECURITY CODE:

Access your mailbox as described above, press 3,2,3
When asked, enter a new personal security code.

TO RECORD YOUR NAME:

After accessing your mailbox. press 3,2,6

TO RECORD YOUR PERSONAL GREETING:

After accessing your mailbox, press 3,1,1
Press 2 to start recording and press # again when you are done recording.
If you want to hear how you sound, press 1.
If you want to start over, press 2 to rerecord.
To save press 9

SAMPLE: PERSONAL GREETINGS

Hints:

1. Always inform the caller of all of their options. i.e.. to reach an operator, press 0, to bypass this greeting press #, I will be paged, etc.

2. Tell the caller what they would hear if they were talking with a human, i.e., Where are you? When will you be back to your office/desk? When can they expect a return call! If you answer these questions in voice mail, you will never have a complaint.

3. If you are out of the office or traveling frequently, change your message often, even daily to give callers correct information.

Change your greeting if you are out sick. on Vacation, on leave, etc.,

OFFICE GREETING (general):

Hi, this is _____ I'm either on the phone or away from my desk temporarily. Please leave message after the tone and I will return your call shortly, or press 0 for an operator.

OFFICE GREETING (an example for an project manager):

This is _____ I'm unable to answer your call right now. Please leave a detailed message after the tone. Please include your a) invoice number, or b) account number, or e) name of the project, etc. I will research your question and call you back as soon as possible. If you need immediate assistance, or to have me paged, press 0 now.

TRAVELING/FIELD PERSONNEL:

Hi, this is _____ I'm out of the office until 3pm (or Friday at noon, or traveling until March 3rd). I will call into the office frequently, so please leave a message and I'll return your call.

VACATION/SICK/LEAVE OF ABSENCE:

You’ve reached the office of _____. I am out of the office on vacation, etc. until _____.

You may leave a message if you wish, but in my absence, _____ will handle my calls. Please dial him/her by pressing #XXXX now, or press 0 to reach the operator.