VOICE MAIL | Accessing & Setting Up Your Voice Mail Box

Accessing Voice Mail Boxes

From Your Phone

Dial your own extension, and enter the password when prompted (default passwords are '1234', see below for instructions on changing the password)

General Voice Mail Boxes

Dial the extension of the voice mail box. During the playback message, press # and enter the password when prompted (default passwords are '1234', see below for instructions on changing the password)

From Outside of the System

Methods of checking your voice messages from outside of the system will vary depending on how the system is set up. Please speak with Technical Support for the best way to check messages.

Setting Up Voice Mail Boxes

Record Your Greetings

Once you have logged into your voice mail box, press '0' for Mailbox options. Follow the prompts to record your greetings (what callers hear when they reach your voice mail box):

> The **Unavailable Message** is played when a call is unanswered
> The **Busy Message** is played when you are on the phone, or the phone is in Do Not Disturb mode
> The **Temporary Greeting** when activated, supersedes your recorded unavailable and busy greetings. It can be turned on and off, so the default greetings do not have to be re-recorded each time you may be out of the office and want to alert callers to that.
>> *Removing the Temporary Greeting*
>> *To remove the temporary greeting, follow the same options that allow you to activate the greeting; you will hear an additional option to remove the greeting.*
> The **Name** recording is used for company directories, to announce the person the caller dialed. It is also used if there is no unavailable greeting recorded identifying the person by name instead of extension number.

Change Voice Mail Box Password

Access your voice mail box and press '0' for mail box options. Follow the prompts to change your password