



# Voicemail Quick Reference



## USING THE VOICEMAIL SYSTEM

The voicemail system is menu driven. Listen to the voicemail prompts and then press the keys on your phone to select which option you would like.

## ACCESSING VOICEMAIL

The first time you access your voicemail box you will be asked to setup your mailbox and record your name and a greeting to be played to callers (see page 2).

When you have one or more unheard voice messages waiting, your phone will have a stuttered tone prior to hearing normal dial tone.

### Two methods for checking voicemail.

#### FROM YOUR OWN PHONE—\*98

- Press the Messages button or dial \*98
- Enter your voicemail PIN
- If you have new messages the messages will be identified.
- After hearing any new messages you will be presented with the Voicemail Main Menu. The Main Menu options are listed in the next column.

#### FROM ANOTHER PHONE—270-557-1000

- Call the voicemail system at 270-557-1000
- When prompted, enter your 10 digit phone number
- When prompted, enter your voicemail PIN + #
- If you have new voicemail messages the messages will be identified.

After hearing new messages you will be presented with the Voicemail main Menu. The Main Menu options are listed in the next column.

## VOICEMAIL MAIN MENU

ACTION	KEY
Play Inbox Messages	1
Send Messages	2
Work With Greetings	3
Mailbox Settings	4
Access Deleted Messages	6
Logon as different user	7
Help	0
Exit Voicemail System	*

## MESSAGE PLAYBACK OPTIONS

While listening to your voicemail messages the following options are available.

ACTION	Before Message	During Message	After Message
Skip Message	9	N/A	N/A
Reply to Message	4	4	4
Delete	3	3	3
Mark as New	2	2	2
Send a Copy	5	5	5
Repeat Message	1	1	1
Pause/Resume	8	8	8
Back to Menu	*	*	*
Next Message	#	#	#



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### FORWARDING A MESSAGE

While listening to messages you can send a copy of the message to another recipient.

- To Forward the current message press 5
- Enter the extension number or Distribution Group Number. Repeat this step until you've entered all the desired destinations.
- Press # when finished entering destinations.
- You will be prompted to record an introduction.
- After the tone record your introductory message and press # when finished.
- Press # to send.
- Press 1 for delivery options.

### DELIVERY OPTIONS MENU

ACTION	Before Message
Review the message	1
Mark the message as urgent	2
Mark the message as private	3
Re-record your message	4
Request a delivery report	5
Request a read report	6
Add or remove recipients	7
Schedule the message to be delivered on a future date	9
Send the message as is	#
Exit or cancel press	*

### REPLYING TO A MESSAGE—DIALING THE ORIGINATOR

- While listening to a message you can call the person back by pressing 4 and selecting option 1
- This capability will not work if the voicemail system was not able to identify the Caller Id information when the original voicemail was received or if your phone was configured with call restrictions which prevent you from calling the originator's number.

### CHANGING YOUR VOICEMAIL PASSWORD

- Access your voicemail box.
- From the Main Menu press 4 to change your settings.
- Press 3 for security options.
- Press 1 to change the PIN.

### RECORDING YOUR PERSONAL GREETING

- Access your Voicemail box.
- From the Main Menu press 3.
- To set up a Personal Greeting press 1.
- To set up a system generated greeting or to change the recording of your name press 3.
- To change the greeting that callers hear when you're busy press 5.
- If you don't record a personal greeting a generic greeting will be played.