

# Centrex Voice Mail Instructions

## Accessing Your VoiceMail

### From Your Own Phone

- Press the Messages button or dial \*09
- Enter your voicemail password which is the last four digits of your phone number
- If you have new messages, the messages will be identified and played.
- After hearing any new messages, you will be presented with the Voicemail Main Menu. The Main Menu options are listed below.

### From Another Phone

- From an external phone, dial your DID number. When you hear your greeting, press \*
- When prompted, enter your voicemail password + #
- If you have new messages, the messages will be identified and played. After hearing any new messages, you will be presented with the Voicemail Main Menu. The Main Menu options are listed below.

## Voicemail Main Menu

KEY	FEATURE
1	Play Inbox Messages
2	Play Saved Messages
3	Change Password
4	Play Greetings
5	Record Greetings
6	Access Personal Distribution Groups
7	Compose a New Message
8	Manage Custom Operator Number
*	Exit to Voicemail System



## Message Playback Options

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

Action	Before Message	During Message	After Message
Skip Envelope	NA	#	NA
Skip Message	8	NA	8
Reply to Message	2	2	2
Call Originator	3	3	3
Delete	4	4	4
Save	5	5	5
Forward Message	6	6	6
Replay Message	NA	77	7
Rewind 5 Seconds	NA	7	NA
Pause/Resume			
Playback	NA	8	NA
Skip Ahead 5 Seconds	NA	9	NA
Skip to the End	NA	99	NA
Skip to Previous Menu	*	*	*

## Centrex Voice Mail Instructions Continued...

### Changing Your Voicemail Password

- Access your voice mailbox
- If you have new messages, the messages will be identified and played. To skip to the Main Menu, press \*
- From the Main Menu, press 3 to change your password
- Enter your new password + #
- Enter your new password again + # to confirm

### Recording Your Personal Greetings

- Access your voice mailbox
- If you have new messages, the messages will be identified and played. To skip to the Main Menu, press \*.
- From the Main Menu, press 5 to record your greetings
- Select the greeting you'd like to record:
  - To record a No Answer greeting, press 1
  - To record a Do Not Disturb greeting, press 2
  - To record a Busy greeting, press 3
  - To record your Name, press 4
  - To return to the main menu, press \*
  - After the tone, record your greeting. Press # when finished.

### Hearing Your Personal Greetings

- Access your voice mailbox
- If you have new messages, the messages will be identified and played. To skip to the Main Menu, press \*.
- From the Main Menu, press 4 to hear your recorded greetings
- Select the greeting you would like to hear:
  - To hear your No Answer greeting, press 1
  - To hear your Do Not Disturb greeting, press 2
  - To hear your Busy greeting, press 3
  - To hear your Name, press 4
  - To return to the main menu, press \*

### Replying to a Message

- While listening to a message, press 2 to reply
- After the tone, record a message and press #
- Select an action
  - To Send the message, press 1.  
The message will be sent and you will be returned to the previous menu.
  - To Change the message, press 2.  
The message will be deleted and you will be prompted to record the message again.
  - To Review the message, press 3.  
The message will be played back and you will be prompted to select another action.
  - To Mark the message Urgent and Send, press 9.  
The message will be marked urgent and sent. You will be disconnected from the voicemail system. When retrieving messages, urgent messages will be played first. If configured by the recipient, the recipient may be paged when they receive an urgent message.
  - Press \* to cancel

## Centrex Voice Mail Instructions Continued...

### Dialing the Originator

- While listening to a message, you can call the person back by pressing 3.
- This capability will not work if the voicemail system was not able to record the Caller ID information when the original voicemail was received or if your phone is configured with call restrictions which prevent you from calling the originator's number.

### Forwarding a Message

- While listening to messages, you can forward a message to another recipient. To forward the current message, press 6.
- Enter an 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.
- Select an action
  - To Forward the message, press 1. The message will be sent.
  - To Change the introductory message, press 2. The message will be deleted and you will be prompted to record the message again.
  - To Review the introductory message, press 3. The message will be played back and you will be prompted to select another action.
  - To Mark the message Urgent and Send, press 9. When retrieving messages, urgent messages will be played first. If configured by the recipient, the recipient may be paged when they receive an urgent message.
  - Press \* to Cancel.

### Composing a New Message

- Access your voice mailbox
- If you have new messages, the messages will be identified and played. To skip to the Main Menu, press \*.
- From the Main Menu, press 7 to compose a new message
- Enter an extension number or Distribution Group Number + #. Repeat this step until you've entered all the desired destinations.
- Press # when finished entering destinations
- After the tone, record your message. Press the # key when finished.
- Select an action
  - To Send the message, press 1. The message will be sent and you will be disconnected from the voicemail system.
  - To Change the message, press 2. The message will be deleted and you will be prompted to record the message again.
  - To Review the message, press 3. The message will be played back and you will be prompted to select another action.
    - To set Message Options, press 4.
    - To mark the message Urgent, press 1.
    - To mark the message Private, press 2.
    - To request a Return Receipt, press 3.
    - To clear all these options, press 9.
    - To return to the previous menu, press \*.