

GENERAL VOICE MAIL

A general voicemail box is a mailbox not tied to a device.

Instructions to Set Up a Mailbox

- Press the Message key or dial the voice portal number.
- Press the * key when prompted for a password.
- Enter the mailbox extension.
- Enter the temporary passcode (266767), followed by #.
- When prompted, create a new passcode (6-8 digits) and press #.
- Re-enter the new passcode for confirmation and press #.
- Record your first and last name for identification purposes.

To Record Greetings

You will need to record separate greetings for when you are unable to answer the phone (no answer greeting) and when you are on the phone (busy greeting). Record as follows:

- Access your mailbox using above instructions
- Press 1 for the voice messaging option
- Press 3 to record a No Answer Greeting or press 4 to record a Busy Greeting
- To activate your extended away greeting press 5
- Follow the prompts

To Retrieve Voice Mail Messages from your Office

- Press the messages key or dial the voice portal number
- Press the * key
- Enter your mailbox extension
- Enter your passcode, then press #
- Press 1 to access voice messaging
- Press 1 to play messages

Note: To delete all messages, press 7 at this point.

To Retrieve Voice Mail Messages from Outside the Office

- Dial the voice portal access number
- Enter your mailbox ID/4-digit extension.
- Enter your passcode, then press #
- Press 1 to access voice messaging
- Press 1 to play messages

Note: To delete all messages, press 7 at this point.

**** Your voice mail pass code must be between 6 and 8 digits in length and must NOT be:**

- Repeated digits i.e. 111111 or 000000
- Your own extension or phone number
- The reverse of your own extension or phone number
- The previous pass code
- The reverse of your previous passcode
- Consecutive digits i.e. 123456 or 654321