

# **Family Service Rochester**

## Voice Mail Instruction Sheet

#### To Setup Your Mailbox for the First Time:

- From your phone, dial 2500 to access voice mail and then press \*
- Enter your mailbox number as the default password

The voicemail box will walk you through a brief tutorial. The first thing you'll be asked to do is to pick a new password. Your new password can be up to twelve digits long.

- Enter your new password
- Press # to accept

Then you'll be asked to record your name in the directory:

- After the tone, record your first and last name
- Options are 1 to Replay, 2 to Append, or 3 to Re-record
- Press # to accept

Listen through the introduction, then record your personal areetina:

- Press 4 for Personal Options
- Press 1 to Change Your Personal Greeting
- Press 1 for your Primary Greeting
- After the tone, record your voicemail greeting
- · Press # when finished
- Options are 1 to Replay, 2 to Append, or 3 to Re-record.
- Press # to save your greeting

When you hear the voicemail say "Greeting Saved" you can hang up. Your new mailbox is set up!

## Sample Greeting:

"Hello, this is with (business name). Please leave your number and message and I will return your call. Thank you for calling."

#### Optional adds to your greeting:

- "To reach the receptionist, dial zero now."
- Add today's date and re-record your greeting every day
  Press 4 for "Personal Options"

#### To Access Voice Mail From Your Extension:

- Pick up your handset or press the speaker phone
- Press the flashing MSG button or dial 2500 to access voicemail
- When Voice Mail answers, enter your password and

#### press #

## To Access Voice Mail From Another Extension or a Shared Phone:

- Dial 2500
- When the Voice Mail answers press \*
- Enter your mailbox number
- Enter your password and press #

## To Access Voice Mail From Outside the Office:

Dial into the office.

(if answered ask to be transferred to 2500)

- When Voice Mail answers, press \*
- · Enter your mailbox number
- Enter your password and press #

## To Leave a Voice Mail Message:

- Dial 2500
- · Enter the mailbox number of the person you are trying to reach
- --or-
- Access your mailbox as previously described
- Press 2 to record a message
- Enter the mailbox number of the person you are trying to reach

## To Transfer a Call Directly to a Voice Mailbox:

- While on the call, press Transfer
- Dial 2500 or press the voicemail button
- Enter the mailbox number you want to transfer to
- Hang up

#### To Change Your Voice Mail Greeting:

- Access your Voice Mailbox as previously described
- Press 1 to "Record Your Greeting"
- Press 1 for "Primary Greeting"
- · Follow instructions



# **VOICE MAIL FLOW CHART**

NOTE: At any menu level, you can press to cancel or return to the previous menu or press to accept. LISTENING TO MESSAGES **ACCESSING YOUR MAILBOX** PERSONAL OPTIONS While the message is playing: EITHER, Press the Message key to respond to a Back Up **Record Greeting** 1 message from voice mail. Pause 2 OR. Call the voice mail Primary Greeting extension number, press Move Forward 3 and enter your mailbox Alternate Greeting 2 Lower the Volume Enter your password and System Greeting 5 Play the Envelope Also see Recording Options then # **Record Directory Name** Increase the Volume 6 See Recording Options Save the Message SUBSCRIBER MAILBOX MENU Record Password Delete the Message 9 Listen to New Message Change Envelope Settings 4 # Skip to the End Send A Message Time and Date After the message: Listen to Saved Messages 3 2 Message Source Replay to Message Personal Options 4 3 Message Length Reply to the Message Message Options 5 All Options 4 Voice Mail Message No Options Return Call 5 Remote Messaging Forward a Copy Primary Cascade SENDING A MESSAGE See Recording Options Alternate Cascade 2 Dial the mailbox number, reply Listen to Previous Message 4 to a message, or forward a **More Options** message. Play the Envelope Record your message. Fax Destination Listen to Next Message 6 To pause press 2 Message Order Save the Message 7 To erase press 3 Transfer Method Delete the Message 9 Hang up to send OR Press # for options. **MESSAGE ORDER** REMOTE MESSAGING **New Messages** 1 RECORDING OPTIONS Program Cascade Level Saved Messages 2 Enter cascade level number, then: Replay 1 Enable/Disable 1 TRANSFER METHOD Add 2 Enter Personal # 3 Erase and Re-Record Unannounced 1 Enter Pager # **Delivery Options** 9 Screened 2 **Enter Time of Day Announce Only** 3 Set Days of Week 3 **DELIVERY OPTIONS** Monday-Friday **MESSAGE OPTIONS** Private 1 All Days Cancel Unheard Messages Certified 2 Individual Days 1-7 3 Recover Deleted Messages 2 3 **Priority** Select Message Types 4 Listen Send to Other Mailboxes # All Messages Recover All 2 Priority Messages 2 Send and Exit Hang Up Erase All 3