



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
- Press #

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
- Press #
- Options are **1** to Replay, **2** to Append, or **3** to Re-record
- Press # to accept

Listen through the introduction, then record your personal greeting:

- 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

To Access Voice Mail From Your Extension:

- Pick up your handset or press the speaker phone button
- 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 **4** for "Personal Options"
- 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.

