



## Voice Mail Services

**User:**

**Mailbox:**

- ❖ **LOG ON TO THE VOICE MAIL SYSTEM:** To access this system, please dial **4799**, or select your extension and press the MESSAGE key or the Msg/Inbox key depending on your model phone. If you are trying to access your voicemail from out of the office please dial **386-986-4799**
  - You will hear system greeting, "CallPilot from Nortel Networks, mailbox?" Enter 4 digit extension (mailbox #).
  - You will be asked to enter your password.
  - **For first time use only, the password will be 11 + extension/mailbox #. At this point, you will be forced to change your password.**
  
- ❖ **CHANGE PASSWORD:** It is good practice to periodically change your password. Here are the steps:
  - Log-on and press 84
  - If you would like to know when your password will expire press \*.
  - Enter old password followed by #.
  - Enter new password followed by the #. (at least 4 digits, & cannot be trivial; e.g. 1234, 1111, etc.)
  - Reenter new password to confirm.
  
- ❖ **RECORD PERSONAL GREETING:** This is the greeting callers will hear when they get to your voice mail. (For example, *You have reached John Doe at The City of Palm Coast. I am unable to take your call at this time. Please leave a message and I will get back to you as soon as I can.* )
  - Log on and press 82
  - Choose 1 for external
  - Press 5 to record, # to stop, 2 to replay
  - If you do not like your recording, press 76 to delete, **DO NOT** just press 5 to rerecord as this point or it will add to what you have already recorded. After pressing 76 to delete, you may press 5 to record again.

- ❖ **REDIRECT/FORWARD A MESSAGE:** You have the ability to forward a message you are hearing to someone else.
  - While listening to the message, press 73
  - Enter a list of extensions (each extension followed by #), enter # again to end list
  - Press 5 to record a comment to go with the message, # to stop, 2 to replay
  - Press 70 (wait for prompt) to tag message (discussed later)
  - Press 79 to send message
  
- ❖ **HELP:** You may access on-line help. “Joan” the voice mail lady, will prompt you through every function.
  - Press \* for general help. Joan will remind you what you were doing.
  - Press 8\* for help with functions you may perform administratively (e.g. Recording greetings & password changes).
  - Press 7\* for help with message commands (e.g. compose, forward)

**COMMAND SUMMARY**

Change Password	84
Record personal greeting	82 + (1 for external)
Play message	2
Skip to next message	6
Skip to preview message	4
Skip forward within message(5 sec)	3
Skip backward within message(5sec)	1
Pause during message	#
Continue after pause	2
Delete/restore message	76
Forward message	73
Compose message	75
Reply to message	71
General help	*
Administrative help	8*
Message help	7*

**In voice mail, whenever you are recording, you will use:**

- 5      to record
- #      to stop recording
- 2      to play recording/message