

FORWARDING A MESSAGE

While listening to messages you can send a copy of the message to another recipient.

- To forward the current message, press 5.
- 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.
- Press # to send.
- Press 1 for delivery options.

REPLYING TO A MESSAGE – DIALING THE ORIGINATOR

- While listening to a message, you can call the person back by pressing 4 and selecting option 1.
- This capability will not work if the voicemail system was not able to identify 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 originators number.

DELIVERY OPTIONS MENU

ACTION	Before Message
Review the message	1
Mark message as urgent	2
Mark message as private	3
Re-record your message	4
Request a delivery report	5
Request a read report	6
Add or remove recipients	7
Schedule future delivery	9
Send the message as is	#
Exit or cancel	*



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Voicemail Quick Reference Guide



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USING THE VOICEMAIL SYSTEM

The voicemail system is menu driven. Listen to the voice prompts and then press the keys on your phone to select which option you would like.

ACCESSING VOICEMAIL

The first time you access your voicemail box you will be asked to set up your mailbox, to record your name and a greeting to be played to callers. When you have one or more unheard voice messages waiting, you will hear a stutter dial tone and if your phone has a visual indicator, it will light.

FROM YOUR OWN PHONE:

- Press the messages button or dial ***98**.
- Enter your voicemail password, or PIN.
- If you have new messages, the messages will be identified.
- After hearing any new messages, you will be presented with the Voicemail Main Menu.

FROM ANOTHER PHONE:

- Dial the voicemail access number
 - (518) 537.6245
- When prompted, enter your 10 digit phone number.
- When prompted, enter your voicemail password, or PIN, followed by #.
- If you have any new messages, the messages will be identified.

After hearing any new messages, you will be presented with the Voicemail Main Menu. The Main Menu options are listed in the next column.

VOICEMAIL MAIN MENU

ACTION	KEY
Play Inbox Messages	1
Send Messages	2
Work with Greetings	3
Mail Box Settings	4
Setup Reminder Messages	5
Access Deleted Messages	6
Log on as a different user	7
Help	0
Exit Voicemail System	*

CHANGING YOUR VOICEMAIL PASSWORD

- From the Main Menu, press 4 to change your Settings.
- Press 3 for Security Options. Press 1 to change the PIN.

RECORDING YOUR PERSONAL GREETING

- Access your voicemail box.
- From the Main Menu, press 3.
- To set up a personal greeting press 1.
- To set up a system generated greeting or to change the recording of your name press 3.
- To change the greeting that callers hear when you're busy press 5.
- If you don't record a personal greeting, a generic greeting will be played.



MESSAGE PLAYBACK OPTIONS

ACTION	Before Message	During Message	After Message
Repeat Message	1	1	1
Save Message	2	2	2
Delete Message	3	3	3
Reply to Message	4	4	4
Forward a Copy	5	5	5
Pause/Resume System	8	8	8
Skip Message	9	N/A	N/A
Back to Menu	*	*	*
Leave as New and Play Next Message	#	#	#