Voice Mail Quick Guide

FEATURE CODE *97 AND *98

To Access You Voice Mail At Your Extension

1. Press ***97** and then press the **Dial** soft key, pick up the **Handset** or press the Speakerphone button.
2. You will be asked to enter your **Password**.

To Access You Voice Mail At Another Extension

1. At any extension in your system, Press ***98** and then press the **Dial** soft key, pick up the **Handset** or press the **Speakerphone** button.
2. You will be asked to enter your Extension then your **Password.**

MAIN MENU OPTIONS

Option "1" Listen to First Available Message

While in this option - the additional sub options are available by pressing the corresponding key:

2 Skip to the beginning of the message (while listening to the message).
3 Go to Advance Options.
5 Repeat current message.
6 Skip the current message.
7 Delete the current message.
8 Forward the current message to another extension.
9 Save the current message to a folder.
Fast forward the message 3 seconds.
* Rewind the message 3 seconds.

Option "2" Change Voice Mail Folder

While in this option - the additional sub options are available by pressing the corresponding key:

0 New messages.
1 Old messages.
2 Work messages.
3 Family messages.
4 Friends messages.
Cancel

Option "3" Go to Advance Options
While in this option - the additional sub options are available by pressing the corresponding key:
1 Send a reply voice mail to caller who is calling form the same PBX.
2 "CallReturn" - Start outgoing call to CID with option to change number first.
3 Listen to message date and time.
4 "CallOut" - Place a call to an external number - enter number then # key.
5 Leave message to another extension's voicemail without calling them.
* Return to the Main Menu.

> **Note:** Options 2 and 4 will function only if "CallReturn" or "CallOut" are enabled from the "Extensions" page in the administrative control panel for the user.

Option "0" Go to Mail Box Options
While in this option - the additional sub options are available by pressing the corresponding key:
1 Record your unavailable messages.
2 Record your busy messages.
3 Record your name (used within the Name Directory).
4 Record you temporary message/Remove your existing temporary message (supersedes all other greetings).
5 Change your voicemail password (password will be updated within 5 minutes).
* Return to the Main Menu.

* Repeat the Menu Options   # Exit the Voicemail System

VOICE MAIL CHEAT SHEET

1 Play Messages	**2** Folders	**3** 1 - Reply 2 - Envelope
4 Previous	**5** Replay	**6** Next
7 Delete	**8** Forward	**9** Save
* Help ← Skip	**0** 1 Unavailable 2 Busy 3 Name 4 Temporary 5 Password	**#** Exit Skip →

Voice Mail Features

A Voicemail Overview:

Welcome to your new Axia Advantage voice mail platform. This Voice Mail System is extremely robust and offers a highly flexible, thorough, and stable voicemail solution. Listed below in bullet points are just a few of the features the system offers:

- Two different types of Greetings.
- Notification of new messages through email.
- The notification message will include an audio file containing the complete message.
- Ability to organize messages into folders.
- Mailboxes are password protected.
- Allow callers to review and re-record messages

Message Taking

If you are not able to answer a phone call, your voice mail service will allow the caller to record a message that you can listen to later. Depending on how your mailbox was configured, the caller may first hear a greeting and/or some instructions before leaving message. The process of leaving a message looks like this:

- Play the appropriate greeting – unavailable or temporary greeting – See above
- Play some short instructions.
- Play a beep.
- Record the message, and optionally allow the caller to review the message.

While the Caller is listening to the greeting or the instructions, the caller can press any of the following buttons:

- "#" Skip the rest of the greeting and instructions and immediately begin recording the message.
- "*" Transfer out of the message recording application. Typically used to allow users to access their mailboxes.

After the greeting and the instructions have played the caller will hear a beep and then the system will start recording a message. To end the recording, the caller can hang up the phone or press the "#" button. If the caller hangs up the phone to end the recording, the voicemail system will put the message in your "New" folder. If the caller pressed the "#" button to end the recording, the system will let the caller review the message and the caller will be presented with the following option.

- "1" Accept the message and it will be placed in your "New" folder.
- "2" Listen to the message.
- "3" Re-record the message.
- "0" To transferred to the Operator.

Types of Greetings:

A greeting is a short message that plays before the caller is allowed to record a message. The greeting is intended to let the caller know that you are not able to answer their call. The greeting can also be used to convey other information like when you will be available, other methods to contact you, or other options that the caller can use to receive assistance.
There are two types of greetings:

Voice Mail Features

Unavailable Greeting

If the voice mail system thinks that you are unavailable (e.g. you don't answer the phone or your phone is not connected to the network) the caller will hear your "unavailable" greeting. The unavailable greeting can either be a generic message, like:

- "*The person at extension number is unavailable.*" - Default
- Your recorded name is unavailable.
- The unavailable greeting can be a message that you record.

Temporary Greeting

You can also record a temporary greeting. A temporary greeting will always be played regardless of your "busy" or "unavailable" status. This could be used, for example, if you are going on vacation and want to inform people not to expect a return call anytime soon, but you do not want to re-record your busy and unavailable greetings when you come back.

Message Notification:

You can elect different meant to be notified when a message is left in your mailbox. These are:
- Notification sent to your email address.
- Or a signal sent to your Pager.
- Or a text message to your Cell Phone.

Message Folders

The voice mail system allows you to save and organize your messages into folders. When you first log into your mailbox, the voice mail system will make the "New Folder" the current folder if you have any new messages. If you do not have any new messages the voice mail system will make the "Old Folder" the current folder. When a caller leaves a message for you, the voice mail system will put the message into the "New folder". If you listen to the message, but do not delete the message or save the message to a different folder, the VMS will automatically move the message to the "Old folder". There are five folders as listed below:

Message Folder Names:

- Folder 0 - New Messages
- Folder 1 - Old Messages
- Folder 2 - Work Messages
- Folder 3 - Family Messages
- Folder 4 - Friends Messages

Accessing Your Mailbox

Logging In to your Mail Box

There are several popular methods for accessing mailboxes that your administrator may have chosen. Below is a description of some of these procedures that your administrator may have chosen.
- By calling your Voice Mail Number and pressing the "*" button.
- By calling <your main phone number> to access your mailbox by entering your mailbox number and passcode.

Voice Mail Features

- By pressing the "Message Button" on your phone (if applicable).

The First Time You Log In

The first time that you log into your mailbox, you will be required to change some settings. In particular, you will be required to:

- Change your Password
- Record your Name
- Record your Unavailable Greeting.

Main Menu

The main menu will be the first menu that you are presented with once you have logged in.

- "1" Listen to messages in the currently selected folder.
- "2" Change folders.
- "3" Advanced options.
- "0" Mailbox options – Greeting Recordings, Passcode etc.
- "*" Repeat the menu options.
- "#" Exit from the voice mail system.

Below explains the choices at Main Menu:

Listening to Messages

While listening to the messages, the caller can press any of the following buttons:

- "#" Skip the rest of the greeting and immediately begin recording the message.
- "*" Transfer out of the message recording application. Typically used to allow users to access their mailboxes.

After the greeting has played the caller will hear a beep and then the system will start recording a message. To end the recording, the caller can hang up the phone or press the "#" button. If the caller hangs up the phone to end the recording, the voicemail system will put the message in your "New" folder. If the caller pressed the "#" button to end the recording, the system will let the caller review the message and the caller will be presented with the following options:

- "1" Save the message. The message will be placed in your "New" folder.
- "2" Review the message.
- "3" Re-record the message.

The Message Envelope

The voice mail system will play back the message "envelope". Depending on how the voice mail system has been configured, the message envelope may consist of the items listed below. Pressing "1" any time during the playback of the message envelope will skip to the message playback. The voice mail system will then play back the message.

The Message Envelope.

- Date and time that the message was received.
- Caller ID information.
- Duration of the message.