

Frequently Asked Questions About Voice Mail

So now that you've got voice mail, you're probably wondering, "How do I use it?" Well, despite what you may think or have been told, it's actually quite simple. This cheat sheet will answer the most frequently asked questions about your voice mail.

HOW DO I KNOW IF I HAVE MESSAGES?

You'll know if you have messages by one of two ways. For those of you who have an **analog telephone**, when you pick up your receiver you'll be notified of your waiting message by a stutter dial tone. This is not a busy signal, nor does it mean your phone is broken. It simply means you have a message. For those of you who have a **Digital Phone** (All Nortel Phones), you should have a red light on the top of your phone.

ACCESSING VOICE MAIL.

- 1.) Access a line and press message button on your phone or dial 4-5100. This will get you into the voice mail system.
- 2.) Enter your mailbox number if away from your phone or press # when you are at your phone. Your mailbox number is your telephone number (4-XXXX) followed by the # sign.
- 3.) Enter your password. Your password is (default) 94XXXX followed by the # sign, or whatever you set it up as followed by the # sign.
- 4.) If you have followed all the steps correctly, you should now be able to listen to your messages.

PLAYING YOUR MESSAGES.

Once inside the voice mail system, dial the following:

- 2** to play message.
- 4** to play previous message.
- 6** to play next message.
- 73** to forward message
- 76** to delete message.

RECORD GREETINGS.

Right now your voice mail has an automatic greeting. If you want to personalize your greeting, follow these steps:

- 1.) Access the voice mail system.
- 2.) Dial **82**.
- 3.) To record an **EXTERNAL** greeting, press 1.
To record an **INTERNAL** greeting, press 2.
(NOTE: External greeting is what outside callers will hear and Internal greeting is what internal callers will hear.)
- 4.) To **start** recording, press **5**. To **stop** recording, press #. To **review** your greeting, press **2**. To **delete** and **start over** press **76**.

CHANGING PASSWORD.

- 1.) Access the voice mail system.
- 2.) Dial 84.
- 3.) Enter your current (default) password followed by the # sign.
- 4.) Enter your new password followed by the # sign.
- 5.) Re-enter your new password for confirmation followed by the # sign.
(NOTE: Your password must be a minimum of 4 up to 16 digits in length.)