

VoiceMail User Guide

To access your mailbox

Dial *11.

It will ask for your mailbox, this is the full telephone number.

It will ask you for your PIN, default is the full telephone number.

Initially, you might want to choose option 0 for Mailbox Options. The available options are:

- 1 – Work with the unavailable message
- 2 – Work with the busy message
- 3 – Work with the temporary greeting
- 4 – Work with the name
- 5 – Change the password
- * – Return to the main menu

To listen to your messages

Access the voicemail system (*11).

It will ask for your mailbox, this is the full telephone number.

It will ask you for your PIN, default is the full telephone number.

Press 1 to listen to the first messages (If no new messages, 1 will go to old messages)

Options While Listening to Messages

While listening to a message, you have the following options:

- 1 – Play the first message in the current folder
- 2 – Change folders
- 3 – Play the message envelope
- 4 – Play the previous message
- 5 – Replay the current message
- 6 – Play the next message
- 7 – Delete or undelete the current message
- 8 – Move message to another folder
- 9 – Forward the message to another mailbox
- 0 – Mailbox options
- * – Rewinds the current message
- # – Fast forwards the current message

Options for changing folders

If you select the option to change folders, you have the following options available:

- 1 – New Messages
- 2 – Old Messages
- 3 – Deleted Messages

Options for moving the message to another folder

If you select the option to move the message to another folder, you have the following options available:

- 0 – Deleted
- 1 – Urgent
- 2 – Old
- 3 – Work
- 4 – Family
- 5 – Friends
- 6-9 and * – Customer 1 through 5 (These are filler folders created by the system)

Options for forwarding the message

If you select the option to forward the message, you will be prompted by the system to enter the destination mailbox followed by the # key. You will then have the following options available:

- 1 – Move the message (Moves the message from your mailbox to the target mailbox)
- 2 – Copy the message (Copies the message to the target mailbox)
- 3 – Add another mailbox
- * – Cancel and return