

App Server Voice Mail Instructions

Initial Mailbox Set Up

Your Mailbox Number is the same as your extension/intercom number
Your Voice Mail Pilot Number/Access Number from inside the building
is: 850


Note: Your DISPLAY is interactive, and will give you read-outs of voice mail options as well as voice prompts. To utilize your DISPLAY, use the “soft keys” located directly below the display

To set up your voice mail for the first time: (the system tutorial will use voice prompts to walk you through the process)

1. From your telephone, dial 850 (pilot number to voice mail)
2. When prompted, enter your default password: Your mailbox number + 997
3. Record your first and last name when prompted
4. Record your personal greeting when prompted
5. Enter a new password when prompted (you CAN use a 4-7 digit password, although the system tells you to enter a 7 digit password)

Using your Mailbox once you have completed the set up process

To Access your mailbox when your message light is flashing red:

1. Press your message waiting light  when flashing
2. Enter your password when prompted
3. Follow voice prompts and display prompts (if applicable)

To Access your mailbox from your telephone (to check saved messages):

1. Dial 850
2. Enter your password when prompted
3. Follow voice prompts and display prompts (if applicable)

To Access your mailbox from another telephone (other than your own)

1. Dial 850
2. Press * when prompted to enter your password to bypass
3. Press # when you hear the main company greeting
4. Enter your mailbox number when prompted (**do not press # after**)
5. Enter your password plus # when prompted
6. Follow voice prompts and display prompts (if applicable)

To Access your mailbox from outside the building:

1. Dial the main number to your mailbox (SIP Trunk, DID, or main company number)
2. When voice mail answers (either company greeting or personal greeting) press #

3. Enter your mailbox number when prompted (**do not press # after**)
4. Enter your password plus # when prompted
5. Follow the voice prompts for voice mail options

Listening Features: (once you are in your mailbox)

- Press 1: Listen to new messages
- Press 1 2: Review saved messages
- Press 8: To find out who sent the message (if applicable) as well as date and time stamp (in the middle of message or after)
- Press 7 2: To REDIRECT/FORWARD message to another subscriber (follow prompts)
- Press 3: Delete Message (during or after message)
- Press 4: Rewind message
- Press 6: Fast Forward message
- Press 5: Pause Message, 5 again to resume
- Press * 6: While listening to messages: Recover deleted messages (while reviewing messages)
- Press 6: **From subscriber's main menu** (follow prompts to recover deleted messages. You may listen to messages or move them back to saved messages)
- NOTE: You will have ONE day to recover deleted messages

Managing Personal Greetings:

Default Greeting:

(Principal greeting, callers hear this each time they ch your mailbox)

1. From Subscribers menu press 3 2 1 to change default greeting. Press any key when done recording
2. To listen to greeting press 2, to re-record greeting press 3

Activate Extended Absence Greeting:

(replaces default greeting temporarily when activated)

1. From Subscriber's menu press 3 2 2. You will prompted to activate/deactivate extended absence greeting
2. Press 1 to activate, Press 2 to listen to greeting, Press 3 to record greeting
3. Follow voice prompts

Note: To deactivate, repeat step one and press 1 to deactivate when prompted. Your default greeting will be restored automatically

Manage Custom Greetings (Use temporary greetings for out of office, vacations, etc.)

9 total greetings can be recorded/activated)

1. From Subscriber's menu press 3 2 5
2. Press 1-9 to select greeting number you wish to manage/activate
3. Press 2 to listen to greeting, Press 3 to record greeting