

## 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 be 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