


### 3. Voice Mail Access

#### Accessing Your Voice mail – All Phones

##### Connecting to voice mail for the first time.

1. Press the MAIL key,  (looks like an envelope) then select Voice Mail.
  2. On the phone screen, press on the soft key associated to voice messages feature.
  3. You have to enter your password (Default Password 13579)
  4. Press '#' to validate.
  5. You are invited to record your name.
  6. Record your name OR press '\*' to skip this part.
  7. Press '#' to validate.
  8. You are invited to enter a new password.
  9. Enter a new password.
  10. Press '#' to validate.
  11. The system confirms which password has been recorded.
  12. Your mailbox is now configured
- You are now connected.

##### Listening to new messages

To access new messages, login to your voice mail box and enter your password (as above).  
If your new voice messages are not played automatically, press 1 to play them. Access old messages by pressing 3.

### 3.1 Voice greeting set up

Please make sure to follow "Connecting to Voicemail for the first time" instructions before the next steps.

1. To connect to Voice Mail:  
Press the envelope Key on your phone.
2. Enter Your Voice Mail Password
3. To Select greeting management, Press 4.
4. Select personal greeting, Press 2.
5. Record the personal greeting (for internal / external user to hear)
6. Press # to confirm / Press 1 to Replay the greeting
7. To record your internal greeting, Press 1 (for internal user to hear)
8. Press # to confirm / Press 1 to Replay the greeting
9. To activate your personal greeting, Press 6

**NOTE: If you do not activate the personal greeting after recording it, the system will not play the new greeting.**

##### While Listening to your messages

To pause/resume your consultation	Press 2.
To delete a voice mail	Press 7 (then 7 again if confirmation is required).
To listen to the next message	Press #.
To reply to your voice message	Press 8, when you have finished recording your reply press #.
To send a copy of your voice message to someone else	Press 6, when you have finished recording your introduction press #.

##### At the end of your messages

To listen again to your message	Enter 11.
To delete your message	Press 7 (then 7 again if confirmation is required).
To listen to the next message	Press #
To reply to your voice message	Press 8, when you have finished recording your reply press #.
To send a copy of your voice message to someone else	Press 6, when you have finished recording your introduction press #.