The voicemail system is menu driven. Listen to the voice prompts and then press the keys on your phone to select an option.

Setting up your new voicemail box

The first time you access your voicemail box, you will be asked to create a PIN, record your name, and record a greeting. Follow the prompts from the tutorial you will hear.

Change your PIN
First, you will be prompted to create your voicemail PIN. It can be between 4 and 6 digits long, not sequential numbers or repeating numbers. After entering your new PIN, you will be asked to confirm the PIN by re-entering it.

Record a Name
You will then be prompted to record your name. Once you have recorded your name, it is played back to you and you are provided with options to keep it or re-record it.
   - Press **1** to change your recorded name.
   - Press **#** to keep your recorded name.

Record a Greeting
Lastly, you will be prompted to record a personal greeting. Once you have recorded your greeting, it will be played back to you and you are provided with options to keep it or re-record it.
   - Press **1** to record a personal greeting. Record your personal greeting.
   - Press **1** to change your greeting.
   - Press **#** to keep your greeting.

Re-record your Greeting After Initialization
1. Access your voicemail box.
2. Press **3** to work with your greetings.
3. Press **1** to set up a personal greeting.
4. You will hear your current greeting.
   - Press **1** to re-record your personal greeting.
5. Press **3** to save your new greeting.

Message Playback Options

After listening to New Messages
- To **REPEAT** the message from the beginning, Press **1**.
- To **SAVE** the message, press **2**.
- To **DELETE** the message, press **3**.
- To **REPLY** to the message, press **4**.
- To **SEND A COPY** of the message to another user, press **5**.
- To **HEAR CALLER INFORMATION** (number, timestamp), press **7**.
- To **SAVE AS NEW**, press **#**.

After listening to Saved Messages
- To **REPEAT** the message from the beginning, Press **1**.
- To **SAVE AS NEW**, press **2**.
- To **DELETE** the message, press **3**.
- To **REPLY** to the message, press **4**.
- To **SEND A COPY** of the message to another user, press **5**.
- To **HEAR CALLER INFORMATION** (number, timestamp), press **7**.
- To **LEAVE AS SAVED**, press **#**.

Options active during playback of a message
6 - Increases the volume of a message.
7 - Slows the playback of a message. Press incrementally to reduce the speed of the message.
8 - Pauses playback of a message up to 20 seconds. Press **8** again to resume playback.
9 - Speeds the playback of a message. Press incrementally to increase the speed of the message.
11 - Return to the previous message.
66 - To hear details (number, timestamp) of a message.
77 - Skips BACKWARD 5 seconds within the message.
99 - Skips FORWARD 5 seconds within the message.
* - Return to the previous menu.
# - Skip to the next message during playback of a message body. Also skips to message body if pressed during the message header .
0 - Helpful Hints

Accessing Voicemail

From Your Desk Phone
1. Press the **Voicemail** or **Messages** button (alternatively, dial ***98**).
2. Enter your voicemail **PIN**.

From Another Phone
1. Dial your desk phone number.
2. Press ***** when you hear your personal voicemail greeting.
3. Enter your voicemail **PIN**.

Accessing the Messaging Service Center
1. Dial **(480) 302-6991**.
2. Enter your 10-digit phone number followed by the **#** key.
3. Enter your voicemail **PIN** followed by the **#** key.

Voicemail Autoplay Settings

To Turn ON Autoplay (go directly to NEW messages, bypasses main menu)
1. Access your voicemail box.
2. Press **4** for **Mailbox Settings**.
3. Press **2** for **Time Saver Options**.
4. Press **1** for **Autoplay Settings.**
5. Press **1** to turn **ON Autoplay Settings** for voicemail.
6. Press ***** to exit.
New Messages will automatically be saved after you've listened to them.

To Turn OFF Autoplay (main menu will be played)
1. Repeat steps 1 - 4 above.
2. Press **1** for turn **OFF Autoplay Settings** for voicemail.
3. Press ***** to exit.

The following map details the Main Menu of your voicemail system. It shows you the keys you need to press to navigate to the various sections of the voicemail system. Once you become familiar with the voicemail system and know which buttons to press, you can save time by making your selection right away. You do not have to wait for your chosen option to be read out before you select it.

If you do not have a particular service, you will not be offered the options to set up that service and may notice some differences in the menus described. If you press a key or a combination of keys that is not used on a menu, you will hear the following error message: "That selection is invalid. Please try again".

1 → N
Review Messages / Listen to Message

Review Messages Menu
- 1 Voicemail
- 3 Faxes
- 9 Future Delivery Messages

Hear Message
- 1 Repeat
- 2 Save
- 3 Erase
- 4 Reply
- 5 Send a Copy
- 2 2 Mark Saved Message as New

2
Send Message

Enter phone or GL number, then #
- 1 Review Message
- 2 Mark as Urgent
- 3 Mark as Private
- 4 Re-Record Message
- 5 Report on Send
- 6 Report on Read
- 7 Add Recipient
- 9 Schedule for Future Delivery
- # Send as is

3
Work with Greetings Menu

Greeting Options Menu
- 1 Personal Greeting
- 2 Extended Absence Greeting
- 3 Sys-Gen Greetings & Name Recording
- 4 Group Mailbox Greetings
- 5 Busy Greeting
- 6 Out-of-office hours greeting
- 7 Shared Greetings
- 9 Forward all Calls to Voicemail Greeting
- * Exit Menu

4
Mailbox Settings

Mailbox Settings Menu
- 1 Group Lists
- 2 Handsfree & Time Saver Options
- 3 Security Options
- 4 Group Mailbox Settings
- 5 Notification Settings
- 6 Additional Settings
- 7 Advanced Call Features Settings
- 9 Live Message Screening Settings
- * Exit Menu

5
Reminders

Reminders Menu
- 1 Reminders Settings
- 2 Add New Reminder
- 3 Recurring Reminders Settings
- 4 One-Off Reminders Settings

7
Switch Account

Enter Phone Number, then # or * if error

6 → N
Review Erased Messages / Erased Messages

Select Message Type
- 1 Voicemail
- 3 Faxes

Hear Message
- 1 Repeat
- 2 Restore
- 3 Permanently Erase
- 4 Reply
- 5 Send a Copy
- # Next Message

0
Help

Helpful Hints
- # Next Hint
- * Return to Main Menu
- 1 Replay from Start of Menu

*
Exit

Goodbye and Exit TUI

Common Keys
- * Cancel input or move up a level
- # End input or move forward in a list
- 0 Helpful Hints
- 8 Pause / Resume