

ELITEMAIL VOICEMAIL SIMPLIFIED INSTRUCTION SHEET

To Access Your Voice Mail Box, You Must First Log Into Your Own Mailbox:

On Site At Own Desk:

With Handset Down, Press **Message/Voicemail** Button, Then Enter Your Security Code

On Site At Any Desk:

Dial **275**, Wait For Main Greeting to start, Dial **9 + Extension**. Enter Security Code Upon Prompt.

Off – Site Answered Live:

Call Main Number Or Direct Line If Applicable. Have Attendant Transfer To Your Extension. Upon Hearing Personal Greeting, Dial **9 + Extension**. Enter Security Code Upon Prompt.

Off – Site Answered Auto Attendant:

Call _____ (Main Or Backdoor Number) Wait For Main Greeting To Start, Dial **9+Extension**. Enter Security Code Upon Prompt.

You Are Now Logged Into Your Voicemail Box

While In The Office On System Phones You Will Have *Soft Key Prompts In Your Display Screen

*(*Dependant Upon System Purchased*). If Accessing From Off Site, You Will Hear Dial Pad Prompts:

Setting Up Your Mailbox

The Voicemail System Will Greet You. Follow The Prompts (*if password is required -default password is 0327*).

To Record Your Name, Set Directory Status, Security Code And Record Personal Greetings.

Confirm That You Are Satisfied With Your Settings. Do Not Hang Up Until You Hear The Word **GREAT!!!**

Note: You May Change These Selections At Any Time.

Remember: 1 = YES AND 2=NO

Voicemail's Main Menu

Dial 4 To Check New Messages

Dial 5 To Leave A Message (To Fellow Staff Members)

Dial 6 To Review Old / Archived Messages (Saved)

Dial 7 To Change Set Up Options (Greetings, Security Code)

To Listen To New Messages Dial 4:

The Messages Will Now Start Playing

With Message In Progress:

Dial * (Star).....To Skip And Save It As New

Dial # #.....To Repeat The Entire Message

Dial 1.....To Advance To The End Of The Message

Dial 2.....To Redirect And/Or Archive The Message

Dial 5.....To Change Playback Volume

Dial 7.....To Repeat The Previous 3 Seconds Of The Message

Dial 8.....To Pause The Message

Dial 9.....To Advance 3 Seconds

Before You Hear **The End** Of The Time/Date Stamp You Can...

Quickly **DELETE** A Message By Hitting **222**; Quickly **ARCHIVE** A Message By Hitting **221**

Note: The Above Procedures Are Applicable To **NEW, OLD, And ARCHIVED** Messages.

To Leave A Message Dial 5:

Dial The Extension Number Or Press # # (Pound Pound) To Enter The First Three Letters of the Person's Name. Confirm This Is The Correct Person By Dialing **1 For Yes Or 2 For No**

Start Recording At The Tone. When Finished Recording Press * (Star)

If No Special Delivery Is Required Press * (Star) To Send The Message

If You Are Not Satisfied, Press # (Pound) To Re-Record

Or

For Special Delivery Dial One Or More Of The Following Options:

Dial 4.....To Mark As URGENT Dial 6.....To Request RETURN RECEIPT

Dial 5.....To Mark As PRIVATE Dial 7.....To Specify FUTURE DELIVERY

After Marking For Special Delivery Press * (Star) To Send The Message.

Quick Transfer To Voicemail Box: With Call In Progress, Press **Transfer**, Dial Extension Number + 7, Hang-up.