

## VOICE MAIL INFORMATION

### ACCESS VOICE MAIL:



Press the **MESSAGES** key on your phone.  
Enter **your PIN** and **#**.  
AS A NEW USER, **your default PIN is 0000**.

New users must complete a new user tutorial.  
The new user tutorial will instruct you to:

- Record your name for the dial-by-name directory
- Record your standard greeting
- Enter a new PIN (*Minimum is 4-digits.*)

### ALTERNATE VOICE MAIL ACCESS:

**Not at your desk, dial extension 7401**

Press \* (**star**)

**Enter your ID** (4 digit extension/mailbox number) and **#**  
Enter your **voice mail PIN** and **#**

### REMOTE VOICE MAIL ACCESS:

Call **860-561-7401**

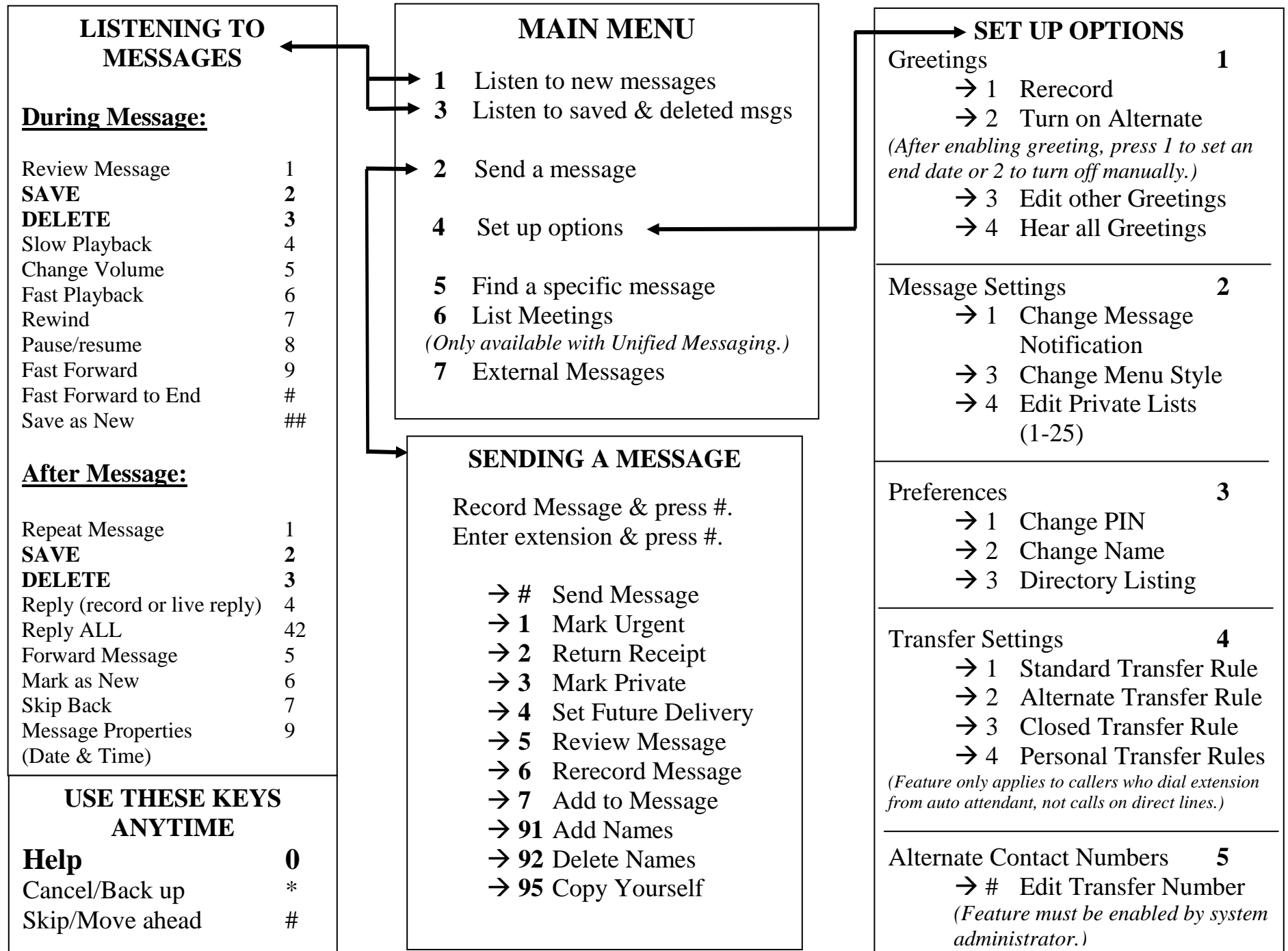
When the greeting answers, press \* (**star**)

**Enter your ID** (4 digit extension/mailbox number) and **#**  
Enter **your voicemail PIN** and **#**

### EXPRESS MESSAGING:

From your phone, press \* (**star**) and dial an extension/mailbox number. You will hear their mailbox greeting. You may **press #** to bypass the greeting & leave a message. Hang up to send.

# CISCO VOICE MAIL FLOW CHART



## LISTENING TO MESSAGES

### During Message:

- Review Message 1
- SAVE** 2
- DELETE** 3
- Slow Playback 4
- Change Volume 5
- Fast Playback 6
- Rewind 7
- Pause/resume 8
- Fast Forward 9
- Fast Forward to End #
- Save as New ##

### After Message:

- Repeat Message 1
- SAVE** 2
- DELETE** 3
- Reply (record or live reply) 4
- Reply ALL 42
- Forward Message 5
- Mark as New 6
- Skip Back 7
- Message Properties 9  
(Date & Time)

### USE THESE KEYS ANYTIME

- Help** 0
- Cancel/Back up \*
- Skip/Move ahead #

## MAIN MENU

- 1 Listen to new messages
- 3 Listen to saved & deleted msgs
- 2 Send a message
- 4 Set up options
- 5 Find a specific message
- 6 List Meetings  
*(Only available with Unified Messaging.)*
- 7 External Messages

## SENDING A MESSAGE

Record Message & press #.  
Enter extension & press #.

- # Send Message
- 1 Mark Urgent
- 2 Return Receipt
- 3 Mark Private
- 4 Set Future Delivery
- 5 Review Message
- 6 Rerecord Message
- 7 Add to Message
- 91 Add Names
- 92 Delete Names
- 95 Copy Yourself

## SET UP OPTIONS

- |   |
|---|
| <b>Greetings 1</b><br>→ 1 Rerecord<br>→ 2 Turn on Alternate<br><i>(After enabling greeting, press 1 to set an end date or 2 to turn off manually.)</i><br>→ 3 Edit other Greetings<br>→ 4 Hear all Greetings  |
| <b>Message Settings 2</b><br>→ 1 Change Message Notification<br>→ 3 Change Menu Style<br>→ 4 Edit Private Lists (1-25)  |
| <b>Preferences 3</b><br>→ 1 Change PIN<br>→ 2 Change Name<br>→ 3 Directory Listing  |
| <b>Transfer Settings 4</b><br>→ 1 Standard Transfer Rule<br>→ 2 Alternate Transfer Rule<br>→ 3 Closed Transfer Rule<br>→ 4 Personal Transfer Rules<br><i>(Feature only applies to callers who dial extension from auto attendant, not calls on direct lines.)</i> |
| <b>Alternate Contact Numbers 5</b><br>→ # Edit Transfer Number<br><i>(Feature must be enabled by system administrator.)</i>   |