

# VOICE MAIL SYSTEM USER GUIDE

## Setting up your voicemail box

Get started by pressing the **VMsg** softkey on your telephone. If you prefer, lift the handset for privacy.

The voicemail will ask you for a security code. The default is **0000**. Enter this code at this time.

The voicemail will now conduct a tutorial to help you set up your mailbox. Follow the tutorial and answer the following questions by using:

**1** for **YES**

**2** for **NO**

**NOTE: On mailbox inception this is the default operating procedure. A 'Menu' option is available and can be used in conjunction with this default. Attached are the related user sheets.**

## Record Your name

Record your first and last name

Dial \* to end the recording and listen to the review of your name

Dial **1** to re-record, otherwise dial **2**

## Spell Your Name

Spell the first three letters of your name by using the dial pad.

## Directory Listing

Press **1** when prompted if would like to be included in the general directory. For callers to find you if they don't know your extension number.

## Record Your Greeting

Record your personal greeting.

Dial \* to end the recording and listen to the review your greeting.

Dial **1** to rerecord, otherwise dial **2**.

## Security Code

You will be asked to chose a security code, enter it now, then press \*.

Re-enter the new security, then press \*.

## Confirming Your Settings

Dial **1** to confirm and complete the setup.

**\*Note: You must Press 1 to confirm; otherwise your settings for your mailbox will not be saved.**

### Using your mailbox

When you have a message in your mailbox the red light on the upper right-hand side of the display will be illuminated.

### To Retrieve Your Messages

Press the **VMsg** softkey.

When the voicemail answers it will prompt you for your security code, enter it now.

### Soft Key Navigation

Your telephone display will now change whenever you make a selection by pressing a soft key.

Press **NEW** to retrieve new messages or **OLD** retrieve Archived messages, and so on.

While listening to a message you will see **DEL** to delete the message or **Arch** to save a message for 14 days.

**Note:** Archived messages will be saved for 14 days before being eliminated.

You can re-archive to extend another 14 days.

If you do not Delete or Archive the message it will be saved as new.

### To change mailbox settings after initial setup

Press the **VMsg** soft key, enter your security code, press the **More** soft key, press the **Setup** soft key and navigate through soft keys.

### Forwarding Messages

While listening to a message, there will also be a **REDIR** display, to send this message to another mailbox

### To access Voice Mail from Another Telephone

Press **VM Key** on any telephone, when prompted for Security Code Press **#**.

Dial **9 plus your mailbox** number then enter **your Security Code**.

### Access your Voice Mail from Outside the NBER.

Call 617-588-0399, when the voicemail answers, dial **9 plus your mailbox number**, then **your Security Code**.

When listening to your messages, there will be no prompts in between messages. It will play them one after another. If you don't save it before the time and date stamp, it will call it an old message and save it for **7 days**.

You can dial **2-2-1** to **save**, **2-2-2** to **delete** or if you dial **only 2**, it will give you other choices

### TIPS

You don't have to listen to the whole message if you don't want to.

You can dial **2-2-2** to delete, right away.

You can dial **2-2-1** to archive.

You can dial **\*** to save the message as new and keep it at the top of the list until next time.

# Default Conversation Map

