Voicemail Menus

The voicemail system offers several prompts and options. Features include leaving messages for colleagues, checking messages, deleting, forwarding, and more.

Call in to the voicemail system by pressing the messages button (envelope icon) or dialing Star 62 (*62).

From outside the office, dial the voice portal number, which is available from your administrator.

Main Menu

1 Access Voicemail Box
3 Greetings Menu (Name)
5 Record New Announcement (once recorded is set on the web portal)
8 Change Passcode
9 Exit
Repeat Main Menu

Voicemail Box Menu

1 Play Messages
2 Change Busy Greeting
3 Change No Answer Greeting
5 Compose/Send Message
7 Delete All Messages
* Return to Voice Portal main menu
# Repeat menu

Play Messages Menu

1 Skip backward 3 seconds
2 Skip envelope, pause/start message
3 Skip forward 3 seconds
4 Skip to beginning of message
5 Play message envelope
6 Skip to end of message
7 Delete message
9 Hear additional options
* Return to Voice Messaging main menu
# Save message

NOTES:

- You may interrupt the message or envelope to perform any function.
- New messages flagged as urgent are played first.

Additional Options (9)

1 Reply to message (when internal user)
2 Forward Message
* Return to Play Messages Menu
# Repeat menu

Quickly forward a voicemail message

While listening to a message, Press 9, then 2, record an introduction (or take a long pause), press #. Press 3, enter an extension and #. Press # to confirm and send.

Forward Message Menu

1 Change current introduction
2 Listen to current introduction
3 Send message to specific group members
5 Send message to distribution list
6 Set urgent indicator
7 Set confidential indicator
* Return to Play Messages Menu
# Repeat menu

Voicemail Menus

NOTES:

- Messages marked confidential cannot be forwarded.
- Distribution Lists are set up online at the Web Portal and are available only if enabled.

Personalized Name Menu
1 Record new Personalized Name
2 Listen to current Personalized Name
3 Delete Personalized Name
* Return to Voice Portal main menu
# Repeat menu

Change Passcode Menu
Enter new passcode, followed by the pound key
* Return to Voice Portal main menu

Distribution List Menu
1 Select another distribution list
2 Review the selected distribution list
3 Send the message
* Return to the previous menu
# Repeat menu

Voicemail Greetings for Unanswered Calls
The No Answer Greeting will play when:
- Your phone is idle
- Your phone is idle and you press Silence
- You're on a call and don't answer

The Busy Greeting will play when:
- Your phone is in DND (Do Not Disturb)
- You're on a call and you press Reject
- Your phone is unplugged or is rebooting

Vacation Greeting
1. The day before your vacation, record a busy greeting: Hello. You've reached the voicemail box for (first and last name). I'm out of the office and not checking voicemail from (START DATE), returning on (RETURN DATE). Please leave a message. Thank you for calling.
2. At the end of the day, press the DND button and ensure the icon near your extension goes from a check to straight symbol (similar to Do Not Enter).
3. Place a note on or near your telephone reminding you to turn off DND when you return from vacation.
4. If you do not wish to record a more standard busy greeting, do not utilize the Reject Button.

Busy Greeting Menu
1 Record new Busy Greeting
2 Listen to current Busy Greeting
3 Revert to system default Busy Greeting
(Uses Spoken Name "is busy…")
* Return to Voice Messaging main menu
# Repeat menu

Voicemail Menus

No Answer Greeting Menu
1 Record new No Answer Greeting
2 Listen to current No Answer Greeting
3 Revert to system default No Answer Greeting (Uses Spoken Name "is not available…")
* Return to Voice Messaging main menu
# Repeat menu

The remainder of this document addresses ways to leave messages. You may leave messages for co-workers and your outside vendors and clients may leave messages for you.

During the outgoing greeting:
Press # to interrupt the greeting and record your message right away.
Press * to transfer from greeting to Voice Portal password prompt.
Press 0 to transfer to a predefined number (if set up on the web portal). This will prompt you to discard or send the voicemail before transferring you.

While recording message:
Press # to stop recording and review message
Press * to cancel recording and transfer to Voice Portal login prompt
Press 0 to cancel recording and transfer to a predefined number

While reviewing the message you are leaving:
1 Erase message and record again
2 Listen to current message
3 (Or simply hang up) to send message
6 Set the urgent indicator
7 Set or clear the confidential indicator
* Cancel recording & transfer to Voice Portal password prompt
0 Cancel recording and transfer to a predefined number
Repeat menu

Compose Message
1 Change current message
2 Listen to current message
3 Send message to specific group member(s)
4 Send message to entire group
5 Send message to distribution list (option offered only if configured)
6 Set or clear urgent indicator
7 Set or clear confidential indicator
* Return to Voice Messaging main menu
# Repeat menu

This is the long version of voicemail menus. For an abbreviated list, review the short version.