

VOICE MAIL – QUICK REFERENCE GUIDE

SETTING UP YOUR MAILBOX

- A. Dial voice mail number: 6500
- B. When prompted for your password, enter the temporary password provided followed by the [#] sign.
- C. Follow prompts to enter your new password. **Password can be 4-15 digits and cannot begin with [0].**
- D. You will be prompted to record your name. Speak your first and last name only.

LOG IN TO VOICE MAIL

From your office/extension

- A. Dial voicemail: 6500
- B. Enter your password followed by [#].

From someone else's office/extension

- A. Dial voice mail number: 6500
- B. Press the star key [*], followed by [#].
- C. Enter your mailbox (extension) number.
- D. Enter your password, followed by [#].

When out of the office

- A. Dial 404-270-6500
- B. Press the pound key [#].
- C. Enter your mailbox (extension) number.
- D. Enter password, followed by [#].

MAIN MENU / GENERAL INFORMATION

1. **To Record Messages** – creating a message to send directly through the voice mail system.
2. **To Get Messages** – checking new and old messages; responding to and forwarding messages.
3. **To Administer Personal Greeting** – create personalized greetings.

PERSONAL GREETINGS – OPTION #3

- A. Log in to voice mail
- B. Press [3] to create, change, delete, or activate a greeting.
- C. Choose from the following menu:
 - Press [0] to listen to a greeting
 - Press [1] to record a greeting
 - Press [2] to scan a greeting

- Press [3] to delete a greeting
- Press [5] to activate a greeting
- Press [6] to review greeting rules

To Change Your Personal Greeting

- A. Press [3] for Personal Greetings.
- B. Press [1] to record a greeting.
- C. Choose a greeting number from [1] to [3].
- D. Follow prompts.

GET MESSAGES – OPTION #2

To Get Messages:

- A. Log in to voice mail.
- B. Press [2] to Get Messages.
- C. System will play message header: (call origin, date/time, duration).
- D. Press [0] to play message.
- E. Do one of the following:
 - Press [#] to skip/save
 - Press [*] [3] to delete
 - Press [1] reply to internal sender
 - Press [2] to forward message
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Playback Control while listening to messages

- Press [5] to rewind 5 seconds
- Press [2] to rewind to start of message
- Press [3] to pause/resume
- Press [4] to increase volume
- Press [7] to decrease volume
- Press [6] to advance 5 seconds
- Press [8] to make slower
- Press [9] to make faster
- Press [#] to skip/save
- Press [0] to listen
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RECORD AND SEND MESSAGE – OPTION #1

Creating, addressing, and sending messages

- A. Log in to voice mail.
- B. Press [1] to record a message.
- C. Speak your comments and press [1], then
 - To replay press [2]][3]
 - To re-record press [2][1]
- D. To approve press [#]

- E. Enter extension number to send message to, followed by [#].
- F. Repeat step D as necessary.
- G. Press [#] when finished addressing.
- H. Choose one of the following: (optional)
 - Press [1] to make private
 - Press [2] to make priority
 - Press [3] to schedule delivery
- I. Press [#] to send.

PERSONAL OPTIONS – OPTION #5

To Change Your Password

- A. Log in to voice mail.
- B. Press [5] for Personal Options.
- C. Press [4] to Change password.
- D. Enter new password followed by a [#].
- E. Re-enter new password followed by a [#].

To Change Your Name

- A. Log in to voice mail.
- B. Press [5] for Personal Options.
- C. Press [5] for Record name.
- D. Follow prompts.

GENERAL TIPS

- Listen to Help at any time [*] [4]
- Go back to activity menu [*] [7]
- Bypass greeting [1] or [#]
- Bypass header when listening [0]
- Transfer to another mailbox [*] [8]
- Access names or numbers directory [*] [*] [6]
- Undelete last message [*][*][8]
- To re-record a name in the voicemail system announcement, log into voicemail. Press 5 for personal options. Press 5 to record name. Follow prompts.

NOTE: Your mailbox number is the same as your extension number. Your temporary password is _____ and your extension is _____. Please reset password.

