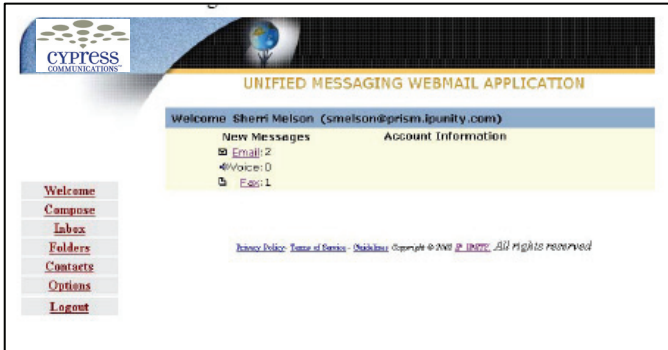




Frequently Used Voicemail Commands



ACCESSING VOICEMAIL

Dial from your phone:

Select the Voicemail key. When prompted, enter your password, then #.

Dial from an outside phone

Dial the phone number to the voicemail system. Enter your 4-digit voice mailbox number, then #. At the prompt, enter your voicemail password, then #.

Call your phone number from any phone:

During your greeting, enter * and your voicemail password, then #.

Log into the Internet voicemail system:

From any Internet browser, go to <http://c4voicemail.net>, enter your voicemail user name and password, click Login.

PAUSING MESSAGES

While listening to a message, press *. To resume, press * again.

Replying to Messages During Pause

During a pause, **press 4** to reply to the message.

Forwarding Messages During Pause

During a pause, **press 6** to forward the message.

Deleting Messages During Pause

During a pause, **press 7** to delete the message.

Getting Envelope Information During Pause

During a pause, **press 8** to get envelope information.

Saving Messages During Pause

During a pause, **press 9** to save the message.

Skip Forward to Next Message During Pause

During a pause, **press #** to skip to the next message.

SKIPPING BACK

While reviewing a message, press 1. The system will replay the message. Press 1 again to play the message from the beginning.

REPLYING TO MESSAGES AFTER PLAYBACK

After listening to a message, **press 4**. Follow the instructions to compose and send your reply. (You can reply to messages sent from within your organization, but you cannot reply to messages sent from outside callers.)

FORWARDING MESSAGES AFTER PLAYBACK

After listening to a message, **press 6**. Follow the instructions to address and forward the message.

DELETING MESSAGES AFTER PLAYBACK

After listening to a message, **press 7**.

REPLAYING MESSAGES AFTER PLAYBACK

After listening to a message, **press 1 1**.

SAVING MESSAGES AFTER PLAYBACK

After listening to a message, **press 9**.

SKIPPING MESSAGES AFTER PLAYBACK

After listening to a message, **press #**.

RECORDING MESSAGES

From the main menu, **press 2**. Begin recording at the tone. Press # to end. (Or press 1 to review, * to cancel, or 2 to append to the message.)

ADDRESSING RECORDED MESSAGES

To address by mailbox number, **press #**. To address by name, **press 3 #**. To end addressing, **press #**.

Sending an Urgent or Private Message

Press 1 to mark the message urgent. **Press 2** to mark the message private. **Press #** to send the message.

Requesting a Return Receipt

Press 3 to request return receipt. **Press #** to send message.

Creating a Future Delivery Message

Press 4 to mark the message for future delivery. **Press #** to add the message to the future delivery queue.



PHONE USER ID

PHONE PASSWORD

PHONE NUMBER

PORTAL USER ID

PORTAL PASSWORD



Frequently Used Voicemail Commands (Continued)

ADDRESSING RECORDED MESSAGES (CONTINUED)

Adding Additional Recipients

After specifying the address for a message, press #. Press **6** to add additional addresses. Follow the steps to add additional mailbox numbers. Press # to end addressing.

RECORDING A GREETING FOR OUTSIDE CALLERS

From the main menu, press **4 - Personal Options**. Press **1 - Personal Greeting**. Press **2** to record. Begin speaking at the tone. When you are finished recording, press #. The system replays your greeting. Press # to accept, press **1** to replay, or press * to cancel.

RECORDING AN EXTENDED ABSENCE GREETING (EAG)

From the main menu, press **4 - Personal Options**. Then press **6 - Other Greetings**. Press **1** to choose EAG. Press **2** to record. Begin speaking at the tone. When you are finished recording, press #. The system replays your greeting. Press # to accept, press **1** to replay, or press * to cancel.

RECORDING A GREETING FOR INTERNAL CALLERS

From the main menu, press **4 - Personal Options**. Then press **6 - Other Greetings**. Press **7** to choose greeting to be played when line is busy for internal callers. Press **2** to record your Busy Greeting. Begin speaking at the tone. When finished recording, press #. The system replays your greeting. Press # to accept, press **1** to replay, or press * to cancel.

CREATING A PERSONAL DISTRIBUTION LIST

From the main menu, press **4 - Personal Options**. Press **3 - Personal Distribution List**. Press **2 - New Personal Distribution List**. Enter a number between 11 and 30, record a name for the distribution list, and press #. Enter a mailbox number to add to the distribution list. Press * when you've finished adding mailbox numbers.

NOTIFICATION BY PHONE OF NEW VOICEMAIL

From the main menu, press **4 - Personal Options** and then **7 - Manage Notification**. Press **1** to turn message notification by phone on or off.

Setting Phone Number for Notification

From the main menu, press **4 - Personal Options** and then **7 - Manage Notification**. Press **4** to change the phone number or press **5** for a page notification. The system plays the current phone number. To replay, press **1**. To change the number, press **2**. To leave it unchanged, press #.

NOTIFICATION BY NUMERIC PAGE OF NEW VOICEMAIL

From the main menu, press **4 - Personal Options** and then **7 - Manage Notification**. Press **2** to toggle notification by numeric page on and off.

NOTIFICATION BY TEXT PAGE OF NEW VOICEMAIL

From the main menu, press **4 - Personal Options** and then **7 - Manage Notification**. Press **3** to toggle notification by numeric page on and off.
Go to your PC and login to the Unified Messaging Portal.
From the User Preferences page, click **Voice Mail**. Click **MWN by Text Page**. Enter the email address and subject line for the text page.



PHONE USER ID	PHONE PASSWORD	PHONE NUMBER
PORTAL USER ID	PORTAL PASSWORD	