



Cypress Voicemail Quick Reference Guide

for use with:

- Centennial One
- Centigram
- Baypoint

Frequently Used Voicemail Commands

LOGIN	<p>In the Office From Your Phone</p> <ol style="list-style-type: none"> 1. Dial your voicemail extension or press message button. 2. Enter your Passcode. <p>Out of the Office</p> <ol style="list-style-type: none"> 1. Dial your phone number. 2. When you hear your greeting, press "star" (*). 3. Enter your Passcode.
LISTEN TO MESSAGES	<p>Press:</p> <p>P(7) To Play message</p> <p>G(4) To Give message to another mailbox Enter 4-digit extension(s) to give message to (press # when all extensions entered) Record additional comments (press # when finished recording)</p> <p style="padding-left: 20px;">R(7) To Review message</p> <p style="padding-left: 20px;">D(3) To Discard and rerecord message</p> <p style="padding-left: 20px;">X(9) To save and send message</p> <p>K(5) To Keep message</p> <p>D(3) To Discard message</p> <p>* Is an OOPS key – retrieves accidentally erased message</p>
USER OPTIONS	<p>Press:</p> <p>U(8) To enter User options</p> <p>G(4) For Greeting</p> <p style="padding-left: 20px;">L(5) To Listen to greeting</p> <p style="padding-left: 20px;">R(7) To Record greeting (press # when done recording)</p> <p style="padding-left: 40px;">R(7) To Review your greeting</p> <p style="padding-left: 40px;">D(3) To Discard and rerecord greeting</p> <p style="padding-left: 40px;">X(9) To save greeting</p> <p>N(6) For Name</p> <p style="padding-left: 20px;">L(5) To Listen to name</p> <p style="padding-left: 20px;">R(7) To Record name, (press # when finished recording)</p> <p style="padding-left: 40px;">R(7) To Review name</p> <p style="padding-left: 40px;">D(3) To Discard and rerecord name</p> <p style="padding-left: 40px;">X(9) To save name</p> <p>P(7) For Passcode, enter a 4-10 digit number</p> <p>L(5) To create or change distribution Lists Enter list number (01-09)</p> <p style="padding-left: 20px;">A(2) To Add an extension</p> <p style="padding-left: 20px;">D(3) To Discard an extension</p> <p style="padding-left: 20px;">N(6) To record a Name for the list</p> <p style="padding-left: 20px;">P(7) To Play list</p>
MAKING MESSAGES (to send to other mailboxes or distribution lists)	<p>Press:</p> <p>M(6) To Make a message Enter extension(s) or distribution list (01-09) to make message for Press # when finished and record message (press # when finished recording message)</p> <p style="padding-left: 20px;">R(7) To Review message</p> <p style="padding-left: 20px;">D(3) To Discard and rerecord</p> <p style="padding-left: 20px;">X(9) To send message</p> <p>M(6) To access Message addressing options</p> <p style="padding-left: 20px;">C(2) To mark Confidential</p> <p style="padding-left: 20px;">R(7) To request a Receipt</p> <p style="padding-left: 20px;">U(8) To mark Urgent</p> <p>F(3) For Future delivery</p> <p style="padding-left: 40px;">Enter month (1-12)</p> <p style="padding-left: 40px;">Enter date (01-31)</p> <p style="padding-left: 40px;">Enter hour (1-12)</p> <p style="padding-left: 40px;">Enter minutes (00-59)</p> <p style="padding-left: 40px;">Enter A for a.m. or P for p.m.</p>
NOTES	<p>While listening to voicemail messages (after pressing P to Play):</p> <p>Press:</p> <p>* Rewinds 5 seconds</p> <p># Fast forwards 5 seconds</p> <p>1 Pauses voicemail for 30 seconds (Press # to restart message before 30 seconds are up)</p> <p>T(8) Moves you to the Top of the next message without saving or discarding current message</p> <p>9 To bypass greeting</p>



YOUR PHONE NUMBER	INTERNAL VOICEMAIL NUMBER	EXTERNAL VOICEMAIL NUMBER
YOUR MAILBOX NUMBER	OTHER NOTES	OTHER NOTES



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Initial Voicemail Setup Instructions



1. Establish dial tone and dial voicemail number.

Write your Voicemail Phone Number Here
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Voicemail will automatically start a tutorial to walk you through setting up your voicemail. There are three mandatory functions you need to perform:

2. **PASSCODE** – Set up a 4-10 digit number, something easy for you to remember.
3. **GREETING** – Remember to state in your greeting that if the caller needs immediate assistance, to please press “0”. After recording your greeting, press #.
4. **NAME** – Record your name as a voice mailbox identifier.

YOU MUST COMPLETE ALL THREE OF THE ABOVE STEPS BEFORE YOU HANG UP. IF YOU DO NOT, YOU WILL HAVE TO START OVER AGAIN AT YOUR NEXT LOG-IN.



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