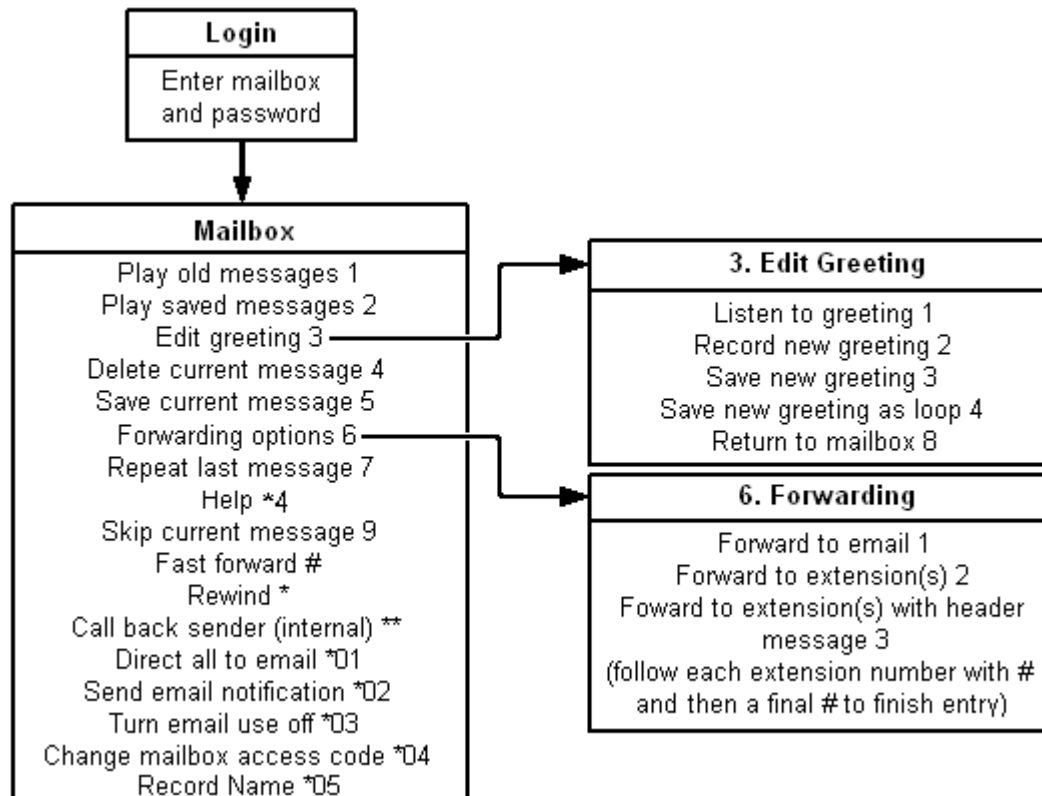


4.1 Accessing Your Mailbox

Your system administrator can also configure other methods of access including access to your mailbox from other phones. On 1408 and 1416 phones, you can access your mailbox using [Visual Voice](#)^[41].

Accessing Your Mailbox

1. Press the Intercom 1 or Intercom 2 button and dial 777.
- To access your mailbox from another extension, dial 778 and enter your own extension number when asked which mailbox you want to access.
2. If your mailbox has an [access code](#)^[36] set, you will be prompted to enter it. Enter your access code.
3. You will hear a prompt telling you how many messages you have. If you have any new messages the voicemail system will start playing your new messages.
4. You can use the controls indicated below to manage your mailbox and messages.



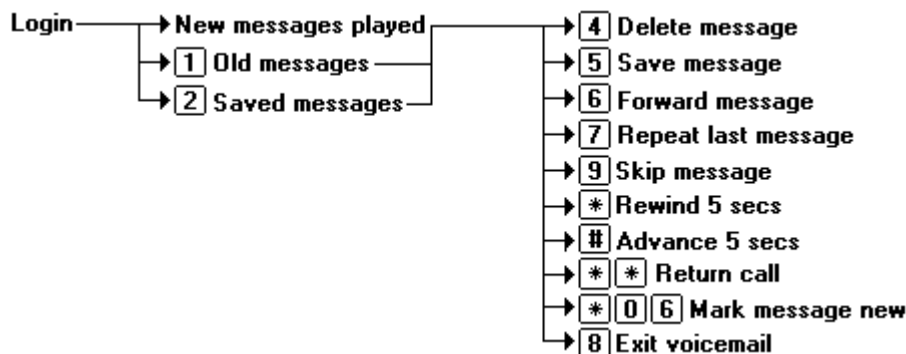
IMPORTANT

Once a new message has been listened to, it is marked as 'old' and is automatically deleted after 24 hours. If you do not want the message deleted, you must mark it as 'saved' by pressing 5 while listening to the message.

4.2 Listening to Your Messages

When you log in to your mailbox you are automatically played any new messages. After a message has been played it is marked as being an old message. Old messages are automatically deleted after 24 hours unless you mark the message as saved.

Whether listening to new, old or saved messages, the messages are played back in order of oldest first.



When you listen to any of your messages you have the following options:

- Press 4 to delete the message.
- Press 5 to save the message.
- Press 6 to forward the message. See [Forwarding a Message](#) ³⁹.
- Press 7 to repeat the last message.
- Press 8 to exit voicemail.
- Press 9 to skip to the next message.
- Press * to rewind the message a few seconds.
- Press # to advance the message a few seconds.
- Press ** to return the call. See [Replying to Messages](#) ³⁹.

To listen to old messages

1. [Login](#) ³³ to your mailbox.
2. Press 1 to listen to your old messages.

To mark a message as saved

Once you have played a message it is marked as old. Old messages are automatically deleted after 24 hours. To stop this happening to the current message, you can mark it as being a saved message.

1. Press 5 when listening to a new or old message.

To listen to saved messages

1. [Login](#) ³³ to your mailbox.
2. Press 2 to listen to your saved messages.

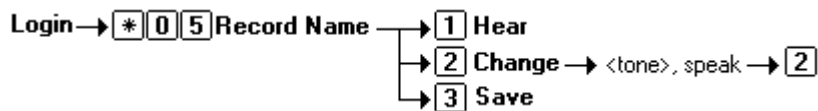
To mark a message as new

While listening to old or saved messages you can reset the message back to being treated as a new message. This will cause the message waiting indicator on the phone to be lit again. Note however that if you are using voicemail email it will not send a new message email.

1. Press *06 while listening to the old or saved message.

4.3 Record Your Name

You can record your name if required. Your name recording is then used for various features such as telling callers which mailbox they have reached rather than just stating the extension number.



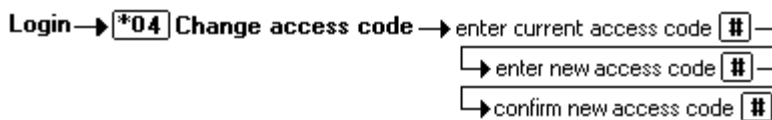
To record or change your greeting

1. [Login](#) to your mailbox.
2. Press *05 to select the option to record your name.
3. Press 1 to hear your current name recording.
4. Press 2 to record your name. .
5. When you are prompted speak your name. The maximum length that can be recorded is 5 seconds.
6. Press 2 when you have finished recording your name.
7. Press 1 to listen to your new name recording. After you have listened you can:
 - Press 3 to save the new recording.
 - Press 2 to record the new name again.

4.4 Changing Your Access Code

You can set an access code for your mailbox. If you set an access code, it will be requested whenever you access the mailbox to collect messages. When changing your access code:

- Enter at least four digits. If you enter less than four digits you will be prompted to enter a longer code.
- Do not set an obvious code, for example:
 - Do not match your extension number.
 - Do not use a sequence of digits, for example 1234.
 - Do not use the same repeated digit, for example 1111.
- If you forget your access code, your system administrator can clear it.



To change your access code

1. [Login](#) ³⁴ to your mailbox.
2. Press *04 to change your access code.
3. Enter your current access code and press #. If you have no current access code just press #.
4. Enter your new access code followed by #. The access code must be between 4 and 15 digits in length.
5. Re-enter your new access code followed by #. The access code will now be changed.
 - The system will prompt you if the codes do not match or is not acceptable. It will also confirm the change of access code if successful.

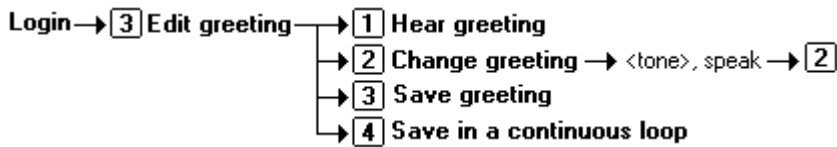
To remove your access code

1. Log in to your mailbox.
2. Press *04 to change your access code.
3. Enter your current access code and press #.
4. When you are asked to enter your new access code, press #.
5. When you are asked to re-enter your access code, press #. Your access code will have been removed.

4.5 Changing Your Greeting

By default the system plays a general greeting to callers who are directed to your mailbox. That general greeting states your extension number, or name if you have [recorded one](#)^[35], and asks the caller to leave a message after the tone. You can override the default greeting by recording your own personal greeting.

Callers can skip your greeting by pressing 1. Instead they will hear the tone and can leave their message immediately. This does not work if your greeting is set to play as a continuous loop.



To listen to your greeting

1. [Login](#)^[33] to your mailbox.
2. Press 3 to select the option to edit your greeting.
3. Press 1 to hear your greeting. If no greeting has been recorded you will hear *"The message has not yet been recorded"*. You need to record a message.

To record or change your greeting

1. [Login](#)^[33] to your mailbox.
2. Press 3 to select the option to edit your greeting.
3. Press 2 to change your greeting.
4. When you are prompted speak your new greeting.
 - The greeting must be longer than 3 seconds.
 - A long (approximately 10 seconds) period of silence will disconnect you from voicemail.
5. Press 2 when you have finished recording your greeting.
6. Press 1 to listen to your new greeting. After you have listened to your greeting you can:
 - Press 3 to save the new greeting. Your new greeting will be used.
 - Press 2 to re-record the new greeting.
 - Press 4 to save the new greeting for playing on a continuous loop. This option can be used to continually play the greeting to a caller; the caller will not be able to leave a message. Note that once this option is selected, the greeting cannot be changed back to a normal greeting except by recording a new greeting.

4.6 Voicemail Coverage On/Off

You can choose to have calls to your extension be rerouted to your voicemail mailbox if you do not answer the call within a set number of rings, the default being 3 rings. This is called VMS Cover. The number of rings used for your extension is set by your system administrator.

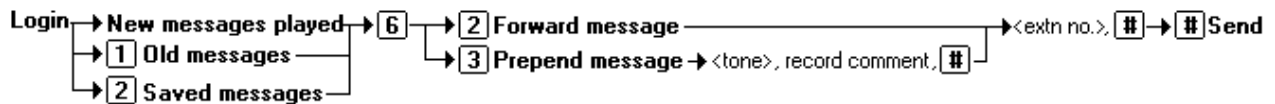
- If an extension has [Call Coverage](#) ^[24] and VMS Cover active, a covered calls ring at the covered extension for the specified number of Call Coverage Rings. It will then start ringing the covering extension. If the covering extension does not answer, the call is routed to the voice mailbox of the extension that activated Call Coverage after the specified number of VMS Cover Rings. The count of VMS cover rings starts when the covered extension initially begins to ring. If the covering extension has [Do Not Disturb](#) ^[28] active, the call is routed immediately to the voice mailbox of the extension that activated Call Coverage.
- Users with VMS Cover turned on can activate [Do Not Disturb](#) ^[28] to send ringing calls immediately to their voice mailbox.
- Note that when your voicemail cover is off, you can still access the messages in your mailbox and other users can still use [forwarding](#) ^[39] to send messages to your mailbox.

To create a VMS cover button (1408/1416 Phone)

1. At the extension press Admin.
2. Press the programmable button you want to change. Alternatively:
 - Use the ▲ up or down ▼ arrows to scroll to Telephone Programming. Press Select.
 - At the Button: prompt press the button to edit or enter from 03 to 80.
3. The current setting of that button is displayed.
3. Press Program and either dial #15 or use the ▲ up or down ▼ arrow buttons to scroll the display to VMS Cover and press Select.
4. The current setting of the button will now be set to VMS Cover.
 - Exit programming by pressing PHONE/EXIT. Alternatively use the Back button to move to another menu.

4.7 Forwarding a Message

You can forward a message to a different mailbox or to several mailboxes at the same time. When you forward a message you can record your own comment to the start of the message.



To forward a message

1. When you are listening to a message, press 6.

- To forward the message without adding a comment press 2.
- To forward the message after adding a comment at the start press 3. Record your comment after the tone. Record your comment and press # to finish recording.

2. Enter the extension number to which you want to forward the message and press #.

- If you want to send the message to more than one mailbox enter each mailbox extension number separated by a #.

3. Press # to finish addressing and forward the message.

4.8 Calling a Message Sender

You can call the person who left a message in your mailbox. Both internal and external callers can be called back. For external callers, you can only reply if their caller ID was available when the message was left.



To reply to a voice message

1. While you listen to a message, press **. If a caller ID was received when the message was left, a call will be placed to that number.

4.9 Voicemail Email

You can have notification of new messages sent to your email address. The notification can be a simple alert to tell you that you have a message or a copy of the voicemail message if required.

In order to use this feature your system administrator must configure your phone system to use email and enter your email address into the system configuration. If this has not been done you will hear *'Email is not enabled on this mailbox'* whenever you try to use an email option.



To switch on email notification

You can set up your mailbox so that any messages received in future are forwarded to your email address. The messages are not stored in your voicemail mailbox.

1. [Login](#) to your mailbox.
2. Select the required type of email notification.
 - For a email alert press *02.
 - To have the message forwarded to your email, press *01.

To forward a message to email

If you are listening to a message you can send the message to your email either whilst listening to it or immediately after it has been played.

1. During or immediately after playing a message, press 6.
2. Press 1. The message is forwarded to your email address.

To switch off email notification

If you have chosen any of the email notification options, you can switch them off from your telephone.

1. Log into your mailbox.
2. Press *03. You hear a confirmation message to tell you that the option is now turned off.

4.10 Visual Voice

1408 and 1416 phones can access their mailbox messages and settings using a series of menus displayed on the phone. This is called Visual Voice.

To access visual voice press the MESSAGE button on the phone. The controls available are:

- Listen
Access your own voicemail mailbox. When pressed the screen will show the number of New, Old and Saved messages. Select one of those options to start playback of messages in that category. Use the ▲ up arrow and ▼ arrow keys to move through the message. Use the options below
 - Listen
Play the message.
 - Pause
Pause the message playback.
 - Delete
Delete the message.
 - Save
Mark the message as a saved message.
 - MkNew
When playing old or saved messages, you can reset the message to be marked as a new message again. This message waiting indicator is lit again (however no voicemail email is resent).
 - Call
Call the message sender if a caller ID is available.
 - Copy
Copy the message to another mailbox. When pressed a number of additional options are displayed.
- Message
Record and send a voicemail message to another mailbox or mailboxes.
- Greeting
Change the main greeting used for callers to your mailbox. If no greeting has been recorded then the default system mailbox greeting is used.
- Email
This option is only shown if you have been configured with an email address for voicemail email usage by the System Administrator. This control allows you to see and change the current voicemail email mode being used for new messages received by your voicemail mailbox. Use Change to change the selected mode. Press Done when the required mode is displayed. Possible modes are:
- Password
Change the voicemail mailbox password. To do this requires entry of the existing password.
- Voicemail
Switch voicemail coverage on/off.

Using the Visual Voice Button for Voicemail Transfer

If pressed when you have a call is connected, the MESSAGE button allows entry of an extension number for direct to voicemail transfer of the connected call.

