

**Questions & Answers about everyday tasks**

Q. How can I record multiple greetings for my mailbox?

A. You need to record and activate a personal greeting using the voice prompt options (*17)

- Login to your voice mail box (*17) *extension and password required*
- Press 3 to administer personal greetings
- Press 1 to create, change or delete a greeting.
- When prompted for a greeting number select a greeting 1 through 9
- Record your greeting
- Sample Personal Greeting:
You've reached the voice mail of _____ with _____. I am either on another call or away from my desk. Please leave your name, number and a brief message and I will return your call as soon as possible, if you need to speak to someone immediately, press 0 to speak to the receptionist. Thank you.
- Press the greeting number to use this greeting for all calls.

To later assign a personal greeting to a call type:

- Log in to your mailbox.
- Press 3 for personal greetings
- Press 3 for activate greeting.
- You hear a message to confirm the call types that are currently identified.
- Enter the personal greeting number to assign to a call type.
- Select the required call type. (typically, "ALL CALLS")
- Press # when you have finished to return to the greetings menu.

Q. How do I get messages remotely?

A. Call the main phone number and press * from the main auto attendant menu

- You will be presented with the voice prompt options similar to dialing (*17) when at your phone

Q. Do I have to wait for the login options to stop talking before pressing an option?

A. No, if you know the option you can interrupt the prompt options to save time

Q. Are there some tips and tricks I can use?

A. Yes. The following are helpful commands that can be used with the *17 entry into voice mail.

*4	Gets context-sensitive help. Tells you where you are in the system, what you're trying to do and what your options are.
*7	Takes you back to that activity menu if you get lost.
73	From the activity menu scans all messages without listening to the header (date and time stamp). Press # to skip to the next message. This is helpful when many messages need to be scanned quickly to find the one that you need.
*8	This allows you to transfer yourself from a mailbox to any extension on the system. This is helpful if getting messages remotely and you want to talk with the person who left you the message. Press *8, their extension number and #.
1	Tired of waiting for some long winded greeting to play before leaving a message? Press 1 while greeting is playing to immediately get the record tone.
*#	Move up a level or backwards through menus.
**8	Undeletes the last message you deleted during your current login session with voice mail.
**4	Holds the new message you're listening to as new so it will be presented to next time you log in. The VM lamp stays lit