

INTER-TEL AXXESS

VOICE MAIL

FIRST, INITIALISE YOUR MAILBOX

The first time you use the voice mail, you need to:

- 1) Change the default password
- 2) Record your name for the company directory
- 3) Listen to the voice mail introduction (which you cannot skip)

To action:

- Dial the voice mail number **2500** then *****
- Enter your mailbox number (This is your extension number)
- Enter your mailbox number again when asked for the password.
- Change your password if required then press **#**
- Follow the prompts to record your name then press **#**
- Press **#** to accept it, 1 to replay it or 3 to erase and re-record it.

Do not hang up until you have heard the entire introduction.

Your mailbox is now fully set up.

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To record/change your greeting

- 1) Dial **2501**
- 2) Enter your password followed by #
- 3) Press **411**

Your greeting could be along the line of:

Hello, you have reached the mailbox of
I'm sorry I can't take your call at the moment.
Please leave a message after the tone or dial 0 to return to reception.
Thank you.

Press 1 to replay
Press 3 to erase and re-record
Press # to accept.

To change your password:

- 1) Dial **2501**
- 2) Enter your password followed by #
- 3) Press **43**
- 4) Enter new password when prompted (up to 12 digits)
- 5) Press #
- 6) Hang up to exit

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To Send Messages Internally

- 1) Dial the voice mail number **2500**
- 2) Dial the mailbox number you wish to leave a message for
- 3) When you hear the tone leave your message and hang up

To Transfer a call to a personal mailbox

With the caller on the line press **TRANSFER 2500**
Dial the extension number and replace the handset.

To Forward your calls to Voice Mail

Dial one of the following options:

- 355** To forward **all** calls without ringing
- 356** To forward all calls if there is **no answer**
- 357** To forward all calls if **busy**.
- 358** To forward all calls if there's **no answer/busy**

Then dial **2500**

To cancel any of the above modes lift handset and dial 355.

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To Listen to Messages

- 1) Lift handset and press the flashing **MSG** key
- 2) Enter your password followed by #
- 3) Press **1** to listen to new messages or **3** for saved messages.
- 4) Press # to skip directly to the message

If there is no flashing **MSG Light**

- 1) Dial the voice mail number **2501**
- 2) Enter your password followed by #
- 3) Press **1** to listen to new messages or **3** for saved messages

While listening to each message you can use the following options:

- Press 1** to back up (rewind a few seconds)
- Press 2** to pause (press any key to continue)
- Press 3** to skip ahead (fast forward a few seconds)
- Press 4** to lower the volume
- Press 5** to play the message envelope again (date, time etc)
- Press 6** to raise the volume
- Press #** to skip to the end of the recording

When the message has ended, you have the following options:

- Press 1** to replay from the beginning
- Press 2** to reply to the message
- Press 3** to forward a copy to another mailbox
- Press 4** to listen to the previous message
- Press 5** to play the introductory message envelope again
- Press 6** to listen to the next message
- Press 7** to save
- Press 9** to delete