SET UP VOICE MAILBOX (one-time setup)

So callers will hear your personal greeting when reaching your voicemail, follow these steps to set up your mailbox:

1. **Access Your Voice Mailbox**
   - FROM YOUR PHONE:
     A. Press CHECK VOICEMAIL Key (or dial 8800)
     B. Enter Your Passcode
   - FROM ANY OTHER DESK PHONE:
     A. Press CHECK VOICEMAIL Key (or dial 8800)
     B. Enter Your Mailbox Number (Extension)
     C. Press * and Enter Your Passcode
   - FROM OUTSIDE PHONE (Home Phone or Cell Phone)
     A. Dial 906-789-6999
        This greeting plays:
        “Welcome to the Message Center.”
     B. Enter Your Mailbox Number (Extension)
     C. Press * and Enter Your Passcode
     The Voice Mail main menu (shown on the right) plays.

2. **Enter Default Passcode (1234)**
   The tutorial will play to guide you through these steps to set up your mailbox:
   A. **Create New Passcode** (4-10 digits)
   B. **Record Greeting**
      Sample Greeting:
      When the greeting begins to play, press * to interrupt it. The system will prompt for your mailbox number (extension).
   C. **Record Name** (for your Voice Mailbox)
      Record both names (i.e., Jane Jones)

   **IMPORTANT!** Follow the Voice Mail tutorial to its completion. If you don’t complete the entire tutorial, you will have to redo it the next time you access your voice mailbox.

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**Quick Reference: BAY DE NOC COMMUNITY COLLEGE**

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**PLAY MESSAGES**
1. Access VOICE MAIL
2. Enter Your PASSCODE
3. Press P (7) to PLAY MESSAGES
   - **Playback Options:**
     - Pause (up to 30 Seconds) PRESS 1
     - Backup 5 Seconds PRESS *
     - Advance 5 Seconds PRESS #
     - Replay Message PRESS P (7)
     - Answer Message * PRESS A (2)
     - Save Message .............. PRESS K (5)
     - Give Message ............. PRESS G (4)

4. **Mailbox Options:**
   - Change Greeting ........... PRESS G (4)
   - Re-record Name ............. PRESS N (6)
   - Change Passcode ......... PRESS P (7)
   - Change Dist List .......... PRESS L (5)
   - Exit User Options .......... PRESS X (9)

   **Primary Personal** .......... PRESS P (7) ➡
   R (7) Record Greeting
   X (9) Prior Menu
   L (5) Listen to Greeting

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**RECORD MAILBOX GREETING**
1. Access VOICE MAIL
2. Enter Your PASSCODE
3. Press P (7) for USER OPTIONS
4. Press G (4) for CHANGE GREETING
5. Select greeting to change:
   - P (7) Primary Greeting
   - G (4) Extended Absence
     a. Record greeting
     b. Press # when done recording
     c. The system re-plays the greeting:
        - Review Recording ........... PRESS R (7)
        - Accept Recording ........... PRESS X (9)
        - Re-do Recording ............ PRESS D (3)
     d. After accepting the recording:
        - Return to main menu (press 9)
        - Hang up to exit voice mail

See the back side of this document for Information on using Visual Voicemail.
SET UP VISUAL VOICEMAIL KEY
You can program a key that will allow you to manage messages visually on your phone’s display.

CAUTION! The Visual VM key requires a passcode to access messages in your mailbox. So this key uses the passcode you set up for your mailbox (and not the default passcode 1234), be sure to set up your mailbox before programming your Visual VM key.

SET UP VISUAL VOICEMAIL KEY
1. Press  Applications  (APPLICATIONS) for phone settings menu
2. Select SETTINGS key
3. Select MESSAGE KEY CONFIG
4. Select an OPEN VOICEMAIL APP.
5. Press SAVE
6. Press CLOSE

VISUAL VOICEMAIL LOGIN
To retrieve your messages, you will need to log into VISUAL VM. This is similar to calling voicemail and entering your passcode to access your mailbox.

1. Press MESSAGE (Envelope) key
2. Enter passcode for your mailbox
3. Determine if VISUAL VM key will remember your mailbox passcode:
   To have the system KEEP your passcode:
   Press REMEMBER MY PASSCODE key (☑ is checked)
   To have the system NOT KEEP your passcode:
   Press REMEMBER MY PASSCODE (☐ is not checked)

VIEW VOICEMAIL MESSAGES
1. Press LOGIN key
2. Press key corresponding to MESSAGE to view:
   All / New / Saved / Recorded Calls / Urgent Messages
3. To view a particular message
   Press key to the left of the message

Below are the Voicemail and Message Details screens:

EXIT VISUAL VOICEMAIL
1. Press LOGOUT key

NOTE: If Visual VM is idle for five minutes, the system automatically logs out of Visual VM.

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