Voicemail Guide

Setting Up Your Voicemail for the First Time

The first time that you log into your mailbox, you should update your settings,
Record your unavailable greeting, record your busy greeting and Record your name.

1. From your telephone press the Message key , Voicemail key or dial *123#. (The Voicemail button, label or icon will vary based on telephone manufacturer and model.)
2. Enter your Pin number and press #. (Your PIN number is a 4-8 digit number you received in an email with your extension setup information. You can change your PIN number anytime.)
3. Press 0 to enter mailbox options
4. Press 1 to create your unavailable message. (Your unavailable message plays when you don't answer the phone, or your phone is not connected to the network.)
   - Press 1 to accept your message.
   - Press 2 to review your message.
   - Press 3 to re-record.

5. Press 2 to create your busy message. (Your busy message is played when you are on a call.)
   - Press 1 to accept the greeting.
   - Press 2 to review your message.
   - Press 3 to re-record.

- Press 3 to record your Name. Your name recording is required in order for your callers to hear your name when searching the Directory.

It is suggested to record both your first name and last name.

1. Press 5 to change your password. Password are required to be between 4-8 characters. We suggest you do not use the extension number or telephone number for your PIN as it leaves your voicemail vulnerable to attacks.
2. Press * to Return to main menu or Hang up the call

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Greetings

A greeting is a short message that plays before the caller can record a message. The greeting is intended to let the caller know that you are not able to answer their call. The greeting can also be used to convey other information like when you will be available, other methods to contact you, or other

options that the caller can use to receive assistance.

Types of Greetings

Unavailable Greeting

When your telephone is called and you do not answer the phone, or if your phone is offline, callers will hear your "unavailable" greeting. The unavailable greeting can either be a generic message, like: The person at "extension number" is unavailable. You can also create a custom message so users hear your voice.

Busy Greeting

When your telephone is called and you are on the telephone, the caller will hear your "busy" greeting. Your busy message can be a generic message, like: The person at "extension number" is busy. You can also create a custom message so users hear your voice.

Temporary Greeting

A temporary greeting is a greeting which allows you to record a greeting and not overwrite your 'unavailable' greeting. The temporary greeting will always be played regardless of your "busy" or "unavailable" status until it is removed. One the temporary greeting is removed it will be deleted from the system.

A temporary greeting can be used, for example, if you are going on vacation and want to inform people not to expect a return call anytime soon!

Folders

Folders allow for users to save and organize their Voicemail messages into 1 of 10 folders.

- New
- Old
- Work

- Family
- Friends
- Folder 5 – Folder 10

When a caller leaves a message for you, the message goes into the "New" folder. If you listen to the message, but do not delete the message or save the message to a different folder, the Voicemail will automatically move the message to the "Old" folder. When you first log into your mailbox, the Voicemail will make the "New" folder the current folder if you have any new messages. If you do not have any new messages the Voicemail will make the "Old" folder the current folder.

Leaving a Message in a Mailbox

If you are not able to answer a phone call, your Voicemail is configured to allow the caller to record a message that you can listen to later.

The process of leaving a message looks like this:

The Voicemail will play the appropriate greeting.

Unavailable
Busy
Temporary

While listening to the greeting or the instructions, the caller can press any of the following buttons:

Skip the rest of the greeting and instructions and immediately begin recording the message.
0 Transfer to an operator (If your voicemail setting, "Allow Operator" is set to Yes)

After the greeting and the instructions have played the caller will hear a beep and then the system will start recording a message

To end the recording, the caller can hang up the phone or

press the **#** button.

If the caller hangs up the phone to end the recording, the Voicemail system will put the message in your "New" folder.

If the caller pressed the # button to end the recording, the caller will be presented with the following options:

> **0** Transfer to an operator (If your voicemail setting, "Allow Operator" is set to Yes)
> **1** Save the message If the caller presses 1 the message will be placed in your "New" folder If the user presses 0 the message will be cancelled, and the user will be transferred to the operator (If your voicemail setting ,"Allow Operator" is set to Yes)
> **2** Review the message
> **3** Re-record the message

Accessing Your Mailbox

Log in access from within the Office Ecosystem
Your telephone system has a lot of flexibility, with multiple ways to log into your mailbox. The process does vary however, depending on where you are attempting to access the voicemail from. The Office Ecosystem in relation to your telephone system would be defined as; any telephony device that is connected to your system. This could be a phone inside your office's physical location or from a phone connected at your home office.

> Pressing the Voicemail Key on your telephone

> By dialing *123 from your extension
> This option can only be used to access the mailbox associated with the extension you are dialing from.

By dialing *124 from another extension on your system
You can access voicemail messages from any telephone on your system by dialing *124. You will be prompted for your mailbox number and PIN to enter.

By calling your extension number and pressing the * button
If you call your own extension from another extension and are redirected to the voicemail system to leave a message, you may press the * button to switch from leaving a message to accessing your mailbox.

By logging on via the web
https://ux.firelinecommunications.com
You can access your voicemail and more via your Self-Care Portal. Signing in requires the email address registered to the extension and the password for the extension.

Log in access from Outside the Office Ecosystem
Your voicemail can also be accessed from anywhere in the world!

By calling your DID (Direct Inward Dial) number and pressing the * button If you call your number direct, you may press the * button to switch from leaving a message to accessing your mailbox. The * button should be pressed before the notification to start recording a message sounds. (Beep)

By calling your Office and having them transfer you to your extension or voicemail
If you call in from the outside and are transferred to the voicemail system to leave a message, you may press the * button to switch from leaving a message to accessing your mailbox.

By logging on via the web
https://ux.firelinecommunications.com
You can access your voicemail and more via your Self-Care Portal. Signing in requires the registered email address and

password for your extension.

Menus

Main Menu
The main menu will be the first menu that you are presented with once you have logged in. The options you will be presented with are as follows

> **1** Listen to messages in the currently selected folder
> **2** Change folders. See Section 3.4 for more information
> **3** Advanced options
> **0** Mailbox options
> ***** Repeat the menu options
> **#** Exit from the voice mail system

Advanced Options in Main Menu
The following buttons may be pressed in the "Advanced Options" menu that is accessed from the Main Menu

> **4** Place an outgoing call (Due to the security risks associated with this feature, outgoing calls from voicemail are not allowed)
> **5** Leave a message for another user on the system
> ***** Return to the main menu

Mailbox Options

> **1** Record your unavailable message
> **2** Record your busy message
> **3** Record your name
> **4** Record your temporary greeting
> **5** Change your password

Recording a Temporary Greeting

If you are recording a temporary greeting for the first time, you will be presented with option 1. If you have a current temporary greeting running, you will be presented with option

2. Temporary greetings cannot be saved for a later time. Once you record a temporary greeting it will be in effect until erased.

1 Record a temporary greeting This will allow you to record a new temporary greeting.

2 Erase temporary greeting

Once your temporary greeting has been erased callers will be presented with either your busy or unavailable messages, depending on your status.

* Return to the main menu

Listening to Messages

The Message Envelope
The voice mail system will play back the message "envelope". Depending on how you configure your voicemail, the message envelope may consist of the following items:

Position
Date and time that the message was received
Caller ID information
Duration of the message

Pressing 1 any time during the playback of the message envelope, will skip to the message playback. The voicemail system will then play back the message.

During Message Playback
During the playback of the message, any of the following buttons may be pressed:

* Rewind the message by 3 seconds
# Fast forward the message by 3 seconds
0 Pause the message playback. Press any other button to resume playback.
1456789 Pressing any of these buttons will halt the playback of the message and perform the corresponding action from the post-message playback options

After Message Playback

After the message has been played back, the system will play a prompt and wait for you to press a button:

1 Go to the first message in the current folder
2 Change folders
3 Advanced options
4 Go to the previous message in the folder
5 Replay the current message
6 Go to the next message in the folder
7 Delete or undelete the message
8 Forward the message to another user on the system
9 Save the message to a different folder
0 Mailbox options
* Replay the prompt
# Exit the voice mail system

Advanced Options After Listening to the Message

The following buttons may be pressed in the "Advanced Options" menu while you are listening to a message.

1 Record a message and send it directly to the mailbox of the person that sent you the current message
2 Call the person that left the message back
3 Play the message envelope
4 Place an outgoing call
5 Leave a message for another user on the system.
* Return to the main menu

Changing Folders

If you select the option to change folders the voicemail will present you with the following options:

0 "New" messages
1 "Old" messages
2 "Work" messages
3 "Family" messages

4 "Friends" messages