

Voicemail Telephone User Interface

Connecting from an internal set.

This way of connecting to the voicemail is subject to configuration by the administrator. If not configured use the method described in the “**Connecting from an external or internal set**” section.

1. Press the **MAIL** key, then select **Voice Mail**.



2. On the phone screen, press on the soft key associated to the voice messages feature.
3. Enter your password (required if configured by the administrator) and press “#” to validate.

The system tells you the number of new messages received and the number of messages saved in your mailbox.

Connecting for the first time.

1. Press the **MAIL** key, then select **Voice Mail**.
2. On the phone screen, press on the soft key associated to voice messages feature.
3. Enter the default password (same as your extension). The system welcomes you and asks you to record your name.
4. Speak your name and press #.
5. Enter a new password. The system confirms which password has been recorded. You are now connected.

Connecting from an external or internal set

Use this method in case you are not on site or if you are using another phone inside your company.

1. Enter the **external (210-485-0005)** or **internal (20000 or 50005)** telephone number to reach your mailbox.
2. Press 1.
3. Enter your personal voice mail box number.
4. Enter your password.

Tips Use the keys:

“#” to validate

“*” to cancel or exit

Listening to new messages

To find out the number of new messages, access your voice mail box and enter your password. If your new voice messages are not played automatically, press 1 to play them.

While listening to your messages

To pause/resume your consultation	Press 2 .
To delete a voice mail	Press 7 (then 7 again if confirmation is required).
To listen to the next message	Press # .
To reply to your voice message	Press 8 , when you have finished recording your reply press # .
To send a copy of your voice message to someone else	Press 6 , when you have finished recording your introduction press # .

Managing your welcome greeting message

Welcome greetings are played to callers forwarded to your mail box. Different types of welcome greetings are available:

The standard greeting.

The standard greeting is a standard text followed either by your name (if you have recorded it via the personal options menu) or by your voice mail number.

The personal greeting.

The personal greeting is an announcement recorded by you and activated via the Greetings Management Menu or the Web Interface. It replaces the standard greeting and is played to internal and external callers. You may record an additional personal internal greeting. This personal greeting shall be played to internal callers, while the first personal greeting is played to external callers only.

Alternative greetings.

The system can provide up to two alternative greetings. These are only available when your system administrator has granted you the right to use them. They are alternative personal greetings, recorded for specific business situations (for instance a greeting when you are in a meeting), activated by you, according to your needs. Once you have returned to normal business operation, you may switch back to your personal greeting or to the standard greeting message. Alternative greetings are played to internal and external callers.

Extended absence greeting.

The extended absence greeting is dedicated to situations where you are out of the office for a planned period of time, with no or limited access to your voice messages. The aim of this message is to inform internal and external callers of your absence (e.g. when you are on holidays). When an extended absence greeting is activated, callers are explicitly made aware that you may not be able to listen to your voice messages soon. They have to press a key to be able to leave you a message. When an extended absence greeting is activated, the system informs you each time you log into your mail box. At this stage, you can either retain or delete your extended absence greeting. If you decide to delete it, the system activates the greeting that was played before your extended absence message was activated. Unlike all other greetings, the extended absence greeting is automatically activated after it is recorded.

This is the district link to the Telephone FAQ's

<http://share.alamo.edu/distit/WebPages/TelephoneSupportFAQs.aspx>