

Initializing Your Voicemail:

1. Press **Message** key
2. Enter default security code: [as previously provided by NATG] then follow prompts:
 - a. **Record your name** for the company directory (only your first and last name. ex: Bob Smith)
 - b. **Spell** the first three letters of your name (ex: Bob would be 262 on the number pad)
 - c. **Would you like to be listed** in the company directory?
→ Press **1** for **Yes** or **2** for **NO**
 - d. **Record your personal greeting** (example below)
 - e. **Enter a new security code**
→ **Note:** Password must be between 4 to 10 digits. DO NOT use simple codes such as 1234, 1111, 2580 etc..
3. At the end of setup, the system will ask you if you're satisfied with all of your setting, **press 1 for yes** otherwise you'll need to start over from the beginning.

Example Script:

"You have reached the voicemail of Please leave a detailed message and I will return your call as soon as possible. To reach reception, press 0. Thank you."

Listening to Voicemails Using Soft Keys

1. Press **Message** key and enter security code
2. Press **New** or **Old** soft key (on display)
3. While the message is playing press:
 - a. **Arch** to **Save**
 - b. **Del** to **Delete**
 - c. **Rew** to **rewind** 5 seconds
 - d. **More** or **>>>>** takes you to the next page of options:
 - e. **Redir** to **Redirect** the message to another mailbox

Listen to Voicemail Using the Dial Pad

1. Press **Message** key and enter security code
2. Follow Prompts or choose from the following:
 - a. To **Play New Messages**..... Press **4**
 - b. To **Leave a Message**..... Press **5**
 - c. To **Review old Messages**..... Press **6**
 - d. To **Access Set up Options** Press **7**

WHILE the Message is Playing

- a. Reply..... Press **34**
- b. Check Next MSG..... Press **35**
- c. Delete..... Press **36**
- d. Archive (Save)..... Press **37**
- e. Date/Time..... Press **38**
- f. Save As New..... Press **30**
- g. Repeat Message Press **3#**

AFTER Listening to a Message

- a. To Reply..... Press **4**
- b. Check Next MSG..... Press **5**
- c. Delete..... Press **6**
- d. Archive (Save)..... Press **7**
- e. Date/Time..... Press **8**
- f. Save As New..... Press **0**
- g. Repeat Message..... Press **#**



Changing your Greeting:

1. Press **Message** key and enter security code
2. Press **More OR >>>>** soft key (of display), Press **Setup** soft key, Press **Greet**, Press **Curr**
3. Follow prompts (NOTE: Press * when done recording)

Switching to your Alternate Greeting:

1. Press **Message** key and enter security code
2. Press **More OR >>>>** soft key (of display), Press **Setup** soft key, Press **Greet**, Press **Switc**
3. Follow prompts (NOTE: Press * when done recording)

Changing your Recorded Name:

1. Press **Message** key and enter security code
2. Press **More OR >>>>** soft key (of display), Press **Setup** soft key, Press **Pers**, Press **More OR >>>>**, Press **RcNam**
3. Follow prompts (Note: Press * when done recording)

Changing your Spelled Name:

1. Press **Message** key and enter security code
2. Press **More OR >>>>** soft key (of display), Press **Setup** soft key, Press **Pers**, Press **Spell**
3. Follow prompts

Changing Your Security Code:

1. Press **Message** key and enter security code
2. Press **More OR >>>>** soft key (of display), Press **Setup** soft key, Press **Pers**, Press **Code**
3. Follow prompts

Accessing Your Voicemail From Outside:

1. Call the main number (or side door or DID *if applicable*)
2. When auto attendant greeting begins:
3. Enter **9 + your local** (ex 105, 128) Enter your security code
4. Press **4 to listen to NEW** messages or **6 for old** messages
5. The system will then tell you "You have ___ messages, would you like to hear them?" **Press 1 for Yes, or 2 for No**

Transferring an Employee into Voicemail to access their mbox:

1. *The Employee who answered the phone:* Press **Transfer** key,
2. Dial **300** and then Hang up (You DO NOT have to enter in the employees extension/mailbox number)

Changing Your Greeting From Off Site

1. Call the main number (or side door or DID *if applicable*)
2. When the voicemail answers:
3. Enter **9 + Your Extension**, Enter your security code
4. Press **7 for Setup**
5. Press **4 for Greeting**
6. Press **6 for Standard** greeting (or **7 for Alternate**)
7. Press **1 to record**
8. Press * when done recording

