



VOICEMAIL USER GUIDE

Any codes stated in the documents are system defaults if these do not work then please contact your system administrator or Ocean Telecom

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 and you can hang up.

INTER-TEL AXCESS

Ocean Telecom
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VOICE MAIL

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



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 users mailbox

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

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