



Intelligently Bundled Technology as a Service

Voicemail Features

Quick Start Guide

Feature

Listen to a Voicemail Message

Instruction

Once you enter your password, the system will tell you the number of new messages.

1. Press on **1** the numeric keypad to listen to your new messages.
2. Press the **-**  **+** rocker to adjust the playback volume.

While your message is playing, you can rewind or advance the message in three second intervals.

Press the ***** key to rewind the message three seconds.

Press the **#** key to advance the message three seconds.

Check Voicemail While Out of Office

METHOD 1

1. Dial your organization's main telephone number. When the auto attendant answers press the **9** key.
2. Enter your extension number and password when prompted. The system will tell you the number of new messages.
3. Press **1** on the numeric keypad to listen to your new messages.

METHOD 2

1. Dial your organization's main telephone number. When someone answers, ask to be transferred to voicemail.
2. When your personal greeting begins to play, press the ***** key.
3. Enter your extension number and password when prompted. The system will tell you the number of new messages.
4. Press **1** on the numeric keypad to listen to your new messages.



To be transferred directly to voicemail, tell the person who answered the phone to press the ***** key followed by your extension number.

Forward Voicemail to Another Extension

1. While listening to a message, press the **8** key to forward your message to another user.
2. Press the **1** key to forward your message to an extension.
3. Enter the person's extension number.
4. Press the **1** key to add a short prepended message to the voicemail you are forwarding, otherwise press the **2** key to forward without prepending.

Your message will be forwarded.



When you forward a message to another extension, a copy remains in the new messages folder on your phone and your new message light will continue to blink. This is by design. You must either delete or save the message in order for the light to go out.

Voicemail Features

Quick Start Guide *(Continued)*

Feature

Instruction

Save a Message

1. Press the **9** key during voicemail playback to save your voicemail message.
2. You will be prompted to save the message in one of the following folders:
 - a. Press the **0** key to save your message to the **new messages folder**.
Note: If you save your message to the new message folder your new message indicator will continue to blink.
 - b. Press the **1** key to save your message to the **old messages folder**.
 - c. Press the **2** key to save your message to the **work folder**.
 - d. Press the **3** key to save your message to the **family folder**.
 - e. Press the **4** key to save your message to the **friends folder**.

Repeat a Message

Press the **5** key to play your message again from the beginning.

Delete a Message

Press the **7** key during voicemail playback to delete your voicemail message.

Record Your Greeting and Your Name

1. Press the  button to enter the voicemail system.
2. Enter your current password.
3. Press the **0** key to enter the mailbox options menu. You will be prompted to record the following:
 - a. Press the **1** key to record your unavailable message.
 - b. Press the **2** key to record your busy message. This message will be played for callers when you are on another call.
 - c. Press the **3** key to record your name. Recording your first and last name identifies you in the automated directory.

Check Voicemail at Your Desk

- If you have a voicemail your message light, located in the upper right corner of the phone, will blink red approximately twice a second.
1. Press the  button to check your voicemail. You will be prompted to enter your password. (If you are logging into your voicemail for the first time, your temporary password is your extension number entered twice. *For example, if your extension is 301, you would enter: 301301#*)
 2. See the next section for voicemail password setup.



Since everyone's default password is their extension number entered twice, it is important to change your voicemail password to a four digit number that is not your extension number.

Change Your Voicemail Password

1. Press the  button to enter the voicemail system, enter your current password.
2. Press the **0** key to enter the mailbox options menu.
3. Press the **5** key to change your password.
4. Enter your new four digit password followed by the **#** key. You will be prompted to re-enter your new password to complete the change.

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IP Genie and its partners have facilities and networks in both the United States and Canada. Our operating platforms are some of the most automated in North America. With origins dating back to 2001, IP Genie is one of the most established VOIP digital phone service companies in North America.