

# Voice Mail

## Getting Started:

### From a Keyphone

- Dial the voice mail group number (Example 333)
- Wait for response from system and request to enter your password
- Enter 0000

Note this is a default password, the opportunity to personalize it will be given later on in the set up.

*The first time that you dial in, Hello will guide you through the essentials such as entering your name, personal greeting and altering your password.*

#### **Notes**

**Have your personal greeting ready to record plus at the end of your greeting add the following:-**

**“or dial 0 for the operator”** This allows the caller the option of transferring to the operator so that they may seek an alternative destination.

**Store your personalized password somewhere.**

If for any reason you loose your password we can default it back to 0000 but you will loose all your stored messages to that point

After the initial set up call, subsequent access will go straight to the message menu after password entry.

## **To set your telephone into voice mail mode on Aria systems (you have 4 choices)**

Lift handset or press “MONITOR” key, press “DND/FWD” key.

Select one of the following

- 1 (On the dial pad) for **unconditional forward** enter the group number (333)  
*This will send all of your calls directly to voice mail*
- 2 (On the dial pad) for **busy forward** enter the group number (333)  
*This will send only calls to voice mail whilst you are on the phone*
- 3 (On the dial pad) for **no answer** enter the group number (333)  
*This will send calls to voice mail if you do not answer your phone*
- 4 (On the dial pad) for **busy & no answer** enter the group number (333)  
*This will send calls to voice mail whilst you are either on the phone or if you do not answer your phone*

## Recovering left Messages

If you have any messages the “CALLBACK” key will flash

Press “CALLBACK” key the system will request your password, the system will then tell you how many messages you have and offer a further menu which includes listen, erase, save, forward to another voice mail extension etc

## **To listen to your messages when you are not in the office**

Dial into your office and get transferred to your extension from an external phone, wait for your message to finish

Press #

Dial in your Password and listen to messages

## **To Disable Voice Mail**

Press DND/FWD button

## Getting Started:

### From a SLT:

- Dial the voice mail group number (Example 333)
- Wait for response from system and request to enter your password
- Enter 0000

Note this is a default password, the opportunity to personalize it will be given later on in the set up.

*The first time that you dial in, Hello will guide you through the essentials such as entering your name, personal greeting and altering your password.*

#### **Notes**

**Have your personal greeting ready to record plus at the end of your greeting add the following:-**

***“or dial 0 for the operator”*** This allows the caller the option of transferring to the operator so that they may seek an alternative destination.

**Store your personalized password somewhere.**

If for any reason you loose your password we can default it back to 0000 but you will loose all your stored messages to that point

After the initial set up call, subsequent access will go straight to the message menu after password entry.

### **To set your telephone into voice mail mode on Aria systems (you have 4 choices)**

Lift handset Dial 49.

Select one of the following

- 1 (On the dial pad) for **unconditional forward** enter the group number (333)  
*This will send all of your calls directly to voice mail*
- 2 (On the dial pad) for **busy forward** enter the group number (333)  
*This will send only calls to voice mail whilst you are on the phone*
- 3 (On the dial pad) for **no answer** enter the group number (333)  
*This will send calls to voice mail if you do not answer your phone*
- 4 (On the dial pad) for **busy & no answer** enter the group number (333)  
*This will send calls to voice mail whilst you are either on the phone or if you do not answer your phone.*

### **Recovering left Messages**

If your phone has a message wait light, (this light will be flashing or if you do not have message wait light then you will hear broken dial tone)

if you have a message(s) Lift handset and dial the voice mail group (333) the system will request your password, the system will then tell you how many messages you have and offer a further menu which includes listen, erase, save, forward to another voice mail extension etc

### **To listen to your messages when you are not in the office**

Dial into your office and get transferred to your extension from an external phone, wait for your message to finish

Press #

Dial in your Password and listen to messages

### **To Disable Voice Mail**

Dial 49 #