

### EXPRESSO VOICE MAIL FROM AN ANALOGUE TELEPHONE EXTENSION

- Dial the voice mail group number (33)
- Wait for response from system and enter password when asked (0000)

***NB: 0000 is the default password. You will be given the opportunity to change this password later 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 personalised greeting ready to record plus at the end of your message add “***or dial 0 to speak to the operator***”. This allows the caller to redirect their call to the operator so that they may seek an alternative extension number

Do not forget your personalised password, as while we can overwrite it, your messages will be lost in doing so.

Once this is completed the final task is to divert your calls to your voicemail box.

Unconditional forward to Voice mail                    **\*49133**

Busy forward to Voice Mail                                **\*49233**

No Answer to Voice Mail                                   **\*49333**

Busy no answer forward to voice mail                **\*49433**

The most common Call forward and most of the users will activate is the Busy no answer forward. This means that calls will divert to your Voice Mail after 12 sec's or will go there straight away if the extension is busy

To Cancel call forwarding                                **\*49#**

Recovering Left messages

If your phone has a message wait light, it will be flashing.

If you have messages, dial **33** and enter your password. Follow the voice prompts.

If you are not in the office or at another extension, Dial you extension number and then after your voice mail answers, Dial the # key. You will then be prompted to enter your password.

Thereafter, follow the instructions