

VMP – UM8000 Voicemail Quick Reference

Voice Extension: 300 (*normally*)

How to Access a Voice Mail Box

Use of the Voice Mail Box from the office:

Press Message button / VMsg button or dial 300

Every time you enter a voice mailbox, the display screen will prompt you on the use of the voice mail. Press the soft key (small gray button just under the display screen) under the option for your desired function.

(See page 2 for soft key abbreviation definitions.)

From a phone other than your own:

Press Message button/ VMsg button (or dial 300)

When the personal box picks up, dial # (pound)

When the auto attendant picks up, dial 9 and mail box number

From outside of the system:

Call the main number, when the voicemail system answers dial 9+your extension number. The system will then prompt you for your security code; once your code is entered you can play your messages.

Remote Access Prompts:

Message Playback Options

1 – Advance to the end of a message

2 – Redirect or Archive a message

3 - Skip message and save it as old

5 – Change play back volume

7 – Rewind

8 – Pause

9 – Fast forward

*(Star) - Skip message and save it as "new"

To delete a message: 2, 2, 2

To save a message: 2, 2, 1

To copy/redirect a message to another user: 2, 1

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Commonly Used Voicemail Soft Key Abbreviations

NEW= Access a new message

OLD= Access and old message

LVMSG=Allows you to leave a message for an employee w/ out ringing the phone

MORE= This will take you to the next set up options. If you do not see the option you need on your display screen press MORE

ARCH= Archive (save the message)

DEL= Delete the message

REW= Rewind (takes you back 4 seconds) continue pressing REW to go back further

PAUSE= Pause playback- press again to resume

FFWD= Fast forwards (4 seconds) continue pressing FFWD to go forward further

REDIR=Redirect message to another user on the system

SETUP= Press to access your mailbox settings (greeting etc)

GREET= This is how you access your current and alternate greeting for changes and to switch them on and off

CURR= Create or change the current greeting

SWTCH=Switch from standard greeting to alternate greeting or from the alternate to the standard

STD= Change your standard greeting