VOICEMAIL INTRODUCTION

- The voice mailbox assigned to your local will allow your callers to leave you a message when your line is busy or when it is unanswered. The first time you call it up, a user tutorial will help you organize your voice mailbox.
- You must record your own greeting, name, and passcode.
- Your personal greeting can easily be changed to reflect your whereabouts, your schedule, etc.
- Your mailbox can have four to ten digits pass code. You create it yourself and can change it at any time.
- Calls are transferred to your voice mailbox after three rings.
- You can retrieve your messages from any Touch-Tone Telephone.

ACCESSING or SETTING UP YOUR VOICE MAIL BOX

- <u>At Dawson:</u> call **your local ####** (wait for response; dial) * (wait; dial) **5555 or "YOUR PERSONAL passcode"**

- <u>Outside of Dawson:</u> call **(514) 931-8731** (wait for response; dial) * (wait; dial) **your local ####** (wait; dial) * (wait; dial) **5555 or "YOUR PERSONAL passcode"**

<u>NOTE:</u>

- If there is more than one voice mail box to choose from, enter it after the local; exp.: local #### (wait for response), dial 1 or 2 or 3.
- If your **"Extended Absences Greeting"** is enabled, press * after your greeting when you hear "To talk to the operator press 0".

PLAYING MESSAGES

When you access your voice mailbox to retrieve messages, the system will tell you how many messages there are.

- Press **7** to **listen** to a message.
- Press **5** to **keep** a message.
- Press **3** to **erase** a message.
- Press **4** to **forward** a message
  (Enter local + # + record your message + # + 9 to forward)

You may use the following keys at any time while listening to a message:

- **8** to move to the next message
- **8*** to return to the previous message
- **#** to move forward 5 seconds
- * to back up 5 seconds
- **1** to pause for 30 seconds

USER OPTIONS

Once your voice mailbox has accepted your pass code,

Press **8** to access the user options menu and its features.

- Press **4** to change your **greeting**.
- Press **6** to record your **name**.
- Press **7** to change your **pass code**.
- Press **9** to exit to the main menu or exit from voice mail.

<u>NOTE if the</u> **"Extended Absences Greeting"** <u>is enabled:</u>

- Callers cannot leave voicemail messages or skip greetings.
- To disable it, press * after your greeting when you hear "To talk to the operator press 0". The system will allow you to login.

Press this key, OR	Press this Softkey	To perform this action
[4 GHI]	Greetings	Change your greeting(s). You can record a Primary greeting and one or more Conditional greetings. Record Conditional greetings you want callers to hear when your line is busy (e.g., "I'm currently on the phone and unable to take your call"), when you're not there (e.g., "I'm currently away from my desk"), or for extended absences ("I will be away until October 15th,..."). You can now press [2 ABC] to record or change your conditional personal greeting, [7 PQRS] to record or change your primary personal greeting, or [4 GHI] to enable your Extended Absence Greeting. After you have recorded your greeting, press [3 DEF] or the **Chng** softkey to select which greeting—Primary or Conditional—you want your callers to hear.

SUGGESTED GREETINGS

Hello, you have reached the voice mailbox of (your name). I can't take your call at the present time, so please leave me a detailed message and I'll call you back as soon as possible.

Hello, you have reached the voice mailbox of (your name). I will be away from the office on (course, holidays, meeting, etc.) until (date). Should you need any assistance during my absence, please contact (name) at local ####. You may choose to leave me a message and I will return your call upon my return.