



# Big Stone County

## Voice Mail Instruction Sheet

### To Setup Your Mailbox for the First Time:

- From your phone, dial **2278** to access voice mail.
- Enter your mailbox number as the default password
- Press **#**

*The voicemail box will walk you through a brief tutorial. The first thing you'll be asked to do is to pick a new password. Your new password can be up to twelve digits long.*

- Enter your new password
- Press **#** to accept

*Then you'll be asked to record your name in the directory:*

- After the tone, record your first and last name
- Press **#**
- Options are **1** to Replay, **2** to Append, or **3** to Re-record
- Press **#** to accept

*Listen through the introduction, then record your personal greeting:*

- Press **4** for Personal Options
- Press **1** to Change Your Personal Greeting
- Press **1** for your Primary Greeting
- After the tone, record your voicemail greeting
- Press **#** when finished
- Options are **1** to Replay, **2** to Append, or **3** to Re-record.
- Press **#** to save your greeting

*When you hear the voicemail say "Greeting Saved" you can hang up. Your new mailbox is set up!*

### Sample Greeting:

"Hello, this is \_\_\_\_\_ with (business name). Please leave your number and message and I will return your call. Thank you for calling."

### Optional adds to your greeting:

- "To reach the receptionist, dial zero now."
- Add today's date and re-record your greeting every day

### To Access Voice Mail From Your Extension:

- Pick up your handset or press the speaker phone button
- Press the flashing **MSG** button or dial **2278** to access voicemail
- When Voice Mail answers, enter your password and press **#**

### To Access Voice Mail From Another Extension or a Shared Phone:

- Dial **2279**
- When the Voice Mail answers press **\***
- Enter your mailbox number
- Enter your password and press **#**

### To Access Voice Mail From Outside the Office:

- Dial **(320) 487-1201**
- (If answered ask to be transferred to 2779)
- When Voice Mail answers, press **\***
  - Enter your mailbox number
  - Enter your password and press **#**

### To Leave a Voice Mail Message:

- Dial **2279**
- Enter the mailbox number of the person you are trying to reach

--or--

- Access your mailbox as previously described
- Press **2** to record a message
- Enter the mailbox number of the person you are trying to reach

### To Transfer a Call Directly to a Voice Mailbox:

- While on the call, press **Transfer**
- Dial **2279**
- Enter the mailbox number you want to transfer to
- Hang up

### To Change Your Voice Mail Greeting:

- Access your Voice Mailbox as previously described
- Press **4** for "Personal Options"
- Press **1** to "Record Your Greeting"
- Press **1** for "Primary Greeting"
- Follow instructions

# VOICE MAIL FLOW CHART

**NOTE:** At any menu level, you can press \* to cancel or return to the previous menu or press # to accept.

## ACCESSING YOUR MAILBOX

- EITHER, Press the Message key to respond to a message from voice mail.  
OR, Call the voice mail extension number, press \*, and enter your mailbox number.
- Enter your password and then #.

## SUBSCRIBER MAILBOX MENU

- Listen to New Message **1**
- Send A Message **2**
- Listen to Saved Messages **3**
- Personal Options **4**
- Message Options **5**

## SENDING A MESSAGE

- Dial the mailbox number, reply to a message, or forward a message.
- Record your message.  
To pause press **2**  
To erase press **3**
- Hang up to send OR  
Press # for options.

## RECORDING OPTIONS

- Replay **1**
- Add **2**
- Erase and Re-Record **3**
- Delivery Options **9**

## DELIVERY OPTIONS

- Private **1**
- Certified **2**
- Priority **3**
- Send to Other Mailboxes **#**
- Send and Exit **Hang Up**

## PERSONAL OPTIONS

- Record Greeting **1**
  - Primary Greeting **1**
  - Alternate Greeting **2**
  - System Greeting **3**
  - Also see Recording Options
- Record Directory Name **2**  
See Recording Options
- Record Password **3**
- Change Envelope Settings **4**
  - Time and Date **1**
  - Message Source **2**
  - Message Length **3**
  - All Options **4**
  - No Options **5**
- Remote Messaging **5**
  - Primary Cascade **1**
  - Alternate Cascade **2**
- More Options **9**
  - Fax Destination **1**
  - Message Order **2**
  - Transfer Method **5**

## MESSAGE ORDER

- New Messages **1**
- Saved Messages **2**

## TRANSFER METHOD

- Unannounced **1**
- Screened **2**
- Announce Only **3**

## MESSAGE OPTIONS

- Cancel Unheard Messages **1**
- Recover Deleted Messages **2**
  - Listen **1**
  - Recover All **2**
  - Erase All **3**

## LISTENING TO MESSAGES

- While the message is playing:*
- Back Up **1**
  - Pause **2**
  - Move Forward **3**
  - Lower the Volume **4**
  - Play the Envelope **5**
  - Increase the Volume **6**
  - Save the Message **7**
  - Delete the Message **9**
  - Skip to the End **#**
- After the message:*
- Replay to Message **1**
  - Reply to the Message **2**
    - Voice Mail Message **1**
    - Return Call **2**
  - Forward a Copy **3**  
See Recording Options
  - Listen to Previous Message **4**
  - Play the Envelope **5**
  - Listen to Next Message **6**
  - Save the Message **7**
  - Delete the Message **9**

## REMOTE MESSAGING

- Program Cascade Level **1**  
Enter cascade level number, then:
  - Enable/Disable **1**
  - Enter Personal # **2**
  - Enter Pager # **3**
- Enter Time of Day **2**
- Set Days of Week **3**
  - Monday-Friday **1**
  - All Days **2**
  - Individual Days 1-7 **3**
- Select Message Types **4**
  - All Messages **1**
  - Priority Messages **2**