

## Personal Voice Mail Commands

You must firstly record your greeting message. To do this, dial 86 from your phone.  
(If the Voice Mail answers and says "thank you for calling" and hangs up, please contact your system administrator).

The Voice Mail will answer and ask for your password. (G1E Default is 1234, GDS is none)

Once you are in your mailbox follow the Voice prompts as below:

### [1] – to play the current external messages

- |\_ [1] to hear message
- |\_ [2] to delete current message
- |\_ [3] to play previous message
- |\_ [4] to play next message

### [2] – to record greeting message

- |\_ [1] To record greeting message
- |\_ [2] To delete greeting message

*Note: Press [1] and record your message after the beep. Press # # to save the message*

### [3] – to change your password

- |\_ Enter new password (Voice Card will confirm password)
- |\_ Press # to save new password

### [4] – to setup notification

- |\_ [1] To change message lamp function [toggle]
- |\_ [2] To change external notification (Installer setup required)

### [5] – to leave message for other mail box

- |\_ Enter Station number
- |\_ Record message

### [6] – Set DND status

- |\_ [1] To enable DND Status
- |\_ [2] To Disable DND Status

## Using Personal Voice

**The Pilot Code to access the voice mail is 86.**

### Call Forwarding

You will normally call forward your extension to the Voicemail Pilot Code using the same method as normal Call Forward.

You can call forward your phone to Ext 86 using  
Call Forward all Calls  
Call Forward Busy  
Call Forward Busy No Answer

The Call Forward settings are done with the phone idle and on hook. Example: For Station 212 to call forward Busy No Answer the user will enter

**[PRG] [3] [86]**

Once this is done if a call is transferred to Station 212 while the station is busy or does not answer then the call will be forwarded to the Voice mail and the Caller will hear Station 212's Personal Greeting and may leave a message

### Greetings

The Voice Mail gives the option of the caller leaving a message or going to the operator once they are in a personal mailbox. The user can record in their personal greeting which just says "Please leave a message" or alternatively the message can say "Please leave a message or dial 0 now to return to the operator". If the caller dials 0 at this point they will not leave a message but will go back to the Operator Console.

Once a message is recorded for the station then the normal method of delivery is that the MSG light will flash on the Station.

On a digital phone the user can press the MSG button followed by the SPK button and be immediately connected to the Voicemail. An analogue phone user will need to dial 76 to be connected to the voicemail.

### Retrieving Messages Externally

1. If the caller is answered by the Auto Attendant greeting then they should dial #. The Voice Card will ask for a mailbox number and once this is entered then the Voice Card will ask for the password. The user can then proceed with retrieving their messages or changing their mailbox settings.
2. If the external caller is transferred to their Mail Box they can dial #. The Voice Card will ask for a mailbox number and once this is entered then the Voice Card will ask for the password. The user can then proceed with retrieving their messages or changing their mailbox settings.

### Retrieving Messages Internally

1. If you are at your Extension press message key or dial 86, enter your password and follow voice prompts.
2. If you are not at your own Extension Number and wish to access your Mail Box, dial 86 at any extension, dial \*, enter your extension number, enter your password. Follow voice prompts.

## OPERATOR PROGRAMMING

### Recording greeting messages

GDS - On Operator Console Dial [8901] and then [PASSWORD] (default=none)

G1E - On Operator Console Dial [8902] and then [PASSWORD] (default=1234)

G1E without Voice Mail Dial [8901] and then [PASSWORD] (default=1234)

#### [1] -- Setup greeting message

- \_\_\_ [1] To change Day/Night service mode
  - Options = manual mode or auto mode
  - Auto mode:** will follow times setup for Auto Night Mode
    - Options = DAY/NIGHT/LUNCH BREAK
  - Manual mode:** Allows user to change greeting to below options
- \_\_\_ [1] day
- \_\_\_ [2] lunch break
- \_\_\_ [3] night
- \_\_\_ [4] holiday
- \_\_\_ [#] finish

#### [2] -- record greeting message

- \_\_\_ [1] To record Auto Attendant greeting message
  - \_\_\_ [1] to record day time greeting message
  - \_\_\_ [2] to record lunch break time greeting message
  - \_\_\_ [3] to record night time greeting message
  - \_\_\_ [4] to record holiday greeting message
  - \_\_\_ [9] to record external call forward message
  - \_\_\_ [#] to finish
- \_\_\_ [2] To record ACD (Delay Operator) message
  - \_\_\_ [1] to record ACD1 greeting message
  - \_\_\_ [2] to record ACD2 greeting message
  - \_\_\_ [3] to record ACD3 greeting message
  - \_\_\_ [#] to finish
- \_\_\_ [3] To record special function message
  - \_\_\_ [1] to record department introduction
  - \_\_\_ [2] to record music on hold
  - \_\_\_ [3] to record wake up call
  - \_\_\_ [4] to record emergency call alert
  - \_\_\_ [#] to finish

#### [3] – to change your password

#### [4] – to change other persons password

*Note: All above greetings have a record time of 60 seconds*



The Business Telephone Specialists

Integrated Voice Card User Guide

GDS/G1E