



Accessing Voicemail

Depending upon the make and model of your telephone system, when new voicemail arrives, the message waiting light will show on your telephone handset, or a message will appear on the LED screen of your handset. Simply follow these steps to access your mailbox.

Step 1: **PRESS** the key that has been automatically set to directly call your mailbox or dial your Voicemail Group Number. _ _ _

OR CALL

- The direct number of the Compact II system, when it answers, press #321
- The main number and be transferred to your voicemail, when it answers, press #321
- The office after hours and when you hear the Compact II answer, press #321

Step 2:	The spoken prompt will be played:	VOICEMAIL ACCESS PLEASE ENTER EXTENSION NUMBER
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Step 3: **ENTER** your extension number to access your mailbox

Step 4:	If passwords are set you will hear:	WELCOME TO YOUR VOICEMAIL BOX PLEASE ENTER YOUR SECURITY CODE
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Step 5: The default security code is **9** and your 3 digit extension number : 9 XXX
The default security code can be disabled from the Special Functions menu.

WARNING if the security code is changed and forgotten, the default can only be set by the manufacturer. Your IT department should be notified of any changes.

MAKE A NOTE OF YOUR VOICEMAIL CODES:	YOUR PERSONAL EXTENSION NO:	_ _ _	SECURITY CODE:	9 _ _ _
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Recording Your Voicemail Greeting Message

Step 1: **ACCESS** your voicemail using one of the methods shown above and you will hear;

TO RETRIEVE VOICEMAIL – PRESS 1 TO SEND INTERNAL VOICEMAIL – PRESS 2 FOR SPECIAL FUNCTIONS – PRESS 9 TO EXIT – PRESS THE STAR KEY (*)

Step 2: **PRESS 9** for Special Functions and listen to the prompts.

Step 3: To **LISTEN** to your voicemail greeting message – press **1**. If you have not recorded your greeting message, a default message “please leave your message after the tone” will automatically play.

Step 4: To **RECORD** your voicemail greeting message – press **2**. The spoken prompt will be played:

PLEASE LEAVE YOUR MESSAGE AFTER THE BEEP. PRESS STAR (*) TO STOP RECORDING (THE BEEP WILL FOLLOW)
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Step 5: **To stop recording – press the star key (*)**

Voicemail Greeting Suggestions

It is important when recording voicemail greeting messages that callers are given the option to speak to the operator, or transfer back to the main auto-attendant menu. Ensure this option is voiced well before the “beep” giving the caller enough time to make a choice.

EXAMPLE GREETING FOR VOICEMAIL ONLY

“Hello, you’ve reached [insert your name]. I’m not available to take your call at the moment. Please leave your message after the tone and I will return your call as soon as I’m able.

EXAMPLE GREETING FOR VOICEMAIL & TRANSFER TO OPERATOR

“Hello, you’ve reached [insert your name]. I’m not available to take your call at the moment. Please press 0 to speak to the operator or, alternatively, leave a message after the tone. Thank you for calling. Goodbye.”

IMPORTANT: Press the star key (*) to stop recording message otherwise the system keeps recording silence and/or the hang-up tone when the handset is replaced.

Retrieving and Deleting Voicemail

To retrieve and delete your voicemail message(s), simply follow these steps:

Step 1: **ACCESS** your voicemail using one of the methods shown on page 1.

Step 2: The spoken prompt will be played:

TO RETRIEVE VOICEMAIL – PRESS 1
TO SEND INTERNAL VOICEMAIL – PRESS 2 / FOR SPECIAL FUNCTIONS – PRESS 9
TO EXIT – PRESS THE STAR KEY (*)

Step 3: **PRESS 1** to listen to your message(s) and you will hear:

NEW MESSAGES - 1
TO LISTEN – PRESS 2
TO DELETE – PRESS 9 / TO EXIT – PRESS THE STAR KEY (*)

Step 4: To **LISTEN** to the current message – press **2**. After the message is played it is archived and retrieval menu repeated. To play the message again, press **2**.

Step 5: To **DELETE** the current message – press **9**.

Step 6: To **delete** all messages – press **0**.

Step 7: To **SKIP BACK** to the previous message – press **1**.

Step 8: To **SKIP FORWARD** to the next message – press **3**.

Sending Internal Voicemail

The Compact II system’s internal voicemail feature allows users to send voicemail to a co-worker.

Step 1: **ACCESS** your voicemail using one of the steps on page 1 and you will hear;

TO RETRIEVE VOICEMAIL – PRESS 1
TO SEND INTERNAL VOICEMAIL – PRESS 2
FOR SPECIAL FUNCTIONS – PRESS 9 / TO EXIT – PRESS THE STAR KEY (*)

Step 2: **PRESS 2** to send an internal voicemail, you will hear;

PLEASE ENTER EXTENSION NUMBER

Step 3: **DIAL** the extension number (one to four digits). If the extension has voicemail activated the spoken prompt will be played:

LEAVE YOUR MESSAGE AFTER THE BEEP - PRESS ‘STAR’ (*) TO STOP

Step 4: After the beep the Compact II system will start recording. Press the star (*) key to stop. Once the star (*) key is pressed, the system will return to the main menu.