To log into your mailbox from your own extension:

1. Dial 7501 (Off Campus- 617-824-7501) If this is the first time that the mailbox has been used, you might be prompted to record a name. If so, follow the instructions that you hear.

2. When you have logged in to your mailbox, an announcement tells you how many new messages you have (if any). New messages are then played back. You can press 8 to find out about the options that you can use.

   • To listen to old messages: Press 1.
   • To listen to saved messages: Press 2.

3. After you have listened to a new message, the message becomes an old message and is automatically deleted 36 hours after it was first played. On VoiceMail Pro systems, your system administrator can set the length of time for which messages are stored before they are automatically deleted. Check with your system administrator to find out if the message storage time has been changed.

4. To leave voicemail, hang up.

To log into your mailbox from a different location:

1. Dial your extension number.

2. When you hear your voicemail greeting, press 8. You are asked for your access code, if you have set one.

3. Enter your access code. You can now check your messages.

Greetings
By default a generic system greeting is played when a person calls your voicemail box. You can record a personalized greeting message for your mailbox if you prefer.

Setting and Changing Greeting Messages

To skip a mailbox greeting:
• Call the extension number.
• As soon your call is answered, press 2 to skip the greeting. You then hear the tone after which you can record your message.

You can press 8 at any time to listen to the Help Menu.

   1 Play old messages.
   2 Play saved messages.
   3 Edit your greeting.
   4 Delete the message you are currently listening to.
   5 Save the message you are currently listening to.
   6 Forwarding options.
   7 Repeat the last message.
   8 Help.
   9 Skip the message.
** call back the sender. Only while listening to the message internally.
*01 Direct all messages to email.
*02 Send email notification.
*03 Turn off email functions.
*04 Change your access code.

Additional functions not announced.
# Forward message.
* Rewind message.
0 Pause message (while you hold down 0) or call voicemail reception.

While you are listening to a message, you have the following options:

• To delete the message: Press 4.
• To save the message: Press 5
• To forward the message: Press 6.
• To repeat the last message: Press 7.
• To skip the message: Press 9.
• To call back the sender (if internal): Press **.
• To fast forward: Press #.
• To rewind: Press *.
• To pause: Press 0. Use * to restart.

Visual Voice allows you to access your voicemail mailbox using the display menu of your phone rather than following spoken mailbox prompts.

   • Listen (Play)
   • Save
   • Pause
   • Call (Call the internal message sender).
   • Delete
   • Copy (Copy the message to another mailbox).
   • Message (Record and send a voicemail message to another mailbox).
   • Greeting
   • Password
   • Voicemail (Switch voicemail coverage on/off).

Using the Visual Voice Button for Voicemail Transfer

If pressed when you have a call connected, the MESSAGE button allows entry of an extension number for direct to voicemail transfer of the connected call.
Forwarding Voice Messages

Messages can be forwarded to another location.
To return to the previous menu or to cancel message forwarding: Press #.

Forwarding a Message to Email

If this option is enabled, you can forward a voice message to your email inbox.

1. During or immediately after playing a message, press 6.

2. Press 1. The message is forwarded to your email address.

To forward a message to a different extension:

1. During or immediately after playing a message, press 6.

2. Press 2.

3. Enter each extension number followed by a #.

4. Press # again to finish.

For example:

• To forward a message to extensions 5201, 5202 and 5203, key in: 5201#5202#5203##

• To forward a message to extension 5201 only, key in: 5201##

To forward a message with a message header:

1. During or immediately after playing a message, press 6.

2. Press 3.

3. You are prompted to record your message and then press any key to finish recording.

4. Enter the list of forwarding extensions as if you were forwarding a normal message.

To forward a message to your list of saved messages:

1. During or immediately after playing a message, press 6.

2. Press 4. This is the same as pressing 5 after playing the message.