VoiceONE®

Voicemail Reference Guide

Main Menu	
1	Review Messages
2	Scan Messages
3	Send a Message
4	More options

	More Options	
1	Change Personal Profile	
2	Recording Name or Greeting	
3	Auto Attendant Options	
4	To make a phone call	
5	Control your presence and login status	

		Change Presence & Login	
	1	To change user presence	

			User Presence
		1	Available
		2	Not Available
		3	Busy
		4	At Lunch
		5	In a Meeting
		6	Be Right Back
		7	Appear Off Line
		*	To return to the previous menu

	2	To change agent presence

			Agent Presence
		1	Available
		2	Not Available
		3	Wrap up
		*	To return to the previous menu

	3	To change login from phone status

			Phone Login
		1	To login to this phone
		2	To logout of this phone
		3	To log all users out of this phone
		4	To log out an individual user from this phone
		*	To return to the main menu

	4	To change call group login status

			Group Login
		1	To logout of all call groups
		2	To logout of a specific call group
		3	To login to all call groups
		4	To login to a specific call group
		5	To hear the list of call groups you are currently logged into
		6	To hear the list of call groups you are a member of
		*	To return to the main menu

	*	To return to the main menu

	6	Call Forwarding
	*	Return to main menu

*	Transfer to another mail box

Message Review Menu	
1	Repeat
2	Save message
3	Erase message
4	Reply to message
44	Call back using Caller ID
5	Forward message to another mailbox
6	Play previous message
7	Rewind 3 seconds
8	Pause message
9	Skip forward 3 seconds
#	Play next message
*	Skip Date/Time

Voice Mail DID _____

Voice Mail Extension _____

Name	Extension