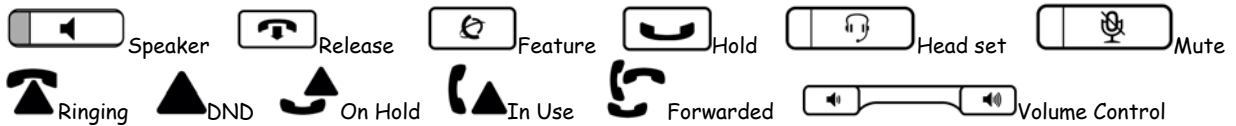







Nortel Voice Mail Quick Reference



FEATURE CODES:

Feature		980	-	To leave a message
Feature		981	-	Open mailbox
Feature		984	-	Call forward to voicemail
Feature		986	-	Transfer to a mailbox
Feature		987	-	Interrupt message. Not available on all Systems


To initialize your voice mailbox:

****YOUR MAILBOX WILL NOT ACCEPT MESSAGES UNTIL COMPLETED****

1. Press Open Mbox key
2. Enter temporary password, (0000) press OK softkey
3. Enter new password. When prompted, enter password again and press OK or #
4. At the tone, record your first and last name. Press OK or #
5. Press RLS

Remember: Your new password must be between 4 and 8 digits long and cannot begin with a zero.

To Log into voicemail once Initialized:

1. Press Open VM key or  9 8 1
2. Enter password and # or OK softkey.

To Record your name for company directory: Recording that plays when logging into VM

1. Log into your mailbox
2. Press ADMIN softkey or 8
3. Press 1
4. Record Name (First and Last Name Only)
5. Press OK
6. Press Accept

To change your mailbox password:

1. Log into your mailbox
2. Press ADMIN or 8
3. Press PSWD or 4
4. Enter new password and press OK softkey or #
5. Enter your new password again and press OK softkey or #
6. Press RLS

To record your primary greeting:

1. Log into your mailbox
2. Press ADMIN softkey or 8
3. Press GREET softkey or 2
4. Press REC softkey or 1

5. Press PRIME softkey or 1
6. Press YES softkey or 1
7. Record greeting and press OK softkey or # to end recording
8. Press OK or # if you like the greeting
9. Press RLS

To record your alternate greeting:

1. Log into your mailbox
2. Press ADMIN softkey or 8
3. Press GREET softkey or 2
4. Press REC softkey or 1
5. Press ALT softkey or 2
6. Press YES softkey or 1
7. Record greeting and press OK softkey or # to end recording
8. Press OK or # if you like the greeting
9. Press RLS

To choose which greeting you want to play: (PRIME is default)

1. Log into your mailbox
2. Press ADMIN softkey or 8
3. Press GREET softkey or 2
4. Press CHOOSE softkey or 2
5. Press PRIME or 1 for Primary Greeting or press ALT or 2 to choose your Alternate Greeting
6. Press RLS

Suggestions of possible Voice Mail greetings:

1. You have reached the (desk/office) of (name). I am currently unavailable to take your call. Please leave your name, number and a detailed message and I will return your call as soon as possible. If you need to speak with someone immediately, please press zero now.
2. You have reached the (desk/office) of (name) and for Monday the 1st I will be out of the office all day. Please leave your name, number and a detailed message and I will return your call as soon as possible. If you need to speak with someone immediately, please press zero now.

At any time while listening to a message you can:

- | | |
|--------------------------------|-------------------------------------|
| Replay the entire message | Press 1 1 |
| Back up nine seconds | Press 1 |
| Pause and continue | Press 2 to pause then 2 to continue |
| Forward nine seconds | Press 3 |
| Skip to the end of the message | Press 3 3 |
| Play the previous message | Press 4 |
| Forward the message | Press 5 |
| Skip to the next message | Press 6 |
| Play time and date stamp | Press 7 |
| Save a message | Press 7 7 |
| Erase a message | Press 8 |
| Reply to an internal message | Press 9 |
| Adjust volume | Press * |

To access your messages from another extension:

1. Press OPEN MBOX key or
2. Press OTHR softkey or *
3. Enter your mailbox number and password
4. Press OK softkey or #

To access your messages during business hours from outside the office:

1. Dial the main number or number assigned to check VM.
2. If VM answers proceed to Step 4
3. Ask to be transferred to your mailbox (xfer VM + mailbox number)
4. When you hear your greeting, press **
5. Follow prompts