



First Things First

To properly greet callers, you must record three things. First, you need to record your name, then your “away from your desk” greeting, and finally your “on the other line” greeting. By doing this, you will insure that every caller gets a professional feeling experience during their call to you.

Look at your phone and notice the mail envelope button on the right side of your phone, this may vary depending on your phone model. Press that button. You should hear “enter your password”, which is your extension number initially. Once you have entered your password, you will hear the system tell you about your messages. At any time you may press “0”, which takes you to your administration area. After you press “0” you will hear the menu below. Just follow the prompts to get your recordings set up and your password changed.

Mailbox Options Menu

- 1 - Record Unavailable Message - this is the messages callers will hear if they call your extension if you are not on the telephone and you do not answer (your telephone is not busy but you do not answer)
- 2 - Record Busy Message - this is the message callers will hear if they call your extension and you are on the telephone and you do not answer (your telephone is busy)
- 3 - Record Name - this is the recording that callers will hear when they first reach your voicemail box but before your Unavailable or Busy Message. If you do not record your name then callers will hear a standard greeting that announces your voicemail box number (for example, “the person at extension 1001 is unavailable...” versus “Jane Doe is unavailable...”). This recorded name will also be used in the dial-by-name directory if your system has been configured with a dial-by-name directory.



- 4 - Record Temporary Greeting - this is a temporary message that callers will hear that is different than your Unavailable and Busy Messages. The Temporary greeting is useful for extended absences such as vacation. It allows you to record a temporary message so that you do not have to record over your Unavailable or Busy Message. If you record a temporary greeting it will automatically be made the active greeting and if you delete your temporary greeting your voicemail box will automatically revert to your standard Unavailable and Busy Messages.
- 5 - Change Password – This allows you to change the password to your voicemail box
- * - Return to the main menu

Using Voicemail

Dial *97 from your extension to reach your voicemail account. Dial *96 from any extension to be connected to the voicemail system and to access a voicemail box that is different from the extension that you are dialing from.

Voicemail Menus

Main Menu

Press the Messages button or dial *97

1 - New Messages

2 - Change Folder - change to a different folder (new versus old messages)

3 - Advanced Options - future use, no function now

0 - Mailbox Options - setup your voicemail recordings

* - Help - repeats the current menu

- Exit - end your call to the voicemail system



While Listening to Voicemail Menu

These are the options available while listening to a voicemail message:

- 1 - Skip message envelope - skips directly to the message and bypasses the message envelope. The envelope is the date, time and from information that precedes each message.
 - 2 - Starts message over - replays the current message without the envelope
 - 3 - No function
 - 4 - No function
 - 5 - Repeat Message - replays the current message with the envelope
 - 6 - Skip Message - skips the current message and goes to the next message
 - 7 - Delete Message - deletes the message that you are listening to or just listened to
 - 8 - Forward Message - send the current message to another voicemail box on the system. Press 1 to record a message in front of the voicemail message, or press 2 to send the message without recording a message in front of the voicemail message. The message will not be automatically deleted from your voicemail box. You may delete or save the messages as normal.
 - 9 - Save Message
- * - skip backwards two seconds
- skip forwards four seconds



Post Message Menu

These are the options available immediately after listening to a message:

- 1 – No function
- 2 – No function
- 3 - Advanced Options - press 1 send a voicemail reply to a caller on the same voicemail system, press 2 to call the person who left the message (subject to system configuration), press 3 to hear message envelope, press * to return to main menu
- 4 – No function
- 5 - Repeat Message - replays the current message with the envelope
- 6 - Skip Message - skips the current message and go to the next message
- 7 - Delete Message - deletes the message that you are listening to or just listened to
- 8 - Forward Message - send the current message to another voicemail box on the system. Press 1 to record a message in front of the voicemail message, or press 2 to send the message without recording a message in front of the voicemail message. The message will not be automatically deleted from your voicemail box. You may delete or save the messages as normal.
- 9 - Save Message
- # - Exit

Change Folder Menu

- 0 - New Messages - this folder contains all of your new messages that you have not listened to yet
- 1 - Old Messages - this folder contains all of your saved or skipped messages
- 2 - Work Messages - folder to store saved messages related to work
- 3 - Family Messages - folder to store saved messages related to family
- 4 - Friends Messages - folder to store saved messages related to friends
- # - Cancel - return to the main menu



Voicemail to Email

Your TRIDENT VOICE system administrator can configure your voicemail account to automatically send an email with your voicemail attached as a digital audio file. After the email with your audio attachment is sent voicemail messages will remain on the voicemail server so that your message waiting indicator lamp will activate when you receive a message.