

# Voicemail Quick Reference Guide

The voicemail system is menu driven. Listen to the prompts and press the indicated keys to make your selections.

## Setting up voicemail

To begin, you'll be asked to set up your PIN, and record your name and a greeting that callers will hear if the call is not answered. Please keep record of your PIN #, you'll need it to access your messages.

## Accessing voicemail

A solid red light will appear around the display when you have a new message. To listen to your messages, follow the below instructions, depending on where you're calling from:

### › From your phone

- Press the "Voicemail" key, or dial \*99
- Enter your PIN #

### › From another phone

- Dial the voicemail access number 902-377-7777 or dial your phone number
- When prompted, enter your 10-digit phone number or when you hear your greeting, press the star key (\*)
- When prompted, enter your PIN #, followed by the pound key (#)

## Voicemail main menu

After listening to your messages, you will be presented with the voicemail menu. On the right are some handy navigation keys to guide you through:



### Feature

- Retrieving your messages
- Sending messages
- Greetings
- Mailbox settings
- Deleted messages
- Help
- Exit Voicemail system

### Press

- (1)
- (2)
- (3)
- (4)
- (6)
- (0)
- (\* )

# Detailed Instructions by Feature



Feature	Press
<p><b>Retrieving messages</b></p> <ul style="list-style-type: none"> <li>• Listen to your messages</li> <li>• Repeat a message</li> <li>• Save the message</li> <li>• Save as new message</li> <li>• Send a copy</li> <li>• Delete a message</li> <li>• Reply</li> </ul>	<p>(1)</p> <p>(1)</p> <p>(#)</p> <p>(2) followed by (2)</p> <p>(5)</p> <p>(3)</p> <p>(4), send a copy to someone (4)</p>
<p><b>Sending messages</b></p> <ul style="list-style-type: none"> <li>• Enter phone number or group list number, and press (#)</li> <li>• After all numbers are entered, press (#)</li> <li>• Record your message, and then press (#)</li> <li>• To hear delivery options, press (1), and you'll be presented with several options:</li> <li>• Review your message</li> <li>• Mark as urgent</li> <li>• Mark as private</li> <li>• Re-record your message</li> <li>• Request delivery report</li> <li>• Request read report</li> <li>• Add, or remove recipient</li> <li>• Schedule for future delivery</li> <li>• Send message as is</li> <li>• To exit, press</li> </ul>	<p>(1)</p> <p>(2)</p> <p>(3)</p> <p>(4)</p> <p>(5)</p> <p>(6)</p> <p>(7)</p> <p>(9)</p> <p>(#)</p> <p>(*)</p>
<p><b>Greetings</b></p> <ul style="list-style-type: none"> <li>• Set up a personal greeting</li> <li>• To work with your extended absence greeting</li> <li>• Choose a system generated greeting / or change the recording of your name</li> <li>• Change the greeting callers hear when your phone is call forwarded to voicemail</li> <li>• To exit</li> </ul>	<p>(1)</p> <p>(2)</p> <p>(3)</p> <p>(9)</p> <p>(*)</p>
<p><b>Change Settings</b></p> <ul style="list-style-type: none"> <li>• To work with group lists</li> <li>• For hands free and time saver option</li> <li>• Security options</li> <li>• For notification options</li> <li>• To exit, press</li> </ul>	<p>(1)</p> <p>(2)</p> <p>(3)</p> <p>(5)</p> <p>(*)</p>