



# Advanced Voicemail User Guide



**Contents:**

Group Message.....	3
Extension Message.....	3
Auto Attendant Message.....	4

**How to Change Group Voicemail Greetings**

Message	Record	Listen
<b>Day</b>	Lift your handset. Dial 500 (VM extension number). Wait for it to answer. Dial #6* followed by <b>601</b> Enter your password followed by #. Dial option 4 'Mailbox Management'. Then option 1 to change the greeting. Option 1 again for the 'No Answer Greeting'. Now follow the prompts given to you by the recording.	Lift your handset. Dial 500 (VM extension number). Wait for it to answer. Dial #6* followed by <b>602</b> Enter your password followed by #. Dial option 4 'Mailbox Management'. Then option 1 to change the greeting. Option 1 again for the 'No Answer Greeting'. It will now play your recording to you and give you the option to record a new one.
<b>Night</b>	Lift your handset. Dial 500 (VM extension number). Wait for it to answer. Dial #6* followed by <b>602</b> Enter your password followed by #. Dial option 4 'Mailbox Management'. Then option 1 to change the greeting. Option 1 again for the 'No Answer Greeting'. Now follow the prompts given to you by the recording.	Lift your handset. Dial 500 (VM extension number). Wait for it to answer. Dial #6* followed by <b>602</b> Enter your password followed by #. Dial option 4 'Mailbox Management'. Then option 1 to change the greeting. Option 1 again for the 'No Answer Greeting'. It will now play your recording to you and give you the option to record a new one.

**N.B.** Group mailboxes may differ to the ones in the examples above.

### How to Change Extension Voicemail Greetings

Record	Listen
Lift your handset. Dial 500 (VM extension number). Wait for it to answer. Enter your password followed by #. Dial option 4 'Mailbox Management'. Then option 1 to change the greeting. Option 1 again for the 'No Answer Greeting'. Now follow the prompts given to you by the recording.	Lift your handset. Dial 500 (VM extension number). Wait for it to answer. Enter your password followed by #. Dial option 4 'Mailbox Management'. Then option 1 to change the greeting. Option 1 again for the 'No Answer Greeting'. It will now play your recording to you and give you the option to record a new one.

### How to Change Your Main Auto Attendant Greeting

### Auto Attendant

Lift your handset.  
Dial 500 (VM extension number).  
Wait for it answer.  
Dial #6\* followed by 998.  
Enter your **password** followed by #.  
Dial option 4 to 'Modify Message'.  
Then select option 3 to 'Change the Custom Service Menu'.  
Dial the custom service greeting number e.g. 1  
Follow the prompts given by the recording.

**N.B.** This password is different to your other mailbox passwords, please contact us for this.