

Basic Voicemail User Guide

How to Change Group Voicemail Greetings

To change your voicemail greeting please leave you handset down, dial the full code below of the message you wish to change. Once you lift your handset, you will hear a beep and you will record you message immediately. Once you have finished your message, press the flashing 'Auto Dial/Store' button.

	Record	Play Back	Clear
Day	*47 (pin) * 388 0 1	*47 (pin) * 388 0 2	*47 (pin) * 388 0 3
Night	*47 (pin) * 388 1 1	*47 (pin) * 388 1 2	*47 (pin) * 388 1 3
Lunch	*47 (pin) * 388 2 1	*47 (pin) * 388 2 2	*47 (pin) * 388 2 3
Break	*47 (pin) * 388 3 1	*47 (pin) * 388 3 2	*47 (pin) * 388 3 3

Your PIN is –

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

When someone has left a message, your 'Message' button on the right hand side of your phone will be lit. Press this button and lift your handset or press SP-Phone.

On a small phone pressing –

- 1 – Replays the message.
- 2 – Skips to the next message.
- 3 – Plus 1 to confirm deletes message.
- 4 – Calls back the person who left it.

On a large phone all the options appear under the screen.

If the messages are not deleted the card will fill up and stop answering.

How to Change Personal Message

To change your voicemail greeting please leave you handset down, dial one of the codes below. Once you lift your handset, you will hear a beep and you will record you message immediately. Once you have finished your message, press the flashing 'Auto Dial/Store' button.

Record	Replay	Clear
*381	*382	*380

When someone has left a message, your light on the top of your phone will be lit red. Press the 'message' button and lift your handset or press SP-Phone.

Call Forwarding

For your individual mailbox to work a forward needs to be put onto your phone.

To put a forward on your phone you need to dial one of the codes below.

	All Calls	Busy	No Answer	Busy/No Answer	Cancel Forward
External & Internal Calls	*71 0 2 591 #	*71 0 3 591 #	*71 0 4 591 #	*71 0 5 591 #	*71 0 0 591 #
External Calls Only (e.g. DDIs)	*71 1 2 591 #	*71 1 3 591 #	*71 1 4 591 #	*71 1 5 591 #	*71 1 0 591 #
Internal Calls Only	*71 2 2 591 #	*71 2 3 591 #	*71 2 4 591 #	*71 2 5 591 #	*71 2 0 591 #