

# Voice Mail Flow Chart

**Entering Your Mailbox**

Either, Press the MSG key to respond to a message from voice mail  
OR, Call the voice mail extension number, press \* and enter your mailbox number. Enter your password and then #

**Subscriber Mailbox Menu**

- Listen to New Message 1
- Send a Message 2
- Listen to Saved Messages 3
- Personal Options 4
- Message Options 5

**Sending a Message**

- Dial the mailbox number, reply to a message, or forward a message
- Record your message
  - To pause press 2
  - To erase press 3
- Hang up to send OR Press # for options

**Recording Options**

- Replay 1
- Add 2
- Erase and Re-Record 3
- Delivery Options 4

**Delivery Options**

- Private 1
- Certified 2
- Priority 3
- Send to other Mailboxes 4
- Send and Exit **Hang up**

**Personal Options**

**Record Greeting 1**

- Primary Greeting 1
- Alternate Greeting 2
- System Greeting 3

*Also see Recording Options*

**Record Directory Name 2**

See Recording Options

**Record Password 3**

**Change Envelope Settings 4**

- Time and Date 1
- Message Source 2
- Message Length 3
- All Options 4
- No Options 5

**Remote Messaging 5**

- Primary Cascade 1
- Alternate Cascade 2

**More Options 9**

- Fax Destination 1
- Message Order 2
- Transfer Method 5

**Message Order**

- New Messages 1
- Saved Messages 2

**Transfer Method**

- Unannounced 1
- Screened 2
- Announce Only 3

**Message Options**

- Cancel Unheard Messages 1
- Recover Deleted Messages 2

- Listen 1
- Recover All 2
- Erase All 3

**Listening to Messages**

*While the message is playing:*

- Back up 1
- Pause 2
- Move Forward 3
- Lower the Volume 4
- Play the Envelope 5
- Increase the Volume 6
- Save the Message 7
- Delete the Message 9
- Skip to the End #

*After the message has played:*

- Replay the Message 1
- Reply to the Message 2
- Voice Mail Message 1
- Return Call 2
- Forward a Copy 3
- See Recording Options*
- Listen to Previous Message 4
- Play the Envelope 5
- Listen to Next Message 6
- Save the Message 7
- Delete the Message 9

**Listening to Messages**

**Program Cascade Level 1**

Enter cascade level number, then:

- Enable/Disable 1
- Enter Personal # 2
- Enter Pager # 3

**Enter Time of Day 2**

**Set Days of Week 3**

- Monday-Friday 1
- All Days 2
- Individual Days 1-7 3

**Select Message Types 4**

- All Messages 1
- Priority Messages 2

**Note: At any menu level, you can press \* to Cancel or return to the Previous Menu or press # to Accept.**