IPEdge Voice Mail – First Time User Instructions

Your Mailbox for the First Time

The first time you access your mailbox, the system will ask you a few questions to set up your mailbox.

1. **Dial 850 to enter voicemail. Enter your initial default password.**	The default voice mail password is your phone extension + 997. Once you enter your default password you are prompted to change it for security purposes. The password length can be 3 to 7 digits.
2. **Record your first and last name.**	This identifies your mailbox when you log in, as well as identifies your mailbox to other internal subscribers.
3. **Record your personal greeting.**	This is the greeting callers hear when directed to your mailbox. You can change your personal greeting at any time in the future.
Tutorial: To re-run the New User Setup/Tutorial, press **7** from the main system options menu once you are logged into your mailbox.	

Voice Mail Quick Tips

While Reviewing Messages

Rewind to the beginning of Message **#**
Rewind (in increments of five seconds) **4**
Skip to the next message **2**
Fast Forward (in increments of five seconds) **6**
Pause the message **5**
Resume **5**
Erase/Delete **3**
Save to archives **1**

Change Greeting

Update/Change personal greeting **3, 2, 1**
Extended Absence: Record **3, 2, 2, 3**
   Activate/Deactivate **3, 2, 2, 1**
   Listen **3, 2, 2, 2**
Change recorded name **3, 3**

Transfer a Caller directly to a Mailbox

1. While on a call, press the **VM Direct** key.
2. Dial the mailbox number and **#**, the call will be transferred to the party's mailbox.
3. Hang up.

Send a Message from your Mailbox

From the Main Menu
1. Press **2**
2. Record message
3. Press any key when finished
4. Enter the recipient's mailbox number
5. Press **1** to send or **2** to change your entry.

Forward a Copy of a Message

After listening to a message
1. Press **7, 2**
2. Record introduction to the message
3. Press any key when finished
4. Enter the recipient's mailbox number
5. Press **1** to send or **2** to change your entry.

Change Security Code

Change password **3, 4**

More Tips

* To access Voice Mail from an extension, other than your own, dial **850.** When prompted with "Please enter your password," press *. You will hear the main greeting. Press * then the mailbox number you want to enter. You will hear "Please enter your password". Enter your password now.

* To bypass a users greeting, press *, this will take you straight to the recording tone.

* Press **8** anytime during the message to get envelope information; i.e., date & time of the message.