

VOICEMAIL GREETING MESSAGE

Think about the type of greetings required for your voicemail. There are five available; 1 - 4 will take a message plus an option to transfer to another person or reception. Greeting 5 cannot take a message but offers an option to transfer - refer to User Guide

AN EXAMPLE of a simple greeting message could be:

"You've reached the voicemail of YOUR NAME. Please leave your message after the tone. Thank you."

Other options for your callers are:

- To transfer to reception - Press 0
- Transfer to another extension - Press 8
- To transfer to a mobile - Press 9

AN EXAMPLE of a transfer greeting could be: (note the placement of the "press 0 option")

"Hi - you've reached the voicemail of YOUR NAME. Please press zero NOW to return to the operator, or leave your message after the tone."

HOW TO RECORD YOUR GREETING

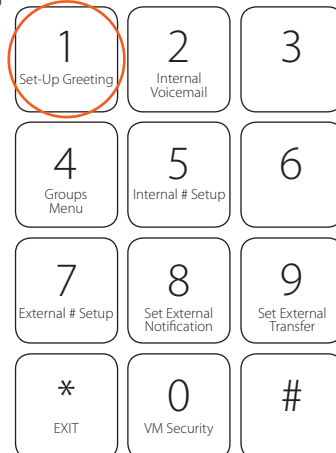
Dial the FCM2 Voicemail Extension [group] _ _ _ _

Whilst listening to the day or night message, dial #321

WHEN ASKED enter your extension number and/or your 4 digit security code 9 E E E

If this is the first time you have accessed your voicemail there will be no messages and the only option you should hear is Press 8 to enter the VOICEMAIL OPTIONS MENU followed by:

- PRESS 1** This is the GREETING MESSAGE SET-UP MENU [follow the prompts] [This is the menu where you record, delete & choose which greetings you wish to play]
- PRESS 1** to play greeting message
- PRESS 2** to RECORD your greeting message & follow prompts to select which greeting to record. (1 - 5 options available)
- PRESS 3** to delete greeting message
- PRESS 4** to select which greeting message to PLAY



Other Options you will hear in this menu are:

- PRESS 2** to send a voice mail to another user
- PRESS 4** to set up extn groups (5 available)
- PRESS 7** to set up external transfer or external notification
- PRESS 8** to enable or disable external notification
- PRESS 9** to enable or disable external transfer (if activated)
- PRESS star *** to Exit

ACTIVATE YOUR VOICEMAIL

Once your greeting message is set-up you must activate Voicemail by setting "call forward to voicemail" on your handset.

Your telephone technician will have set up a button or code for your handset.

Voicemail is generally set to answer on busy or no answer - consult your telephone technician as to the best solution for your office.

A message wait light on your handset and/or display will indicate a message has arrived.

If you have "CLIENT" activated, a pop-up screen will appear on your desktop
If you have "TMS" enabled, your voicemail will be delivered by email

DEACTIVATE VOICEMAIL: To stop your handset answering with voicemail, cancel your "call forward" [see your handset user manual]

HOW TO RETRIEVE VOICEMAIL MESSAGES FROM YOUR HANDSET

Dial the FCM2 Voicemail Extension [group] _ _ _ _

Whilst listening to the day or night message, dial #321

WHEN ASKED enter your extension number and/or your 4 digit security code 9 E E E

Options you will hear in this menu are:

- PRESS 2** for the current message (i.e. the oldest un-read message)
- PRESS 3** for the next new message
- PRESS 7** you can forward a message to an extension or group
- Press 8** select Voicemail options (This is where you started setting up your voicemail and recording your greetings)
- PRESS 9** Deletes the current message
- PRESS star *** to exit

RETRIEVING VOICEMAIL EXTERNALLY

- Call main number & while day/night message is playing - enter #321
or
- Call main number, ask reception to transfer to your extension & while your greeting message is playing - enter #321
or
- Dial your direct line & while your greeting message is playing - enter #321

You will be asked for an extension number and/or a security code.

For additional information including other options please consult your FCM2 User Guide.

