

Access internally

Access your mailbox by pressing the Messages/Msgs/MSG key or by dialing 1000
 Enter your password

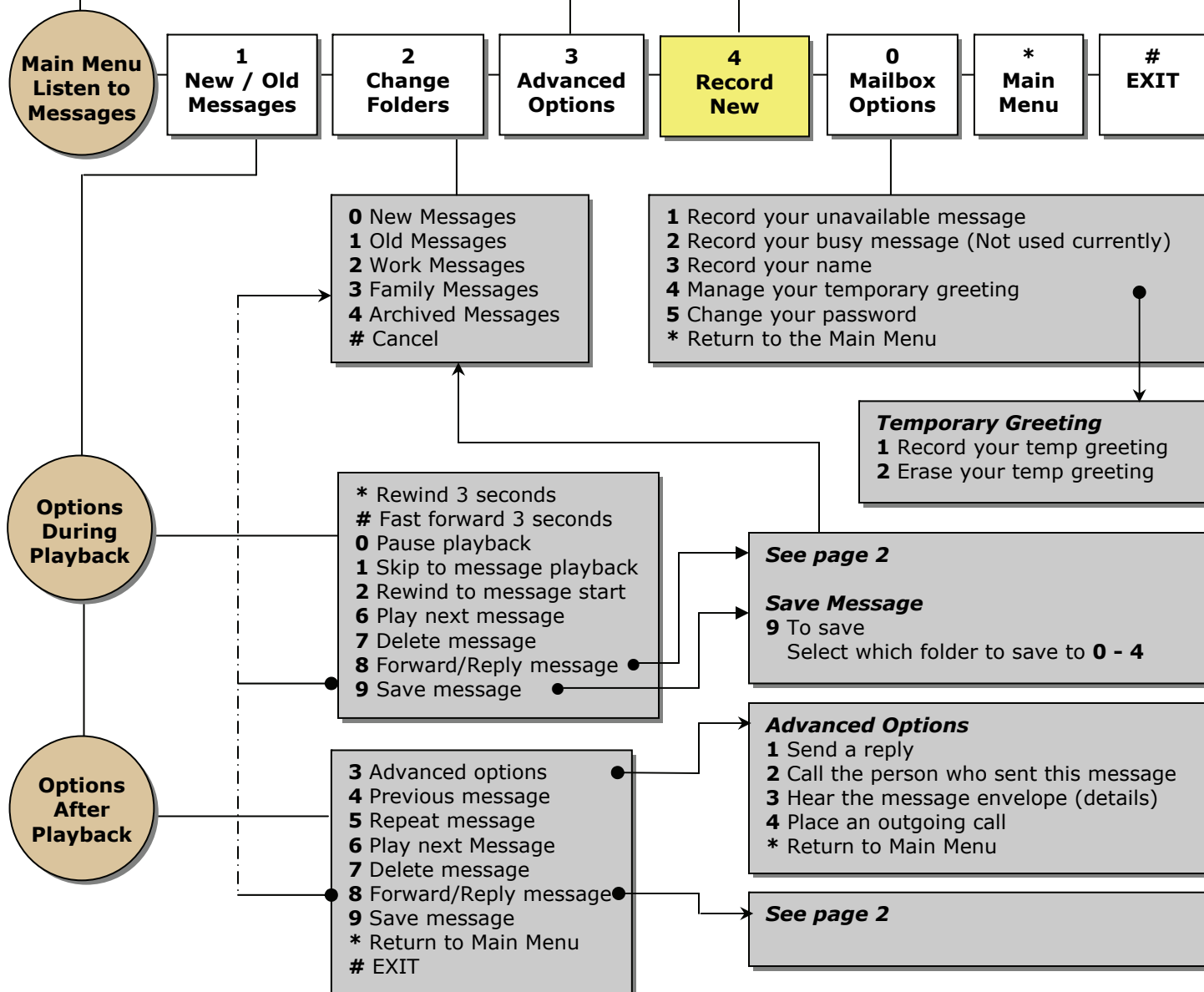
Access externally (if configured on your system)

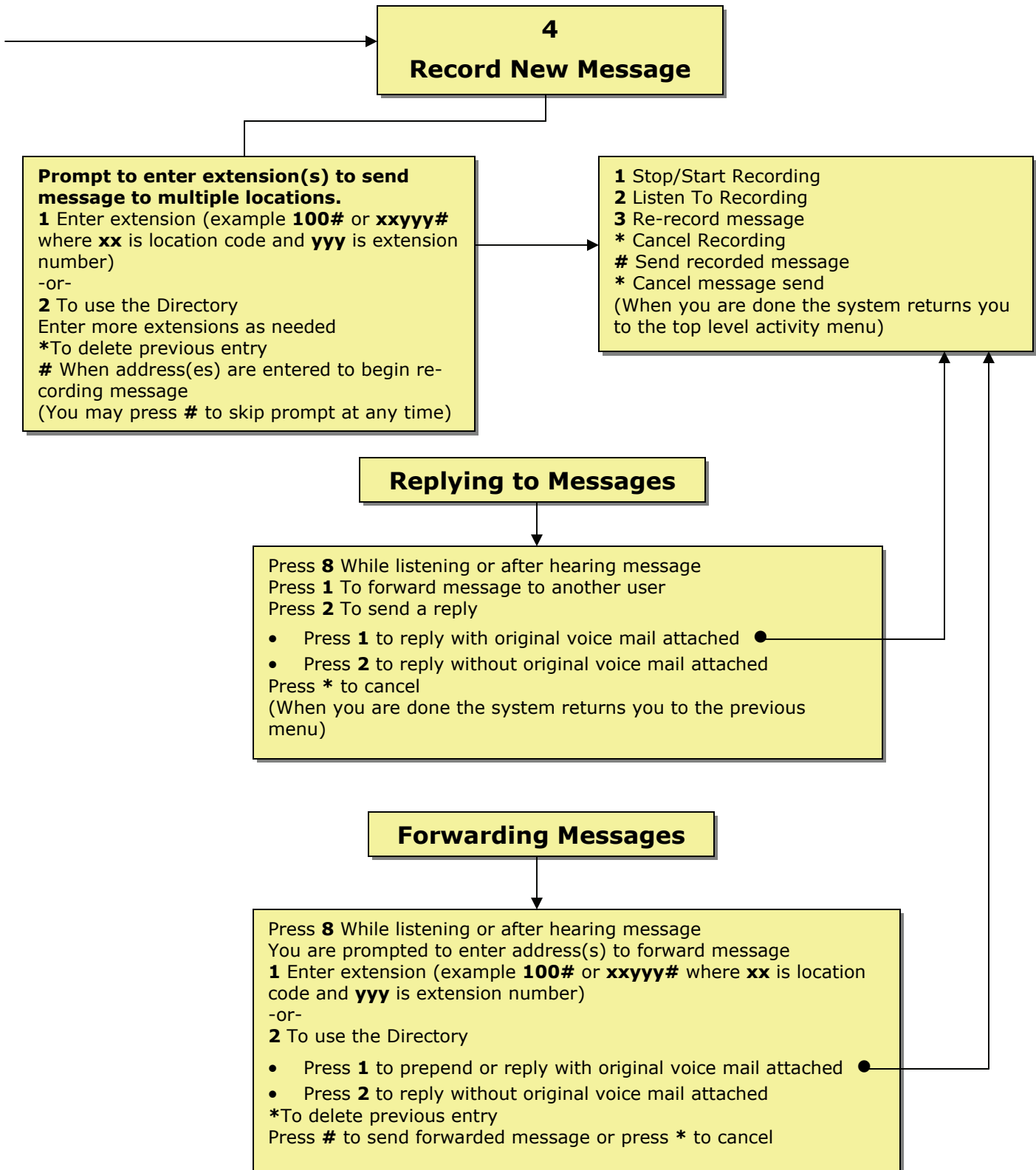
i.e. An option on your menu or separate number

Dial the designated number
 Enter your mailbox number
 Enter your password

See page 2 for procedure

4 Place an outgoing call
 * Return to Main Menu





Saving Messages

Changing folders allows you to listen to old or previously stored messages. This function is rather like storing files in folders on your PC.

To save messages:

- Listen to a message
- Press 9 to save
- You will be prompted to select a folder to save the message to
- Select which folder:
 - 0** New Messages
 - 1** Old Messages
 - 2** Work Messages
 - 3** Family Messages
 - 4** Archived Messages
 - #** Cancel

(Note) The system automatically deletes messages that are more than 90 days old. If you wish to keep messages indefinitely save them in the Archived folder (4). Messages in the Archived folder are not automatically purged.

Mailbox Options

· Select Mailbox Options (option **0** then option **3**) to re-record your name. This was recorded when you first set up your mailbox.

· Select Mailbox Options (option **0** then option **4**) to record your temporary greeting. This is the greeting you should use for periods of vacation etc. To remove this message once recorded, select Mailbox Options (option **0** then option **4**). When you select option **4** "Temporary Greeting" with one already in place, you will be given option **2** to remove the "Temporary Greeting" which then puts your original greeting back in place.

Record your temporary greeting again and you will be prompted with an option to remove the temporary greeting. Once removed the mailbox will revert back to playing callers your unavailable message. *(Note) When selecting Option 0 in the voicemail system with an active temporary greeting, the system will prompt with a reminder.*

· Select Mailbox Options (option **0** then option **5**) to change your password. *(Note) see section **Setting up your Voicemail** in the Phone and Features Guide for guidance on changing your password via the Star2Star portal.*

· When sending Voicemail to other locations, you may enter extension(s) as **xyyy#** where **xx** is the location id and **yyy** is the extension number.

· To skip a prompt, you may press **#** at any time during the prompt.

System Prompts

The system provides the following user prompts when leaving messages:

If your extension has no name recorded for voicemail a caller would hear "The person at extension (Your extension number) is unavailable please leave your message after the tone. When done hang up or press the # key".

If your extension has a name recorded for voicemail a caller would hear "(Your name) is unavailable please leave your message after the tone. When done hang up or press the # key".

If your extension has an unavailable message recorded for voicemail a caller would hear

"(Your unavailable message), please leave your message after the tone. When done hang up or press the # key".

If your extension has a temporary message recorded for voicemail a caller would hear

"(Your temporary message), please leave your message after the tone. When done hang up or press the # key".

(Note) When reaching a persons voicemail prompt you may press 0 to reach an operator before leaving a message. If you want to leave a message and also reach an operator press 1.

Shortcut to Voicemail

To leave a voicemail for another user without ringing their phone, or to transfer a call directly to a person's voicemail, dial **6xxx** (xxx being the extension to send the voicemail to). Press **#** to skip the persons voicemail greeting.

Internal VM Access

Access your mailbox by pressing the Messages / Msgs / MSG key or by dialing 1000.

Enter your password.

External VM Access

Typically a System Administrator would provide external access to the voicemail system via a hidden prompt in an Auto Attendant Menu e.g. * or via a separate number to dial that just accesses the voicemail system. Contact your System Administrator or Dealer for access details.

Personal Operator Feature

Pressing "0" when listening to a users outgoing mail box message will by default take the caller to the "System Default Operator". This action is determined by your System Administrator. However, if you wish to setup a "Personal Operator" specific to your voice mail box, access the Star2Star Web Portal and the Individual Phone Settings for your phone. Select the [Voicemail](#) option. Select the "Personal Operator" option, which by default is set to "Use Location's Default Operator", and pick any defined destination, extension user or extension user voicemail box that you require. (see screen examples below). When you have made your selection, click *Save Changes* followed by *Save Changes to PBX*. Now when a caller presses "0" when listening to your outgoing voice mail box message they will be connected to your "Personal Operator" selection and not the "System Default Operator".

You may also disable the option to press "0" when listening to a users outgoing mail box message. Simply select "None" when clicking the "Personal Operator" dropdown. Remember to click *Save Changes* followed by *Save Changes to PBX*.

Note: Your System Administrator can set up a personal Auto Attendant using this feature which could provide callers with a variety of options to reach you. Remember to change your voice mail box unavailable message to include the option for callers to press "0" when listening to your voicemail.

INDIVIDUAL PHONE SETTINGS

- [Phone Options](#)
- [User Info](#)
- [Find-Me / Follow-Me](#)
- [Voicemail](#)
- [CallerID Blocking](#)
- [Print Company Directory](#)
- [StarDialer \(32-bit\)](#)
- [StarDialer \(64-bit\)](#)
- [User Guides](#)

- [Return to Phone System Configuration](#)

VOICEMAIL

Would you like your voicemail sent to your email/pager/cell phone?

Would you like the system to say the Caller ID information before the message?

Would you like the system to say the Date/Time of the message?

How long should the call ring before it is sent to voicemail? (in seconds)

Delete voicemail after this many days: (0 to disable)

Personal Operator:

[Change your voicemail PIN](#)