Colby

Voice Mail Pro User Guide

The First Time You Log In

1. Dial the Voicemail Access code **[*17] or, press the Voicemail key** ✉ **to the right of your Navigation key**
2. Dial your extension number and **[#].** Note: If you are calling from your extension, just press the[#] sign when the system request your extensions.
3. You will be asked for your password. For the first time your default password is **[#].**
4. You will be asked to enter a new password of 6 digits or more. Note: Your password cannot be consecutive numbers or your extension number.
5. You will then be prompted to record your first and last name.
6. Press **[1]** and record you name after the tone.
7. Press **[1]** again to listen.
8. To record again press **[1]**, or if to approve **[#]**.
9. You will be brought to the Activity Menu. If you have any messages left for you, the system will inform you at this time. You may listen to your messages and/or continue to configure your mailbox.

Retrieving Your Messages from Your Extension or Any Extension in the Office

1. Dial the Voicemail Access **[*17].**
2. Enter your four digit extension number followed by **[#].**
3. Enter your password then **[#].**
4. Press **[2]** to hear the Message Header. (Date, Time, and Length of Message).
5. Press **[0]** to listen to the message. If you wish to override the message header you may press **[0]** right away. Press **[*3]** to delete the message. You will not hear an option to save. Messages are automatically saved if they are not deleted.
You can press **[#]** to skip and listen to the next message, otherwise once you have listened to the message the next message will play.
6. To return to Activity menu (main menu) press **[*7].**

Retrieving Your Messages from Outside the Office:

1. Dial (207)-859-6100
2. Enter your four digit extension number then **[#].**
3. Enter your password then **[#].**

Recording your personal greeting:

1. Once you have logged into your voicemail mailbox, press **[3]** from the Main menu (Activity Menu).
2. Press **[1]** to record or re-record your greeting.
3. Enter greeting number [1-9], if this is your first greeting, start with 1.
4. Say your greeting after the tone.
To pause your greeting from recording, press **[1].**
To continue to record your greeting from where you left off, press **[1].**
To play back your greeting once you finish, press **[1][2][3].**
To approve your greeting, press **[#].**
To delete the entire greeting and start over, press **[*][3**] and return to recording your greeting.
At any time you are unsure of what to do next press **[*][4].**

To Activate your greeting at a later time:

1. Dial the Voicemail Access code, *17 or press the Messages button.
2. Enter your extension number then **[#]**.
3. Enter your password then **[#]**.
4. Press **[3]** from the main menu (Activity menu) to access the Personal Greeting option.
5. Press **[3]** again for the activation option.
6. Enter the greeting number you wish to activate (1-9).
7. Press **[#].**

Mailbox Options

If you call your own extension and are diverted to voicemail, you can press 8 during the initial greeting to switch to collecting your messages.

Below is a summary of the options that are available when you have logged into your mailbox from your own extension or remotely.

Unless you choose to save a message, it is automatically deleted 36 hours after it is played. To save a message while it is playing, press 5.

Mailbox Menu

- Play old messages = 1
- Play saved messages = 2
- Edit greeting =3
- Delete current message = 4
- Save current message = 5
- Forwarding options = 6
- Repeat previous message = 7
- Help = 8
- Skip current message = 9
- Fast forward = #
- Rewind = *
    - Call back sender = **
    - Direct all to email = *01
    - Send email notification = *02
    - Turn email use off = *03
    - Change mailbox access code = *04

Edit Greeting

· Listen to greeting = 1
· Record new greeting = 2
· Save new greeting = 3
· Save new greeting as a loop = 4
· Return to mailbox = 8

Forwarding

· Forward to email = 1
· Forward to extension(s) = 2
· Forward to extension(s) with header = 3
(follow each extension number with # and then a final
to end entry)

Edit Greeting (Group)
· Review normal greeting = 1
· Review out of hours greeting = 2
· Review queued message = 3
· Review still queued message = 4

- During a message you can also press and hold **0** to pause the message.
- To continue playing the message, press the button that corresponds to Rewind or Previous on the display screen of your telephone.

Forwarding a Message to a Different Extension
You can forward a message to a different extension or to several extensions at the same time.
To forward a message to a different extension:
1. During or immediately after playing a message, press 6.
2. Press 2.
3. Enter each extension number followed by a #.
4. Press # again to finish. For example:
    - To forward a message to extensions 201, 202 and 203, key in: 201#202#203##
    - To forward a message to extension 201 only, key in: 201##
To return to the previous menu or to cancel message forwarding, press #