

## VOICEMAIL INSTRUCTIONS

Before you begin, please create a strong six digit password. Passwords with sequential numbers are considered weak and will be rejected by the system. Although they will initially be accepted, the system will eventually change your entry. Passwords such as 111111 or 654321 are considered weak. Your password must be six digits. To begin: (there are three options outlined below)

### **Option 1: Press the Messages Button on your RGBC telephone (envelope icon).**

Enter the default password, 986797.

**Press #** when accessing the system for the first time. You will be prompted to **record “your name only”**, then **change the password**. Once you have set both up, you will then access the vm system by pressing 1.

### **Option 2: Dial your phone number**

(if an Operator answers, ask them to place you into your voicemail)

**Press \*** when you hear your vm greeting. Enter the **default password, 986797)**

**Press #** to access the system for the first time. You will be prompted to **record “your name only”** and **change**

**the password**. Once you have set both up, you will then **access the vm system by pressing 1**.

### **Option 3: Call in from outside the office**

Dial: 646-747-8255

Press \* when you hear the voicemail greeting

Enter your Mailbox ID followed by # (4 digit extension number)

Enter you Pass code (new set up password is 986797) then #

\*\*\*\*Please note that when accessing your voice mail for the first time you will need to re-set your password and record your name. After recording your name, please press 1 to access the voice mail system and follow prompts to record your “no-answer and busy greetings.”

### **VOICEMAIL PROMPTS (FOLLOW PROMPTS TO SET UP VM)**

Press 1 – Access Voice Mail Box

Press 3 – Record Name

Press 4 – Change Call Forwarding Options

Press 8 – Change Passcode

Press 9 – Exit

Press # - Repeat Options

## VOICEMAIL INSTRUCTIONS - CONTINUED

Once you have pressed 1 to access your voice mail:

Press 1 – Listen to Messages

Press 2 – Change Busy/DND Greeting

Press 3 – Change No Answer/After Hours Greeting

Press 5 – Compose/Send New Message

Press 7 – Delete ALL messages

Press # - Repeat options

### **Voicemail Controls**

Press 1 – Rewind

Press 2 – Pause/Resume

Press 3 – Fast Forward

Press 4 – Go back to 1st message

Press 5 – Message details

Press 6 – Go to last message

Press 7 – Delete

Press 8 – Call back Caller ( ## to return to VM)

Press 9 – to reply

Press # - to save message

Forwarding a message to another mailbox. While in your mailbox, during or after the message:

Press 9 – to reply

Press 2 – to forward the message

Wait for a prompt to enter the extension number.

Enter the extension digits and then either:

Press # to enter another extension or

Slowly Press ### to send this message

To include an introductory message with the forwarding message

Follow the voice instructions.

Press \* to cancel the forwarded message.