

Voicemail Functions

Note: If you have a display phone you can use soft keys with voicemail: Soft keys are prompts that appear on the display of your phone. You can use these interchangeably with verbal prompts. For example after listening to a message you will have the verbal prompts of 1 to save this message, 2 for next message, or 3 to delete this message. You will have the visual prompts of SAVE, NEXT, or DELET. You can either press the number or the key underneath the word.

Enroll in your voice mailbox:

- Press the VOICE MAIL CALL button.
- When prompted, enter your password. Default password is extension +997.
- Follow the tutorial instructions. You will be asked to set your password, record your name, and record a personal greeting.

Note: Password may be 3 to 5 digits long.

To enter your voice mailbox to listen to messages

Press the blinking message button, or the VOICE MAIL CALL button. Enter your password when prompted.

To check a voice mailbox from a phone that is not your phone

- Press the VOICE MAIL CALL key.
- If the voice mail asks for a password press the *(star) key.
- You will hear the main company greeting.
- Press the #(pound) key.
- You will be asked to enter your mailbox number. Enter the box number you would like to access.
- Enter your password when requested.

To access your voice mail from an outside line:

- Call a phone number that is answered by the Auto Attendant. 616-891-6200
- Press the# (pound) key when the greeting begins.
- You will be asked to enter your mailbox number. Enter the box number you would like to access.
- Enter your password when requested.

To change your voice mail greeting:

- Access your voice mail box.
- From the main subscribers menu select 3 for personal options.
- Select 2 for personal greeting.
- Press 1 for default greeting.1.
- Press 3 to record your greeting.
- When you are done speaking press any key to stop recording.
- You may press 2 to listen your recording.

To leave a voice mail message in another user's voice mailbox:

- Log into your voice mailbox.
- Select 2 from the main subscribers menu to record a message.
- Record your message, press any key to stop recording.
- Press 1 to continue delivery.
- Enter your destination mailbox number.
- Follow prompts