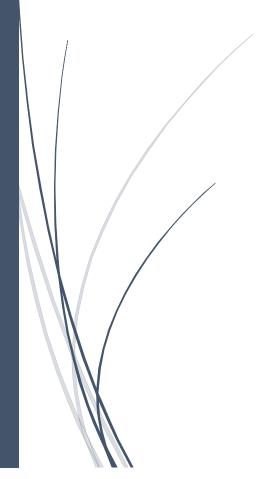**SN**

COMMUNICATIONS

6/29/2020

Voicemail

Reference sheet

Technical Services Team

SN COMMUNICATIONS

How to use Voicemail

By dialing *95 from your extension, you can record your greetings, change password and retrieve messages.

Record your greetings

a1. Dial *95 from your extension
a2. To access a remote mailbox, call the extension then press "*" when hearing the greeting message

b. After the greeting, enter your password
c. Enter - 0
Options:
Press 1 to record your unavailable message
Press 2 to record your busy message
Press 3 to record your name
Press 4 to manage your temporary greeting
Press 5 change your password
Press * to return to main menu

Retrieving Messages

a1. Dial *95 from your extension
a2. To access a remote mailbox, call the extension then press "*" when hearing the greeting message

b. After the greeting, enter your password

Options:
Press 1 for new messages
Press 2 to change folders
Press 3 for advanced options (not active)
Press * for main menu

Managing Messages

Options:
Press 5 to repeat the message
Press 6 to play the next message
Press 7 to delete the message
Press 9 to save the message

The temporary or "Out of Office" Voicemail Greeting is set when you will be out of the office for a predetermined amount of time. e.g. Hello. You have reached Jim Bucki. I will be out of the office until Wednesday, August 23rd. Please leave me a message and I will return your call then. Thank you for calling.

Unavailable - is used as the default voicemail greeting if no other greeting type is set. Since you never know when this type of greeting will be played to callers, it is best to be brief and to avoid dates and timeframes for return calls.

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