



# QUICK REFERENCE GUIDE

for Voicemail

## RECORDING AND SENDING MESSAGES

### Record a Message

- 1 Log into your account.
- 2 Press 3.
- 3 Record your message
- 4 Use the following Record options as needed.

#### Recording Options

##### From the Record menu:

- Press 1 to **accept** the recording.
- Press 2 to **review** the recording.
- Press 3 to **re-record** the message.

##### HINT

When you are satisfied with your recording, press 1 to accept it. Otherwise, press 3 again to record the message again.

- Press 4 to **append** to the end of the message.

### Send a Message

Once you have recorded a message, you can use the following options to send it to its destination.

#### Select Delivery Options (as needed)

##### After you have pressed 1 to accept the recording:

- Press 5 to mark the message as **URGENT**.

##### NOTE

The recipient will hear messages marked as "urgent" before any other message regardless of time received.

- Press 6 to mark the message as **PRIVATE**.

##### NOTE

When a message is marked "private" the recipient cannot forward it, nor can users who may share the recipient's voicemailbox play the message. Contact your phone System Administrator for more information.

- Press 7 to **enter a callback number**.

##### NOTE

This only applies to external callback numbers. You will be prompted to enter the external number.

- Press \* to **cancel** the recorded message.

#### Enter Destination Extensions

##### After you have pressed 1 to accept the recording and set any Delivery Options (as described above):

- 1 Enter the extension to which you want to send the message, then press #.
- 2 Repeat step 1 for each extension you want to include.

##### HINT

If you do not know a user's extension number, press 411, then select the user by name.

If you want to send the message to all users on the system (which have voicemail capabilities) press 8888 #.

- 3 Press # to send the message to the designated extension(s).

## RECORDING YOUR VOICE TITLE (NAME)

Record or change your name as it will be heard by callers when they dial your extension.

- 1 Log into your account.
- 2 Press 6 to access Account Preferences.
- 3 Press 2 access the Name Title menu.
- 4 Press 1.
- 5 Record your name, then press # to save it.
- 6 Press 1 to re-record your name, then press #.  
**OR**  
Press 2 to revert to the existing title setting.  
**OR**  
Press 2 to revert to the existing title setting.
- 7 Press \* to return to the previous menu, or hang up to end the session.

## SETTING VOICEMAIL CALL NOTIFICATION

You can designate either an internal (extension) or external (with access code) phone number for voicemail notification. When you receive a voicemail, the system will use this number to let you know that you have a message waiting.

- 1 Log into your account.
- 2 Press 6 to access Account Preferences.
- 3 Press 4 to access the Notifications menu.
- 4 Set the appropriate notification option using the steps below:

#### Keep the Current Notification Number

If you have previously set up a notification number:

Press 1 to keep the current Notification number (the default for this will be your own extension number).

#### Use an Extension Number

- 1 Press 2 if you want to be notified at a specific extension within the Vertical Wave phone system.
- 2 Enter the extension number.
- 3 Press 1 to accept the entry.

##### OR

Press 2 to change the entry.

#### Use an External Number

- 1 Press 3 if you want to be notified at a specific number outside the Vertical Wave phone system.
- 2 Enter the external number.

##### NOTE

You will need to include any access number (such as "9"), and any long distance numbers (such as 1 and the area code) if applicable.

- 3 Press # to hear your entry repeated.
- 4 Press 1 to accept the entry.

##### OR

Press 2 to change the entry.

## MANAGING YOUR GREETINGS

A greeting is the message that callers hear when they reach your voicemail. You can record and store multiple greetings for use in different situations.

##### NOTE

- Check with your phone System Administrator regarding any company-established greeting formats.
- If you do not record and activate a primary greeting, the system will play a pre-defined, default greeting.
- If you only have one greeting recorded it will automatically be the "active" greeting.

### Review Greetings

Once you review your greetings, you can make them active, change them, and/or delete them.

- 1 Log into your account.
- 2 Press 4 to access Greetings and hear the currently active greeting.

##### From the Greetings Menu

- Press 1 to **replay** the current greeting.
- Press 2 to **skip** to the next greeting.<sup>†</sup>
- Press 3 to make the current greeting active.<sup>†</sup>
- Press 4 to **re-record** an existing greeting, then press # to complete and save it.
- Press 6 to **record/add a new** greeting, then press # to complete and save it.
- Press 7 to **delete the current** greeting.

<sup>†</sup>This setting applies if you have two or more greetings recorded.

## SETTING STATUS COMMANDS

- 1 Log into your account.
- 2 Press 6 to access Account Preferences.
- 3 Press 1 to access Status Commands and hear the currently set status.
- 4 Use the following Status options as needed.

##### From the Status Commands menu:

- Press 1 to set your status to **Available**.
- Press 2 to set your status to **Do Not Disturb**.
- Press 3 to set your status to **In a Meeting**.
- Press 4 to set your status to **Out of the Office**.
- Press 5 to set your status to **On Vacation**.
- Press 6 to set your status to **Available (Queue only)**.<sup>††</sup>
- Press 7 to set your status to **Available (non-Queue)**.<sup>††</sup>
- Press 8 to set your status to **On Break**.<sup>††</sup>

<sup>††</sup>These options are only available to you if you are a member of a call center queue.



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## INTRODUCTION

Vertical Wave Voicemail offers state-of-the-art messaging services. Use this quick reference guide to use the various options available on your system.

### Accessing Options and Features

You will always need to log into your own voicemail account before you can access any of your messages, options, and/or features. Review the Logging In section of this document for details.

## LOGGING INTO VOICEMAIL

You will need to log into your Wave voicemail account any time you want to listen to your messages or make changes in your settings. You can log in from your own Wave phone, from any Vertical Wave phone in the system, or from an external (remote) phone.

### From Your Own Wave Phone

- 1 Press **MESSAGE** or **VMAIL** (softkey).
    - If your phone does not have a **MESSAGE** button or **VMAIL** softkey, take the phone off-hook and press # twice.
- OR**
- If you are a member of a hunt group, dial that access code (usually extension 550), then press #. Contact your System Administrator for details about hunt groups.

**At the prompt:**

- 2 Enter your password, then press # again.

### From any Vertical Wave Phone (other than your own)

- 1 Press **MESSAGE** or **VMAIL** (softkey).
    - If your phone does not have a **MESSAGE** button or **VMAIL** softkey, take the phone off-hook and press #. Then go to step 3 below.
- OR**
- If you are a member of a hunt group, dial that access code (usually extension 550), then press # (contact your System Administrator for details about hunt groups). Then go to step 3 below.

**At the password prompt:**

- 2 Press # to tell the system that you want to access a voicemail other than the one associated with the phone you are using.

**At the remaining prompts:**

- 3 Enter your extension, then press #.
- 4 Enter your password, then press #.

### From any External Phone

- 1 Dial the main number.
- 2 Enter your extension.

**NOTE**

If the main number is answered by an Auto Attendant, instead of entering your extension, you may need to press # to access voicemail, then enter your extension, and press #. If this is the case, skip to step 4 to listen to access your voicemail

- 3 Press 9 during your greeting to access your voicemail options.
  - Contact your phone System Administrator to find out if this option is enabled
- 4 Enter your password, then press #.

## SETTING/CHANGING YOUR PASSWORD

- 1 Log into your account.
  - If you are setting up a new password, contact your phone System Administrator.
- 2 Press 6 to access the Account Preferences menu.
- 3 Press 3 to access the Password feature.
- 4 Enter the new password (see Choosing Your Password below for information on password requirements).
- 5 Enter the new password again to confirm it.
- 6 Press # to save the new password.

### Choosing Your Password

Your Vertical Wave phone system may be customized with specific rules or restrictions for choosing a password. Contact your phone System Administrator for details.

## LISTENING TO MESSAGES

### New Messages

Listen to messages that have not been saved or deleted.

- 1 Log into your account.
- 2 Press 1 to listen to the first new message.
- 3 Press one of the designated option numbers to access other listening options (see Listening Options described below).

**OR**

**When the message has finished playing**

- 4 Press 2 to go to the next message.

### Saved Messages

Listen to messages saved from this or previous sessions.

- 1 Press 2 to listen to the first saved message.
- 2 Press one of the designated option numbers to access other listening options (see Listening Options described below).

**OR**

**When the message has finished playing**

- 3 Press 2 to go to the next message.

### Deleted Messages (from the current session only)

You cannot access deleted messages from any previous sessions.

- 1 Press 5 to listen to the first deleted message.
- 2 Press one of the designated option numbers to access other listening options (see Listening Options described below).

**OR**

**When the message has finished playing**

- 3 Press 2 to go to the next message.

### Listening Options

Use the options below when listening to new, saved, or deleted messages.

- Press 1 to **reply** the current message.
  - Each time you press 1, the message replay from the beginning.
- Press 2 to **skip** to the next message while the current message is playing.
- Press 3 to **delete** the current message.

### Listening Options (continued)

- Press 4 to **reply** to or **forward** the message, or to **callback** the person that left the message.
  - See the After Listening to Messages section of this guide.
- Press 5 to **play the previous message** while the current message is playing.
- Press 6 to **save** the current message.
- Press 7 to **rewind** the current message (by 4 seconds)
  - Each time you press 7 while the message is playing, it will rewind another 4 seconds.
- Press 8 to **undelete** any messages deleted in this session.

**NOTE**

If you deleted messages in a previous session, these messages cannot be recovered.
- Press 9 to **fast forward** the current message (by 4 seconds).
  - Each time you press 9, the message will fast forward another 4 seconds.
- Press # during the "message-received" preamble to **skip to the beginning** of the current message.
- Press # during the message itself to **skip the rest of the message** (and play the next message, if there is one).

### After Listening to Messages

After listening to a message, and while you are in the Listening menu, use the options below to save, reply to, forward messages or callback. You can also call back the person who left the message.

### Reply to a Message

You can send an immediate reply to the person who left the current voicemail. If the message was sent to multiple recipients, you have the choice of replying to just the original sender or to all recipients.

**From the Listening options menu:**

- 1 Press 1 to access reply options.
- 2 Press 1 to reply to the original sender only.

**OR**

- 3 Press 2 to send to all recipients (if the message as sent to multiple recipients).

**At the tone:**

- 4 Record your reply, then press #.
- 5 Set deliver options or re-record your message, as needed.
- 6 Press 1 to send your reply.

### Forward a Message

Send a copy of the current message to the voicemail of one or more users. In addition, you can include a recorded message that explains the reason you are forwarding the message.

**Example:**

"I just received this message from our customer, Mr. Jones. Can you please call him and answer his questions? Thanks."

**From the Listening options menu:**

- 1 Press 2 during or after listening to a message.

**At the tone:**

- 2 Record your message, then press #.

### Forward a Message (continued)

- 3 Press 1 to accept your recording.

**OR**

Press 2 to hear your recording.

**NOTE**

If you want to re-record the message, press 3.
- 4 Set deliver options or re-record your message, as needed.
- 5 Enter the extension to which you want to forward the message, then press #.
- 6 Repeat step 5 for each extension you want to include.

**HINT**

If you do not know a user's extension number, press 411, then select the user by name.

If you want to send the message to all users on the system (which have voicemail capabilities) press 8888 #.

- 7 Press # to send the message to the designated extension(s).

**OR**

- 8 Press \* to cancel.

**NOTE**

If you entered multiple extensions, press \* to delete the most recently added extension. Press \* to delete each extension. Once all extensions have been deleted, press \* to delete the message itself.

### Callback a Sender

Instead of using the reply method to call the sender's voicemail, use the Callback method to directly call the extension or outside phone number of the sender.

**From the Listening options menu:**

- 1 Press 3 during or after listening to a message (without deleting the original message).

**OR**

- Press 4 during or after listening to a message (the original message **WILL** be deleted).

**NOTE**

If you are calling back a forwarded message or calling a sender with more than one available phone number (for example a callback number and a Caller ID number), the system will prompt you to select the appropriate number.

**When the caller's number appears:**

- 2 Press 1 to dial that number.

**OR**

**To choose from a list of available numbers for the sender:**

- 3 Press 2.
- 4 Select the appropriate number to dial the sender.
- 5 Press **FLASH** 3 or wait for the other party to hang up to make another call.