

VOICE MAIL GUIDE

July 2009

<p>SETTING UP YOUR VOICE MAILBOX:</p> <ol style="list-style-type: none"> 1. Dial the main voicemail ext. # if you are in KGM - 4888, LHC - 3900, or BHC - 2800 2. Initial Passcode is your extension # 3. Perfect Paula will walk you through setting up your box. <p>To Make Changes To Your Box:</p> <ol style="list-style-type: none"> 1. Press U for User Options Press P for Passcode Enter a new Passcode Follow Tutorial 2. Press U for User Options Press N for Name Press R to Review Press D to Discard and record again OR Press X to Exit and Save 3. Press U for User options Press G for Greeting Record greeting Press R to review Press D to Discard and record again OR Press X to Exit & Save <p>Note: To skip another internal user's message, press 5 to stop the greeting and begin recording your message.</p>	<p>RETRIEVING MESSAGES REMOTELY FROM ANOTHER EXTENSION (Internally):</p> <ol style="list-style-type: none"> 1. Dial the main voicemail extension # 2. Press the * key (ignore voice instructions) 3. Enter your Extension 4. Press the * key (ignore voice instructions) 5. Enter your Passcode 	<ol style="list-style-type: none"> b. BUSY Call Forward Voicemail answers if line is busy. <ul style="list-style-type: none"> • To Activate: Lift handset and dial 62 + voicemail main ext. # • To Cancel: Lift handset and dial ##8 c. NO ANSWER Call Forward <ul style="list-style-type: none"> • To Activate: Lift handset and dial 60 + voicemail main ext. # • To Cancel: Lift handset and dial ##8
<p>RETRIEVING MESSAGES FROM AN OUTSIDE LOCATION (Externally):</p> <p><u>If you are calling from KGM, BHC or LHC:</u></p> <ol style="list-style-type: none"> 1. Dial 753-0798 from KGM, Dial 758-0705 from BHC or Dial 453-0729 from LHC. 2. Press the * key (ignore voice instructions). 3. Enter your Extension. 4. Press the * key (ignore voice instructions). 5. Enter your Passcode (extension #) <p>Note: The telephone system is programmed to allow pressing any key at any time without waiting for prompts.</p>	<p>CODES USED BY EMPLOYEES WITH SINGLE LINE PHONES THAT HAVE A TAP BUTTON. (Multi line phone users have programmed buttons for these options):</p> <ul style="list-style-type: none"> • Hold – TAP 64 • Retrieve Held Call – Pick up headset, dial 65 • Remote Retrieve Held Call – Pick up handset, dial 66 & ext. # • Call Back busy/No Answer – Dial 1 • Last Number Redial – Dial *0 • Conference – TAP *4 • Call Pickup – Dial 63 • Transfer – Dial ** plus ext. # • Release Transfer – Press the TAP Button • Call forward Always – Dial 61 & the # to forward to • Cancel Call Forward – Dial #8 • Call Forward Busy – Dial 62 & the # to forward to • Cancel – Dial ##6 • Call forward No Answer – Dial 60 & the # to forward to • Cancel – Dial ##8 • Call Forward I Am Here – Dial **8 • Cancel – Dial ##8 • Personal Speed Call – Dial 67 • Invoke – Dial 68 • Clear All Features – Dial #6 	<p>RETRIEVING MESSAGES:</p> <ol style="list-style-type: none"> 1. Dial 4888 2. Enter Passcode (extension number) 3. Press P to Play each message Press D to Discard Press K to Keep (save) <p>Additional Options:</p> <ul style="list-style-type: none"> • Pause message 30 seconds – Dial 1 • Rewind message 5 seconds – Dial * • Fast Forward message 5 seconds – Dial # • Skip message – Dial 8 • Go back to the beginning of previous message – Dial 8*
<p>ACTIVATING CALL FORWARDING:</p> <ol style="list-style-type: none"> 1. There are 3 Call Forwarding Options: <ol style="list-style-type: none"> a. ALWAYS Call Forward Voicemail answers all calls: <ul style="list-style-type: none"> • To Activate: Lift handset and dial 61 and main voicemail ext. # • To Cancel: Lift handset and dial ##8. 		

NOTE: You must always press the U to be in the USER OPTIONS menu. There are other options for your use such as: creating a message and sending it directly to another person's voice mail rather than calling and disturbing them; creating a distribution list to send one message to an entire division and more. (**# key advances through the system**)

This system is programmed to allow you to press any key you wish at any time, rather than waiting for the prompts.

A number of different type telephones are provided for employees throughout the county. To request a user guide for the telephone provided, please email Phil Litzinger at phil.litzinger@co.mohave.az.us.