



We design, deploy, support and manage voice and data communications infrastructures for corporations and service providers throughout Asia Pacific.

Voice Mail Frequently Asked Questions:

Logging In:

Q: Do I have to put my mailbox number in every time I log into my mailbox from my own phone?

A: No. As long as you are at your own phone logging into your own mailbox, you can skip the mailbox number and press, # password #

Play Options:

Q: I keep having to play my messages again and again to get the telephone number someone has left in their message – is there an easier way?

A: Yes, when you are listening to the message just press 1 and the recording will skip back 5 seconds so you can hear it again – you can press the 1 as often as you like if you need the voice mail to keep repeating the number or phrase. You can also press 3 if you would like to skip through the message at 5-second intervals.

Q: I feel like messages are always too slow and it's annoying listening to long slow messages, can I speed the voice up?

A: Yes. When you are listening to your message press 2 3, to slow it down, press 2 1. You can increase the speed up to three times, and decrease it to normal.

Q: I often get interrupted while I am listening to my voice mail messages and have to hang up and log in again later. Is there a way I can pause and then return to playing the message while I talk to someone?

A: Yes. To pause, press #, to continue press 2 to play.

Q: Although the envelope (message summary) is useful sometimes, I don't really care when most of my messages were left or the telephone number they were received from. Can I skip this part?

A: Yes. You can press 2 to play the message and bypass the envelope. If you are then listening to the message and decide you would like to know what time the message was left, press 7 2 to play the envelope.

Recording Options:

Q: I call a person in our office frequently who has a very long and slow greeting and find it frustrating listening to it time and time again before I can leave them a message. Is there any way I can skip their greeting and just leave them a message?

A: Yes. When you get their voice mail press **5** or **#** to record as soon as you want. You will get the tone that signals the start of recording without having to listen to the greeting.

Q: Sometimes I get interrupted or 'tongue tied' when I am leaving a message and would really like to start again. Is there a way I can delete the message I'm leaving and start again?

A: Yes. You can press **#** to stop recording and **7 6** to delete the message you were leaving. You can then either hang up without leaving a message or press **5** to start recording again.

Q: Occasionally, I get interrupted while I am leaving quite an involved message. Can I stop half way through leaving a message, listen to it and then continue recording?

A: Yes. You can press **#** to stop recording and **2** to play what you have said so far. At this point you can either delete the message and start again (as per the answer above) or you can continue recording by pressing **5** to add to the message you have already recorded. The new recording will start from wherever you were in the message when you pressed **5**. You may play the message and use the **#** key to stop the playback where you would like to start re-recording - the new recording will overwrite any of the original message past this point.

Deleting and Restoring Messages:

Q: I have accidentally deleted a message, can I restore it?

A: Yes. Do not hang up on the voice mail, (if you hang up the voice mail will accept your deletion command and you will lose the message) – if you are still at the message press **7 6** and it will restore the message. If you have moved on from the message use the **4** or **6** keys to move back to the message and then dial **7 6** to restore.

Sharing Messages:

Q: I get messages in my voice mail that I would like other people in my department to hear. Can I send them a copy?

A: Yes. When you are listening to the message press **7 3** then enter a list of mailboxes that you would like to receive a copy of this message, separate the mailboxes with a **#** and end the list with **# #**. You can then press **5** to record your own message to attach to the forwarded one (usually telling everyone why you have forwarded it). Then press **7 9** to send the message [the voice mail will tell you what to do once you have dialed **7 3**].

Acknowledging a Message:

Q: I often leave messages for someone early in the day and haven't heard back by lunchtime. Is there any way I can find out if they have received my voice mail message?

A: Yes. When you finish leaving your message press #705 before hanging up. This will attach and acknowledgment request to your message. When the message recipient collects the message you will receive a message in your mailbox letting you know that the message has been played by the receiver.

HELP:

Q: I know changing my greeting starts with 8 but I can't remember what the 2nd digit is. Is there any help menu in the voice mail?

A: Yes. You can press **8*** to find out what your Mailbox Commands options are. The voice mail will then read the choices out to you. You can also press **7*** if you would like to know what options you have in the Message Command area.