GCI MANAGED VOICE - VOICEMAIL GUIDE

Voicemail Menu Options

Main Menu

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2 Send a message
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4 Setup options

Common Settings

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Enrolling your new voicemail account

1. Press the Voicemail button on your telephone and enter the PIN the when prompted. The Default PIN is 1 2 3 4 5

2. You will be prompted to record your name. Follow the instructions to record your first and last name. Press the # key when finished.

3. You will be prompted next to record a greeting. This is the message that Callers will hear when they are in your voicemail. Press the # key when finished.

4. You will be prompted to change your PIN. The PIN should be something easy for you to remember, but hard for someone else to guess.

5. You will be prompted to say yes or no to being listed in the directory. Choosing yes will allow people to find you by name when using the company voicemail directory.

6. Enrollment is now complete. You may hang up or stay on the line to access your voicemail account.

Please wait until you hear that enrollment is complete before hanging up to make sure the system has saved all of your choices.

Call 833.844.4242 for further support.

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Accessing your internal voicemail

1. Press the Voicemail button.

2. Enter your PIN and press # key.

3. The default PIN is: 1 2 3 4 5.

Accessing your external voicemail

1. Call your phone number and wait for voicemail to answer.

2. Press the * key during the voicemail greeting.

3. Enter your ID (your phone's extension or 10-digit phone number) and press # key.

4. Enter your PIN and press # key.

Additional Voicemail Procedures

Purpose of Alternate Greeting:

Turn this greeting on for a specific time period when you wish to provide information about special circumstances, i.e. when you are on vacation. When the alternate greeting is enabled, it overrides all other greetings. You can set a date and time for this greeting to turn off or you can leave it on indefinitely.

To activate or deactivate your alternate greeting: At the main menu, press "4" for Setup Options, then press "1" for Greetings. Press # key to skip hearing the current greeting. Follow the prompts to turn your alternate greeting on or off. If turning on the alternate greeting, follow the prompts to set when you want it turned off or to leave it on indefinitely.

Holiday, Busy & Closed Greetings:

The Holiday greeting overrides the standard, busy and closed greetings. If your alternate greeting is on, it will override the holiday greeting. These greetings are activated according to a schedule (holiday and closed) or if you are on the phone (busy). When the busy greeting is on, it overrides the standard, closed, internal and holiday greetings. The default setting for Cisco phones allows a second call to ring and be answered (or not) without playing the busy greeting. The busy greeting is only played if the user has 2 active calls on a Cisco phone. The busy greeting replaces the busy signal that callers hear when you are on the phone when you are talking on one line and have another on hold.

Forwarding a VM:

From the Main Menu, select option 2 — Send a Message. Follow the prompts to record, address and send the voice message.

You can send voice messages to other VM users without calling their extensions. You can address a VM to one of multiple recipients. The message is sent without notifying the recipient. Messages marked private cannot be forwarded. The following special delivery options are available when sending or forwarding a message:

Urgent - Mark a message urgent so that VM send it before regular messages.

Return Receipt - Request a return receipt so you are notified when the recipient opens the message. The receipt notes the day and time the message was read.

Private - Mark a message private so that the recipient knows to treat it confidentially.

Future Delivery - Deliver the message at the future date or time that you specify.

Changing a Greeting:

From the Main Menu, select option 4 — Setup Options, then press "1" for Greetings. Follow the prompts to select the greeting that you want to change. To pause or resume recording, press "8". To end recording, press # key. You can specify how long a greeting is available for use. You can set a greeting to play indefinitely, which is useful when you turn on the busy or closed greeting. You can turn a recording off at any time. When it is off, the recording is not erased.

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