To Access your Voice Mail:

Step 1 Press <u>Mail/Envelope</u> button on your phone or
dial * (star) plus Phone Extension (Ex. *111)

Step 2 Type in your Password when prompted

Step 3 To Access a Different Voice Mail Box press * (star) plus other
Voice Mail box

Main Mailbox Menu:

Press 1 New / Old message. Press to hear new or old messages.
* asterisk: rewind
#: fast forward

Press 2 To change folders (do not use)

Press 3 Advance Option:
5. To leave a message for another user
Press 1 to enter and Extension
Press 2 to use the Directory
* to return to main menu

Press 0 Mailbox Options (Greetings)
1. Record unavailable greeting
2. Record busy greeting
3. Record name
4. Record temporary greeting
5. Change password

Press * To Return to main menu

Press # To Exit

Mailbox Options after listening to a message:

Press 3 for Advance Options
1. Send reply
3. Hear envelope (date/time, phone number of caller)
5. Leave message for another user
* To return to main menu

Press 5 to Repeat Message

Press 6 to play next message (if there is one)

Press 7 to Delete message

Press 8 to Forward message to another user
1. To enter an Extension
2. To use the Directory
* To go back to original message

Press 9 to Save Message

Press * for Help

Press # to Exit

For Support: Email support@hungerford.tech or call 616-949-4020

Greeting Guide:

Unavailable Message (option 1):
This is the message users will hear if you do not answer your phone, a message is directly transferred to your voice mail, or you have not recorded a Busy Message.

Unavailable Message is also the option you will need to record if you have any General Mailboxes

Busy Message (option 2):
This is the message that callers will hear if you are on the phone or your DND (do not disturb) is active. If you do not record a Busy message, caller will hear your Unavailable message.

Name Message (option 3):
You will want to record your Name if you have an Auto Attendant with dial by name as an option).

Temporary Greeting (option 4):
This is the message users will hear if you are out of the office or on vacation.
        After the tone please record your temporary greeting, then press #
        Press 1 to accept this recording
                this message has now been saved
        Press 2 to listen to your temporary greeting
        Press 3 to re-record your temporary greeting

After you have accepted your recording, you will hear:
There is a Temporary Greeting that overrides your Standard Greeting (unavailable message)

The next time you access your voice mail you will need to access Voice Mail Options (0)

You will hear: *there is a temporary greeting that overrides your standard greeting*
This will loop back to Option 0 (Mailbox Options)

If you choose Option 4 (Temporary Greeting), then you will hear:
Press 1 to record a Temporary greeting
Press 2 to erase your Temporary greeting

If you Erase your temporary greeting it defaults to your Unavailable and Busy message.

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