Voicemail Operations

This document describes the audio voicemail system in MiCloud connect and MiVoice Connect.

New Voice Mail Indicators
Your voice mailbox contains unplayed messages if either of the following are true:
• You hear a stutter tone on the handset.
• The phone’s message waiting light flashes.

Checking Voice Mail

To check voice mail from your extension
1. Press #, press the Call VM softkey, or lift the handset and press #.
2. At the prompt, use the dial pad to enter your assigned voicemail password or PIN.
3. Press #.

NOTE: If you are logging in for the first time, the system prompts you to set a new password and asks you to record your name.

To check voice mail from another extension
1. Press # twice.
2. Enter your extension.
3. Enter your voicemail password or PIN.
4. Press #.

To check voice mail from an external phone
1. Do one of the following:
   • Dial your voicemail access number.
   • Dial your direct inward-dial number and press *.
2. Enter your extension.
3. Enter your voicemail password or PIN.
4. Press #.

Listening To Messages
At the Main Menu prompt, press 1. The voicemail system plays urgent messages before other newly arrived messages.

The system gives the delivery date and time for each message. (You can disable this feature from the Mailbox Options Menu.)

Managing Messages
After listening to a message, you can replay it, send a reply to the person who left the message, forward it to someone else, replay the date and time information, save it, or delete it.

To listen to your saved messages
• Press 3 at the Main Menu prompt.

To send a recorded message from voice mail
After recording a message, voice mail asks you to supply an address.

To mark a message as urgent
• After addressing the message and confirming the addressee(s), press 1.

To forward the message you’re reviewing
• Press 4 and follow the recorded prompts.

To address messages
You can set the availability state for your extension.

To reply to the message you’re reviewing
1. Press 5 and follow the recorded prompts.
2. Press 1 to reply with a voice mail, press 2 to reply with a call back, or press 3 to reply to all with a voice message.

Changing Mailbox Options
Personalize your voice mail by changing your name, password, or personal greeting.

To change personal settings from the Main Menu, press 7 and follow the recorded prompts.

Assigning Your Extension to a Phone
With the proper permission, you can assign your extension to any phone on the system.

1. Log in to voicemail from the target phone—an extension other than your own.
2. At the Main Menu prompt, press 7.
3. Press 3 to re-assign the extension.
   • Press 1 to assign the extension.
   • Press 2 to un-assign the extension. (Phone reverts to its original extension.)

Setting Availability and Forwarding
You can set the availability state for your extension. When you record a personal greeting, it is linked to the active availability state.

NOTE: Use the Connect client to configure the availability states with different call forwarding destinations and personal greetings.

To configure your availability state
1. Press 7 at the Main Menu prompt.
2. Press 2, and then follow the prompts.

Changing Notification Options
To select a notification profile for the Escalation Notification feature:

1. Press 7 at the Main Menu prompt.
2. Press 9 for additional mailbox options.
3. Press 2, and then follow the prompts.

NOTE: You must have notification profiles configured before a notification profile can be activated.

Enabling FindMe
With the proper permission, you can enable or disable FindMe Forwarding so that callers can forward their calls to your destination:

1. Press 7 at the Main Menu prompt.
2. Press 9 for additional mailbox options.
3. Press 5, and then follow the prompts.

NOTE: If you are using MiCloud Connect and you have Connect for Mobile configured, you cannot use Find Me Forwarding.

Purging Deleted Messages
Deleted messages are purged from the system every night. If you receive a notification that your mailbox is full, you can immediately purge any deleted messages as follows:

1. At the Main Menu prompt, press 7.
2. Press 8 to remove deleted messages.
3. Press 1 to confirm deletion or * to cancel.

Messages

Leaving a Message
If the person you are trying to reach does not answer, your call will be sent to a mailbox and you will hear a standard greeting. You can select from the following options:

# Bypass greeting
0 Transfer to assistant
1 Forward to recipient’s FindMe destination
9 Transfer to Auto-Attendant

Recording a Message
If you choose to leave a recorded message, the following options are available after recording your message:

# Message options
* Re-record
0 Send message, transfer to assistant
1 Send message, forward to recipient’s FindMe destination
9 Send message, transfer to Auto-Attendant

NOTE: Hanging up sends the message.

# Message Options
When leaving a message, select from the following options:

# Send message
* Cancel
1 Review
2 Re-record
3 Mark/unmark urgent
4 Mark message private
0 Send message, transfer to assistant
9 Send message, transfer to Auto-Attendant

Preparing a message:

1. To supply an address:
   • Enter the person’s extension.
   • Specify groups of recipients by entering a distribution list number.
   • Address the message to individual recipients by entering their extension numbers.

2. To identify a recipient by name, specify a personal distribution list, or broadcast to all extensions, press 0 and follow the prompts.

3. To send a recorded message from voice mail:
   • After recording a message, voice mail asks you to supply an address.

4. To forward the message you’re reviewing:
   • Press 4 and follow the recorded prompts.

5. To reply to the message you’re reviewing:
   • Press 5 and follow the recorded prompts.
   • Press 1 to reply with a voice mail, press 2 to reply with a call back, or press 3 to reply to all with a voice message.

6. To mark a message as urgent:
   • After addressing the message and confirming the addressee(s), press 1.

7. To forward the message you’re reviewing:
   • Press 4 and follow the recorded prompts.

8. To send a recorded message from voice mail:
   • After recording a message, voice mail asks you to supply an address.

9. To address messages:
   • You can set the availability state for your extension.

10. To reply to the message you’re reviewing:
    • Press 5 and follow the recorded prompts.
    • Press 1 to reply with a voice mail, press 2 to reply with a call back, or press 3 to reply to all with a voice message.

11. To change personal settings from the Main Menu, press 7 and follow the recorded prompts.