

STRATA MESSAGING VOICE MAIL DIRECTIONS

First Time Setup (New Integration)

Inside the office, from your phone access the **INT** button and dial ext. **850**

Enter your Security Code (Initialized - 0000),

The Voice Mail will ask you to record your Name – Record your Name

The Voice Mail will ask you to record your Greeting - Record your Greeting

The Voice Mail will ask you to change your Security Code – Change your code to any 4 digit number. Enter your new code again for verification.

Accessing Voice Mail

When the **MSG** button is flashing, press the **MSG** button and the phone will ask for your security code.

From outside the office, dial DID or Main Number, when the greeting answers, press #, enter your User ID (your Mailbox No.), enter your security code.

From a phone other than your own press 850, hit *#, enter your mailbox number, enter your security code.

You are now at the Subscribers Menu and your options are:

- “1” To listen to your messages
- “2” To send a message
- “3” To manage your mailbox
- “5” Check Delivery
- “6” Undelete Messages

TO CHANGE YOUR GREETING/RECORDED NAME

Press 3 2 1 from the subscribers menu to change your greeting:

When you are done recording press any key

To activate this greeting press 1

To listen to the greeting press 2

To re-record the greeting press 3

Press 3 2 from the subscribers menu to activate or deactivate your personal greeting:

If your personal greeting is activated press 1 to deactivate or if its deactivated press 1 to activate. If your personal greeting is deactivated VM will play the system greeting that will include your recorded name.

Press 3 3 2 from the subscribers menu to change your recorded name.

When you are done recording press any key

To listen press 1 otherwise hang up and your name will be saved

Press 3 2 2 from the subscriber's menu to access your extended absence greeting:

To activate or deactivate press 1

To listen to the greeting press 2

To record the greeting press 3

(If activated this greeting will play instead of your personal greeting)

MANAGE DISTRIBUTION LISTS

Press 3 6 1 from the Subscribers Menu to create a new list:

Enter List Number followed by # (1-999)

Record a List Name, to save and continue press *

To add members to the list press 4 followed by #.

Press 2 and begin entering the mailbox numbers you wish to add, when finished press *

Press 3 6 4 from the Subscribers Menu to add or delete members in a list:

Enter the list number followed by #.

To add a member press 2 and enter the new mailbox number, when finished press *

To delete a member press 3 and enter the mailbox number, when finished press *

(To listen to a list of members press 1)

MANAGE PERSONAL OPTIONS

Press 3 1 3 from the Subscribers Menu to setup a Wake up Call

To setup a weekday wake up call press 1, weekend press 2

The system will tell you whether the wakeup call is activated or deactivated, to change press 1

Once the wake up call is activated select 2 1 to enter in a time

Enter in a 4-digit time followed by a * for AM or # for PM

To setup a call-out number press 3 (the system will tell you if there is already a call-out number saved)

To change the call-out number press 1, enter phone number followed by #

Press 3 4 1 from the Subscribers Menu to change your Security Code

Enter new password, system will ask you to re-enter to confirm

Press 3 1 2 2 from the Subscribers Menu to setup Follow Me

Enter a phone number followed by #

To activate or deactivate press 1 or to enter a new call out number press 2

Note: when call rings your external number VM will tell you that a call is being transferred, you can either press # to accept or * to reject and send to VM

PRESS 2 FROM THE SUBSCRIBER'S MENU TO SEND A MESSAGE

And record your message, comment or reply pressing any key when finished.

After recording, you may:

- Press **1** Send the message
- Press **2** Review the Message
- Press **3** Rerecord the message, followed by any key
- Press ***** Cancel without sending
- Press **0 2** to mark as Urgent/Priority
- Press **0 3** to mark as Private
- Press **0 4** to mark message as Private and Urgent
- Press **0 5** to request a return receipt for a message
- Press **0 6** to request No receipt Notify

After pressing 1 to send the message enter the Mailbox Number or # to send to a personal list, # # to send to a global list. If sending to a list enter list number followed by #. Press 1 to confirm or 2 to change your entry.

To Delete a Message that you sent but hasn't been listened to press **5** from the Subscribers Menu. Enter the Mailbox number you wish to check and the system will play the first unheard message you left for that recipient. To delete the message press 3, to replay press 1, to hear the next message press 2.

PRESS 1 FROM THE SUBSCRIBERS MENU TO PLAY YOUR MESSAGES

They system will play any urgent/priority messages first, it will then play all new messages

Press 1 2 from the Subscribers Menu to review saved messages

Press 1 4 from the Subscribers Menu to hear message count

During Message Playback or after the message has finished the following options are available:

Press 1 to save message

Press 2 to Listen to next message

Press 3 to Erase

Press 4 to Rewind (5 Seconds)

Press 5 to Pause for 60 seconds while listening to the message, 5 again to resume

Press 6 to Fast Forward (5 Seconds)

Press 7 1 to reply to message sender (Internal Only)

Press 7 2 to forward a message

Press 7 3 to call back the number and delete message

Press 7 4 to call back the number and save the message

Press 7 5 to call back the number and save message as new

Press 8 while listening or after listening to find out who sent the message as well as the date and time sent

Press # to repeat message

To change Volume/Speed Control Press 9 then one of the following keys:

1 Low Volume

2 Normal Volume

3 High Volume

4 Low Speed

5 Normal Speed

6 High Speed

To retrieve a Deleted Message press 6 from the Subscribers Menu

Press 1 to listen to your deleted messages (only stored for 1 day)

To move a message back to your saved folder press 2

NOTE: * will bypass any greeting and go right to the beep to leave a message.