

Allstream Max Voicemail Quick Start Guide



USE THE VOICEMAIL SYSTEM

The voicemail system is menu driven. Listen to the voice prompts and then press the keys on your phone to select the option you would like.

TRANSFER TO VOICEMAIL — SENDS A CALLER DIRECTLY TO VOICEMAIL WITHOUT RINGING THE PHONE

- Press the **XFER** softkey (call is held automatically).
- Press ***99** and enter the extension number.
- Press the **XFER** softkey immediately.

ACCESS VOICEMAIL

The first time you access your voicemail box you are asked to set up your mailbox and record your name and a greeting to play to callers (see page 2). When you have one or more unheard voice messages waiting, the top of your phone displays a solid red light.

FROM YOUR OWN PHONE:

- Press the **Messages** button or dial ***98**.
- Enter your voicemail password.
- If you have new messages, the messages are identified.
- After hearing any new messages, you are presented with the Voicemail **Main Menu**. The **Main Menu** options are listed in the next column.

FROM ANOTHER PHONE:

- Dial your phone line, wait until it forwards to voicemail, and press *****.
- When prompted, enter your 10-digit subscriber (mailbox) number.
- When prompted, enter your voicemail PIN and press **#**.
- After hearing any new messages, you are presented with the Voicemail **Main Menu**.



VOICEMAIL MAIN MENU

ACTION	KEY
Play Inbox Messages	1
Send Messages	2
Work with Greetings	3
Mail Box Settings	4
Access Deleted Messages	6
Log on as a different user	7
Help	0
Exit Voicemail System	*

MORE QUESTIONS?

If you have any additional questions about Allstream Max, contact your administrator.

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MESSAGE PLAYBACK OPTIONS

Use the following options while listening to your voicemail messages.

ACTION	BEFORE MESSAGE	DURING MESSAGE	AFTER MESSAGE
Skip Message	#	#	n/a
Reply to Message	n/a	4	4
Save Message and go to next	n/a	2	2
Delete	n/a	3	3
Play Inbox Messages	1	n/a	1
Send Messages	n/a	5	5
Work with Greetings	3 from Main Menu		
Mailbox Settings	4 from Main Menu		
Access Deleted Messages	6 from Main Menu	n/a	2 to save, 3 to erase
Log on as a different user	7 from Main Menu		
Help	o	o	o
Return to Main Menu, Exit	*	*	*
Increase volume	n/a		n/a
Slow playback	n/a		n/a
Pause playback (at other times, pauses activity for 30 secs)	n/a		n/a
Speed playback	n/a		n/a
Skip back 5 secs	n/a		n/a
Skip forward 5 secs	n/a		n/a

REPLY TO A MESSAGE — DIAL THE ORIGINATOR

- While listening to a message, you can call the person back by pressing **4** and selecting option **1**.
- This capability does not work if the voicemail system was not able to identify the Caller ID information when the original voicemail was received or if your phone is configured with call restrictions that prevent you from calling the originator's number.

RECORD YOUR PERSONAL GREETING

- Access your voicemail box.
- From the **Main Menu**, press **3**.
- Press **1** to set up a personal greeting.
- Press **3** to set up a system-generated greeting or change your recorded name.
- Press **5** to change the greeting that callers hear when you're busy.
- If you don't record a personal greeting, a generic greeting plays.

FORWARD A MESSAGE

While listening to messages, you can send a copy of the message to another recipient.

- To forward the current message, press **5**.
- Enter an extension number or Distribution Group Number. Repeat this step until you've entered all the desired destinations.
- Press **#** once you finish entering destinations.
- You are prompted to record an introduction.
- After the tone, record your introductory message and press **#** when finished.
- Press **#** to send or press **1** for delivery options, followed by **#** to send. Delivery options include the following:

DELIVERY OPTIONS MENU

ACTION	BEFORE MESSAGE
Review the message	1
Mark message as urgent	2
Mark message as private	3
Re-record your message	4
Request a delivery report	5
Request a read report	6
Add or remove recipients	7
Schedule the message	9
Send the message as is	#
Exit or cancel press	*

CHANGE YOUR VOICEMAIL PASSWORD

- Access your voicemail box.
- From the **Main Menu**, press **4** to change your settings.
- Press **3** for security options.
- Press **1** to change the PIN.