

# United Telephone

# VOICEMAIL

## Quick Reference Guide

### USING THE VOICEMAIL SYSTEM

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

### ACCESSING VOICEMAIL

The first time you access your voicemail box you will be asked to set up your mailbox, and record your name and a greeting to be played by callers.

### FROM YOUR OWN PHONE:

- Press the Messages button or dial XXX-9050.
- If prompted, enter your PIN and then #.
- If you have new messages, the messages will be identified.
- After hearing any new messages, you will be presented with the Voicemail Main Menu. The Main Menu options are listed in the next column

### FROM ANOTHER PHONE:

From an external phone dial 620-XXX-9050 or 620-855-9051

- Enter your 10 digit number.
- If prompted, enter your PIN and then #.

After hearing any new messages, you will be presented with the Voicemail Main Menu. The Main Menu options are listed in the next column.

### RETRIEVE MESSAGES

- Access your voicemail box.
- You will hear the announcement “You have x new messages and x saved messages.”
- Press 1 to listen to your messages.

### WHEN RETRIEVING MESSAGES, YOU CAN:

Press 1	Repeat
Press 11	Play Previous Message
Press 2	Save
Press 3	Delete
Press 4	Save as new
Press 5	Reply
Press 6	Send a Copy

### RECORDING YOUR PERSONAL GREETING

- Access your voicemail box.
- From the Main Menu, press 3.
- To set up a personal greeting press 1.
- To set up a system generated greeting or to change the recording of your name press 3.
- To change the greeting that callers hear when you're busy press 5.
- If you don't record a personal greeting, a generic greeting will be played.

### CHANGING 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.