

## Voicemail Set-Up

### Accessing Your Mailbox

All of your voice messages will reside in your personal mailbox, which is passcode protected. Your temporary passcode will be **1111** to use the first time you access your mailbox. How you log into your mailbox will depend on which telephone you have.

#### From the 6863i/6867i phone

- Dial \*8
- Enter your passcode when prompted

#### From Another 6863i/6867i phone (that does not belong to you)

- Dial \*8
- Press the \* key when prompted to enter a passcode
- Enter your mailbox number followed by the \* key
- Enter your passcode when prompted

### Setting Up Your Mailbox

When you access your mailbox for the first time, a user tutorial automatically activates. This tutorial guides you through your first mailbox session, explains how to record a greeting and your name, and prompts you to change your temporary passcode.

#### Passcode

- You will always be prompted for your passcode before accessing your mailbox. The first time you access your mailbox, you will use the temporary passcode **1111**.
- During the tutorial, you will be prompted to change your passcode to a number containing 4 to 10 digits. Choose a passcode that you can easily remember, but do not select an obvious code like "1234".

#### Greeting

- After opening your mailbox, you will be asked to record a greeting that callers will hear when they are directed to your mailbox.
- e.g. "You have reached the mailbox of Steve Smith, I'm unable to take your call, please leave me a message with your contact details and I will return your call when I am available."

#### Name

- You will be prompted to record your name
- The system will use this name to identify you to callers in your own voice.

### Playing Messages

When you access your mailbox to retrieve your messages, the system tells you how many messages you have ("You have 2 urgent messages and 2 un-played messages.").

#### Playing Your Messages

- After accessing the Voice Mail menu, press 7 to listen to your messages. Your urgent messages will automatically be played first. Then, your un-played messages will be played.