



# Panasonic UM Voicemail User

## Accessing Your Voice Mailbox

### To Access Your Mailbox from Your Own Phone:

#### 1. When Your Message Waiting Light is Lit

- Press the **MESSAGE** key on your phone.
- Enter your **Password**, when prompted.

#### 2. When Your Message Waiting Light is NOT Lit

- Press the **VOICEMAIL** key (or dial the Voicemail Extension Number **777**) on your phone.
- Enter your **Password**, when prompted.

### To Access Your Mailbox from another phone on the phone system, or if you have a mailbox only:

- Press the **VOICEMAIL** key (or dial the Voicemail Ext. No.) on any phone.
- When the Voicemail system answers, dial **# 6 \*** and your **mailbox number**.
- Enter your **Password**, when prompted.

### To Access Your Mailbox from Outside of the Office:

- Dial the main company phone number \_\_\_\_\_ or dial the Voicemail Backdoor phone number \_\_\_\_\_.
- When you hear the company greeting, dial **# 6 \*** and your **mailbox number**.
- Enter your **Password**, when prompted.

## Setting Up Your Voice Mailbox for the First Time

When you log into your mailbox for the very first time, you will be prompted by a tutorial. During the tutorial there are three things you will need to do:

#### 1. Record a Personal Greeting(s)

- Access your voice mailbox. (Press your **Voicemail Key**)
- Press **3** for the Mailbox Management Menu.
- Press **1** to record a Personal Greeting.
- Press **1** to record the No Answer Greeting.  
**Note:** If you choose to you can also select press 2 (Busy Greeting) press 3 (After Hours Greeting) and press 5 for a (temporary greeting)  
Press **1** when finished recording.
- Press **2** to accept the Recording.
- If necessary, follow the prompts.

#### **Helpful Tips:**

#### To transfer a call directly to a voice mailbox:

- Press the **VM TRF** (Voicemail Transfer) key and the mailbox number.
- Release the call by hanging-up.

*\*Your mailbox number is usually the same as your extension number.*

#### 2. Create a Private Password

- Access your voice mailbox. (Press your Voicemail Key)
- Press **3** for the Mailbox Management Menu
- Press **2** to create a password.
- Press **1** to set a Password and follow the prompts.
- Press **2** to accept the password.

#### 3. Record Your Name to Identify Your Mailbox

- Access your voice mailbox. (Voicemail Key)
- Press **3** for the Mailbox Management Menu.
- Press **3** to record the owner's name.
- Press **1** to start recording.
- Press **1** to end recording.
- Press **2** to accept recording

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Press the **Voicemail Key** OR  
Dial the **Voicemail Access Number 777**

Enter Your **Passcode**

## Main Menu Options

Press **1** to Listen to New Messages  
Press **2** to Deliver Messages  
Press **3** to Listen to Old Messages  
Press **4** for Mailbox Management  
Press **\*** to Exit the System

Press **5** Automated Attendant Status\*  
Press **6** to Setup Message Waiting Notification  
Press **7** for Absence Message  
Press **9** for Other Features\*  
Press **0** for Help

### 1 - Receive Messages

Press **1** to Re-Play Message  
Press **11** to Play Previous Message  
Press **2** to Pause/Restart Message  
Press **3** to Erase Message  
Press **4** to Reply to a Message  
Press **5** to Rewind  
Press **6** to Fast Forward  
Press **7** to Transfer a Message  
Press **8** to Turn Volume Up

### 2 - Message Delivery

Enter **Mailbox No.** of intended recipient  
Press **2** to Accept the mailbox number  
*-You can add up to 20 mailboxes*  
Press **1** to Record a Message  
Press **1** to End the Recording  
Press **2** to Accept the Recording  
Press **1** for Delivery Time/Private Status

### 1 - Delivery Time/Private Status

Press **1** to Specify the Delivery Time  
Enter **Time** and press **#**  
Press **1** for AM or press **2** for PM  
Enter the **Date** (day & month) and press **#**  
Press **2** to Accept  
Press **1** to Set Message Private

### 4 - Mailbox Management

Press **1** to Change Personal Greetings  
Press **2** to Change Password  
Press **3** to Change Owners name  
Press **4** to set Group Distribution list  
Press **5** to Change Caller Name/Number  
Press **6** to set Personal Custom Service  
Press **8** to Set Remote Call Forward

### 6 - Message Notification

Press **1** to for Message Waiting Lamp  
Press **2** for Device Status  
Press **3** to Assign Telephone Numbers

### 9 - Other Features

Press **1** to Set Interview Mailbox  
Press **2** to set External Message Delivery Message  
Press **3** to for Remote Call Forwarding Set  
Press **4** to Set Timed Reminder

#### **Helpful Tips:**

Press **\*** at any time to exit a menu.

Press **0** at any time for the Help Menu.

Press **#9** at any time to exit the voicemail system.