

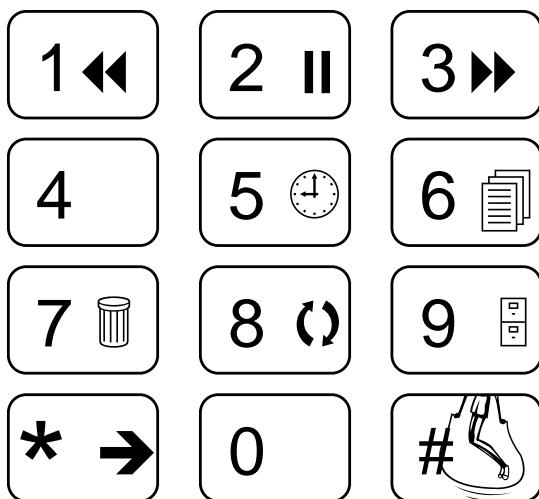


Alcatel-Lucent 8028

How to Use Your VoiceMail

Call Your VoiceMail on Extension 4000

Or, from Outside, call 020 8209 4000



SET UP YOUR VOICEMAIL

- To access your voice mail internally press your **Mail** key; or dial **##**; or the internal number on the front cover of this guide.
 - To access your voicemail externally, dial the number on the front cover of this guide, press 1 followed by your extension number.
 - You will then be asked to enter your password. All initial passwords are **1234** - enter this, followed by #.
 - You will then be asked to personalise your mailbox:
 - Record your name followed by #, then # to save.
 - Then enter a new four digit password.
- Then set up your greeting.

USE YOUR VOICEMAIL (MENU OPTIONS)

Connect to your voicemail using the **Mail** key, or **##**, or dial **0208 209 4000**, if calling externally (in which case you will also be prompted to enter your extension, then your password). The controls are:

- 1** to review your messages (or they may automatically start to play).
- 2** to send a voicemail.
- 3** to check already read messages.
- 4** to control greetings.
- 5** to get to personal options.

Some options are now described more fully in the following sections...

LISTEN TO VOICEMAIL (OPTION 1)

- When you have received a message, accessed your mailbox and pressed **1** to review your messages, Press:
- 1** to rewind 10 seconds (**1 1** to return to start)
 - 2** to pause / resume
 - 3** to fast forward 10 seconds (**3 3** to get to end)
 - 5** for time and date received
 - 6** to send a copy (when you have finished recording your reply, press #)
 - 7** to erase.
 - 8** to reply – press # at the end of the recording.
 - 9** for archived messages
 - # skip message
 - * Exit
 - 11** (at the end of the message) to listen again.

MANAGE YOUR WELCOME GREETING(S)

Access your mailbox, enter your password, and press 4 for personal options. Different types of welcome greetings are available:

Standard Greeting (select option 5). The standard greeting is a standard text, followed either by your name (if you recorded it via the personal options menu), or by your voicemail number (in case you have not recorded your name).

Personal Greeting (record option 2). The personal greeting is an announcement recorded by yourself, and activated via the Greetings Management Menu. It replaces the standard greeting, and is played to internal and external callers. You may record an additional personal internal greeting that plays to internal callers, whilst the first personal greeting is only played to external callers.

Extended Absence Greeting (record option 1).

The extended absence greeting is dedicated to situations where you are out of the office for a planned period, with no (or limited) access to your voice messages. The aim of this message is to inform your internal and external callers of your absence (e.g. when you are on holidays). With an activated Extended Absence Greeting, callers are explicitly told that you may not be able to listen to your voice messages soon. When an extended absence greeting is activated, the system informs you each time you log into your mail box. At this stage, you can either maintain or delete your extended absence greeting. If you decide to delete it, the system activates the greeting that was activated before the activation of your extended absence message. Unlike all other greetings, the **extended absence greeting is automatically activated after it is recorded.**

NB:

In order for your message to play, you must activate the message to play once recorded.
Press 6 to activate your Personal Greeting.
Press 5 to activate Standard Greeting.

USING YOUR VOICEMAIL – FLOWCHART

