

Asterisk Voicemail Guide

If you have any questions, please email:
helpdesk.phone@imesd.k12.or.us

From your phone press the icon that has an envelope on it, or dial ***97**. You can also get into your voicemail box from a separate phone. Dial ***98**, then enter in the extension. Enter in your password. The default password is set to 1234. **(Be sure to change your password during setup)**. You can hit # after each entry, or you can wait for the system to accept each entry.

The First Time You Log In

The first time that you log into your mailbox, you should configure your personal mailbox options. These include:

- Recording your name.
- Recording your unavailable greeting.
- Recording your busy greeting, if desired.
- [Changing your password.](#)

Please see the instructions below on these steps.

Main Menu

The main menu will be the first menu you hear when you have logged in. Here are the main menu options:

- 1** Listen to new messages (the default) or listen to old messages if there are no new messages (see below).
- 2** Change folders (see below).
- 3** Advanced options (see below).
- 0** Mailbox options (see below).
- *** Help (repeat the menu options).
- #** Exit from the voice mail system.

Advanced Options in Main Menu

This menu will include various less-used advanced options. In a typical installation, it will have no options other than pressing ***** to return to the main menu.

Mailbox Options in the Main Menu

Pressing **0** from the main menu will present the mailbox options menu.

- 1** Record your unavailable message.
- 2** Record your busy message.
- 3** Record your name.
- 4** Record your temporary greeting.
- 5** Change your password.
- *** Return to the main menu.

Record your Unavailable Greeting

- Log into your mailbox, then press **0, 1** (for your unavailable greeting, the default), and press **#** to end the recording. If you want to record just one greeting, record the unavailable greeting, as it is used most often.
- After a recording, press **1** to Accept, **2** to Review, or **3** to Re-record.

Record your Busy Greeting

- Log into your mailbox, then press **0, 2** (for the busy greeting played when you are already on the phone), then record your greeting, and press **#** to end the recording.
- After a recording, press **1** to Accept, **2** to Review, or **3** to Re-record.

Record your Name

- Log into your mailbox, then press **0, 3**, speak your name, and press **#** to end the recording.
- After a recording, press **1** to Accept, **2** to Review, or **3** to Re-record.

Change your Password

- Log into your mailbox, then press **0, 5**, enter your numeric password, and press **#** to save the password.

Listening to Messages

Press **1** to listen to the first new message waiting or, if there are no new messages, the first saved old message.

The Message Envelope

If configured to do so, the voice mail system will initially play back the message envelope, which is a recording listing details about the message. Depending on how the voice mail system has been configured, the message envelope may consist of the following items:

- The position of the message in your list of messages
- The date and time that the message was received
- Caller ID information
- The duration of the message

Press **1** at any time during the playback of the message envelope to skip to the message itself.

The voice mail system will then play back the message.

During Message Playback

During the playback of the message, any of the following buttons may be pressed:

- * Rewind the message by 3 seconds.
- # Fast-forward the message by 3 seconds
- 0 Pause the message playback. Press any other button to resume playback.
- 1, 4-9** Pressing any of these buttons will halt the playback of the message and perform the corresponding action from the post-message playback options (below).

After Message Playback

After the message has been played back, the system will play a prompt and wait for you to press a button:

- 1 Go to the first message in the current folder.
- 2 Change folders (see below).
- 3 Advanced options (see below).
- 4 Go to the previous message in the folder.
- 5 Repeat the current message.
- 6 Go to the next message in the folder (this will only be offered if there is another message).
- 7 Delete or undelete the message (only if it was just deleted in the current session).
- 8 Forward the message to another user (see below).
- 9 Save this message in another folder (you will be asked which folder to use).
- 0 Mailbox options (see "Mailbox Options in the Main Menu", above).

- * Help (repeat the menu options)
- # Exit the voice mail system.

This prompt will repeat after a short pause if no key is pressed.

Advanced Options

The following buttons may be pressed in the "Advanced Options" menu:

- 1 Record a reply message and send it directly to the mailbox of the person that sent you the current message (this is only available if the caller was calling from an internal phone).
- 3 Play the message envelope
- * Return to the main menu.

Forward a Message to Another User

Users arrive at this menu when forwarding an existing message to another user's mailbox. After entering the mailbox number to which the message will be forwarded and pressing #, select from the following options:

- 1 Record an introductory message to play before the forwarded message. After the beep, speak your introductory message and then press # to save it and complete the forward.
- 2 Forward the message without recording an introductory message.
- * Cancel and return to the main menu.

Record your Temporary Greeting

If you do not currently have a temporary greeting set (used when you will be temporary away from the office), follow these steps to create one:

- Log into your mailbox, then press **0, 4** for the temporary greeting, then record your greeting, and press # to end the recording. Note that a temporary greeting overrides the normal unavailable and busy greetings as long as it is active.
- After a recording, press **1** to Accept, **2** to Review, or **3** to Re-record. You will hear a confirmation that the temporary message is in place.

Changing or Erasing your Existing Temporary Greeting

After you return to the office, the temporary greeting should be erased. The voice mail system will tell you through out that the temporary greeting is in place. The voice mail system presents different menu options when a temporary greeting is set. Log into your mailbox, then press **0, 4** for the temporary greeting menu.

- 1 (Re)-record your temporary message (see the procedure above).
- 2 Erase your temporary greeting.

Voicemail to Email

The system is set up for all your voicemails to go to your email.