

Inter-Tel 5000

Voice Mail Training

The first time you log into your mailbox you will be prompted to set up your mailbox. You will be prompted to enter a password and record your name. Your default password is the same as your mailbox number. If you want to change your password, please enter in a new number at the prompt. If you would like to keep the password the same as your mailbox number, please re-enter it at the prompt. You will then be prompted to record your name, first and/or last. You will then hear a few tips on moving around in your mailbox and then be told you set up is complete. However, you still need to record a mailbox greeting. Please follow the below instructions for recording your mailbox greeting.

Access my voice mailbox from inside the office?

1. Pick-up the handset and press the **Voice Mail** key.
2. Press the * key to identify yourself as a user.
3. Enter your **user ID** (normally the same as your extension number).
4. Enter your **password**. (Default is no password) followed by #.

Access my voice mailbox from outside the office?

1. Dial _____
2. Wait for the automated attendant to answer.
3. Press the * key.
4. Enter your **user ID** (normally the same as your extension number).
5. Enter your **password**. (Default is your extension number) followed by #.

Change my voice mail password?

1. Pick-up the handset and press the **Voice Mail** key.
2. Press the * key to identify yourself as a user.
3. Enter your **user ID**
4. Enter your **password**. (Default is no password) followed by #.
5. Press **4** for personal options
6. Press **3** to change your password.
7. Enter your new password followed by #. Your code must no more than 12 digits in length. It is important to enter a secure password to prevent fraudulent use of your system.
8. The system will prompt you to **re-enter your password for verification**. Your new password will be in effect the next time you call voice mail.

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503-968-1700

Change my recorded name?

1. Pick-up the handset and press the **Voice Mail** key.
2. Press the * key to identify yourself as a user.
3. Enter your **user ID**
4. Enter your **password** followed by #.
5. Press **4** for personal options
6. Press **2** to change your recorded name, your current recorded name will be played
7. Press **3** to erase and re-record your name
8. Record your name after the tone, press # when you are finished.
9. Press # to save new-recorded name.

Change your standard voice mail greeting?

1. Pick-up the handset and press the **Voice Mail** key.
2. Press the * key to identify yourself as a user.
3. Enter your **user ID**

Enter your **password** followed by #.

1. Press **4** for personal options
2. Press **1** to change your greetings.
3. Press **1** to record or enable your primary greeting, the recorded greeting will play
4. Press **3** to erase and re-record or press # to accept current greeting
5. Record your greeting after the tone, press # when you are finished.
6. Press # to save new greeting.

EXAMPLE: Hi this is Jan with XYZ service. I am currently away from my desk but your call is very important to me. If you need immediate assistance press "0", otherwise, leave your name, telephone number, and a brief message and I will return you call as soon as possible. Thanks for using my voice mail

Change your alternate voice mail greeting?

1. Pick-up the handset and press the **Voice Mail** key.
2. Press the * key to identify yourself as a user.
3. Enter your **user ID**
4. Enter your **password** followed by #.
5. Press **4** for personal options
6. Press **1** to change your greetings.
7. Press **2** to record or enable your alternate greeting, the recorded greeting will play
8. Press **3** to erase and re-record or press # to accept current greeting
9. Record your greeting after the tone, press # when you are finished.
10. Press # to save new greeting.

EXAMPLE: Hi this is Jan with XYZ service. I will be on vacation from April 1- April 8. If you need immediate assistance press "0", otherwise, leave your name, telephone number, and a brief message and I will return you call as soon as possible.

Send a message to another user?

1. Pick-up the handset and press the **Voice Mail** key.
2. Press the * key to identify yourself as a user.
3. Enter your **user ID**
4. Enter your **password** followed by #.
5. Press **2** to send a message to another user.
6. Enter the **destination user ID** (mailbox number)
7. Record your **message**.
8. Press # when you are finished recording.
9. Press # again to send your message.

Listen to my message from inside the office?

While at your desk,

1. Press the flashing **MSG** (Message Waiting) key followed by #.
2. Enter your **password**.
3. Press **1** to listen to new messages.

Note: The system will play any **URGENT** messages first.

From a phone other than your own,

1. Pick-up the handset and press the **Voice Mail** key.
2. Press the * key to identify yourself as a user.
3. Enter your **user ID**
4. Enter your **password** followed by #.
5. Press **1** to listen to new messages.

Note: The system will play any **URGENT** messages first

Tip: While playing a message, you can press



- 1** to rewind current message 5 seconds
- 2** to Pause/Resume
- 3** to forward current message 5 seconds
- 4** to turn volume up
- 5** to hear the message envelope (Time and Date stamp)
- 6** to turn volume down
- 7** to save the message
- 9** to delete the message
- #** to skip to the end of the message

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Delete a message?

1. Press **9** during or immediately after a message.

Save a message?

1. Press **7** during or immediately after a message.

Recover deleted messages? (Must be done in the same day as the message is deleted)

1. Enter your mailbox as described above
2. Press 5
3. Press 1 to listen to each deleted message or press 2 to recover all deleted messages

Reply to the sender of the message?

1. Press **2** immediately after a message.
 2. Press **1** to reply to a voice mail message
 3. Record your **message**.
 4. Press **#** when you are finished recording.
 5. Press **#** again to send your message.
 6. Your reply will automatically be routed to the sender's mailbox.
- Note: This function only works if an internal user left you a voice mail message.

Review or re-play a message?

1. Press **1** immediately after listening to a message.
2. The current message will be repeated.
3. Press **4** to re-play the previous message.

Forward a copy of a message?

1. Press **3** during or immediately after listening to a message.
2. Enter the **MAILBOX NUMBER** of the person whom you wish to forward the message.
3. To recorded an introductory message press **1** or to forward the message without an introductory message press the **#** key.
4. Press **#** again to immediately forward the message.

Transfer a caller directly into a voice mailbox:

1. While on the phone with the caller, press the **VOICE MAIL** key.
2. Enter the desired **mailbox number** and hang-up.

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Change message envelope?

1. Press **4** from the personal options menu
2. Press **4** then you can do any of the following:
 - To enable or disable the time/date option, press 1*
 - To enable or disable the message source option, press 2*
 - To enable or disable the message length option, press 3*
 - To enable all options, press 4*
 - To disable the envelope, press 5*
 - To accept the envelope, press #*

Mark a message PRIVATE?

1. Press **#** when you are finished recording.
2. Press **9** for Delivery Options
3. Press **1** to activate PRIVATE status. (Prevents the recipient from forwarding the message to another subscriber.)

Mark a message for CERTIFIED?

1. Press **#** when you are finished recording.
2. Press **9** for Delivery Options
3. Press **2** to activate CERTIFIED status. (When a certified message is heard by the recipient, the voice mail will send you a receipt notice.)

Mark a message PRIORITY?

1. Press **#** when you are finished recording.
2. Press **9** for Delivery Options
3. Press **3** to activate **PRIORITY** status. (message will go to the front of the queue)

For more detailed instructions please refer to your
Inter-Tel User Guide.

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