



Setting Up and Using Voicemail

Learn how to how to check messages, change greetings and manage your voicemail through the voice portal with this easy reference guide.

Greeting Menus		Other Functions	
1	Record new greeting	1-7	Deletes all your new and saved messages
2	Listen to current greeting	1-5	Compose a message for group member(s)
3	Use system default greeting		
*	Return to previous menu		
#	Repeat menu		
Leaving Messages (During Greeting)		Leaving Messages (While Recording)	
#	Bypass greeting and start recording your message	*	Cancel recording and transfer to Voice Portal password prompt
*	Transfer out of greeting to reach Voice Portal login prompt	0	Cancel recording and transfer to configured number (if available)
0	Transfer out of greeting to configured number (if available)	#	Stop recording and review message

Message Waiting Indicators

If you are receiving voicemail to be managed via the phone, there are a few ways you may be alerted to new messages: a red blinking light, an envelope icon next to your extension display, a brief stutter tone when you dial. Note that if you are set up to receive voicemail in email alone, you will not see these indicators.

Sending Calls Directly to Voicemail

With the call active press "Transfer" then dial *55 and the extension of the person whose voicemail you want to get the call followed by # (you can listen to the prompts once you dial *55). To drop a call directly into your own voicemail, press Transfer #.

If you need additional help, please call our support desk-- 611 from any Reynwood phone or 800.747.1704.

Accessing the Voice Portal

Reach the voice portal by pressing the 'Envelope' button on your phone. If you're not at your own phone, you may first be prompted to enter your Mailbox ID, which is simply your extension followed by the # key.



As always, if you need additional help, please call our support desk 611 from any Reynwood phone or 800.747.1704.

The First Time You Log In

1. Enter your temporary VM passcode sent to you in email or provided by your administrator followed by the # key.
2. Enter a new passcode followed by the # key. Please use at least 4 digits and make it secure! The system may not accept 'easy' codes (e.g., your extension, repeating digits, a sequential string.)
3. Re-enter your new passcode followed by the # key.
4. Listen for system confirmation that your passcode was changed (or be prompted to repeat the process.)
5. Next, record your name at the prompt and press the # key to finish recording. *Note* this is just your name at this time. You will record your full greeting later. (See back of this sheet for reference.)
6. After recording your name, you may accept (*), re-record (1), or listen to the recording (2).
7. Press the * key once you are satisfied with your name recording. You're ready to use your voice portal.

Subsequent Log In

From your own phone:

1. Enter your new passcode followed by the # key to reach the Voice Portal Main Menu.

From another office phone:

1. Enter the * key first.
2. You will be prompted for your "Mailbox ID" (your extension) – enter it followed by the # key.
3. Enter your passcode followed by the # key to reach the Voice Portal Main Menu.

From an outside phone:

1. Dial the outside VM line provided by your administrator and follow the steps as prompted as above. (You can also dial your own number and press the * key to reach the Voice Portal Main Menu.)

Quick Touch Reference

Voicemail Set-up		Message Playback	
Key(s)	Function	Key(s)	Function
3-1	Record/Change your name	1-1	Listen to your messages
1-2-1	Record/Change new "Busy" greeting	2	Skip message envelope
1-3-1	Record/Change new "No Answer" greeting		
1-4-1	Record/Change Extended Away greeting		
8	Change your passcode	9	Exit voice portal
*	Return to previous menu	#	Repeat Menu
During Message Playback		After Message Playback	
1	Rewind 3 seconds	#	Save
4	Rewind to beginning	7	Erase
5	Play message envelope	2	Repeat
3	Fast forward 3 seconds	4	Back to previous message
6	Skip to next message	5	Play message envelope
2	Pause	6	Go to next message
7	Erase	8	Call back the caller
#	Save	9,1	Reply to message
*	Return to main menu	9,2	Forward message
Forward Message (1.1.9.2)		Reply to Message (1.1.9.1)	
1	Change current introduction	1	Change current reply
2	Listen to current introduction	2	Listen to current reply
3	Send message to specific group members	3	Send reply
4	Send message to entire group	6	Set/clear urgent indicator
6	Set/clear urgent indicator	7	Set/clear confidential indicator
7	Set/clear confidential indicator	*	Return to previous menu
*	Return to previous menu	#	Repeat menu
#	Repeat menu		