VEXUS TELECLOUD VOICEMAIL SYSTEM

Quick Reference Guide

Thank you for choosing Vexus for your business' hosted phone solution. The following guide will walk you through how to set up your voicemail as well as many other phone features that are available to you.

USING THE VOICEMAIL SYSTEM

The voicemail system is menu driven. Listen to the voice prompts and then press the keys on your phone to select which option you would like.

ACCESSING VOICEMAIL

The first time you access your voicemail box you will be asked to set up your mailbox, and record your name and a greeting to be played by callers. When you have one or more unheard voice messages waiting, your phone will display a solid red light on the top of the phone.

FROM YOUR OWN PHONE:

Press the Messages button or dial ***318**.

Enter your voicemail password.

If you have new messages, the messages will be identified.

After hearing any new messages, you will be presented with the Voicemail Main Menu. The Main Menu options are listed on the right.

FROM ANOTHER PHONE:

From an external phone either:

Dial the voicemail access number specified by your Administrator.

Dial your company's main telephone number and press **#** (if your company has configured it this way).

When prompted, enter your **10 digit number**.

When prompted, enter your **voicemail password** + **#**.

If you have new messages, the messages will be identified.

After hearing any new messages, you will be presented with the Voicemail Main Menu. The Main Menu options are listed on the right.

VOICEMAIL MENU

To access the voicemail main menu, press the MESSAGE button or *318. When prompted you will need to enter your password.

Next, you can choose one of the following actions by pressing the corresponding key:

Action	Key
Play Inbox Messages	1
Send Messages	2
Work with Greetings	3
Mail Box Settings	4
Access Deleted Messages	6
Log on as a different user	7
Help	0
Exit Voicemail System	*

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INBOX MESSAGE PLAYBACK OPTIONS

From the Voicemail Main Menu, press 1 to play your Inbox Messages.

While listening to your voicemail messages, you can perform the following actions. These actions must be keyed either during or after the message has finished playing.

Action	Key
Inbox Message Functions	
Skip Message	#
Save Message and go to next	2
Delete Message	3
Reply to Message	4

While listening to a message, you can call the person back by pressing 4 and selecting option 1. This option will only work if the Caller ID information was available or your phone is configured with call restrictions.

Forward Message	5

While listening to messages, you can send a copy of the message to another recipient. To Forward the current message, press 5. Then, enter an extension number or Distribution Group Number. Repeat this step until you've entered all the desired destinations.

Press # when finished entering destinations.

Next, you will be prompted to record an introduction. After the tone, record your introductory message.

Press # when finished.

If you would like to send your message as is, simply press #. Or, if you would like to choose another delivery option, press # and then 1. After that, you can choose from the following actions:

Delivery Options Menu	
Review the Message	1
Mark Message as Urgent	2
Mark message as private	3
Re-record your message	4
Request a delivery report	5
Request a read report	6
Add or remove recipients	7
Schedule message to be sent at a later date	9
Send the message as is	#
Exit or cancel	*

DELETED MESSAGE PLAYBACK OPTIONS

From the Voicemail Main Menu, press 6 to play your Deleted Messages.

While listening to your deleted voicemail messages, you can perform the following actions. These actions must be keyed after the message has finished playing.

Action	Key
Deleted Message Functions	
Save Deleted Message	2
Permanently Delete Message	3

CHANGING YOUR VOICEMAIL PASSWORD

From the Voicemail Main Menu, press 4 to change your Settings.

> Press **3** for Security Options.
> Press **1** to change your PIN (password).

RECORDING YOUR PERSONAL GREETING

From the Voicemail Main Menu, press 3 to Work With Greetings.

> Press **1** to set up a personal greeting.
> Press **3** to set up a system generated greeting or to change the recording of your name.
> Press **5** to change the greeting that callers hear when you're busy.

> *If you don't record a personal greeting, a generic greeting will be played.*