



## Personal Voice Mail User Guide

**713-977-1000 amtelphonesystems.com**

Dial **(6+ your extension number)** You will hear the default welcome greeting.  
**(Please enter your password)** Dial **(54321#)** Default password. "You must dial the #"  
You will hear the message center greeting. "**you have no msgs at this time**"  
**Dial (4),** To go to Message Center settings...

### **To change your name recording**

1. Press **(2)** Your current name recording is...
2. Press **(2)** To -Record your name at the tone.
3. Press **(#)** when complete. Press **(1)** To save recording.

### **To manage your Greetings**

1. **Press (3)** to manage your greeting
2. Press **(0)** To manage your default greeting
3. Press **(1)** Record your default greeting at the tone.
4. Press **(#)** when complete. Press **(1)** To save recording.

**Sample Greetings** – You've reached \_\_\_\_ in the (x-dept.). Please leave a message. I check my voicemail every hour and I will return your call. Thank you for calling. I hope you have a great day.

Hi this is \_\_\_\_ with \_\_\_\_ and I am out finding new clients who are yet to realize how badly they need our services. Please leave me a message so that you can be the client that I am visiting next. Have a good day.

### **Check Voicemail Messages**

If your phone supports the Visual Message Center, press the **Messages** button once for the Visual Message Center or twice for the Audio Message Center. You can also dial **6+your ext.#** from any office phone to access the Audio Message Center. Follow directions.

### **Remote Retrieval of Voicemail Messages;**

**Call the office during office hours. Have the receptionist transfer you to the VM (Transfer 400). Dial 6+your ext.# to access the Audio Message Center. Follow the directions.**

**OR**

**After Hours: Call the office. Dial 6 + your ext.# to access the Audio Message Center. Follow the directions.**

### **Voicemail Shortcuts**

*The following shortcuts are available while listening to a voicemail messages.*

<b>*1</b>	REPLY to this message.	<b>*6</b>	Play the NEXT message.
<b>*2</b>	FORWARD this message.	<b>*7</b>	REWIND the message 10 seconds.
<b>*3</b>	DELETE this message.	<b>*8</b>	FAST FORWARD the message 10 seconds.
<b>*4</b>	REPLAY this message.	<b>*9</b>	CALL BACK the user who left the voicemail.
<b>*5</b>	Play the PREVIOUS message.	<b>*#</b>	SKIP to the end of the message.