

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 (see inside). When you have one or more unheard voice messages waiting, the top of your phone will display a solid red light.

From Your Own Phone

- Press the Messages button or dial *98.
- 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 inside.

From Another Phone

Dial the voicemail access number specified by your Administrator:

256-9997, 228-9997, 244-9997, or 246-9997

- When prompted, enter your 10-digit number.
- When prompted, enter your voicemail password followed by #.
- 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 inside.



Yesterday. Today. Tomorrow.

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Langdon Office
411 7th Ave.
P.O. Box 729
Langdon, ND 58249
701.256.5156

Rolla Office
617 Main Ave. West
P.O. Box 238
Rolla, ND 58367
701.477.1101

Bottineau Office
538 11th St. W, Suite 2
(located in North Central Electric Building)
Bottineau, ND 58318
701.228.1101



VOICE MAIL USER GUIDE



Voicemail Main Menu

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	*

Message Playback Options

While listening to your voicemail messages, the following options are available:

Action	Before	During	After
Repeat Message	1	1	1
Mark as New	2	2	2
Delete	3	3	3
Reply to Message	4	4	4
Send a Copy	5	5	5
Pause/Resume	8	8	8
Skip Message	9	N/A	N/A
Back to Menu	*	*	*
Next Message	#	#	#

Delivery Options Menu

Action	Before
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 for Future Delivery	9
Send Message As Is	#
Exit or Cancel	*

Forwarding & Replying

Forwarding A Message

While listening to messages, you can send a copy of the message to another recipient.

- To Forward the current message, press 5.
- Enter an extension number or Distribution Group Number. Repeat this step until you've entered all the desired destinations.
- Press # when finished entering destinations.
- You will be prompted to record an introduction.
- After the tone, record your introductory message and press # when finished.
- Press # to send.
- Press 1 for delivery options.

Replying To A Message – Dialing The Originator

While listening to a message, you can call the person back by pressing 4 and selecting option 1. This capability will not work if the voicemail system was not able to identify the Caller ID information when the original voicemail was received, or if your phone is configured with call restrictions which prevent you from calling the originator's number.

Changing Your Password

- Access your voicemail box.
- From the Main Menu, press 4 to change your settings.
- Press 3 for security options.
- Press 1 to change the PIN.

Recording Your Personal Greeting

- Access your voicemail box.
- From the Main Menu, press 3.
- To set up a personal greeting, press 1.
- To set up a system generated greeting or to change the recording of your name, press 3.
- To change the greeting that callers hear when you're busy, press 5.
- If you don't record a personal greeting, a generic greeting will be played.

