



## Using your new voicemail service

### Initial set-up

To initially set up voicemail, press the “message” key on your phone (or dial \* and ext. number if you do not have a message key), enter your password which is your extension number (default).

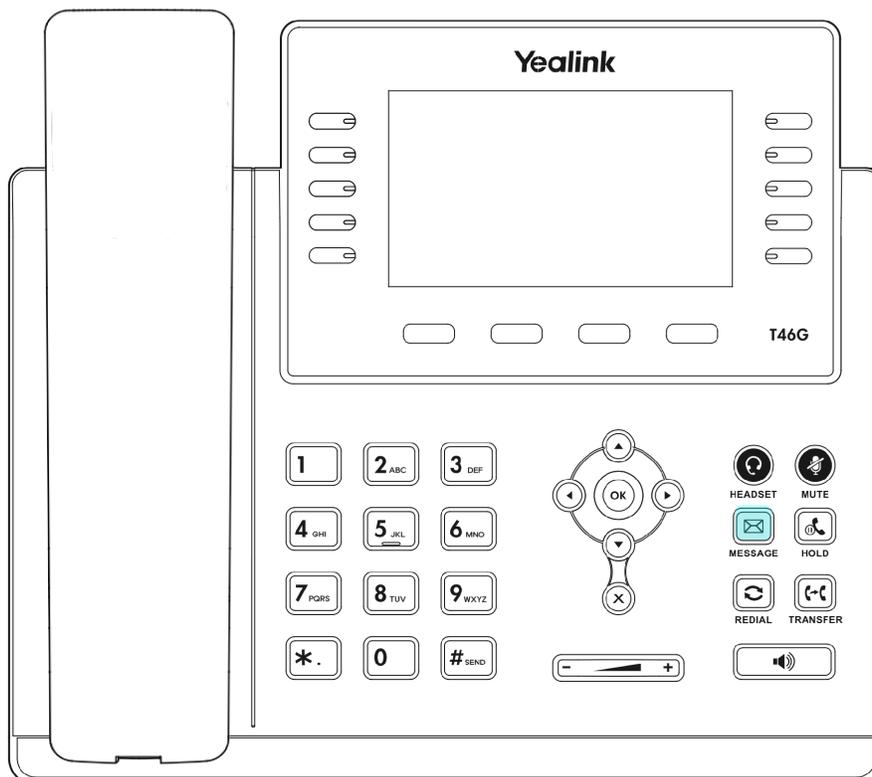
At this point, you will be guided through the process of a first time set-up. Follow the prompts to set up your new password, name, and greetings. You should change your password when prompted to something other than your extension.

If you leave your ext. number as your password, each time you access your VM box, you will hear the set up wizard again, so we highly recommend changing it.

Also, the name that you record in the mailbox will be the same recording callers hear when they access the company directory and the find me feature.

### Checking voicemail from an on site LPS phone

1. Press the Messages Button, or dial \*(star) and your ext. #
2. Enter your password + “#” (Default is your extension number)
3. Follow the prompts



## **Main menu options**

1. New/old messages (\*-asterisk=rewind; #=fast fwd)
2. Change folders
3. Advanced options
  1. Leave msg. for another user
  - \*. Return to main menu
0. Mailbox options
  1. Record unavailable greeting
  2. Record busy greeting
  3. Record name
  4. Record temporary greeting
  5. Change password
  - \*. Return to main menu
- \*. Help
- #. Exit

## **Mailbox options after listening to a message**

3. Advanced options
  1. Send reply
  3. Hear envelope (date/time, phone number of caller)
  5. Leave msg. for another user
  - \*. Return to main menu
5. Repeat current msg.
6. Play next msg.
7. Delete
8. Forward to another user
9. Save to folder
  0. New
  1. Old
  2. Work
  3. Family
  4. Friends
- \*. Help
- #. Exit

## **Checking voicemail remotely**

1. Call main number, at main auto attendant press “#”
2. When you hear the prompt enter your mailbox number
3. When you hear the prompt enter your password + “#”
4. Follow the voicemail menu prompts.

## **LPS Associates, LLC**

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