

Artisan Voice Mail Quick Guide

Main Menu Options

- 1 - Play New Messages
- 2 - Play Saved Messages
- 3 - Change Password
- 4 - Play Personal Greeting
 - 1 - Play greeting for No Answer
 - 2 - Play greeting for Do Not Disturb
 - 3 - Play greeting for Busy
 - * - Return to main menu
- 5 - Record Personal Greeting
 - 1 - Record greeting for No Answer
 - 2 - Record greeting for Do Not Disturb
 - 3 - Record greeting for Busy
 - 4 - Use system default greetings
 - * - Return to main menu
- 6 - Access Distribution Groups
 - 1 - List distribution groups
 - 2 - Edit distribution groups
 - 3 - Create distribution groups
 - 4 - Delete distribution groups
 - * - Return to main menu
- 7 - Create Voice Mail Message
- 8 - Default Custom Operator Assistance Number
 - 1 - Change assistance number
 - 2 - Restore default assistance number
 - * - Return to main menu

Retrieving Voice Mails

- To retrieve voice mail from your IP phone, pick up the handset and press the Messages button. Note: If you press the voice mail button without lifting the handset, your messages play over the speaker. Enter your password (if required, default is 1234) and press the # key. The system begins to play your messages and prompts you with options.
- To retrieve voice mail from another IP phone, enter 555, on the keypad (or enter the code provided by your system administrator). Enter your extension number and password. The system will play.
- To retrieve voice mail from a remote location, dial your number and press * when you hear your message. Enter your password at the prompt.

Message Controls

- To **Rewind**, press 7 to skip back in 5 second increments. To further rewind, press 7 again.
- To **Fast Forward**, press 9 to skip forward in 5 second increments. To further fast forward, press 9 again.
- To **Skip to the Beginning** of a message, press 77
- To **Skip the Message Envelope** or to the **End** of a message, press #
- To **Pause** a message, press 8
- To **Save** a message, press 5
- To **Delete** a message, press 4
- To **Skip to the Next Message**, press # 8
- To **Forward** a message, press 6 followed by the extension of the person to which you wish to transfer the call. Press # to enter another extension or, press ## to finish the list of numbers and send the message.
- To **Reply** to a message, press 2 and record your reply message, and press # to accept your message.
- To **Replay** a message, press 7 at the end of the message.
- To **Mark** message as **Urgent**, record a message. Press # and listen to options. Press 9 to mark as urgent and send.

