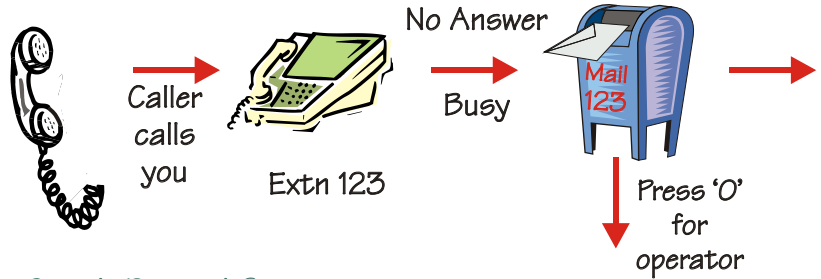


# Voice Mail User Guide

For Training-On-Demand, please log on to [www.premiersoft.com.sg/vm-training-login](http://www.premiersoft.com.sg/vm-training-login)

## 1 Caller Features



Sample Personal Greeting:  
 Hello, This is Edward, I am unable to take your call at the moment. You may either press '0' for assistance or leave me a message after the beep. I will try my best to return your call as soon as possible. Thank you for calling.

### 1b

- After Leaving Message**
- 5 Listen Message
  - 2 Continue Recording
  - 3 Delete Message
  - 7 Send Message

### 1c

- Message Notification:**
- 1. Message Lamp On!
  - 2. Paging
  - 3. Call out

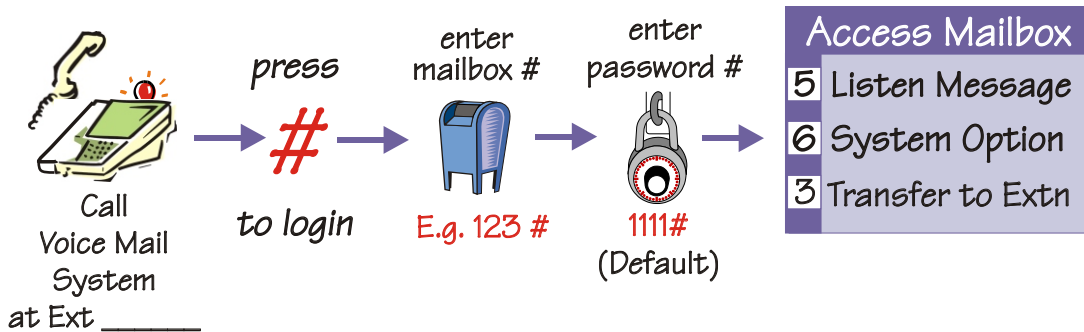
- 8 Re-record
- 2 Reach Another MB
- 3 Reach Another Extn

### 1d

**Voice Mail System Number:**  
 Within Office : Ext \_\_\_\_\_  
 Outside Office : DID \_\_\_\_\_

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## 2 User Features



- ### 2b Listen Message
- \* Stop msg Play Back
  - 1 1 Rewind 6 sec
  - 1 2 Fast-forward 6 sec
  - 1 3 Old/New Message s/w
  - 1 4 Restart Messages
  - 1 5 Return To Main Menu
- No voice guide for this menu

- ### 2c After Listen
- 3 Delete
  - 7 Save
  - 5 Replay
  - 4 Forward
  - 2 Reply
  - # Continue

Off!  
 Off! Message marked old

Record comment & press \*  
 Enter recipient mailboxes

Applicable to forwarded messages only

Proceed to next message

- ### System Option
- (a) 4 Change Personal Greeting
  - (b) 7 Change Password
  - 8 Record Message
  - 6 System To Call You
  - (c) 2 Enable/Disable Paging
  - 1 More Option

### 2d

min. 3 digits, max. 6 digits

Broadcasting / sending of message to multiple mailboxes

### 2e

Name Greeting will be used if Personal Greeting is not recorded

- ### More Option (Advance Feature)
- 6 Record Your Name
  - 2 Disable/Enable Call Transfer
  - 3 Stop/Begin Accepting Msg

Disable Auto-attendnat call transfer to your extension

## 3 Using voicemail for the 1st time:

- a. Change your personal greeting.
- b. Change your password

Max. no. of messages per mailbox: 14 / Max. duration per message: 2 minutes

To have pager notification, inform your Administrator to enter your pager number into the system. Upon that, you will need to enable mailbox paging at (c). Your pager will Display OOOXXX, where XXX is your Mailbox number