

# MID-HUDSON VOICEMAIL

## Quick Start Guide

### 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 are asked to set up your mailbox and record your name and a greeting to be played by callers (see page 2). When you have one or more unheard voice messages waiting, the top of your phone displays a solid red light.

### FROM YOUR OWN PHONE:

- Press the Messages button or dial \*86
- Enter your voicemail password.
- If you have new messages, the messages are identified.
- After hearing any new messages, you are presented with the Voicemail Main Menu. The Main Menu options are listed in the next column.

### FROM ANOTHER PHONE:

- From an external phone either:
  1. Dial the voicemail access number 1-833-970-0728.
- When prompted, enter your 10 digit number.
- When prompted, enter your voicemail password + #.  
If you have new messages, the messages are identified

After hearing any new messages, you are presented with the Voicemail Main Menu. The Main Menu options are listed in the next column.



### 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	*

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## MESSAGE PLAYBACK OPTIONS

You can use the following options while listening to your voicemail messages.

ACTION	BEFORE MESSAGE	DURING MESSAGE	AFTER MESSAGE
Skip Message	#	#	n/a
Reply to Message	n/a	4	4
Save Message and go to next	n/a	2	2
Delete	n/a	3	3
Play Inbox Messages	1	n/a	1
Send Messages	n/a	5	5
Work with Greetings	3 from Main Menu		
Mailbox Settings	4 from Main Menu		
Access Deleted Messages	6 from Main Menu	n/a	2 to save, 3 to erase
Log on as a different user	7 from Main Menu		
Help	o	o	o
Return to Main Menu, Exit	*	*	*
Increase volume	n/a		n/a
Slow playback	n/a		n/a
Pause playback (at other times, pauses activity for 30 secs)	n/a		n/a
Speed playback	n/a		n/a
Skip back 5 secs	n/a		n/a
Skip forward 5 secs	n/a		n/a

## FORWARD 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 # once you finish entering destinations.
- You are prompted to record an introduction.
- After the tone, record your introductory message and press # when finished.
- Press # to send or press 1 for delivery options, followed by # to send. Delivery options include the following:

## DELIVERY OPTIONS MENU

ACTION	BEFORE MESSAGE
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 the message	9
Send the message as is	#
Exit or cancel press	*

## REPLY TO A MESSAGE – DIAL THE ORIGINATOR

- While listening to a message, you can call the person back by pressing 4 and selecting option 1.
- This capability does 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 that prevent you from calling the originator's number.

## RECORD 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 change your recorded 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 plays.

## CHANGE YOUR VOICEMAIL 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.