



VOICEMAIL INSTRUCTIONS

VOICE SERVICES

ACCESSING YOUR VOICEMAIL

Dial your mailbox number; when the outgoing greeting plays press **7** then enter your password when prompted.

If your mailbox is non-local, dial 888-835-3365 then enter your password when prompted.

△ NOTE:

If necessary, contact the Agency Helpdesk to receive your local access number.

SETTING UP YOUR VOICEMAIL FOR THE FIRST TIME

1. If prompted, enter your 10-digit mailbox number.
2. When prompted, enter the default password which is your 10-digit mailbox number.
3. Follow the voice prompts or use the commands listed here to record your greeting and your name, and to establish a personalized password.

To create your Greeting, press **4** from the Main Menu, then press **3**

Select an option below:

- 1** Record a personal greeting
- 2** Record an extended absence greeting
- 3** Add your name to your voicemail box

For Administrative Options, press **4** from the Main Menu, then press **2**

- 1** Change or customize passwords
Note: New passwords must be between 4 and 15 numbers and cannot start with zero.
- 2** Create Distribution lists
May be used to distribute one message to a specified group of users on the system.
- 3** Extend or reduce the length of voicemail prompts
- 4** Extend or reduce Message Envelope (message information)

For Notifications, press **4** from the Main Menu, then select an option below

- 1** To turn Notifications on or off
- 4** To set Notification Schedules
Notification Outcalls: Your mailbox can automatically send a message to your mobile phone or other number to notify you of waiting messages. You can define location, time, interval and message types for notification.
Additional notification options are available through WebMessageSM which is included in the Premium voice messaging offering.

For O-to-Attendant, press **4** from the Main Menu, then press **5**

Follow prompts to establish schedule and number to be dialed when caller presses 0.

To check messages from a remote location, dial your mailbox number

When the greeting begins, press **7**.
Enter your password after the prompt.

To Review Messages, press **1** from the Main Menu, then select an option below

1 Play only unheard messages

While listening to a message:

POSITION

- 1** Rewind 5 seconds
- ABC 2** Pause/Continue
- DEF 3** Fast-forward 5 seconds
- DEF 3** **DEF 3** Forward to end of message
- 1 1** Go to beginning of message
- #** Skip to next message

INFORMATION

- JKL 5** Listen to message information
- VOLUME
- PNQR 7** Lower the message volume
 - TUV 8** Return to default volume
 - WXYZ 9** Raise the message volume

SPEED

- GHI 4** Slow message down
- MNO 6** Speed message up

After listening to a message:

- GHI 4** Replay the message
- MNO 6** Forward message to someone else
- TUV 8** Reply to sender
- JKL 5** Listen to message information
- PNQR 7** Erase the current message
- WXYZ 9** Save the message

To Send a Message, press **2** from the Main Menu, and follow the prompts

- A. First create your recording
- B. To end your recording, press **#**
- C. Enter the destination number
- D. Press **4** to choose a delivery option:
 - 1** Private
 - ABC 2** Urgent
 - DEF 3** Confirmation
 - GHI 4** Future delivery
- E. Press **#** to send

To return to the Previous Menu at any time, press *****. For Help at any time, press **0**

IMPORTANT: Message older than 60 days will be automatically deleted by the system.

Anytime you are prompted for a telephone number, use a 10 digit number. When you are forwarding and replying, use the recipient's 10 digit mailbox number.

Get Started with WebMessageSM

If you have purchased the Premium Voicemail Box, an included feature is WebMessageSM. WebMessageSM is a powerful tool that improves your efficiency by providing you with Web access to the voice messaging system.

Accessing the WebMessageSM Application:

The WebMessageSM application can be accessed at <https://webvm.integra.net>

Note for New Users:

It is highly recommended that you first enter the voice messaging application using the phone interface. When you enter your voice mailbox for the first time using the phone interface you will be prompted to record a mailbox greeting, record your name, and change your password. You can then use your personalized password to enter the WebMessageSM application.

WebMessageSM provides an additional set of capabilities beyond what is available to you with the phone interface including:

- > Receive Incoming faxes; forward faxes to email.
- > Receive voicemail messages in your email; listen online.
- > Message notifications sent to phone, email, pager or as text message

Logging In:

At the log-in screen you will enter your authentication information. The same password is used for both the phone interface and the WebMessageSM interface.

Subscriber Number: Enter your 10-digit mailbox number

PIN: Enter your personal password

For detailed instructions on WebMessageSM features please contact the Agency Helpdesk.

