



# NVC Voicemail Quick Reference 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 will be 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, your phone will display a solid red light on the top of the phone.

### FROM YOUR OWN HOME PHONE:

- Press the Messages button or dial \*98.
- Enter your voicemail code.
- If you have new messages, the messages will be identified.
- After hearing any new messages, you will be presented with the Voicemail Main Menu. The Main Menu options are listed in the next column.

### FROM ANOTHER PHONE TO YOUR HOME PHONE:

- Dial your exchange plus MAIL (ex. 725-6245).
- When prompted, enter your mail box number followed by your pin.
- If you have new messages, the messages will be identified.
- After hearing any new messages, you will be presented with the Voicemail Main Menu. The Main Menu options are listed in the next column.

### FROM YOUR CELL PHONE:

- To access your voicemail either:  
 Press and hold 1 on your handset or  
 Click on the voicemail icon when you're alerted you have a message.
- Enter your voicemail code.
- If you have new messages, the messages will be identified.
- After hearing any new messages, you will be 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	*



## MESSAGE PLAYBACK OPTIONS

While listening to your voicemail messages, the following options are available:

ACTION	Before Message	During Message	After Message
Skip Message	9	N/A	N/A
Reply to Message	4	4	4
Delete	3	3	3
Mark as New	2	2	3
Send a Copy	5	5	5
Repeat Message	1	5	5
Pause/Resume	8	8	8
Back to Menu	*	*	*
Next Message	#	#	#

## FORWARDING 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 # when finished entering destinations.
- You will be 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 to be delivered in the future	9
Send the message as is	#
Exit or cancel press	*

## REPLYING TO A MESSAGE—DIALING THE ORIGINATOR

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

## CHANGING 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.

## RECORDING 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 to change the recording of your 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 will be played.

Retail Store  
1812 6th Ave SE #1  
Aberdeen SD, 57401

Corporate Store  
1122 8th Ave NE #1101  
Aberdeen, SD 57401

Redfield  
1316 E 7th Ave  
Redfield, SD 57469

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