

**ENTERING THE SYSTEM**

From your phone or another phone on the system:

- ☎ Lift handset and listen for dial tone
- ☎ If message light is lit or you have a broken dial tone, call the internal messaging system extension at **8530**

--OR--

- ☎ Press the **MESSAGE** key
- ☎ Upon hearing "Meridian Mail, Mailbox?"
- ☎ Enter your mailbox number _____ [#]
- ☎ Enter your mailbox password _____ [#]

Note: Mailbox Number = Extension Number
Mailbox Password = see Tech dept

From an outside location:

- ☎ Call the messaging system number directly at **615-567-8530**
- ☎ Upon hearing "Meridian Mail, Mailbox?"
- ☎ Enter your mailbox number ___8309_____ [#]
- ☎ Enter your mailbox password ___8309_____ [#]

Special Characters: * Help
Stop

SETTING UP YOUR MAILBOX:

After you have logged in to the voicemail system the first time, you will need to set up a new password and record a personal mailbox greeting. The following steps are also used anytime you wish to change either the password or the greeting in the future.

To Change Password:

- ☎ Dial **84**
- ☎ Enter **old password** (4 digits) followed by the # sign
- ☎ Enter **new password** followed by the # sign
- ☎ Reenter **new password**

To Record Personal Greeting: (Pick up your handset)

- ☎ Enter into your voicemail system
- ☎ Dial **82**
- ☎ Choose External Greeting by pressing **1**, OR choose Internal Greeting by pressing **2**, OR choose Temporary Greeting by pressing **3**
- ☎ Press **5** and begin talking after the beep
- ☎ Press # sign to stop recording
- ☎ You may press **2** to replay your greeting and/or press **76** to delete and **5** to re-record. Press **83** when you are satisfied with your recorded greeting

Note: If you record **only** your External Greeting it plays for both internal and external calls. Include information in your greeting about dialing **0** to reach the operator.

To Record Personal Verification: (Pick up your handset)

- ☎ Enter into your voicemail system
- ☎ Dial **89**
- ☎ Press **5** and speak your **first and last name** after the beep
- ☎ Press # sign to stop recording

REVIEWING MESSAGES:

- ☎ **Log in** to your mailbox
- ☎ After the message summary is played, press **2** to play your first message
- ☎ To **Delete** the message, press **76**
- ☎ To **Skip** the message, press **6**

Playback Controls

- | | |
|--------|---|
| 1 | Rewind |
| [2][3] | Play Faster |
| [2][1] | Play Slower |
| 3 | Fast Forward |
| 4 | Previous Message |
| 5 | Record |
| 6 | Next Message |
| 7 | Message Commands |
| 8 | Mailbox Commands |
| 9 | Call Sender |
| * | Cancel Message Playback & Return to the Main Menu |
| # | Pause (press 2 to continue playback) |

**COMPOSING A MESSAGE**

- ☎ **Log in** to your mailbox
- ☎ Press **75**
- ☎ Enter **mailbox number** to receive message followed by # sign
- ☎ Repeat step 3 until all mailbox numbers have been entered
- ☎ Press # sign again to end list (2 consecutive # signs)
- ☎ Press **5** and begin speaking after the beep
- ☎ Press # sign to stop recording
- ☎ Press **79** to send the message

EXPRESS MESSAGING (Access Code 8531)

Express Messaging is a fast method of leaving a message in another mailbox without ringing the set.

- ☎ Dial Express Messaging **8531**
- ☎ At the prompt, dial the **extension number** then the # sign
- ☎ Press **5** to record the message
- ☎ Press the # sign to end the recording

TRANSFERRING CALLERS INTO A PERSON'S MAILBOX

You can utilize this option if you have received a call meant for another person and they are not available to take the call.

- ☎ With a caller on the line, press the **TRANSFER** key
- ☎ Dial Express Messaging **8531**
- ☎ At the prompt, dial the **extension number** then the # sign
- ☎ Press the **TRANSFER** key again and hang up

Forwarding to Voice Mail:

You may forward all your calls immediately to voicemail

- ☎ Press the **FORWARD** key on your telephone
- ☎ Dial **8530**
- ☎ Press the **FORWARD** key on your telephone

