

## SETTING / CHANGING YOUR PASSWORD

### Set Your Password

1. Press TRANS/PGM, then enter 31 to set your password.
2. Use the dialpad to enter a password (3 to 11 digits).
3. Press # or HOLD/SAVE to store the password.
  - A confirmation tone sounds.

### Change Your Password

1. Press TRANS/PGM, then enter 32.
2. Enter existing password.
3. Use the dialpad to enter a new password (3 to 11 digits).
4. Press # to save the setting.
  - A confirmation tone sounds.

## SETTING / CHANGING YOUR GREETING

After you log into your voice mailbox, you hear a prompt. You can then listen to and manage your messages.

### *At the prompt:*

Press 2 to select the User Greeting option, then choose one of the following actions:

- Press 1 to **Play** your existing Greeting.
- or-
- Press 2 to **Record** your greeting at the prompt, then press # to save the recording.

### *To Delete the current greeting:*

Press TRANS/PGM and dial 66.

## LISTENING TO & MANAGING MESSAGES

After you log into your voice mailbox, you hear a prompt. You can then listen to and manage your messages.

### *At the prompt:*

- Press 1 to select the Message option, then choose one of the following:
- 1 — Play or replay a message
  - 2 — Save current message, then play the next one
  - 3 — Delete current message
  - 5 — Reply to current message
  - 6 — Forward current message
  - 7 — Call Back the outside or inside line that left the message
  - 0 — Ring Auto Attendant station
  - \* or # — return to main mailbox menu

### Reply to a Message

#### *While listening to a message:*

1. Press 5 to dial the voice mailbox of the station that left the message.

#### *At the prompt:*

2. Record your reply and press #.
3. When prompted (if greeting exists):
  - Press 1 for standard delivery
  - Press 2 to mark urgent

### Forward a Message (using 24-btn digital phone)

#### *While listening to a message:*

1. To add a comment to your message use the "Navigation" button to select the "Add" soft key, record your comment, and press # ... the message will replay, including your comment.
- or-
- To forward message "as is" press 6.
2. At the prompt, dial the station number where you want to send the message.
  3. When prompted (if greeting exists):
    - Press 1 for standard delivery
    - Press 2 to mark urgent

*Note: Only 8-hour voice mail systems retain forwarded messages.*



**Voice Mail**  
for SBX IP 320 Systems

# Quick Reference Guide

## ACCESSING YOUR VOICE MAILBOX

### From Your Office Phone

1. Press CALL BACK.

#### *At the prompt:*

2. Enter your password, then press # to play the first message.
3. Follow the prompts to listen to (and manage) your messages.

### From Outside the Office

1. Call the main office number.

#### *When you hear the Auto Attendant greeting:*

2. Enter your station number,

-or-

Press the voice mail access digit (if pre-programmed~),

-or-

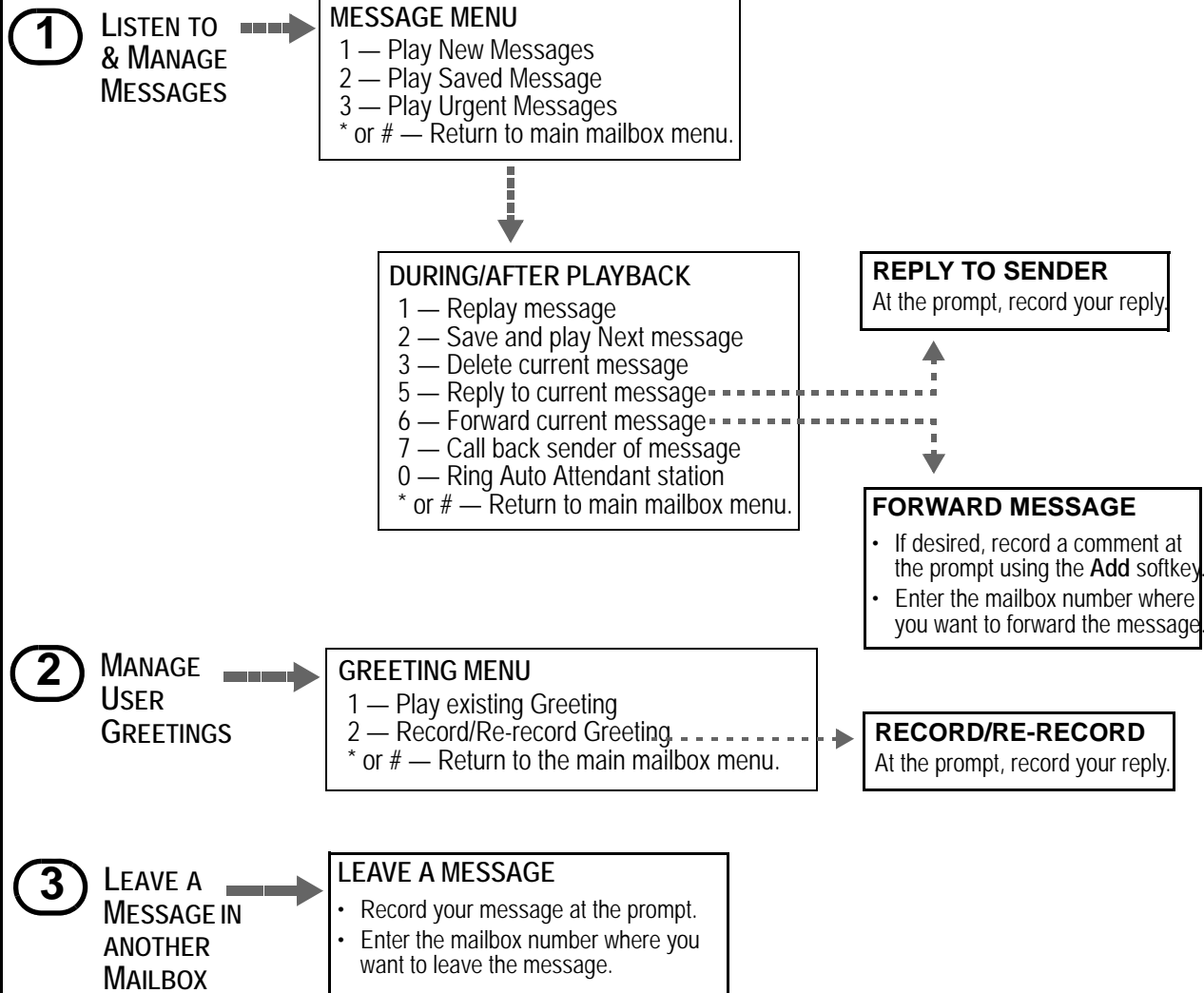
Press the "Mailbox Owner" key (if pre-programmed~).

#### *When you hear your mailbox greeting:*

3. Press \* and enter your password.
4. Press #, (you will hear options for listening to and managing your messages.

~ Contact your System Administrator for details.

Once you access your voice mail from either your desk or from a remote location (outside the office), then you can use the following diagram to access & manage your messages and greetings.



**0 ATTENDANT**

**\*** (system key)

**#** (system key)

## SETTING CELL PHONE NOTIFICATION

### Set Cell Phone Notification

1. Press TRANS/PGM.
2. Enter 68, then press 1 to turn on notification.
3. Press HOLD/SAVE to store the setting.
4. Press TRANS/PGM, then enter 69.
5. Enter the number where you want to be notified.
6. Press HOLD/SAVE to store the setting.

## RECORD A MESSAGE IN ANOTHER USER'S VOICE MAILBOX

### Use Direct Dial

*From your station:*

1. Dial th number of another station.

*While the phone is ringing:*

2. Press CALL BACK.

*At the tone:*

3. Record message.
4. Press # when you finish recording.
5. If a mailbox greeting already exists, you will hear the following options:
  - Press 1 for standard delivery
  - Press 2 to mark urgent

**-OR-**

### Dial from your Voice Mailbox

After you log into your own voice mailbox, you hear a prompt.

*At the prompt:*

1. Press 3 and record your message.
2. Press # when you finish recording.
3. Enter the desired mailbox number.
4. If a mailbox greeting already exists, you will hear the following options:
  - Press 1 for standard delivery
  - Press 2 to mark urgent