



# ESI eSIP Evolution Series

## Voicemail Quick Reference Guide

### Log In To Your Voicemail:

To access your voice mailbox, press the envelope button .. .. or Menu>4 Applications>3 Voice Message. You will then be prompted to enter your password. The system will tell you the number of messages you have. (*Additionally, this information is displayed on your LCD screen – i.e. MWI:2*). Once you have entered your password and accessed your mailbox, you have the following options:

- **Dial 0 for Mailbox Options**
- **Dial 1 for New Messages**
- **Dial 2 to Change Folders**
- **Dial 3 for Advanced Options**
- **Additional Options – While Listening To A Message**
- **Access Voicemail Without A Password**
- **Dial \* for Help**
- **Dial # for Exit**

#### Dial 0 Options: Mailbox Options – Greetings, Name and Password.

- Here you can change your greetings, record your name and you can change the password for your voicemail.
  - Dial 1 - Record your Unavailable Message.
  - Dial 2 - Record your Busy Greeting.
  - Dial 3 - Record your Name.
  - Dial 4 - Record your Temporary Greeting.
  - Dial 5 - Change your Password.
  - Dial \* - Return to the Main Menu.

#### Dial 1 Options: Messages:

- These options enable you to play and manipulate messages available in your mailbox. Once you listen to the message you will be prompted with the following options:
  - Dial 3 - For Advanced Options:
    - Dial 1 - To Send a Reply.
    - Dial 3 - To Hear The Message Envelope (*Date And Time the message was sent*).
    - Dial 5 - To Leave a Message.
    - Dial \* - To Return to the Main Menu.
  - Dial 5 - To Repeat the Message.
  - Dial 7 - To Delete the Message.
  - Dial 8 - To Forward the Message.
  - Dial 9 - To Save the Message.
  - Dial \* - To Access the Help Menu.
  - Dial # - To Exit.

#### Dial 2 Options: Folders:

- This option allows you to switch from one folder to another to hear the messages you have stored in that folder.
  - Dial 0 - New Messages folder.
  - Dial 1 - Old Messages folder.
  - Dial # - To Cancel.

#### Dial 3 Options: Advanced Options:

- This option allows you to access two advanced options.
  - Dial 5 - To Leave a Message.
  - Dial \* - To Return to the Main Menu.

#### Additional Options: While Listening To A Message:

- These options will allow you to manipulate a message while listening to that message.
  - Dial \* - To Rewind the Message 2 seconds.
  - Dial 0 - To Pause the Message. Press 0 again to Resume the Message.
  - Dial # - To Fast Forward the Message 4 seconds.

#### Access Voicemail Without A Password:

- This can be accomplished by having the user do the following steps after accessing the main voicemail menu from the user's phone.
  - Select Option 0 To Access Voicemail Options.
  - Select Option 5 To Change the Password.
    - When the next prompt asks you to input your New Password, **just press #**.
    - When the next prompt asks you to re-enter your Password, **just press #**.
      - *Basically, you are entering no password and confirming that is what you want to do.*
    - A new prompt will play indicating your Password has been changed.
  - You can now just press the Voicemail Key and Access Messages without having to input a Password.

#### Note:

**If calling into your voicemail box from outside of the system, when the Auto Attendant answers dial: \*02 and then enter your mailbox number and your password.**