

### 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.

#### FROM YOUR OWN PHONE:

- Dial \*318.
- Enter your voicemail password.
- 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:

- From an external phone:
  1. Dial 712-834-3400.
- When prompted, enter your 10-digit number.
- When prompted, enter your voicemail password and #.
- 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
Log on as a Different User	3
Mail Box Settings	4
Access Deleted Messages	5
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	2
Send a Copy	5	5	5
Repeat a Message	1	1	1
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 of Distribution Group Number. Repeat this step until you have 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.
- Press 1 for delivery options:

### DELIVERY OPTIONS MENU

ACTION	BEFORE MESSAGE
Review the message	1
Mark the 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 voice mail 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 code.

### 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 are busy press 5.
- If you do not record a personal greeting, a generic greeting will be played.

**Questions call TCA  
at 712.930.5593**