

Nortel Voice Mail Instructions

To log on to voice mail from your extension:

- Lift the handset or press your extension key.
- Dial the access number 81300 (or press the “MESSAGE” key).
- When prompted for mailbox number – enter your 5-digit extension number followed by the # sign.
- When prompted for password enter your 5-digit password. If your password has been reset, the reset password will be 2 + your 5-digit extension number. You will be told that the "temporary password assigned by your system administrator needs to be changed." You will be forced to change your password. When changing it, you only need to have five digits.
- Press 84 to change your password.
- “To authorize the password change please enter your old password” which will be the 5-digit extension followed by the # sign.
- You will then be prompted for your new password (5-digits) followed by the # sign.

NOTE: You may not use trivial passwords such as 11111, 12345 or your extension number. Please use a unique 5-digit password.

- Confirm your new password followed by the # sign.

NOTE: If you are unsuccessful logging in after two attempts, hang up and start another session. After three attempts in one session your mailbox will be disabled.

To log on to voice mail from an extension other than your own:

- Lift handset or press the extension key.
- Dial access number 81300 or press the message key.
- Enter your extension / mailbox number followed by the # key.
- Enter your password followed by the # key.

To log on to voice mail from an external touch phone:

- Dial 216-778-1300.
- Follow above instructions for logging in.

To listen to your messages:

- Log on to voicemail as above.
- As soon as you are logged in, the system will start playing your messages.
- Dial 2 to replay.
- Dial 76 to delete.
- Dial 6 to go to the next message.
- Dial 83 to hang up.
- Please see the attached for more mailbox commands.

To change your password (at any time other than initial log on):

- Log on to voice mail.
- Press 84 to enter password change.
- Enter new password (minimum –5 Digits) followed by the # key.
- Enter new password again followed by # key.
- Enter old password followed by # key.
- Dial 83 to hang up from voice mail.

To record your personal greetings:

- Log on to voice mail.
- Press 82.
- For external greeting, press 1.
- For internal greeting, press 2.
- For temporary greeting, press 3 (only need to record for out-of-office messages, etc.).
- Press 5 to begin recording and # key to end recording.
- Dial 2 to replay.
- If you are unhappy with the recording press 76 to delete it then press 5 to start recording again.

**To record your personal verifications
(spoken name / mailbox number):**

- Log on to voice mail.
- Dial 82 option 9 (please note this command has changed from Meridian Mail where it was 89).
- Press 5 to begin recording -- record your name and extension #.
- Press # to stop recording.
- Dial 2 to replay.
- Dial 83 to hang up.

To send a direct message to someone:

- Dial express messaging 81380.
- Enter the extension number where you want to leave a message followed by the # key.
- Leave message at tone.
- Press 79 to send message.
- Press 83 to hang up.

Access numbers:

VOICE MAIL (to check your messages) 81300

EXPRESS MAIL (to send a message) 81380

COMMANDS: (Quick Reference)

Delete a message 76

Log out / Good-bye 83

Greetings 82

Password change 84

Personal Verification 82 Option 9

Forward a message 73

Help – anytime during session *

Pause when playing messages #

Compose a message 75

Reply to a message 71

Reverse play of message 1

Play message 2

Fast Forward play of message 3

Go to previous message 4
Go to next message 6
Call sender of message 9
Play envelope of message 72
Distribution Lists 85
Go to a specific message 86

Some Frequently Asked Voice Mail Questions:

IF I DELETE A MESSAGE, CAN I RETRIEVE IT AGAIN?

Yes, as long as you do not hang up from the session of voice mail from which you deleted the message. If you have not logged out you can press 76 over the deleted message to restore it.

HOW LONG CAN MY GREETING BE?

Your greeting length is limited to 3 minutes. Your greeting should be informative yet brief. Callers may press # to by-pass your greeting.

HOW MANY MESSAGES CAN I HAVE IN MY MAILBOX AND WHAT TO DO IF I REACH THE LIMIT?

Your limit is in minutes not number of messages. You may have 10 minutes of messages in your box. If you reach your limit, you will not be able to send, reply or forward any new messages, however it is transparent to the caller that your mailbox is full.

WHAT IS PERSONAL VERIFICATION?

Personal verification is your spoken name (in your voice). This plays when someone receives a message from you, it plays "Message 1 from John Mayfield received Tuesday at 11 am". If you do not record this verification, it will say your extension number only. It also plays when someone is putting you on a distribution list or sending you a message, and is also used in name dialing.

HOW DO I SAVE MESSAGES AFTER I HEAR THEM? ARE THEY DELETED?

No, your messages are not deleted after you hear them: they are automatically saved unless you choose to delete them by dialing 76 after each message. However, read messages will

only remain in your mailbox for 7 days before the systems automatically purges them for you. Messages that you have not listened to will not be deleted.

WHAT DO I DO IF I FORGET MY PASSWORD?

If you forget your password, you must call the help desk to have it reset to the default (5-digit extension #). After 3 invalid logon attempts, your mailbox will be disabled for security reasons.

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