

OCC Voicemail Functionality

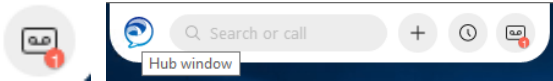
Voicemail



Voicemail Notifications

Phone: The Red Light will be illuminated on your handset and a message icon will appear on your phone screen.

Jabber (Softphone): An indicator will appear in the Voicemail Menu or on the Floating Toolbar to alert of new messages.



e-mail: Notifications can be directed to your email account.

Voicemail Enrollment

You will need to complete Enrollment steps on first Login: *(Please refer to your company policy for Username and Pin credentials)*

Record your Name #

Record a Personal Greeting if required #

Change your PIN #, repeat PIN # to confirm (default Pin 13579)

Confirmation that Enrollment has been successful

Desk Phone - Access Voicemail & Message Settings

To access Messages from your own phone:

Press the **Voicemail Messages Key** 

Enter your **PIN** followed by #

To access messages from another phone:

Press the **Messages** Key on any Desk Phone

Press *

Enter Your **User ID #** (as supplied)

Enter your **PIN #**

New messages will be played first.

Playback Message Prompts

Message Controls:

1. Repeat Message
2. Save Message
3. Delete Message
5. Forward Message
7. Skip Back
9. Message Properties
0. Help
- * Exit

Voicemail Menu: Greetings & Settings

1. Listen to Messages
2. Review Old Messages
4. Set Up Options

Greetings – Prompt 1

1. To record a personal greeting *
2. To record an alternate greeting
3. Edit other greetings
4. Play all greetings
0. Help
- *. Exit

Preferences – Prompt 3

1. To change your PIN
2. To change your Name
0. Help
- * Exit

Follow message prompts for other settings available

*14. Language options if applicable

Access Voicemail Remotely

To access Messages Remotely:

Dial your company's direct voicemail number (if available)

Or dial your own Telephone Number

Once answered by Voicemail

Press *

Enter Your **User ID #**

Enter your **PIN #**

Follow all menu prompts as normal

e-mail – Voicemail Alerts via email

Your Voicemail Messages may also be sent to your email account (Depending on your account settings).

You can play, save, or delete messages from your email inbox.

Actions will also be reflected on the associated devices.



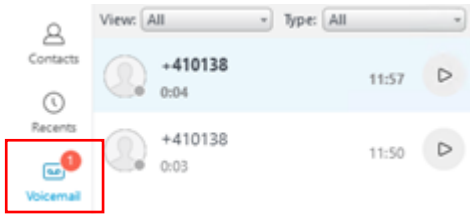
Jabber (Softphone)

Access Voicemail & Message Settings

Click the **Voicemail Menu**

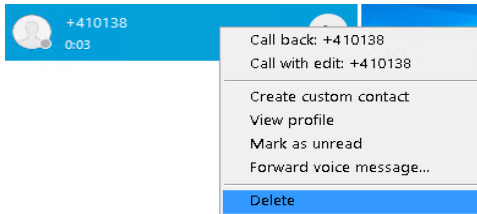
New Messages will be highlighted.

Select the Message to open or click the **Play** Button to listen to messages.



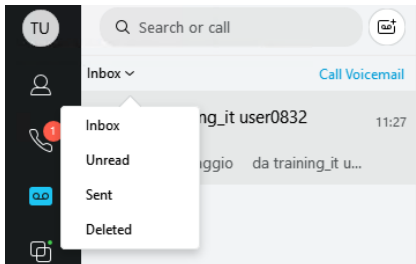
With a message open, press the Delete Key on your keyboard to quick delete.

Right Click a message to view other message settings, forward, delete etc.



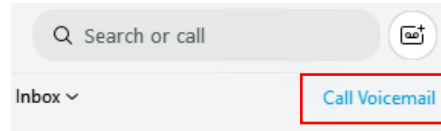
Inbox – Select the message category

View **Unread** / **Sent** / **Deleted** messages



Greetings and Settings from the Softphone

Click the '**Call Voicemail**' Button:



Log in: Use your User ID and PIN to access the standard voicemail Menu Prompts as above, to manage your personal greetings and settings (Change PIN or Name Tags).