

## 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 for callers.

## HOW TO ACCESS VOICEMAIL

### FROM YOUR OWN PHONE:

- Press the Messages button or dial **\*318**
- Enter your 6-digit 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.

### FROM ANOTHER PHONE:

- Dial the voicemail access number: **208-559-9997**
- When prompted, enter your ten-digit direct telephone number and press **#**.
- When prompted, enter your 6-digit voicemail PIN and press **#**.
- If you have new messages, the messages will be identified.



## QUICK GUIDE VOICEMAIL

Setup & Listen to Your Voicemails



208-257-3314  
WWW.CTCWEB.NET

## VOICEMAIL MAIN MENU

ACTION	KEY
Play Inbox Messages	1
Send Messages	2
Work with Greetings	3
Mail Box Settings	4
Access Deleted Messages	6
Log on as a different user	7
Help	0
Exit Voicemail System	*

## 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're busy press 5.
- If you don't record a personal greeting, a generic greeting will be played.

## 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 Message	1	1	1
Pause/Resume	8	8	8
Back to Menu	*	*	*
Next Message	#	#	#

## 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. (*Voicemail PIN must be 6 digits long*)

## 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 or Distribution Group Number. Repeat this step until you've 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:

ACTION	BEFORE MESSAGE
Review the message	1
Mark 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	*