

# TOSHIBA VOICEMAIL

Welcome to your new Toshiba voice mail system. The mailbox assigned to your extension will assist you by holding messages for you from outside callers and co-workers when you are unavailable to take their calls.

Please record your greeting with warmth and accuracy and respond promptly to all messages.

Transferred calls or direct in dial calls will ring at your extension, should you be on another call or not answer your telephone after several rings, the caller will be routed automatically to your voicemail box.

## Initializing & Personalizing Your Mail Box

This one-time procedure activates and personalizes your voicemail box.

If you are not able to complete the initialization session, the system will pick up where you left off the next time you access your voicemail box and allow you to complete the procedure.

### **BEFORE YOU BEGIN...**

1. Decide on a password between 4-6 digits. (Ensure it does not start with a '0' and will not be easily guessed)
2. Be ready to record your first and last name.
3. Be prepared to record the "primary" greeting that callers will hear upon reaching your voicemail box.

### **LET'S BEGIN...**

#### **To initialize your mailbox:**

- Press **600**
- Enter default password **this will be your 3-digit extension number**, press **#**
- Follow the prompts to record your first & last name as well as record your primary greeting
- Follow the prompts to re-enter & confirm your new password

#### **Greeting Examples:**

*Hello, you have reached \_\_\_\_\_. Please leave a message and I will get back to you as soon as possible.  
Thank you for calling.*

**OR**

*Hello, you've reached the confidential voicemail of \_\_\_\_\_. Today is \_\_\_\_\_ and I'm in the office but away from my desk. Please leave your name, number and detailed message and I will return your call as soon as possible. Thank you for calling.*

**\*\* IT IS PREFERABLE TO INSERT TODAY'S DATE IN YOUR GREETING, HOWEVER IF YOU CHOOSE THIS OPTION IT IS ESSENTIAL THAT YOU REMEMBER TO CHANGE YOUR GREETING DAILY TO KEEP IT CURRENT.**

#### **Voicemail Tips**

- Press **#** when you end a recording of any type. This stops any background noise from being included.
- Deleting Messages: if you accidentally delete a message do not end the voicemail session - choose to re-play deleted messages and re-save the message.  
Once you have deleted a message and ended your voicemail session the message will be permanently deleted.
- Remember to erase old messages as they take up valuable storage space in the system.

# TOSHIBA - VOICEMAIL QUICK REFERENCE

1. Open Voicemail Box:

Dial **600**, enter your **password**, press **#**

2. Send a Message to co-worker without ringing their set:

Dial **600**, enter your **password**, press **#**

Press **2**, enter co-workers' **extension #**, press **#**

**Record your message**, press **#** when done, press **#** to send

3. Call Forward set directly to voicemail – when you are out of the office or in a meeting – activate this feature to have all calls answered immediately by your voicemail box instead of ringing your set

*To Activate:* Dial **#6011**, enter **600**

*To Cancel:* Dial **#6051**

4. Transfer an outside Call Directly To a Voicemail box

While on the call, press **Cnf/Trn** 

Press **#407**

Enter **Extension#**, press **#**

**Hang up**

5. Access Your Mailbox From An Office Telephone Other Than Your Own

Dial **600**

Press **\***

Enter your User ID (**3-digit extension #**), press **#**

Enter your **password**, press **#**

6. Accessing Your Mailbox From **Outside** The Office

**During Business Hours:** Have reception transfer you to your mailbox, once your greeting starts

- Press **\***

- Enter your user ID (**3-digit ext#**), press **#**

- Enter your **password**, press **#**

**After Business Hours:** Once the Automated Attendant answers

- Press **\***

- Enter your user ID (**3-digit ext#**), press **#**

- Enter your **password**, press **#**