

Phonemail Basics

Check out the [Phonemail Shortcuts \(PDF\)](#) for easier navigation through the phonemail menus.

Mailbox Access

Last Name	A-L	M-Z	Student
Direct Access	3-5991	3-4990	3-0785
Forward Access	3-5990	3-4991	3-0786
Transfer Access	3-5990	4-4991	3-0786

- Dial the direct access number listed above
- Press # if calling from your extension or dial your extension followed by # is calling from a different location
- Dial your password and #

Listening, Deleting, Saving & Replaying Messages

To listen to your messages:

- Access your mailbox
- Press 3 to listen

After listening to a message:

- Press 6 to delete
- Press 4 to save
- Press 7 then 3 to replay

Answering & Forwarding

After deleting or saving a message, press:

- 1 to record and send an answer to the message sender
- 7 then 0 to call the message sender
- 9 to forward the message to another extension
- # to continue to the next message

Transferring Calls to Phonemail

To transfer a call to a subscriber's mailbox:

- Press XFER button

- Dial 3-5990
- Dial the extension or name of the subscriber
- Press #
- Hang up when prompted

Guest Access

To leave a message directly in a subscriber's mailbox without first ringing the telephone:

- Dial 3-5990
- Dial the subscriber's extension or name
- Press #

Recording Your Personal Greeting

To record your personal voicemail greeting:

- Access your mailbox
- Press 8 for answering options
- Press 1 for personal greeting
- Press 1 again to record your greeting
- While recording your greeting you can:
 - Press *73 to replay your greeting
 - Press *61 to delete and re-record your greeting
- Press * # when you complete the recording

Recording Your Name

To record your name for use within phonemail:

- Access your mailbox
- Press 8 for answering options
- Press 4 for recorded name
- Press 1 and record your name
- Press * # when you complete the recording

Changing Your Password

To change your phone mail password:

- Access your mailbox
- Press 9 for mailbox options
- Press 3 to change your password
- Enter new password
- Press #