

Using Mediastream Voicemail

Voicemail Main Menu

Key Features

- 1 Play Inbox Messages
- 2 Play Saved Messages
- 3 Change Password
- 4 Play Greetings
- 5 Record Greetings
- 6 Access Personal Distribution Groups
- 7 Compose a New Message
- * Exit to Voicemail System

Accessing Messages

From Your Own Phone

- Dial *09
- Enter your voicemail password
- If you have new messages, the messages will be identified and played.
- After hearing any new messages, you will hear the Voicemail Main Menu.

From Another Phone

- Dial your home number.
- Dial *09
- Follow the instructions above.

Changing Your Voicemail Password

Contact the Mediastream office for assistance.

Dialing the Voicemail Originator

- Press **3** while listening to a message to call the person back.
- NOTE:** This capability will not work if the voicemail system was not able to record the Caller ID information when the original voicemail was received or if your phone is configured with call restrictions which prevent you from calling the originator's number.

Forwarding a Message

- Press **6** to forward a message to another recipient while listening to the message.
- Enter an phone number + #. Repeat this step until you've entered all the desired numbers.
- Press # when finished entering destinations
- When prompted, record your introductory message and press # when finished.
- Select an action
- Press * to Cancel.
- Press **1** to forward the message.
- Press **2** to change the introductory message. You will be prompted to record the message again.
- Press **3** to review the introductory message.
- Press **9** to mark the message Urgent and send.

Recording Your Personal Greetings

- Access your voice mailbox
- Press * to skip to the Main Menu.
- Press **5** from the Main Menu to record your greetings
- Select the greeting you'd like to record:
- Press **1** to record a No Answer greeting.
- Press **2** to record a Do Not Disturb greeting.
- Press **3** to record a Busy greeting,
- Press **4** to record your Name,
- Press * to return to the Main Menu.
- After the tone, record your greeting. Press # when finished.
- After recording your greeting: Press **1** to review the greeting.
- Press **2** to delete and re-record the greeting.
- Press **3** to save the greeting.
- If you don't record a personal greeting, a generic greeting will be played.

Composing a New Message

- Access your voice mailbox
- Press * to skip to the Main Menu.
- Press **7** from the Main Menu to compose a new message.
- Enter an phone number + #. Repeat this step until you've entered all the desired destinations.
- Press # when finished entering destinations
- After the tone, record your message. Press the # key when finished.
- Select an action
- Press **1** to send the message.
- Press **2** to change the message. You will be prompted to record the message again.
- Press **3** to review the message.
- Press **4** to set Message Options:
- Press **1** to mark as Urgent.
- Press **2** to mark as Private.
- Press **3** request Return Receipt.
- Press **9** to clear all these options.
- Press * to return to the previous menu.

Hearing Your Personal Greetings

- Access your voice mailbox
- Press * to skip to the Main Menu.
- Press **4** from the Main Menu to hear your recorded greetings.
- Select the greeting you would like to hear:
- Press **1** to hear your No Answer greeting.
- Press **2** to hear your Do Not Disturb greeting.
- Press **3** to hear your Busy greeting,
- Press **4** to hear your Name.
- Press * to return to the Main Menu.

Replying to a Message

- Press **2** to reply to a message after listening to it. Press * to cancel
- After the tone, record a message and press #.
 - Select an action
 - Press **1** to send the message.
 - Press **2** to change the message. You will be asked to re-record the message.
 - Press **3** to review the message.
 - Press **9** to mark the message Urgent and send.

Other questions? Call our 24 / 7 Tech Support Hotline at 283-2332 for additional assistance.