



## To set up your personal mailbox

1. Press the **messages** button or dial **\*09** to access your voice mail system.
2. Listen to the prompts. You will be asked for a password. **Your temporary default password is a 6 digit random number provided to you on your IP Phone documentation.** After login in with the temporary password, the system will prompt you for a personal permanent password. Password must be a 6 digit number (ie: 102008).
3. Write down a greeting that you want callers to hear. The greeting can be up to 45 seconds. i.e.: *"Thank you for calling. I am unable to take your call at this time. Leave a message after the tone and I will call you back as soon as I can."*
4. You will hear a list of options to customize your mailbox. At this point, OPTION 5 will allow you to record your personalized greetings.

## To check your personal nexogy voicemail messages

1. Press the **messages** button or dial **\*09** to access your voice mail system. **OR**
2. Dial your nexogy telephone number from any touch-tone phone and press the Star Key (\*) at your personal greeting. Listen to the prompts. They will take you through the process of retrieving your nexogy VoiceMail messages.
3. If you see a red light on your phone, you have a new nexogy VoiceMail message. Depending on the Phone set, the LCD screen may display information about your voicemail.
4. If your IP Phone has a "Messages" button, you can access your voicemail system by pressing it. You can also dial \*09, from an analog phone if you have an ATA (Analog Telephone Adaptor) to access your nexogy VoiceMail.

## To change your password

1. Press the **messages** button or dial **\*09** and login to your voice mail system using your current password.
2. Press the number **3** button to select password change.
3. Enter your new 6 digit password followed by the # button.
4. Re-enter your new password followed by the # button.

## Notes

- Your nexogy Voicemail number is the same as your telephone number.
- Be sure to remember your password. nexogy does not have access to Voicemail passwords. If you lose or forget your password, your Voicemail will have to be reset. This can be done by contacting Customer Support at 1-866-NEXOGY2.

## Voice mail features

The VOISS voice mail system stores messages in your personal voice mailbox from callers who are unable to speak with you and provides an indication that voice mail has arrived. The handset indicator lamp on the IP Phone lights when new or unsaved voice messages are stored in your mailbox. System settings determine the number (and length) of voice mail messages that are stored in your voice mailbox. If supported by your system, callers can press “0” while they are “in” your mailbox to transfer to your main number or operator. The VOISS voice mail system also provides both personal and group distribution lists which let you send a voice mail to a defined group of people as easily as sending a voice mail to a single user. Combining the ability to compose a voice mail message before sending it with a distribution list, you can easily create and send a voice mail message to multiple users or lists.

## Menus and commands

The following tables show the main voice mail menu along with the message control commands and the distribution group menu.

Access Code	Function
1	Play Inbox Messages
2	Play Saved Messages
3	Change Password
4	Playback Personal Greetings
5	Record Personal Greetings
6	Access Personal Distribution Groups
7	Compose A Message
8	Manage Custom Operator Number
* (Star)	Exit the Voice Mail System



Hosted IP Telephony Services

Feature	Before Mail Msg	After Mail Msg	During Mail Msg
Replay from Start	N/A	N/A	77
Skip	8	8	#
Forward	6	6	6
Reply	2	2	2
Dial Back Originator	3	3	3
Delete	4	4	4
Save	5	5	5