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<p>To access the voice mail system using IP phone</p>	<ul style="list-style-type: none">  The red light on the handset lights up when you have voice mail messages and the LCD displays the number of message you have received.  Press the  button (or the "Msgs" button of 7910 model) to access the message system and enter password to access the message system.  Press a  button to open a line and dial '6000' to access the message system for hands free conversation and enter password to access the message system.  If you are using IP phone of others, dial '034426000', enter your extension number followed by '#' and password to access the message system.
<p>To access the voice mail system when you are not at your office</p>	<ul style="list-style-type: none">  When you are out of office, dial '34426000', enter your extension number followed by '#' and password to access the message system.
<p>To hear new voice message</p>	<ol style="list-style-type: none"> 1. Login to the voice mail system. 2. Press 1. 3. After listening to a new message, press 1 to repeat, 2 to save, 3 to delete, 4 to reply, 5 to forward the voice mail to other extensions, # to move to next message, or * to return to the main menu.
<p>To send a voice message</p>	<ol style="list-style-type: none"> 1. Login to the voice mail system. 2. Press 2. 3. Press the extension of recipient. 4. Press # to record the voice message or 1 to add one more recipient. 5. Press # to send the voice message or * to cancel.
<p>To hear saved voice message</p>	<ol style="list-style-type: none"> 1. Login to the voice mail system. 2. Press 3. 3. Press 1 to hear saved message(s).
<p>To delete voice messages from the deleted folder</p>	<ol style="list-style-type: none"> 1. Login to the voice mail system. 2. Press 3. 3. Press 2 followed by 1 to empty message(s) deleted in the deleted folder.
<p>To change standard greeting</p>	<ol style="list-style-type: none"> 1. Login to the voice mail system. 2. Press 4, 1 and 1. 3. The current greeting will be played and you can press 3 and then 1 to record your standard greeting. 4. Press 1. 5. Press # to stop recording and save (To delete recorded greeting, press # immediately after the tone). Unless it is overridden by an alternate greeting, your standard greeting plays whenever incoming calls cannot be answered.
<p>To record alternate greeting</p>	<ul style="list-style-type: none">  Alternate greeting plays to indicate special circumstances, such as you are on leave. 1. Login to the voice mail system. 2. Press 4, 1 and 1. 3. The current greeting will be play and you can press 3 and then 3 to record alternate greeting. 4. Press 1. 5. Press # to stop recording (To delete recorded greeting, press # immediately after the tone).
<p>To enable/disable the alternate greeting</p>	<ol style="list-style-type: none"> 1. Login to the voice mail system. 2. Press 4, 1 and 1. 3. The current greeting will be play and you can press 2 to enable or disable the alternate greeting.

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To change password	<ol style="list-style-type: none">1. Login to the voice mail system.2. Press 4, 3 and 1.3. Enter new password and press '#'. 4. Enter the password again to confirm and press '#'.
To record your name	<p> Your recorded name will play with message you send to others or default system-recorded greeting.</p> <ol style="list-style-type: none">1. Login to the voice mail system.2. Press 4, 3 and 2.3. Speak your name and press '#' to stop recording (To delete recorded name, press '#' immediately after the tone).4. Press '*' to activate your recorded name.
Use these keys anytime	<p> Press '*' to cancel or back up.</p> <p> Press '#' to skip the voice instructions and move ahead.</p> <p> Press 0 to invoke help.</p>
Use these keys during a message	<p> Press 1 to restart message.</p> <p> Press 2 to save.</p> <p> Press 3 to delete.</p> <p> Press 4 to slow play back.</p> <p> Press 5 to change volume.</p> <p> Press 6 to fast play back.</p> <p> Press 7 to rewind.</p> <p> Press 8 to pause or resume.</p> <p> Press 9 to fast forward to the end of message.</p>
Use these keys after a message	<p> Press 1 to replay message.</p> <p> Press 2 to save.</p> <p> Press 3 to delete.</p> <p> Press 4 to reply.</p> <p> Press 5 to forward message.</p> <p> Press 6 to save as new.</p> <p> Press 7 to rewind.</p> <p> Press 9 to play message summary.</p>

Voice messages will be cleared under the following circumstances:

1. User deletes voice messages either manually through the IP phone commands via the handset or by submitting online work request to CSC.
2. When the phone number is returned to central. Both the phone number and voice mailbox will be frozen for 3 months. Afterwards, the number will be reused and the associated voice mailbox be cleared.
3. Unexpected server problem causes irrecoverable loss of the voice messages. We will re-create the voice mailbox and notify the user.

For enquiries and service appointment, please call CSC Help Desk at **2788 7658**