

## New User Access:

To setup up your mailbox , dial extension **88374**. You will be prompted to enter your mailbox which is your 4-digit extension followed by the # sign. **Your default password is your 7 digit phone number (Ex. 6788xxx) followed by the # sign.**

Once you are logged in you will be forced to change your password. Follow the directions for changing your password or **listen carefully to system prompts.**

## Daily Access To Your Mailbox:

Establish a dial tone and dial the voicemail access extension **88374** or establish a dial tone then press the **Message Key** on your phone When calling from outside follow the dialing procedures on the back of your phone feature guide.

Enter your **Mailbox** (*5-digit extension*) followed by #.

Enter your **Password** followed by #.

*(your password length is between 4 - 16 digit).*

If you forgot your password please contact the **Help Desk at extension \_\_\_\_\_.**

## Changing your Password:

### **Press 84 for Password Change**

*(your password length is between 4 - 16 digit).*

Enter new password followed by #

Enter new password followed by #

Enter your old password followed by #

*(your old password is your recently used password)*

## Recording your Greeting

### **Press 82 for Greeting**

- 1** for external greeting
- 5** to Record your Greeting \*
- 2** to Listen to your Greeting
- 76** to Delete your Greeting (**you must first delete the existing greeting before recording another).**
- 9** for **Personal Verification**
- 5** to **Record your Name**
- 2** to **Listen to your Name**
- 76** to **Delete your Name (if necessary Press 5 again to re-record- when complete hang up)**

\* You can record and re-record as many times as you want to until you are comfortable with your Greeting.

**Note: Other choices are available within option 82.**

## Retrieving Messages

**Before listening to your messages, you should follow the directions for Accessing Your Mailbox.**

- 2** - Plays the current message
  - 6** - To go to the next message.
  - 4** - To go to the previous message
  - 1** - Skip back five seconds in the message
  - 3** - Skip forward five seconds in the message
  - #** - Stop/Pause Message or Exit.
  - 9** - Calls back the person you received the message from. (this function is only for calls received internally) Press 2 to resume listening to other messages or # to exit.
- 76** **Delete/Restore**

## Play Envelope of a Message

### **72 Play Envelope**

The envelope with date, time, sender and receiver will play at any point during a message. Press 2 to resume listening to the message.

## Reply to a Message

### **71 Reply**

- 5** to Record your reply message to the recipient
- #** to end recording your reply
- 2** to review the reply message (if necessary)
- 79** to Send your reply message

**Note:** If you press 76 to Delete your reply message you will be returned to the message you are trying reply to, simply press 71 again and repeat the aforementioned steps

## Forward a Message

### **73 Forward**

Enter the mailbox(es) you want to forward the message to, followed by # after each mailbox. When you have finished entering the mailbox(es) you want to forward the message to, enter # again to complete.

- 5** to Record an introduction message to the recipient
- #** to end recording
- 2** to review the introduction message (if necessary)
- 79** to Send the message

**Note:** If you press 76 to Delete your introduction message you will be returned to the message you are trying forward, simply press 73 again and repeat the aforementioned steps.

## Reply All

### **74 Reply to Sender and All Recipients**

Use this command when replying to a message that was received as part of a distribution list and you want all recipients to hear your response.

- 5** to Record your Reply
- 2** to Listen to your Reply
- 79** to Send your Reply

**Note:** If you press 76 to Delete your introduction message you will be returned to the message you are trying reply to, simply press 74 again and repeat the aforementioned steps.

## Compose a Message

### **75 Compose**

Use this command if you want to record a message and then send it straight to the recipients voicemail without calling. While logged in to your voicemail mailbox, **Press 75.**

Enter the mailbox(es), addresses, or distribution list you want to compose the message to, followed by # after each mailbox or distribution list. When you have finished entering the mailbox (es) you want to forward the message to, enter # again to complete. To cancel a mailbox number, press 0# after entering the mailbox, address or distribution list.

**5** to Record your message

**#** to end recording

**2** to review your message (if necessary)

**79** to Send the message

**Note:** If you press 76 to Delete your introduction message you will be returned to listening to your messages, simply press 75 again and repeat the aforementioned steps.

## Distribution Lists

To create a distribution lists, while logged into the voicemail system, **Press 85** for call pilot tools.

Then **Press 5**. Listen and follow prompts to create the list.

## Message Commands

Message commands apply to **voicemail**

**messages** you have received. **Note:** For other Message commands, while logged in Voicemail system dial **7 + \* (asterisk)**. You will be given a list of choices.

## Mailbox Commands

Mailbox commands apply to **setting up your mailbox**. **Note:** For other Mailbox Commands, while logged in voicemail system dial **8 + \* (asterisk)**. You will be given a list of choices.

## Your Voice Mail Access Numbers

**Internal Access**            **88374 or**  
**External Access**        **910-678-8374**

**Express**  
**Messaging:**            **88380 or**  
                                 **910-678-8380**

### **EXPRESS MESSAGING**

Use this feature to leave a message in another users mailbox without audibly ringing their telephone.

### **To leave a message in a users mailbox**

- (1) Dial **88380** or the external access number when off-site
- (3) Enter the users mailbox followed by #.
- (4) Press 5 to record your message
- (5) Press # Stop, then hang up.

FTCC

**VOICEMAIL SYSTEM**  
**Quick Reference Guide**

