MM Access Number -- Inside the Office: 2222 or press Messages Button  
MM Access Number -- Outside the Office: 215-489-2222

LOGIN

Inside the Office
• Dial the MM access number or press the Messages button.  
• Enter your password.  
  Note: For first time login, use temporary password 43574357

From Another Voicemail User’s Office Phone
• Dial the MM access number or press the Messages button.  
• Press * then # when the system answers.  
• Enter your mailbox number (same as your extension).  
• Enter your password.

Outside the Office
• Dial your extension number  
• Press * when the MM system answers.  
• Enter your password.  
  Note: For first time login, use temporary password provided.

INITIAL MAILBOX SETUP / FIRST TIME USER TUTORIAL

As a new user, MM will walk you through a tutorial to initialize your mailbox.  
Follow the provided prompts to set up the following:

1) Enter a New Password.  
Trivial passwords, such as 1234 or 4321, pose a danger to the system from hackers.

2) Record your “Please Hold” Prompt.  
Example: “Please Hold for Sarah Jones”

3) Record your Name Greeting.  
Example: “Sarah Jones”

4) Record your Personal Greeting.  
Example: “Hello, this is Sarah Jones. I am currently out of the office or unavailable to take your call. Please leave a message after the tone, and I will return your call as quickly as possible. Thank you.”
REVIEW MESSAGES

Press 11 to listen to New Voice messages.

**While listening,** options are:

- [1] Rewind
- [2] Pause / Resume
- [3] Forward
- [4] Slower
- [5] Envelope (date/time)
- [6] Faster
- [7] Quieter
- [8] Reset Volume
- [9] Louder
- [*] Cancel
- [0] Reset Speed
- [#] Skip

**After listening,** options are:

- [4] Replay
- [5] Envelope (date/time/sender/length)
- [5] [5] List All Recipients
- [6] [1] Forward Message no comment
- [6] [2] Forward Message with comment
- [7] Erase
- [8] Reply

* Press 1 to reply to sender
* Press 2 to reply to all
* Press 3 to reply to sender with original
* Press 4 to reply to all with original

NOTE: Press 1-1 to rewind to the beginning or 3-3 to fast-forward to the end of a message **WHILE LISTENING.**

SEND MESSAGES

Press 2 to Record and Send a New Message.

1. At the tone, record your message and press #.
2. Enter desired mailbox address (extension number) and press #.
3. Enter an additional address (if desired) and press #.
4. To spell name, press #.
5. When finished, press #.

**Delivery** options are:

- [2] Urgent
- [4] Future Delivery

CONFIGURE MAILBOX / RECORD GREETINGS, CHANGE PASSWORD

Press 4 for Personal Configuration (and follow prompts below).

1. Press 11 to record your Personal Greeting.
2. Press 15 to record your “Please Hold” Greeting.
3. Press 16 to record you Name Greeting.
4. Press 9 to change your Password.

EXIT MAILBOX

Press * to initiate an exit from within your mailbox.

TRANSFER A CALLER DIRECTLY TO VOICE MAIL (without ringing phone)

1. Initiate the transfer process on your phone.
2. Dial the MM access number.
3. Press *, #, #, and enter the desired extension number.
4. Complete the transfer process in order to release the call.
USEFUL TIPS / SHORTCUTS

Leave a Message for a User Without Ringing Their Phone:
• Dial the 10-digit MM access number and press #, #.
• Enter the desired extension number.

While Listening to Messages: Skip Listening and Delete Message
• Press 3, 3 (fast-forward to end), and 7 (erase).

While Listening to Messages: Skip Listening and Dial Another Extension
• Press 3, 3 (fast-forward to end), * (return to main menu), and 9 (call another).

While at Main Menu of Your Mailbox: Call Another Extension
• Press 9 (call another).

To Access Another User’s Mailbox from Your Phone:
• Dial the MM access number.
• Press *, then #, and enter desired mailbox number.

When calling a user and rolling into their mailbox: Bypass Personal Greeting
• Press # (bypass user’s personal greeting) and begin recording your message.

When calling a user and rolling into their mailbox: Cancel Message and Dial Another User
• If recording has started, press * and wait for “message cancelled” prompt.
• Press * again and wait for “message cancelled” prompt.
• Press 2 (dial another user).

When calling a user and rolling into their mailbox: Leave Message and Dial Another User
• Press # when finished leaving message, press 1 1 to send the message, then press 2 to enter another number.