"How To" Guides for Voice Mail

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How To: Access the Voice Mail System

There are two ways to access the Voice Mail system from a phone.

From Backdoor Number	
• Dial the back-door number provided by IT	
• When you hear the auto-attendant press the **'*' key**	
• When you hear 'Welcome to the message center…' enter **'*'** plus your **4 digit extension** number (e.g. ***2581**)	
• Enter your password, **by default it is '1234'**	
• You'll then be prompted to record your greetings if you have not done so before, if you have done so you will be prompted to review any available messages	

Note if you have a direct number (e.g. 416-111-2222) you can also dial this number instead of the backdoor number.

From Your Desk Phone	
• **Simply lift receiver and press the Voice Mail button and you will immediately enter the Voice Mail system**	
• You will be prompted for your password which **by default is '1234'**	
• You'll then be prompted to record your greetings if you have not done so before, if you have done so you will be prompted to review any available messages	

How To: Review your Messages

• Once you enter the voice mail system you will be prompted to review your messages.	
• Press **'7'** to replay the message	

• Press **'5'** to save the message	
• Press **'3'** to discard a message	
• Press **'4'** to forward a message to another user	
• Press **'2'** to call the number that left the message.	

How To: Record an Alternate Greeting

• Once you enter the voice mail system (see **'How To: Access the Voice Mail System'** section) you will be prompted to review your messages.	
• **Press '8' to skip each of your messages if you do not want to review them right now**, if you do wish to review them use the keys described in the **'How To: Review your Messages'** section.	
• Once you have completed reviewing or skipping your messages, **press '8' to access Personal Options.**	
• Press **'4'** to access your greetings.	
• Press **'4'** to access your **'Extended Absence'** greeting.	
• Press **'7'** to record your alternate greeting. If you have previously recorded it you can hit **'3'** to enable it and hang up.	or

• Press **'#'** to stop recording	
• Press **'9'** to save your alternative greeting	
• Hang up and your new greeting will now be presented to callers.	

How To: Turn your Alternate Greeting Off

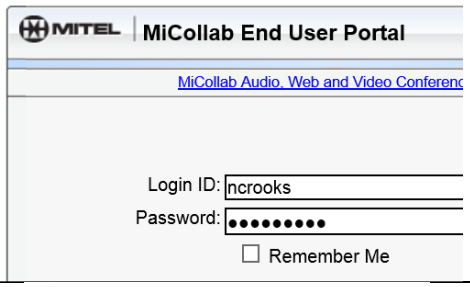
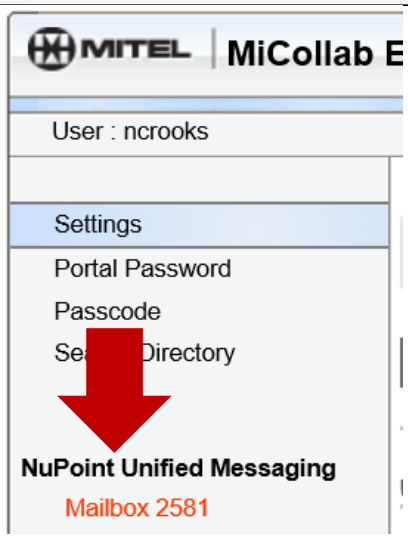
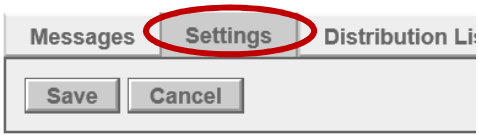
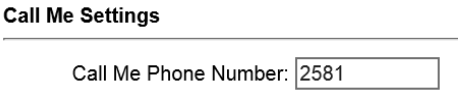
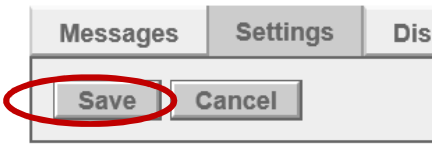
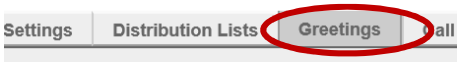
To turn off your alternate greeting and return to your usual personal greeting follow the steps below.

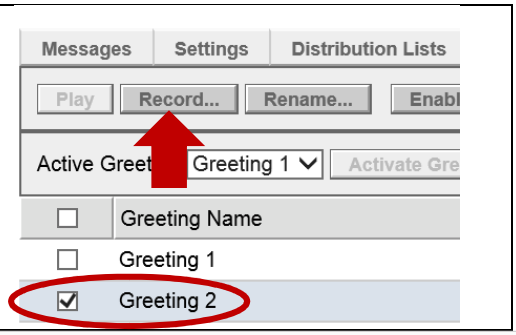
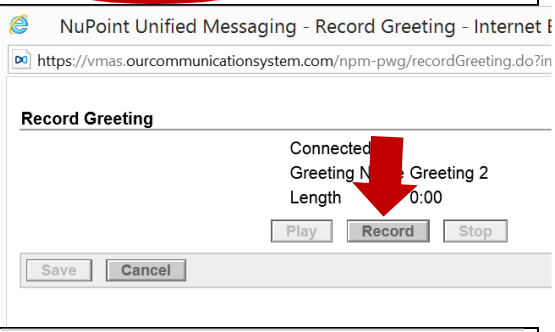
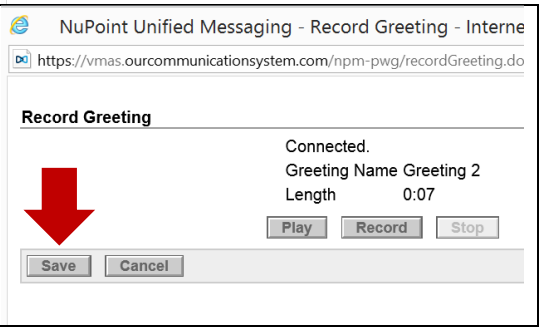
• Once you enter the voice mail system (see **'How To: Access the Voice Mail System'** section) follow the steps below.	
• The system will inform you your **'Extended Absence'** greeting is enabled. Press **'2'** to **disable** your extended absence greeting	
• Now hang up and callers will now receive your usual greeting.	

How To: Manage Multiple Greetings

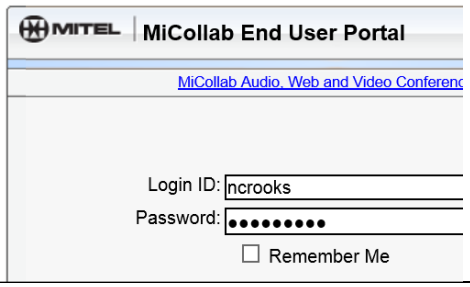
You can manage multiple greetings through the MiCollab web portal. Steps are below.

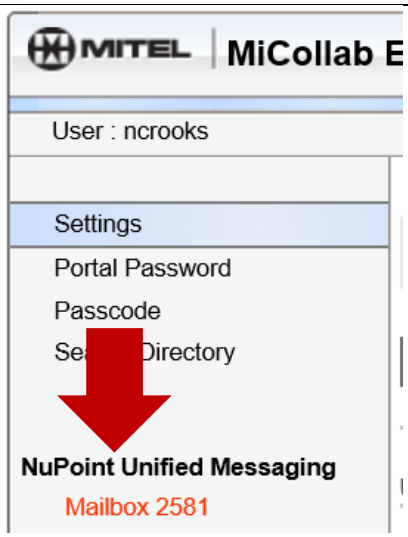
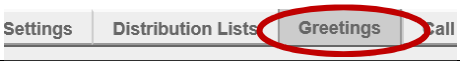
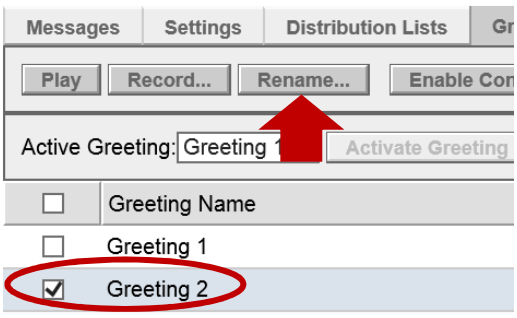
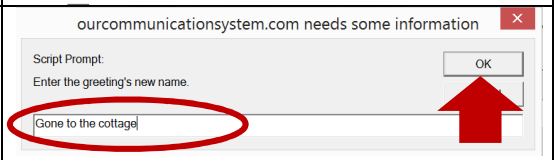
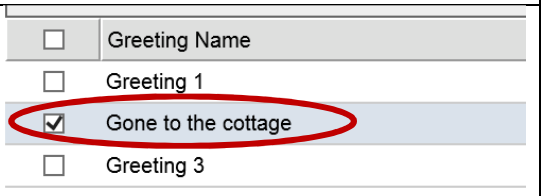
Recording Multiple Greetings	
In a web browser go to: https://vmas.ourcommunicationsystem.com/portal/	

Enter your MiCollab username and password. Then hit the **'Login'** button.	
In the left hand navigation click **'Mailbox ____'. Note you can also review and manage your received voice messages here, from the convenience of any web browser on any computer.**	
Next click the **'Settings'** tab.	
Look for the **'Call me Settings'** field. Enter your four digit extension if not there. If you need to record your greeting from a phone not twinned to the system, then change this to **'8' + the number**. (e.g. 84161112222)	
Click **'Save'**	
Next go to the **'Greetings'** tab	

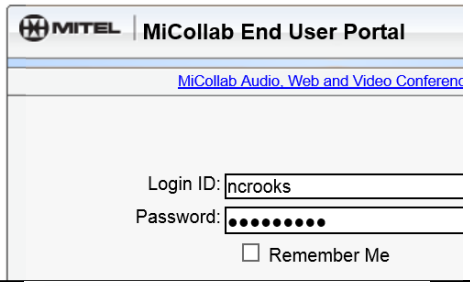
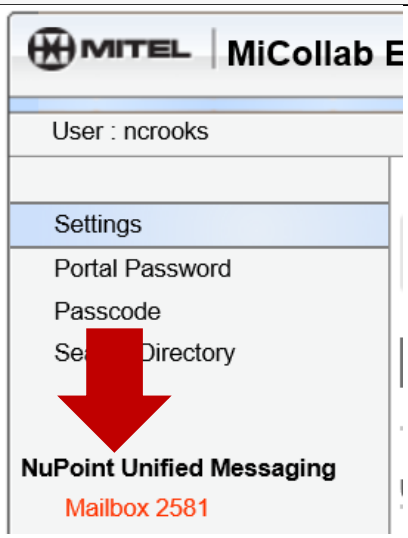
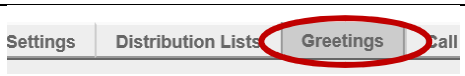
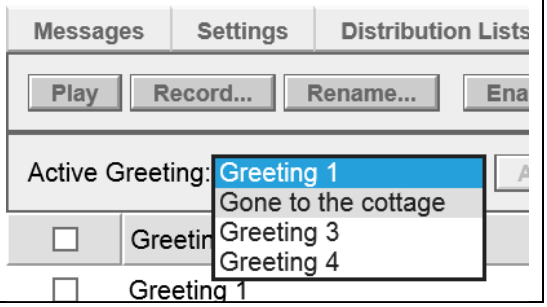
'Greeting 1' is your default greeting. You can record other greetings by clicking the **checkbox for the greeting and pressing record.**	
The system will now call you. A pop up window will display on your screen. Pick up the call. When the pop up windows says 'Connected…' hit **'Record'** and speak in a clear voice to record your greeting.	
You can hit **'Play'** to review your greeting. You can also hit **'Record'** to re-record. When satisfied with your greeting press **'Save'. You can now close the pop up window and your new greeting is saved.**	

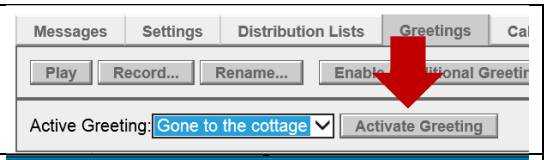
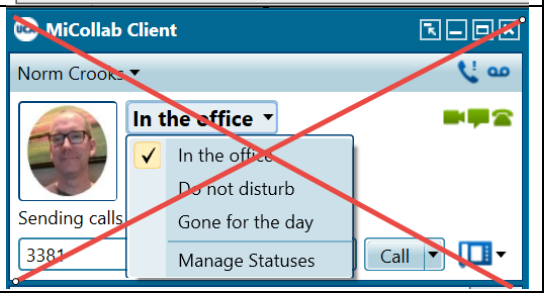
Renaming a Greeting

In a web browser go to: https://vmas.ourcommunicationsystem.com/portal/	
Enter your MiCollab username and password. Then hit the **'Login'** button.	

In the left hand navigation click **'Mailbox ____'.**	
Next go to the **'Greetings'** tab	
Click the checkbox for the greeting. Then click **'Rename'**.	
Enter a name for the greeting in the pop up window. Then click **'OK'.**	
Your greeting is now renamed so it is easier for you to remember it.	

Activating a Greeting

In a web browser go to: https://vmas.ourcommunicationsystem.com/portal/	
Enter your MiCollab username and password. Then hit the **'Login'** button.	
In the left hand navigation click **'Mailbox ____'**.	
Next go to the **'Greetings'** tab	
Using the pulldown menu **select the greeting** you want to activate.	

Press the **'Activate'** button.	
Your greeting is now activated. **Reminder: changing your status in the MiCollab desktop application does not change your Voice Mail greeting.**