

Message Control Commands

The following commands are used to work with messages that you have either received, or want to send to another voice mailbox:

How to...	Steps	Purpose
Reply	<ul style="list-style-type: none"> ▪ Press 71 ▪ Press 5 to record your reply ▪ Press # to stop recording ▪ Press 79 to send the reply 	Allows you to send an immediate response to the message.
Play Envelope	<ul style="list-style-type: none"> ▪ Press 72 	Playing the envelope information of a message received in your mailbox informs you of the date and time that the message was received, the telephone number and/or name of the sender, as well as other summary information about the message such as a message tag.
Forward	<ul style="list-style-type: none"> ▪ Press 73 after listening to the message you wish to forward To address the message: <ul style="list-style-type: none"> ▪ Enter the mailbox number(s) or distribution list number(s) separated by # ▪ Press # to end the list of addresses To record a covering message (optional): <ul style="list-style-type: none"> ▪ Press 5 to record ▪ Record a covering message ▪ Press # to end recording ▪ Press 79 to send the message 	You may wish to forward a message that you have received to another mailbox user. This feature allows you to send a copy of any message (except messages tagged “private”) with an optional covering message to any mailbox or distribution list. HINT: THE DATE AND TIME STAMP OF THE ORIGINAL MESSAGE WILL NOT BE FORWARDED. IT IS A GOOD IDEA TO INCLUDE THIS INFORMATION WHEN RECORDING THE COVERING MESSAGE.
Reply All	<ul style="list-style-type: none"> ▪ Press 74 ▪ Press 72 to review the recipients of the reply (optional) To record a covering message (optional) <ul style="list-style-type: none"> ▪ Press 5 to record ▪ Press # to end recording ▪ Press 79 to send the message 	When receiving a message in your mailbox as part of a distribution list, you are able to reply to all recipients of the message.
Compose	<ul style="list-style-type: none"> ▪ Press 75 To address the message: <ul style="list-style-type: none"> ▪ Enter the mailbox number(s) or distribution list number(s) separated by # ▪ Press # to end the list of addresses ▪ Press 5 to record ▪ Press # to end recording ▪ Press 79 to send the message 	Allows you to compose and send a message to another mailbox or distribution list.
Message Tagging	After composing a message: <ul style="list-style-type: none"> ▪ Press 70 followed by : <ul style="list-style-type: none"> 1 for “urgent” 2 for “standard” 4 for “private” 5 for “acknowledge” ▪ Press 79 to send 	Tagging a message will prioritize that message in an individual’s mailbox by advising them of the status of the message. Urgent – mailbox user will be notified immediately after log in that there is an ‘urgent’ message Private – will signal the user to use the handset in the event they are using a handsfree telephone Acknowledge – will notify you when a message has been read
Delete	<ul style="list-style-type: none"> ▪ Press 76 	After listening to a message, you can mark it for deletion from your mailbox. Messages that have been marked for deletion cannot be retrieved once you have logged off your mailbox or hung up your telephone. Messages that you have listened to but not marked for deletion will be automatically deleted by the voice mail system after 5 days.
Restore a Deleted Message	Before disconnecting from your voice mailbox: <ul style="list-style-type: none"> ▪ Return to the message marked for deletion ▪ Press 76 	If you have deleted a message by mistake, the message can be restored, only if you have not logged off your mailbox or hung up your telephone.

Send	▪ Press 79	Allows you to send a message that has been composed in your mailbox.
Cancel Message Command	▪ Press 7#	Allows you to cancel a message command which has been entered in error.
Operator Assistance #	▪ Press 0	While listening to a mailbox greeting, callers can be connected to a predetermined telephone number.
Skip Backward	▪ Press 1	While listening to a message, pressing 1 will move the playback position back five seconds in the message and resume playback.
Play	▪ Press 2	The play feature will play a message, greeting, distribution list or personal verification. HINT: YOU CAN PRESS 23 WHILE LISTENING TO A MESSAGE TO INCREASE THE PLAYBACK SPEED, OR 21 TO REVERT TO THE ORIGINAL PLAYBACK SPEED.
Skip Forward	▪ Press 3	While listening to a message, pressing 3 will move the playback position forward by five seconds in the message and resume playback.
Previous Message	▪ Press 4	Moves the user to the previous message in the mailbox.
Record	▪ Press 5	The recording feature will record a message, greeting, distribution list or personal verification.
Next Message	▪ Press 6	Moves the user to the next message in the mailbox.
Call Sender (internal only)	▪ Press 9	Call Sender allows you to interrupt playback of a message and call the person (internal only) whose message you were listening to. HINT: TO RECONNECT TO YOUR VOICE MAIL IF THE LINE IS BUSY, THERE IS NO ANSWER, OR YOU HAVE COMPLETED YOUR CONVERSATION, PRESS THE FLASHING LINE BUTTON ON YOUR TELEPHONE.
Help Service	▪ Press *	General help can be accessed at any time after logging on to your mailbox.
Stop/Pause	▪ Press #	To pause or stop the recording or playback of a message.

