



# Voicemail Guide



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# Step One

**The First Time You Log In** - you should configure your personal mailbox options.

## Mailbox Options in the Main Menu:

Pressing **0** from the main menu will present the mailbox options menu:

- 1 Record your unavailable message.
- 2 Record your busy message. (if desired)
- 3 Record your name.
- 4 Record your temporary greeting. (if desired)
- 5 Change your password.
- \* Return to the main menu.



# Step Two

## Record your unavailable greeting

- Log into your mailbox, press **0, 1**, record your message and press **#** to end the recording
- After recording, press **1** to Accept, **2** to Review, or **3** to Re-record

## Record your busy greeting

- Log into your mailbox, press **0, 2** (for the busy greeting played when you are already on the phone), record your greeting, and press **#** to end the recording
- After recording, press **1** to Accept, **2** to Review, or **3** to Re-record

## Record your name

- Log into your mailbox, press **0, 3**, speak your name, and press **#** to end the recording
- After a recording, press **1** to Accept, **2** to Review, or **3** to Re-record

# Step Three

## Record your temporary greeting

If you do not currently have a temporary greeting set (used when you will be temporary away from the office), this is the procedure to create one:

- Log into your mailbox, press **0, 4** for the temporary greeting, record your greeting, press **#** to end the recording. Note that a temporary greeting overrides the normal unavailable and busy greetings as long as it is active
- After a recording, press **1** to Accept, **2** to Review, or **3** to Re-record. You will hear a confirmation that the temporary message is in place

## Changing or erasing your existing temporary greeting

After you return to the office, the temporary greeting should be erased. The voice mail system presents different menu options when a temporary greeting is set. Log into your mailbox, then press **0, 4** for the temporary greeting menu

- 1** (Re)-record your temporary message (see the procedure above).
- 2** Erase your temporary greeting

# Step Four

## Listening to Messages

Press 1 to listen to the first new message waiting or, if there are no new messages, the first saved old message

## During Message Playback

During the playback of the message, any of the following buttons may be pressed:

- \*       Rewind the message by 3 seconds
- #       Fast-forward the message by 3 seconds
- 0       Pause the message playback. Press any other button to resume playback

## After Message Playback

After the message has been played back, the system will play a prompt and wait for you to press a button:

- 1       Go to the first message in the current folder
- 2       Change folders
- 3       Advanced options
- 4       Go to the previous message in the folder
- 5       Repeat the current message
- 6       Go to the next message in the folder
- 7       Delete or undelete the message
- 8       Forward the message to another user
- 9       Save this message in another folder (you will be asked which folder to use).
- 0       Mailbox options
- \*       Repeat the menu options
- #       Exit the voice mail system

# Step Five

## Advanced Options

The following buttons may be pressed in the “Advanced Options” menu:

- 1** Record a reply message and send it directly to the mailbox of the person that sent you the current message (this is only available if the caller was calling from an internal phone)
- 3** Play the message envelope
- \*** Return to the main menu

## Changing Folders

If you select the option to change folders, the phone system will ask you which folder you wish to use:

- 1-9** The number of the folder to use (see “The Default Folder List”, above)
- #** Cancel the change folder operation

# Contact Us



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