

## VOICEMAIL ACCESS NUMBERS

Mini Cassia: (208) 434-2130.

Magic Valley: (208) 933-2130.

## USING THE VOICEMAIL SYSTEM

The voicemail system is menu driven. Listen to the prompts and then press the keys on your phone to select which option you would like.

## ACCESSING VOICEMAIL

The first time you access your voicemail box you will be asked to set up your mailbox and record your name and a greeting to be played to callers (see reverse).

### FROM YOUR OWN PHONE:

- Press the Messages button or dial \*99.
- Enter your voicemail PIN.
- If you have new messages, the messages will be identified.
- After hearing any new messages, you will be presented with the Voicemail Main Menu. The Main Menu options are listed on the back panel of this brochure.

### FROM ANOTHER PHONE:

From an external phone:

1. Dial the voicemail access number specified by your Administrator.
  2. Dial either:  
Mini-Cassia (208) 434-2130  
Magic Valley (208) 933-2130
- When prompted, enter your 10 digit phone number.
  - When prompted, enter your voicemail PIN.
  - If you have new messages, the messages will be identified.

After hearing any new messages, you will be presented with the Voicemail Main Menu. The Main Menu options are listed on the back panel of this brochure.

## VOICEMAIL MAIN MENU

ACTION	KEY
Play Inbox Messages	1
Send Messages	2
Work with Greetings	3
Mail Box Settings	4
Access Deleted Messages	6
Log on as a different user	7
Help	0
Exit Voicemail System	*



# PMT Message Center Quick Reference Guide



RUPERT  
507 G ST  
208-436-7151

BURLEY  
1458 Overland Ave.  
208-878-7151

TWIN FALLS  
308 Shoshone St. E.  
208-933-7151

WWW.PMT.ORG



## MESSAGE PLAYBACK OPTIONS

While listening to your voicemail messages, the following options are available:

ACTION	Before Message	During Message	After Message
Skip Message	# skips header, goes to message body	# skip to next message	n/a
Reply to Message	n/a	4	4
Save Message and go to next	n/a	2	2
Delete	n/a	3	3
Play Inbox Messages	1	n/a	1
Send Messages	n/a	5	5
Work with Greetings	3 (from main menu)		
Mailbox Settings	4 (from main menu)		
Access Deleted Messages	6 (from main menu)	n/a	After playing, 2 to save, 3 to permanently erase
Log on as a different user	7 (from main menu)		
Help	0	0	0
Return to Main Menu, Exit Voicemail System	*(repeatedly, depending on how deep you are in the menu)	*	*
Increase volume	n/a		n/a
Slow playback	n/a		n/a
Pause playback (at other times, pauses activity for 30 secs)	n/a		n/a
Speed playback	n/a		n/a
Skip back 5 secs	n/a		n/a
Skip forward 5 secs	n/a		n/a

## FORWARDING A MESSAGE

- While listening to messages, you can send a copy of the message to another recipient.
- To Forward the current message, press 5.
- Enter an extension number or Distribution Group Number. Repeat this step until you've entered all the desired destinations.
- Press # when finished entering destinations.
- You will be prompted to record an introduction.
- After the tone, record your introductory message and press # when finished.
- Press # to send or press 1 for delivery options, followed by # to send. Delivery options include the following:

## DELIVERY OPTIONS MENU

ACTION	Before Message
Review the message	1
Mark message as urgent	2
Mark message as private	3
Re-record your message	4
Request a delivery report	5
Request a read report	6
Add or remove recipients	7
Schedule the message to be delivered in the future	9
Send the message as is	#
Exit or cancel press	*

## REPLYING TO A MESSAGE—DIALING THE ORIGINATOR

- While listening to a message, you can call the person back by pressing 4 and selecting option 1.
- This capability will not work if the voicemail system was not able to identify the Caller ID information when the original voicemail was received or if your phone is configured with call restrictions which prevent you from calling the originator's number.

## CHANGING YOUR PASSWORD

Access your voicemail box.

- From the Main Menu, press 4 to change your settings.
- Press 3 for security options.
- Press 1 to change the PIN.

## RECORDING YOUR PERSONAL GREETING

Access your voicemail box.

- From the Main Menu, press 3.
- To set up a personal greeting press 1.
- To set up a system generated greeting or to change the recording of your name press 3.
- To change the greeting that callers hear when you're busy press 5.
- If you don't record a personal greeting, a generic greeting will be played.