

## **Inter-tel Eclipse Voice Mail**

### **Accessing Voice Mail for the first time on premise:**

- Dial 2555.
- Press \* and enter your mailbox extension.
- Enter the defaulted password of 1111. (*you can change it to any number up to 12 digits*)
- Press #. Record Name (*be sure to include name and extension number*) Follow prompts.

### **Off-Premise Access:**

- Dial \_\_\_\_\_ .
- Press \* and enter your mailbox extension.
- Enter the defaulted password of 1111. (*you can change it to any number up to 12 digits*)
- Press #. Record Name (*be sure to include name and extension number*) Follow prompts.

### **Accessing voice mail if the voice mail notification light is blinking:**

- Press the *MSG* key, then press #.
- Enter your personal password and press #.
- To clear the blinking light, press the *MSG* key, then press \*.
- This will not delete your messages, just the light.

### **Accessing voice mail if your voice mail notification light is NOT blinking:**

- Press your *Voice Mail Transfer* key or dial the voice mail extension number (2555).
- During or after the greeting you hear, press \*.
- Enter your mailbox number and your personal password (if programmed), press #.

### **Leaving a voice mail for another extension within the office:**

- Dial their extension, press the *MSG* key and press #.
- To skip their greeting press #.

### **Leaving a call back request for another extension to call you:**

- Dial their extension, press the *MSG* key and hang up.
- They will receive a message in their VM box that will ring/call your ext. when checked.

### **Accessing your voice mail box from outside the office:**

- Dial your office telephone number.
- When the voice mail greeting picks up, dial \*, then your extension number.
- After entering your password, you will be in your mailbox. All options remain the same.

### **To listen to messages:**

- From main greeting, press 1 to listen to new messages or press 3 for saved messages.

### **While you are listening to a message, you can use the following options:**

- Press # to skip to the end of the recording.
- Press 1 to back up.
- Press 2 to pause. Then press any key to continue.
- Press 3 to skip ahead.
- Press 4 to lower the volume.
- Press 5 to play the message envelope again.
- Press 6 to raise the volume.
- Press 7 to save the new message in your mailbox.
- Press 9 to delete the message from your mailbox.

**When the message has finished playing, you have the following options:**

- Press 1 to replay the message from the beginning.
- Press 2 to reply to the message.
- Press 3 to forward a copy of the message to another subscriber.

*You can include introductory comments by pressing 1 and record an introduction. If not, press # to forward the message without an introduction.*

- Press 4 to listen to the previous message.
- Press 5 to play the introductory message “envelope” again.
- Press 6 to listen to the next message.
- Press 7 to save the new message in your mailbox.
- Press 9 to delete the message from your mailbox.

**Recording your personal greeting:**

- Enter your mailbox (2555, \*, enter your extension, password, #)
- Press 4 to select the Personal Options Menu.
- Press 1
- Press 1 to record and/or enable your primary greeting.  
*OR, Press 2 to record and/or enable your alternate greeting.*  
*OR, Press 3 to enable the system default mailbox greeting.*
- When you hear a tone, record your greeting, then press #.
- Press # again to accept your greeting.
- Your primary or alternate greeting is played to callers when they reach your mailbox.

When recording greeting the following information may be helpful for your callers:

- Whether you are in the office and where you can be reached
- When you will be returning calls
- For callers who do not wish to leave a message, how to exit.  
(They can press 0 to return to the operator.)

**Recording your voice mail directory name:**

- Enter your mailbox (2555, \*, enter your ext, password, #).
- Press 4 to select the Personal Options Menu.
- Press 2.
- When you hear a tone, record your first and last name, then press #.
- Press # again to accept your recorded name.

**Changing your password:**

- Enter your mailbox.
- Press 4 to select the Personal Options Menu.
- Press 3.

*If you want to have a password, enter a new password, using up to 12 digits.*

*If you do not want to use a password, skip this step.*

- Press #. Voice Mail plays back your password if you entered one.
- Press # to accept the password as entered.  
Or, press 3 to erase and re-enter desired password.

**Transferring a call to VoiceMail:**

- Press Transfer.
- Dial the voicemail extension number

EITHER – dial the desired mailbox number and then hang up; or Hang up to send the call to the voice mail menu so that the caller can enter the mailbox number.