



Keyvoice.net

BUSINESS CLASS VOIP SYSTEMS

Keyvoice.net Voicemail User Guide

To initially set up voicemail, press the “message” key on your phone (or dial * and your ext. number if you do not have a message key), enter your password which is your ext. number (default). At this point, you will be guided through the process of a first time set-up. Follow the prompts to set up your new password, name, and greetings. You should change your password when prompted (something other than the default).

TIP - we **highly** recommend changing the password to something secure.

TIP - the name that you record in the mailbox will be the same recording callers hear when they access the company directory and the “find me” feature. This is not your greeting.

Accessing voicemail from a Keyvoice.net phone

Press the “Message” key, or dial *(asterisk) and your ext. #

Enter your password + “#” (Default is your ext. number)

Follow the prompts

Main Menu Options

Dial 1. New/old messages

Dial 2. Change folders (new, old, work, family, friends)

Dial 3. Advanced options

Dial 1. Leave msg. for another user

Dial *. Return to main menu

Dial 0. Mailbox options

Dial 1. Record unavailable greeting - *required*

Dial 2. Record busy greeting - *optional*

Dial 3. Record name - *required*

Dial 4. Record temporary greeting – *optional*

(use when you’re out and need a different greeting to play)

Dial 5. Change password - *required*

Dial *. Return to main menu

Dial *. Help

Dial #. Exit

Mailbox Options after / during listening to a message

1011 North Main Street, Suite 6, White River Junction, VT 05001

(You Dialed 1 on main menu above)

Dial *(asterisk) = rewind, during message play back

Dial # = fast forward, during message play back

Dial 3. Advanced options

Dial 1. Send reply (between users / mailboxes on system only)

Dial 3. Hear envelope (date/time, phone number of caller)

Dial 5. Leave msg. for another user

Dial *. Return to main menu

Dial 5. Repeat current msg.

Dial 6. Play next msg.

Dial 7. Delete

Dial 8. Forward to another user

Dial 9. Save to folder

Dial 0. New

Dial 1. Old

Dial 2. Work

Dial 3. Family

Dial 4. Friends

Dial *. Help - *after message play back*

Dial #. Exit - *after message play back*

Checking Voicemail Remotely (For this option to work, your calls must go directly to an auto attendant or wait until the auto attendant picks up)

Below is the manual way to access voicemail remotely

1. Call main number, once the auto attendant starts, press “#”
2. When you hear the prompt enter your mailbox number
3. When you hear the prompt enter your password + “#”
4. Follow the voicemail menu prompts

TIP – *use the included E-message option to have voicemail messages sent to your smart phone instead, so you don't have to remember to call in and check voicemail.*

Recording the Main Auto Attendant menu

The **Main Menu** on the auto Attendant is usually something like;

*Thank you for calling XYZ Company,
If you know your parties extension please enter it now,
For Steve dial 3001,
For Kathy dial 3002,
For Brian dial 3003.
To reach the operator during regular business hours press 0,
Thank you for calling.*

Many options to the Menu can be added or changed. Multiple Menus can be used.

At any phone on the System - *To access Auto attendant Main Menu to record menus,*

*Dial *321 for the Day time Main menu, and follow the prompts.*

*Dial *322 for the Night or After Hours Main menu, and follow the prompts.*

Or Alternate access to make auto attendant recordings- *use your PC or Mac Browser*

Use your Keyvoice.net log in – *(see your Keyvoice.net tech or call for details)*

Go to the “Services” tab

Select the” Auto Attendant” section, select the correct menu “Main” or “Off-Hours”

Scroll down to the “Announcement” section. Select “Record via Phone” enter your extension and use the “Record” and “Play” to record your auto attendant menu using the Handset.

Notes

Any questions please call or e-mail us at Key Communications Inc.

802-296-6800

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