

Macrovoice Futura Voicemail System User Guide (with *NEC I-series* Telephone Systems)

How to access (log on to) your mailbox from your extension:

1. Lift the handset (optional)
2. Press the **VOICEMAIL** key
3. Enter your **password** followed by the **POUND** key (system default password is the mailbox number)

How to access (log on to) your mailbox from another extension in the office:

1. From any extension, lift the handset and press the **CALL1** key
2. Dial **500**
3. When the voicemail answers, press the **STAR** key then your **mailbox number** then the **POUND** key
4. Enter your **password** followed by the **POUND** key (system default password is the mailbox number)

How to access (log on to) your mailbox from outside the office:

1. Call your main line or backdoor line
 2. If the voicemail answers, press the **STAR** key then your **mailbox number** then the **POUND** key
- or--
2. If a live attendant answers, have them press **HOLD** and dial **500** and hang up; when you hear the main menu, press the **STAR** key then your **mailbox number** then the **POUND** key
 3. Enter your **password** followed by the **POUND** key (system default password is the mailbox number)

How to transfer an outside caller to a co-worker's mailbox:

1. While on call, press the **HOLD** key
 2. Press the **VOICEMAIL** key
 3. Press the person's **HOTLINE** key
- or--
3. Dial the person's **three-digit extension** number
 4. Hang up

How to leave a message for a co-worker:

1. Lift handset, press **CALL1** and dial the person's **three-digit extension** number
- or--
1. Lift the handset and press the person's **HOTLINE** key
 2. Press the **VOICEMAIL** key
 3. When the person's greeting answers you may press the **POUND** key twice to skip the greeting

How to record your greeting:

1. Access (log on to) your mailbox
 2. Follow the prompts to record your greeting
- or--
2. Press **FOUR** to manage Mailbox Options
 3. Press **TWO** to manage Mailbox Recordings
 4. Press **ONE** to record a personal greeting
 5. Press **ONE** through **NINE** to select your greeting
 6. Press **TWO** to record greeting and follow prompts
 7. Press **NINE** to save

How to record your name:

1. Access (log on to) your mailbox
 2. Follow the prompts to record your name
- or--
2. Press **FOUR** to manage Mailbox Options
 3. Press **TWO** to manage Mailbox Recordings
 4. Press **TWO** to record your name, # when done recording
 5. Press **NINE** to save

How to change your password:

1. Access (log on to) your mailbox
2. Press **FOUR** to manage Mailbox Options
3. Press **ONE** to manage Mailbox Features
4. Press **ONE** to change your password
5. Follow prompts to confirm your new password

How to listen to your messages:

1. Access (log on to) your mailbox
 2. Press **ONE** to listen to your messages
 3. Press **ONE** to go to the next message (the first message will automatically be saved)
- or--
3. Press **THREE** to delete the first message (you will automatically forward to the next message)

Note: You may press **TWO** to repeat the message (this will automatically tell you the time and date the message was received) or press **FOUR** to play the previous message

How to forward a message from your mailbox to another:

1. While listening to a message, press **FIVE** to forward the message
2. Enter the mailbox number of the person to receive the message, then press the **POUND** key
3. Enter another mailbox number and then press the **POUND** key, or just press the **POUND** key after the last recipient
4. (Optional) Press **TWO** to record a prefix to the message (a comment that plays before the message is heard)
5. Press **THREE** to forward the message