

## *Macrovoice Pathfinder/Scout* Voicemail System User Guide (with *NEC I-series* Telephone Systems)

*Note: Your extension number (eg. 301) is your mailbox number, also called your “user ID”. Your extension number (eg. 301) is also the default password for your mailbox.*

### **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 **#** key

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

1. From any extension, lift the handset, press the **CALL1** key and dial **500**.
2. When the voicemail answers, press the \* key followed by your mailbox number, then press **#**
3. Enter your password followed by the **#** key

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

1. Call your main line
2. When the voicemail system answers, press the \* key followed by your mailbox number, then press **#**
3. Enter your password followed by the **#** key

### **How to transfer an outside caller to a co-worker's voicemail:**

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

### **How to leave a message for a co-worker:**

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

### **How to listen to your messages:**

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

*Listening Tips:*

- a) Press **2** to repeat the message (this will automatically tell you the time and date the message was received)
- b) Press **4** to play the previous message
- c) Press **\*** to skip forward 5 seconds in the message
- d) Press **#** to skip backwards 5 seconds in the message
- e) Press **7** to pause the message; **7** to resume playing the message

**How to forward a message from your mailbox to another mailbox:**

1. While listening to a message, press **5** to forward the message
2. Enter the mailbox number of the person to receive the message followed by the **#** key
3. Enter another mailbox number and then the **#** key, or just the **#** key after the last recipient
4. Press **3** to forward the message

*Note: Prior to pressing **3** to forward the message, you may press **2** to record a prefix to the message (a comment that will play before the message)*

**How to record your greeting:**

1. Access (log on to) your mailbox
2. Press **5** to change your greeting
3. Select the greeting you wish to activate (**1** through **7**)
4. Press **1** to review or **3** to record (press **#** when done recording)
5. Press **9** to save

**How to record your name and extension:**

1. Access (log on to) your mailbox
2. Press **4** to change options
3. Press **6** to record name
4. Press **1** to review or **2** to record (press **#** when done recording)
5. Press **9** to save

**How to change your password:**

1. Access (log on to) your mailbox
2. Press **4** to change options
3. Press **3** to change your password
4. Enter your new password (up to eight digits) and then press the **#** key