

VME (“Prophet” or “Aleen”) Voicemail System User Guide (with NEC I-series Telephone Systems)

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

1. Lift the handset
2. Press the **VOICEMAIL** key
3. Enter your security code when requested (default code is 1234)

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

1. From any extension, lift the handset and press the **CALL 1** key
2. Dial **500**
3. When the voicemail answers, press **9** and enter your three-digit extension number
4. Enter your security code when requested (default code is 1234)

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

1. Call your main line or backdoor line
2. If the voicemail answers, press **9** and enter your three-digit extension number
--or--
2. If a live attendant answers, have them press **HOLD** and dial **500** and hang up; when you hear the main menu, press **9** and enter your three-digit extension number
3. Enter your security code when requested (default code is 1234)

How to transfer an outside caller to a co-worker’s voicemail:

1. While on call, press **HOLD**
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 **CALL 1** and dial the person’s **three-digit extension** number
--or--
1. Lift handset and press the person’s **HOTLINE** key
2. Press the **VOICEMAIL** key
3. The person’s greeting will answer after one to two rings; leave message at tone

How to leave a message for all staff:

1. Access (log on to) your mailbox
2. Press **EIGHT** to send a message
3. Enter mailbox **099** for all-staff group mailbox
4. Record your message, press * key when done or just hang up

How to record your greeting in your mailbox:

1. Access (log on to) your mailbox
2. Press **TWO** to change mailbox settings
3. Press **ONE** to change your greeting
4. Press **ONE** to review the current greeting
5. Press **TWO** to record, press # when done recording
6. Press **NINE** to return to the previous menu

How to record your name in your mailbox:

1. Access (log on to) your mailbox
2. Press **TWO** to change mailbox settings
3. Press **TWO** to change your name
4. Press **ONE** to review the current name
5. Press **TWO** to record, press # when done recording
6. Press **NINE** to return to the previous menu

How to change your directory listing:

1. Access (log on to) your mailbox
2. Press **TWO** to change mailbox settings
4. Press **THREE** for directory listing
5. Press **ONE** to review current directory listing
6. Press **TWO** to change your directory listing, and follow the prompts

How to change your password:

1. Access (log on to) your mailbox
2. Press **TWO** to change mailbox settings
3. Press **FOUR** to change your password
4. Press **ONE** to review current password
5. Press **TWO** to change the password, and follow the prompts

How to listen to your messages:

1. Access (log on to) your mailbox
2. Press **ONE** to play your messages
3. Press **TWO** to replay message
4. Press **THREE** to save message
5. Press **EIGHT** to delete message

How to forward a message in your mailbox to another mailbox:

1. While listening to a message, press **FOUR** to forward the message
 2. Enter the mailbox number to receive the message
 3. Record a comment at when prompted, press # when done recording
- or--
3. Press only the # key