

Voicemail Instruction for Ericsson BP250 Release 12 Non Display Handsets

Standard Telephone instructions

The voice mail system on your telephone system allows the three different greetings to be played to an incoming call. The three different greetings are played when your extension is busy, or your extension is not answering, or when you have your phone on direct diversion to the voicemail system. You are able to record these three different greetings from your telephone and the correct greeting will be played depending on the state of the telephone call that reaches your phone. The following instructions will guide you through recording the three different greetings. These greetings are recorded from your telephone handset.

To Setup Your Individual Voicemail Greeting

Press 199 this is your voicemail directory number at the voice prompt enter in your extension number to confirm the extension number press the * key enter your password the default is 0000

To (Record) change your greeting press digit 2

MESSAGE 1:

Recording your greeting when your telephone is busy.

press digit 1 to select your greeting when your phone is busy
press digit 1 and record your greeting and press # when your finished.

Please see page six for the sample script (1) Busy Greeting

To listen to your greeting press digit 2 then press 9 to return to the main menu to proceed with the next greeting

MESSAGE 2:

You are now ready to record your diversion on no reply greeting

press digit 2
press digit 1 and record your greeting and press # when your finished

Please see page six for the sample script (2) Away From Desk Greeting

To listen to your greeting press digit 2 then press 9 to return to the main menu to proceed with the next greeting

MESSAGE 3:

You are now ready to record your direct diversion greeting

press digit 3

press digit 1 and record your greeting and press # when your finished

Please see page six for the sample script (3) Unavailable / Leave Greeting

if you wish to listen to your greeting press digit 2 or press 9 to return to the main menu

Hang up your telephone when you have finished recording your greetings.
Your mailbox setup is now complete.

If you receive a voice message your message light will flash on your telephone.

To play this message
press message
press 1
your first message will now be played to you
to replay the message press 1
to delete this message and play the next message press #
the next message will now be played to you

Repeat the above steps until you are played all your messages.

To retrieve the time when the message was received press 3

To retrieve your message while away from the office

You are able to retrieve your messages when you are away from your office.
Dial 07 55 718 199, this is your voicemail directory number
at the voice prompt enter in your extension number
to confirm the extension number press the * key
enter your password the default is 0000

Press 1
Press 1 to play new messages, press 2 to play heard messages
your first message will now be played to you
to replay the message press 1
to delete this message and play the next message press #
the next message will now be played to you

Repeat the above steps until you are played all your messages.

VOICEMAIL MESSAGES – SAMPLE SCRIPTS

MESSAGE 1 BUSY GREETING

Hi, you've called, I'm currently on another call,

MESSAGE 2 AWAY FROM DESK GREETING

Hi, you've called I'm currently away from my desk,

MESSAGE 3 UNAVAILABLE / LEAVE – (Out of Office)

Hi, you've called I'm currently unavailable / On Leave until,

OR

Hi, you've called I'm currently unavailable / On Leave until I can be contacted on mobile number,

***Please note:**

When you have recorded your greeting the default voice message will then announce:

- 1. “To leave a message press 9, or hold, or please press * to return to reception”.**

Then the default voice will announce:

- 2. “Please leave a message after the tone”.**