

Voicemail Instruction for Ericsson BP250 Release 13 Executive Display Handset

Display phone instructions

The voice mail system on your telephone system allows the three different greetings to be played to an incoming call. 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 eg if your extension is busy, your extension is not answering, or when you have your phone on direct diversion to the voicemail system. The telephone system is programmed to play the associated greetings. If you are on the telephone or away from your desk and you have not retrieved the call after approximately 15 seconds the recording for busy or away from your desk will play. When you press your Diversion key, any calls coming into your extension will receive the recording you have recorded in message 3. Either you are unavailable or on leave etc.

The following instructions will guide you through recording the three different greetings. These greetings are recorded from your telephone handset. You must first input a PIN number before you can retrieve messages or record your greetings.

To Change your PIN

Press the Message Key
Input the 4 digit Password eg: 1111
Press #
Input the number again 1111 to confirm
Press #
The recording will then take you to the main menu
Press 2 to change your greeting

Then follow the prompts to record your greetings

If you have mislaid or forgotten your PIN number please contact your System Administrator.

If you know the PIN number and wish to change it Press the Message key, then Press 5 to change your password.

To Change Your Existing Individual Voicemail Greeting

Press 299 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 1111

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

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

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

To Manually Send a Message

If you ring an extn and they are busy or do not reply you can manually leave a message on their phone.

Dial the extn number
Press the message key
Press "Voice"
Say your message
Press "Activate"
Hang up

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

To play this message
press **message**
press **receive**
The screen will display how many new messages there are - press **new**
press **play**
your first message will now be played to you
to replay the message press Play
to delete this message press Erase
If there are no more messages the display will show **send** and **check**

The time when the message was sent will be displayed on your screen.

To Retrieve Message while out of the office

You are able to retrieve your messages when you are away from your office.
Dial 07 55, 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 eg 1111

Press 1 to listen to messages
Press 1 to listen to new messages, 2 to listen to heard messages or 3 to listen to stored 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 have played all your messages.

VOICEMAIL MESSAGES – SAMPLE SCRIPTS

MESSAGE 1 BUSY GREETING FOR A 2 LINE HANDSET

Hi, you have reached the voicemail of, I'm currently on another call or away from my desk,

MESSAGE 1 BUSY GREETING FOR A 1 LINE HANDSET

Hi, you have reached the voicemail of, I'm currently on another call

MESSAGE 2 AWAY FROM DESK GREETING

Hi, you have reached the voicemail of I'm currently away from my desk,

MESSAGE 3 UNAVAILABLE / LEAVE – (Out of Office)

Hi, you have reached the voicemail of..... I'm currently unavailable

OR

Hi, you have reached the voicemail of..... I'm currently On Leave until,

OR

Hi, you have reached the voicemail of..... I'm currently unavailable, 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”.**