CenturyLink
Stronger Connected

Main Menu for Voice Mail Operations

PRESS

1 — Listen to Messages

Select one of the following options during or at the end of a message:

0 Additional options	4 Forward	8 Pause
1 Replay	5 Reply	9 Move forward
2 Save	6 Play envelope	# Skip
3 Delete	7 Move backward	* Cancel

5 Reply

Select one of the following :

1 Reply with a voice mail
2 Reply with a call back
3 Reply to all with a voice message

Log In: Internal

a) From your own extension, lift the headset, press #, enter password, and press #
b) From another extension, press # twice, enter extension, enter password, and press #

Log In: External

Call your voice mail access number, enter extension, enter password, and press #

2 — Send a Message

Record your message at the tone. When finished, press # and select from the following options:

Accept
1 Review
2 Re-record
* Cancel

Accept

Enter the extension or the system distribution list to receive the message:

Conclude addressing
0 Additional addressing options
* Cancel last address
** Cancel

Conclude Addressing

Send
1 Mark/unmark urgent
2 Mark/unmark for return receipt
3 Enter additional addresses
* Cancel

0 Addressing Options

1 Address by name
2 Address by personal distribution list
3 Broadcast

1 Address by Name

Spell the name of the person, last name first.
Press 7 for Q and 9 for Z. * Cancel

Note: System returns to Addressing after name is entered.

2 Address by Personal Distribution List

Enter the two-digit personal distribution list number.
* Cancel

3 — Listen to Saved Messages

Refer to "Listen to Messages" for message options while listening to saved messages.

7 — Change Mailbox Options

1 Record greeting
2 Set call handling mode
3 Re-assign extension
4 Set password
5 Enable/disable envelope information
6 Record name
7 Listen to deleted messages
8 Remove deleted messages
9 Additional options
* Cancel

1 Record Greeting

Record your greeting for the currently active mode at the tone. When finished, press # and select from the following options:

# Accept	3 Delete
1 Review	* Cancel
2 Re-record	

2 Set Call Handling Mode

1 Standard	5 Custom
2 In a meeting	6 No change
3 Out of office	* Cancel
4 Extended absence	

3 Re-assign Extension

Press either 1 to Assign, or 2 to Un-assign.

4 Set Password

Enter password twice in response to the prompts.

* Cancel

5 Enable Envelope Info

Press either 1 to enable, or 2 to disable

6 Record Name

Record your name at the tone. When finished, press # and select from the following options:

# Accept	3 Delete
1 Review	* Cancel
2 Re-record	

8 Remove Deleted Messages

1 Confirm * Cancel

9 Additional Options

1 Enable or disable Outlook automated call handling
2 Change email delivery options
3 Change Agent state
5 Change Find Me Forwarding state
* Cancel

2 Email Delivery Options

1 Disable email delivery
2 Enable email delivery
3 Enable email delivery with voice mail attached
8 Mark voice mail heard after email delivery

3 Agent State

1 Log in and assign extension
2 Log out
3 Log in without assigning extension

8 — Log Off

9 — Return to Auto-Attendant

0 — Transfer to Assistant

— Hear Mailbox Status