

# Altigen Voice Mail System

## Quick Reference

### From any menu

Press 0 to repeat options  
Press \* for the previous menu

**Note:** Options shown in parentheses are announced only when applicable



### LOG IN



### Main Menu

- 1 (Listen to new messages)
- 2 (Review saved messages)
- 3 Send a message
- 4 Change personal options
- 5 Access private messaging options
- 6 (Access phrase management)
- 7 (Access Microsoft Exchange)
- 8 (Review mixed-media messages)
- # Make a call

### 1 & 2 Review voice messages

- 1 Delete message
- 2 Replay message
- 3 Save message
- 4 Send a copy of message
- 5 (Call the message sender)
- 6 (Reply to the message sender)
- 8 Listen to previous message
- # Skip to the next message

### 3 Send a message

- Record message after the tone
- Press # to end message recording
- Choose one of following options:
  - Enter recipient's extension
  - Press # to enter recipient's name
  - Press 01 to send to personal distribution list
  - Press 02 to send to system distribution list
  - Press \* to cancel and re-record

### 4 Personal options

- 1 Change name or greeting
- 2 Change password
- 3 Change message notification options
- 4 Access reminder call options
- 5 Enable/disable call forwarding
- 6 Enable/disable feature tips
- 7 Change distribution lists
  - 1 Personal List
  - 2 System List
- 8 Deactivate IP extension
- 9 ONA options

### 5 Private messaging

- 1 Record a new message
- 2 (Review saved messages)

### 8 Review mixed-media messages

- 1 (Review new messages)
- 2 (Review saved messages)

### 3 Send a message (con't.)

- # Send message now
- 1 Specify message delivery options
- 2 Re-enter destination extension

### Message delivery options

- 1 Mark urgent (or normal) delivery
- 2 Mark future (or immediate) delivery

### 4 → 1 Greeting Menu

- 1 Record personal greeting
- 2 Record directory name
- 3 Select activity greeting
- 4 Record initial greeting
- 5 Record subsequent greeting

### 4 → 1 → 1 Record greeting

- 2 Personal standard greeting
- 3 Meeting greeting
- 4 Away-from-desk greeting
- 5 Business travel greeting
- 6 Personal time off (PTO) greeting
- 7 Custom greeting
- 8 Custom greeting
- 9 Custom greeting

### 4 → 3 Message notification

- 1 Enable for urgent voice messages
- 2 Enable for all voice messages
- 3 Disable notification
- 5 Change notification number
- 6 Set notification schedule

### 4 → 3 → 5 Notification number

- Enter the destination number, then press #
- Choose one of following options:
  - 1 for phone number
  - 2 for pager number

### 4 → 4 Reminder calls

- 1 (Review reminder calls)
- 2 Add a reminder call

### 4 → 3 → 6 Set schedule

- 1 Activate notification at all times
- 2 Activate notification during off hours
- 3 Set up a notification schedule

### 4 → 7 Distribution lists

- 1 Add a list
- 2 Delete a list
- 3 Modify a list
- 4 Review a list

### 4 → 7 → 3 Edit distribution lists

- A list entry = extension number, or 01 + personal list number or 02 + system list number
- # confirms actions, \* cancels
- Adding entries:
  - 1 Enter the number, then press #
  - 2 Press \* when done adding
- Deleting a list: # to confirm
- Editing a list:
  - Press 1 to add or 2 to delete an entry
  - Enter the entry number, then #
  - Press \* when done

**REMOTE ACCESS** Call your company phone number, and during the auto attendant greeting, press #.

