

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
- 9 Transfer out of voice mail



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)
- # 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
- 8 (Activate/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)

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 → 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 → 4 REMINDER CALLS

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



4 → 7 DISTRIBUTION LISTS

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



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 → 5 NOTIFICATION NUMBER

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

4 → 3 → 6 SET SCHEDULE

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

EDIT DISTRIBUTION LISTS

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

