

## Vicemail key codes Instructions

### To access voicemail

- Dial 5-7222 or 510-885-7222
- Dial \*86# then enter (6-15 digit password)

To listen to voicemail messages **press 1** once you enter the voicemail option.

• To Save message	Press #(No longer option 9)
• To Erase message	Press 7
• To Repeat message at any time while listening to message	Press 2
• To know the time and date of the message (message envelope)	Press 5
• Additional Options- for message handling	Press 9
I.  Additional Option  To Reply	Press 1
II.  Additional Option  To Forward	Press 2
III.  Additional Option  To go back to menu	Press *
IV.  Additional Option  To Repeat the additional options menu	Press #
To go back to previous menu	Press 8

**While in voicemail you have a variety of options to customize your mailbox greetings**

- **To Change your busy greeting – Press 2**
  - i. To Record New greeting – Press 1
  - ii. Play Current- Press 2
  - iii. Revert to default- Press 3
  - iv. Go back to previous menu- Press \*
  - v. To Repeat options- Press #
- **To Change the No answer greeting- Press 3**
  - i. To Record New greeting – Press 1
  - ii. Play Current- Press 2
  - iii. Revert to default- Press 3
  - iv. Go back to previous menu- Press \*
  - v. To Repeat options- Press #

- **To Change extended away greeting- Press 4**
  - i. Record New greeting- press 3
  - ii. Go back- press \*
  - iii. To repeat- press #
- **To compose and send message- Press 5**
  - i. It will automatically start recording a message and to end it - press #
  - ii. To send message- press 3 and enter a 5 digit ID then press #
  - iii. To change your message- press 1
  - iv. To listen to the current message – press 2
  - v. To mark as urgent- press 6
  - vi. To mark as confidential- press 7
- **To go to compiler voice portal- Press \* ( Password setting)**
  - i. To go back to voicemail box- Press 1
  - ii. Greeting menu- press 3
    - a. To record name- Press 1
    - b. To go back- Press \*
  - iii. To record an announcement
    - a. Record audio announcement- Press 1
  - iv. Change password- Press 8
  - v. To Exist portal- press 9