

## NEAX Mail AD-40 Voice Mail Access Help for Department Secretaries and Receptionists

### Personal Mailbox Access



From your phone:

1. Pick up handset and make sure that you are off-hook on Your Extension.
2. Press the **<MESSAGE>** key or dial “**7820**.”
3. Then enter *your* mailbox password when asked for it.

From someone else's phone:

1. Press the **<MESSAGE>** key or dial “**7820**.”
2. When asked for your password, dial “**\*2#**.”
3. Then when asked for your *User ID*, dial “**9**” + *your mailbox number*.
4. Then enter *your* mailbox password when asked for it.

From outside the system:

1. Dial the voice mail direct access number, “**630-844-7820**.”
2. You will hear a system greeting. When you hear this greeting, enter your User ID by dialing “**9**” + *your mailbox number*.
3. Then enter *your* mailbox password when asked for it.



### Other Mailbox Access

(i.e. department mailbox)

From your phone:

1. Pick up handset and make sure that you are off-hook on the line for the mailbox you would like to check. Press the **<MESSAGE>** key or dial “**7820**.”
2. Then enter the *department* mailbox password when asked for it.

If the phone you are using does not have a line appearance for the department's mailbox extension:

1. Press the **<MESSAGE>** key or dial “**7820**.”
2. When asked for your password, dial “**\*2#**.”
3. Then when asked for your *User ID*, dial “**9**” + *the department mailbox number*.
4. Then enter the *department* mailbox password when asked for it.

\*You will only receive message waiting notification for messages stored in your personal voice mailbox.