



Getting Started

The first time you log in to voice mail you will be required to walk through the voice mail tutorial. The system will prompt you through the steps needed to initially set up your mailbox.

These steps include recording your name and greeting, and setting your personal security code.

*Though it is optional, it is highly recommended that you set a security code to safeguard your voice mailbox.

Make sure to complete the tutorial in its entirety. Otherwise, the next time you log into voice mail you will need to start the tutorial over from the beginning.

Accessing Voice Mail

From your desk phone:

1. Press <MESSAGE> or dial “7820.”
2. Follow prompts.

Internally from another phone:

3. Press <MESSAGE> or dial “7820.”
4. At the main menu, dial “*2#.”
5. Enter your personal ID (9 + your ext.)

Externally:

1. Dial “630-844-7820.”
2. At main menu enter your personal ID (9 + your ext.) Follow prompts.

Voice Mail Basic Options

At the main menu press:

- 4 to listen to new messages
- 5 to send a message
- 6 to listen to old messages
- 7 to change setup options
- * to cancel or move back a menu
- # to skip or move ahead

When voice mail asks you a question, press “1” to answer “Yes”
“2” to answer “No.”

Checking for Messages

1. Access voice mail.
2. Press 4 to hear new messages.
-or-
Press 6 to hear old messages.

*Archived messages are stored for 30 days.

Message Playback Options

During message playback, press:

- * to skip entire message & save as new
- # to repeat the entire message
- 1 to advance to end of message
- 2 to stop playback, and then
 - 4 to reply
 - 5 save as old and check next
 - 6 delete
 - 7 archive
 - 8 hear timestamp
 - 9 to redirect (forward)
 - 0 to save as new
 - # repeat
- 4 to slow down playback speed
- 5 to change playback volume
- 6 to speed up playback speed
- 7 to repeat the previous 3 seconds
- 8 to pause and continue playback
- 9 to advance 3 seconds

Sending a Message

1. After accessing voice mail, press 5.
2. Enter extension number of recipient.
3. Follow prompts.

Note: If you do not know the extension number of the message recipient, dial “##” to reach the Dial by Name Directory.

(Press “##” again to return to extension number entry.)

To send a message to a message group, press ## for the Dial By Name Directory. Then enter the first 3-letters of group name.

Canceling Message Delivery

You may cancel delivery of a message left for another user on the system before the recipient has listened to it.

To cancel a message sent to another system user, begin by creating a new message for that same user. If the message has not yet been listened to, voice mail will notify you and will ask if you would like to review and cancel delivery of the message.

Special Delivery Options

After recording your message, you have the following special delivery options available:

- Mark the message as **Urgent**
This will send your message to the top of the recipient’s message playback list.
- Mark for **Return Receipt**
Once the message has been listened to, the system sends a message stating the date and time the message was listened to.
- Mark as **Private**
This will dis-allow the message recipient from forwarding the message.
- Mark for **Future Delivery**
This allows you to specify the date and time the message is to be left in the recipient’s mailbox.