

# Extension Mailbox

This great feature adds up to three “extensions” to your main Business Voice Mail mailbox. People who call your business can either leave general messages in the main mailbox, or they can leave private messages in individual extensions. Each extension has its own password to keep messages private, and mailbox “owners” can go directly to their own messages, without sifting through everyone else’s.

## Decide who’s going to use each Extension

Main Mailbox: \_\_\_\_\_

Extension 1: \_\_\_\_\_

Extension 2: \_\_\_\_\_

Extension 3: \_\_\_\_\_

## Record a greeting

You’ll need a greeting for the Main Mailbox that tells callers what keys to press. Follow the instructions in your Instruction Guide for changing a greeting, or wait for the prompt after you set up each extension (see back).

**Example:** *“Thank you for calling Acme Corporation. To leave a message for Sam Smith, press [1]; for Maria Lopez, press [2]; for the Sales Department, press [3]; or you may stay on the line and leave a message in the main mailbox.”*

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## Set up each Extension

- From the Main Menu, press **4** Mailbox Options.
- Press **5** Extensions.
- Press **1**, **2** or **3** for the extension you want to set up first.
- A built-in password will play.

**1** Keep this code.

**2** Enter a new one.

Make sure to write down each password and give it to the person who's going to use that extension!

- Record a name for this extension.
- Choose a greeting for this extension:

**1** Standard Greeting with name.

**2** Record a Personal Greeting.

- Repeat these steps to set up the next extension.

**Note:** Since you'll be using a different password to get to each Extension, make sure the Mailbox Shortcut Option "Skip Password" is turned OFF.

## How to use your own Extension Mailbox

- You must first personalize your mailbox before using it.
- Call your business's main mailbox.
- Enter your own extension's password.

**1** Keep this code.

**2** Enter a new one.

- Your extension's name will play.

**1** Keep this name.

**2** Record a new one.

- You'll hear what greeting your extension has.

**1** Keep this greeting.

**2** Change it.

## How to listen to your own messages

You'll hear an interrupted dial tone whenever there are messages in the Main Mailbox or in any of the extensions. You can press **0** at the Main Menu to find out how many messages are in each Extension Mailbox.

- Follow the steps for "Listening to Messages" in your Business Voice Mail Instruction Guide.
- Enter your own Extension's password.
- Press **1** to listen to your messages.

**Note:** If you have optional Message Notification, messages in the Extensions won't signal your pager or phone.

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# ► more about Extension Mailbox

## Send a message to the Main Mailbox, or to another Extension

- Follow the Send instructions in your Instruction Guide.
- When you're asked for the destination:

Enter **1** **#** for Extension 1

**2** **#** for Extension 2

**3** **#** for Extension 3

or your own phone number for the Main Mailbox.

## To include Extension Mailboxes in a Group Send List

- When you're adding numbers to a Group List:

Enter **1** **#** for Extension 1

**2** **#** for Extension 2

**3** **#** for Extension 3

Extension Mailbox is not compatible with the optional Scheduled Greetings feature.

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