

User Guide



Voicemail

Quick Reference Guide



Revision History

Revision	Date	Description	Initials
1.0	8/21/17	First published version.	CS
2.0	1/05/2021	Updated Logo	JB
2.1	05/24/23	Updated Logo and scheme. Updated options	JN

Purpose

Refer to this guide to learn how to use NHC voicemail.

Audience

Information in this document is for people who use NHC hosted PBX telephone systems.

References

Refer to the guide below for more information about NHC phone systems:

Product Guide for newVoice Hosted PBX

CommPortal User Guide

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Overview

This quick reference guide covers the following topics related to newVoice voicemail systems:

- Using the voicemail system
- Accessing voicemail
- Voicemail main menu
- Message playback options
- Forwarding a message
- Delivery options menu
- Changing your voicemail password
- Replying to a message – dialing the originator
- Recording your personal greeting

Using the Voicemail System

The voicemail system is menu driven. Listen to the voice prompts, and then press the keys on your phone to select which option you would like.

Open Your Voicemail Box

The first time you access your voicemail box, you will set up your mailbox, record your name, and record a greeting to be played for callers. When you have one or more unheard voice messages waiting, your phone displays a solid red light on the top of the phone.

From Your Own Phone

To listen to your voicemail from your own phone:

1. Press the Messages button, or dial *99.
2. Enter your voicemail password.
The system notifies you of new messages.
3. Press 1 to listen to your messages.

After you listen to new messages, select from options in the voicemail menu. See *Voice Mail Menu* below for menu options.

From Another Phone

To listen to your voicemail from an external phone:

1. Dial your telephone number.
2. Press * while your voicemail greeting plays.
The system prompts you for your voicemail password.
3. Enter your voicemail password, then press #.
The system notifies you of new messages.
4. Press 1 to listen to your messages.

After you listen to new messages, select from options in the voicemail menu. See *Voice Mail Menu* below for menu options.



Voicemail Main Menu

Press these keys to perform the following actions when you are in the voicemail main menu:

Action	Key
Play inbox messages	1
Send messages	2
Work with greetings	3
Mailbox settings	4
Access deleted messages	6
Logon as different user	7
Help	0
Exit voicemail system	*

Message Playback Options

These options are available while you listen to your voicemail messages:

Action	Before Message	During Message	After Message
Skip message	#	#	N/A
Reply to message	N/A	4	4
Delete	N/A	3	3
Save Message and go to next	N/A	2	2
Send a copy	N/A	5	5
Play Inbox Messages	1	N/A	1
Back to menu	*	*	*
Help	0	0	0

Forward a Message

To forward a copy of a message to another recipient while you listen to messages:

1. Press 5 to forward the current message.
2. Enter an extension number or distribution group number.
3. Enter all desired destinations, then press #.
The system prompts you to record an introduction.
4. After the tone, record your introductory message, then press #.
5. Press # to send, or press 1 for delivery options.

See *Delivery Options Menu* for more information.

Delivery Options Menu

The table below lists delivery options when you forward a message to another recipient:

Action	Before Message
Review the message	1
Mark message as urgent	2
Mark message as private	3
Re-record your message	4
Request a delivery report	5
Request a read report	6
Add or remove recipients	7
Schedule the message to be delivered in the future	9
Send the message as is	#
Exit or cancel	*



Change Your Voicemail Password

To change your voicemail password:

1. Open your voicemail box.
2. From the main menu, press 4 to change your settings.
3. Press 3 for security options. 4. Press 1 to change your PIN.

Respond to Message Originator

To call originator back while you listen to a person's voicemail message, press 4, then press 1.

Note: Callback does not work if voicemail system cannot identify originator's caller ID, or if your phone has call restrictions that prevent calling the originator's number.

Record Personal Greeting

To record the greeting callers hear when you do not answer the phone:

1. Open your voicemail box.
2. From the main menu, press 3 to work with greetings.
3. To record a personal greeting, press 1.

Alternately, press 3 to set up a system generated greeting, or to change the recording of your name. Press 5 to change the greeting callers hear when phone is busy.

Note: If you do not record a personal greeting, the voicemail system plays a generic message.

Corporate Office:

200 Baker Ave. Suite
300
Concord, MA 01742
855-600-4NHC (4642)

Customer Operations:

6836 International Center Blvd.
Fort Myers, FL 33912 24x7x365
Service:
855-600-4NHC (4642)

Email & Web: info@nhcgrp.com
www.nhcgrp.com