



**STATE OF ARIZONA**  
Voice Messaging System  
User Reference Guide  
**PHOENIX and TUCSON**



**FIRST TIME LOG IN FROM A PHONE**

Use one of the following options to access the voice mail system:

- Press the Message key.
- Dial the internal messaging number:
  - Tucson -- x6888.
  - PHOENIX – x20300 or
  - PHOENIX – x10300
- Dial the external messaging number:
  - Tucson – 520-628-6888
  - PHOENIX – 602-542-0300 or
  - PHOENIX – 602-771-0300
- Note: If you are dialing from someone else’s phone or outside the office, press \* when you hear a greeting or the Voice Mail answers.
- Enter your mailbox number (if required) and press #.
- Enter your PIN, then press #.

Note: Your system administrator provides your mailbox number and temporary PIN.

To initialize and open your voice mailbox for the first time you must:

- Record a name and greeting.
- Set a new PIN.

**GREETING SETUP / WORK WITH RECORDED NAME & GREETINGS**

To record or review your name, an Extended Absence Greeting, Personalized Greeting or Internal Greeting, from the Main Menu:

- Press 4>3.
- Choose from the following options:
  - Press 1 - Personal (Internal & External) Greeting
    - Press 1 - Internal
    - Press 2 - External
  - Press 2 - Extended Absence Greeting
  - Press 3 - Name

Note: If you have recorded your name it will be played only if an Internal/External greeting has not been recorded.

Record/review options include:

- Press \* - Re-record new greeting.
- Press 1 - Review greeting.
- Press # - Finish/Approve.

Once a greeting is recorded, options include:

- Press 1 - Listen to greeting.
- Press # - Save greeting.
- Press \* - Re-record greeting.

**TO CHANGE YOUR PIN, FROM THE MAIN MENU:**

- Press 4>2>1>1.
- Enter your new PIN, and then press #.

Note: Pins must be 5-15 digits

**RETRIEVING/SENDING/FORWARDING MESSAGES FROM YOUR PHONE**

Use one of the following options to access the voice mail system:

- Press the Message key.
- Dial the internal messaging number:
  - Tucson -- x6888.
  - PHOENIX – x20300 or
  - PHOENIX – x10300
- Dial the external messaging number:
  - Tucson – 520-628-6888
  - PHOENIX – 602-542-0300 or
  - PHOENIX – 602-771-0300

Note: If you are dialing from someone else’s phone or outside the office, press \* when you hear a greeting or the Voice Mail answers.

- Enter your mailbox number (if required) and press #.
- Enter your PIN, then press #.

From the Main Menu:

- Press 1 - to listen to your messages.
- Then press one of the following:
- Press 1 - to listen to new messages.
  - Press 2 - to listen to all messages.

While listening to messages, options include:

- Press 1 - Rewind
- Press 1>1 - Rewind to start
- Press 2 - Pause/Resume
- Press 3 - Fast forward
- Press 3>3 - Fast forward to end
- Press 4 - Replay
- Press 5 - Message Details
- Press 6 - Forward message
- Press 7 - Delete message
- Press 8 - Reply to Message Sender
- Press 8>8 - Call Message Sender
- Press 9 - Save message
- Press # - Next message

**SEND MESSAGES FROM YOUR PHONE**

To record and send a message, from the Main Menu:

- Press 2 - Record your message at the prompt, then press #.
- Enter the first mailbox number to send the message to  
-OR- Press 0\* and use the dialpad to type the name of the recipient.

Choose one of the following options, if desired, prior to sending:

- Press 1 - Listen to message
- Press \* - Re-record
- Press # - to enter the Delivery Options Menu
- If using Distribution lists (these must be defined by the Help Desk), enter the two digit identifier for the distribution list.

**Delivery Options.** You can set special options for a message delivery:

- Press 1 - Sensitivity:
- Press 2 - Priority:
- Press 3 - Read Receipt:
- Press 4 - Delivery Date/Time:
- Press # - to send the message immediately
- Press \* - to cancel message sending



To forward a message to another voice mailbox on your system:

- After listening to the message, press 6.
- Enter the first mailbox number to send the message to
- OR-
- Press 0\* and use the dial pad to type the name of the recipient.

Choose one of the following options, if desired, prior to sending:

- Press 1 - Listen to message.
- Press \* - Re-record.
- Press # - to enter the Delivery Options Menu. Delivery Options are the same as those outlined in the sending messages delivery options menu.
- Press # - to send the message immediately.
- Press \* - to cancel message sending.

### SET TRANSFER NUMBERS

To program numbers callers can transfer to if you are not available, from the Main Menu:

- Press 4>2>2
- Choose from the following options:
  - Press 1 - Mode - on/off
  - Press 2 - Primary Number
  - Press 3 - Secondary number
  - Press \* - Previous Menu

After selecting either Primary or Secondary number the following options are available:

- Press 1 - Set
- Press 2 - Review
- Press 3 - Delete

### EXPRESS MESSAGING

Express Messaging allows you to leave a message in another mailbox without logging into your mailbox.

Use one of the following options to access the Express Messaging voice mail system:

- Dial the express messaging number:
  - Tucson – 520-209-4330
  - PHOENIX – 602-771-9890

-THEN-

- Enter the mailbox number (extension) of the person you want to leave a message, then press #.
- Wait for the tone, then record your message.
- Hang up.

### GENERAL VOICE MAIL INFORMATION

Voice prompts guide you through mailbox operation.

Common keys are:

- Press \* - Previous or Main menu
- Press 0 - Help
- Press # - Terminate

- Use your handset to record greetings for optimal clarity. Headset use is **not** recommended for recording.

- Clear your mailbox often, as system will prompt you to delete or re-save after a designated time period.

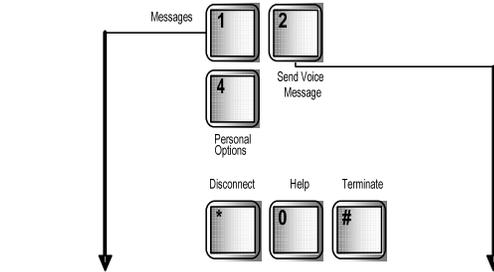
- Once a message is sent, it cannot be retrieved.

- A deleted message can be retrieved, by pressing 4, as long as you retrieve it before going to another message or exiting the system.

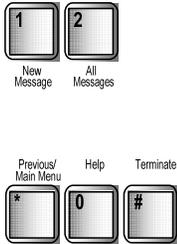
- Voicemail PIN will expire every 90 days. PIN must be 5-15 digits.



Login → Main Menu



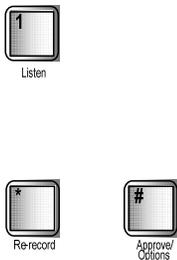
Message Menu



Message Options

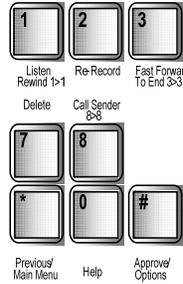


Forwarding Messages Introduction Menu



Sending Messages

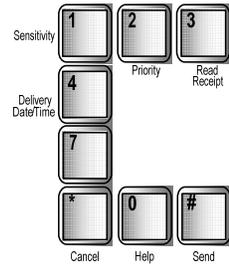
Options Menu



Addressing Menu



Delivery Options



Mailbox Number: \_\_\_\_\_

Message Access:

Tucson: 520-628-6888

Phoenix: 602-542-0300 or 602-771-0300

Express Message Access:

Tucson: 520-209-4330

Phoenix: 602-771-9890

