

# Voicemail Quick User Reference Guide

## Accessing Your Voicemail Messages:

To access your voicemail messages from an "*external*" phone like your cellular or home phone dial:

TUCSON: 520-628-6888

PHOENIX: 602-771-0300 or  
602-542-0300 or  
602-364-0200

To access your voicemail messages from an "*internal*" state phone dial either way below:

TUCSON: 8-6888 or 520-628-6888

PHOENIX: 1-0300 or 602-771-0300 or  
2-0300 or 602-542-0300 or  
4-0200 or 602-364-0200

## Express Messaging:

To leave a message in another mailbox without logging in to your voicemail dial:

TUCSON: 520-209-4344

PHOENIX: 602-771-9890

## To Leave an Express Message:

1. Dial the express messaging number above
2. Enter the ten (10) digit mailbox number of the person you want to leave a message for and then press #.
3. Wait for the tone, and then record your message.
4. Hang up when finished.

## To Listen to Your Messages:

Press 1, 1 quickly to skip to new messages

Press 1, 2 to listen to all messages

## While Listening to Messages Press:

- 1 Rewind message
- 1, 1 Rewind to start of message
- 2 Pause/Resume message
- 3 Fast forward message
- 3, 3 Fast forward to end of message
- 4 Replay message
- 5 Message details
- 6 Forward message
- 7 Delete message
- 8 Reply to message sender
- 8, 8 Call message sender
- 9 Save message
- # Next message

A deleted message can be retrieved by pressing 4, as long as you retrieve it prior to going to the next message or exiting voicemail.

## To Change PIN Number:

Press 4,2,1,1

Enter your new PIN which can be 5-15 digits long, and then press #.

PIN numbers will expire in one (1) year.

## Greeting Commands:

Use your telephone handset to record greetings for the best quality, using a speakerphone is not recommended.

To record or review a greeting, Press 4, 3 then press:

- 1, 1 Internal greeting
- 1, 2 External greeting
- 2 Extended absence greeting
- 3 Record name

If you have recorded your name it will be played only if a greeting has not been recorded. AZNet recommends users record both an internal and external greeting.

## Record or Review Greetings:

- 1 Record new greeting
- 2 Review greeting
- 3 Finish or Approve

Once a greeting is recorded:

- # Save a greeting
- 1 Listen to greeting
- \* Cancel greeting

The following options only apply to the extended absence greeting:

- 4 Set start date
- 5 Set expire date

