

## Voicemail Access Summary

- Voicemail Access Number = **504-274-4800**
- Voicemail Portal = <http://imm.razorline.net:8082/VXView>
- Voicemail Mailbox = your 10 digit internal extension
- Default Password = 1111 (tutorial will ask you to change)

## Forwarding a Message

- Press **4** (either during or after the message is played) to forward a message to another recipient.
- When prompted, record your introductory message and press # when finished.
- Select an action:

KEY	ACTION
1	Review message
2	Send
3	Schedule delivery
4	Change intro message
5	Review recipient(s)
6	Add recipient(s) <i>*You will be prompted to enter mailbox extension or to press * to dial by name.</i>
7	Mark as urgent
8	Mark as private <i>*Private messages are not able to be forwarded..</i>
*	Cancel

## Composing a New Message

- Access your voicemail box.
- Press \* to skip to the Main Menu.
- Press **4** from the Main Menu to compose a new message.
- When prompted, record message and press # when finished.
- For a list of available actions, refer to table provided on the following panel.

## Email Notification

If desired, you can configure the Voicemail system to automatically forward a copy of every Voicemail message that you receive to a specified email address. Email notification is configured via your IMM Web Portal account—  
<http://imm.razorline.net:8082/VXView>

## Voicemail Main Menu

KEY	FEATURE
1	Listen to voice messages
4	Send messages
5	Dial by name
9	User options
*	Exit

## User Options Menu

KEY	FEATURE
1	Greetings/Name announcements
2	PIN
3	Playback options
4	Notifications
5	Sub-mailboxes
*	Return to Main Menu

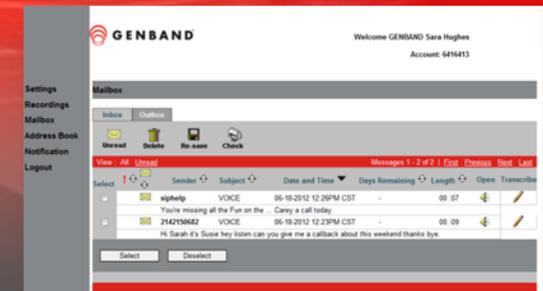
## Message Playback Options

While listening to your Voicemail/fax messages, the following options are available.

ACTION	During Message	End of Message
Replay message	1	1
Save message	2	2
Delete message	3	3
Forward/Send message	4	4
Reply to message <b>OR</b> Dial by name	5,5	5,5
Play envelope info	6	6
Previous message	7	7
Play next	#	#
Return to Main Menu	*	*

# RAZORLINE

## **Voicemail and Voicemail Portal Quick Reference Guide**



## Accessing Your Voicemail

### From Your Desk Phone

- Press the Voicemail Button
- **NOTE:** You can still access your voicemails when you are not at your desk. Simply dial the voicemail access number (504-274-4800).
- You will be prompted to enter your 10 digit extension followed by #
- Enter PIN followed by # (default PIN is 1111)
- If you have new messages, they will be identified and played. After hearing any new messages, you will be presented with the Voicemail Main Menu. The Main Menu options are listed on the back panel

### From Your Computer and Mobile/Tablet

There are 2 ways to access your voicemail via your computer, and with the Razorline IMM, you can have a similar user experience via your mobile devices.

1.) **Email:** When you receive a voicemail, an email containing a .wav file as well as the transcribed message will be sent to your inbox.

- To hear your message, simply open the email and double click on the .wav file attachment.

2.) **IMM Portal:** If you have an IMM account, you can retrieve messages and manage your Voicemail account using your web browser—<http://imm.razorline.net:8082/VXView>

## Personal Greetings/ Name Announcements

- Access your Voicemail box.
- If messages auto start to play, press \* to skip to the Main

### OR

- Press **9** from the Main Menu to access User Options
- Press **1** to access Greetings
- Press **6** to modify Greetings
- Select the greeting you'd like to record:
- Press **1** to review current greeting **OR** press **2** to select Default greeting
- To record greeting, wait for the beep. After the tone, record your greeting. Press # when finished.
- After recording your greeting:

**NOTE:** If you don't record a personal greeting, a generic greeting will be played.

KEY	GREETING TYPE
1	Generic
2	Extended absence
3	Busy
4	No answer
*	Return to previous menu

KEY	ACTION
1	Keep greeting recording - Press 1 to enable/disable Generic greeting - Press 2 to enable/disable Extended Absence greeting - Press * to exit
2	Delete and re-record greeting
3	Choose default greeting

## Changing Your PIN

- Access your voicemail box
- If messages auto start to play, press \* to skip to the Main

### OR

- Press **9** from the Main Menu to access User Options
- Press **2** to modify your PIN
- Enter new PIN when prompted, followed by #
- You will be prompted to re-enter new PIN followed by #
- Your PIN was successfully changed.

## Replying to a Message

When listening to a message you have the ability to call the sender back or forward message to another recipient.

### To Call Sender Back

- During or at the end of the message press **5,5** to call sender after listening to message.
- Follow instructions to place call/change call back number.
- Press \* to cancel.

### To Forward Message to Additional Recipient(s)

- Refer to "Forward a Message" section in following panel for details.

**NOTE:** This capability will not work if the Voicemail system was not able to record the Caller ID information when the original Voicemail was received or if your phone is configured with call restrictions which prevent you from calling the originator's number.