Zultys Voicemail Guide

Rev. 02.27.2019

Requirements

Your installer has set a default voicemail password for each user on the system. If you have not received this password, please contact your office manager or installer for assistance.

New Mailbox Setup

- On your new Zultys phone, press the key with the Mail Envelope icon.
- Enter your voicemail password provided by your manager or installer.
- The system will first prompt you to record your name. Say your name when prompted and press the # key when finished.
- The system will now prompt you to record your greeting. Say your greeting and press the # key when finished.
- Your mailbox setup is complete and you will now hear the full mailbox menu.

If no voicemail message is created, your voicemail message will be "The person at extension XXXX is unavailable. Please leave your message after the tone."

Changing an existing voicemail message

To change your voicemail message:

- On your Zultys phone, press the key with the Mail Envelope icon.
- Enter your voicemail password.
- Press 4 for Profile, Name and Greeting.
- Press 2 to record your name or greeting.
- Press 2 to record a greeting.
- Press 1 to record greeting #1.
- Speak your greeting after the tone.

o   Press 1 to save the message, press 2 to hear the message, press 3 to re-record the message.
- Once you have saved your message, press 4 to activate your greeting
- Press 1 to activate greeting #1

Listening To Messages

Once you log into the voicemail system, you will be notified right away with the number of messages you have.
Press 1 to play your messages.

While listening to your messages, your options are as follows:

1-Repeat message

2-Save Message

3-Erase Message

4-Reply with new message

5-Forward message to another user

6-Play previous message

7-Rewind 3 seconds in message

8-Pause current message

9-Skip forward 3 seconds in message

##-End review of messages

Changing Your Password

To change your voicemail password:

- Log into the voicemail system with your current password
- Choose Option 4 for Profile, Name and Greeting
- Choose Option 1 for Profile
- Choose Option 1 to reset your password

If you have forgotten your password, please contact your office manager or your installer to have your password reset.

Changing a group voicemail

Please note, a user who has the ability to retrieve the group voicemails must complete this process. The group mailbox number must be known to proceed. Please contact your manager r installer for this number. To change your group voicemail message:

- On your Zultys phone, dial *86 and press * right away.
- The system will prompt you for a mailbox number. Enter the group mailbox number provided by your manager or installer.
- The system will prompt for your mailbox number. This is your extension number.
- The system will prompt for your mailbox password.
    - If you hear the main menu, you've successfully logged in and you can proceed with changing a name or message as described above.
    - If this is a new mailbox, you will be greeted with the new mailbox setup prompt.
    - If the password is incorrect, you will be prompted for the mailbox number again.

Change Greetings

There are four different greetings that can be recorded for different situations and activated or deactivated by the user at any time.
To record an alternate greeting:

From the main menu:

- Press 4 for Profile, Name and Greeting.
- Press 2 to record your name or greeting.
- Press 2 to record a greeting.
- Press 2 to record greeting #2 (or 3 for #3 and 4 for #4).
- Speak your greeting after the tone.
    - Press 1 to save the message, press 2 to hear the message, press 3 to re-record the message.

To activate an alternate greeting

From the main menu:

- Press 4 for Profile, Name and Greeting.
- Press 2 to record your name or greeting.
- Press 4 to activate your greeting
- Press 1 to activate greeting #1 (or 2 for #2, 3 for #3 and 4 for #4)