



# COCC VOICEMAIL USER GUIDE



## ACCESSING VOICEMAIL

### Internal – From Your Extension

Press **Messages** Key (**Envelope**)  
Enter Voicemail **PIN**, followed by # (Pound)

### Internal – From Another Extension

Press **Messages** Key (**Envelope**)  
Press \*, then **Extension**, followed by # (Pound)  
Enter Voicemail **PIN**, followed by # (Pound)

### External – Off Site

Dial **541-383-7701** and Press \*  
Enter your **Extension**, followed by # (Pound)  
Enter your **PIN**, followed by # (Pound)

## MAIN MENU

- OPTIONS -

- 1** HEAR NEW MESSAGES
- 2** SEND A MESSAGE
- 3** REVIEW OLD MESSAGES
- 4** CHANGE SETUP OPTIONS
- 0** FOR HELP (OPERATOR)

## VOICEMAIL SHORTCUTS

- 4•1** Change greetings
- 4•1•2** Turn on/off alternate greeting
- 4•2•1** Change message notification
- 4•3•1** Change phone password
- 4•3•2** Change recorded name

## DURING MESSAGE PLAYBACK

- OPTIONS -

- 1** RESTART MESSAGE
- 2** SAVE
- 3** DELETE
- 7** REWIND MESSAGE
- 8** PAUSE/RESUME
- 9** FAST-FORWARD
- #** FAST-FORWARD TO END
- ##** SKIP MESSAGE, SAVE AS IS

## AFTER MESSAGE PLAYBACK

- OPTIONS -

- 1** REPEAT MESSAGE
- 2** SAVE/RESTORE AS SAVED
- 3** DELETE
- 4** REPLY
- 5** FORWARD MESSAGE
- 6** SAVE AS NEW/RESTORE AS NEW
- 7** SKIP BACK
- 9** PLAY MESSAGE PROPERTIES
- #** SAVE AS IS



---

---

## INITIAL ENROLLMENT

---

---

- Press **Messages** key (**Envelope**)

The first time you sign into your voicemail box, it will take you through the initial enrollment process.

During this process you will be asked to complete 3 steps.

(If you do not complete all steps, you will be prompted until you do)

---

- **Step 1**

It will prompt you to Record your Name.  
Record First and Last Name

- Press **1** to Record
- Press **#** when complete

---

- **Step 2**

It will prompt you to Record a personal greeting.  
Record Personal Greeting

- Press **1** to Record
- Press **#** when complete

---

- **Step 3**

It will prompt you to change your PIN  
Create a PIN (4-20 characters long)  
Confirm PIN

- Press **#** when complete

---

---

You have finished enrollment.  
Mailbox Setup is Complete!

