



Web Powered. Business Phones. Made Simple.

Voicemail Setup Guide

Voicemail/Portal One-Time Setup

- Press the Voicemail or Messages button; the system will ask you to reset your password from the default setting; it will need to be set to four or more digits. Then the system will ask you to record your full name. After recording your name you will need to press # to stop the recording. Your mail box is now set up.
- You may want to record "busy" and "no answer" greetings; the system setup will be a default greeting.

Access Voicemail/Portal

- Press the Voicemail or Messages button; this will get you into the voice portal. Press 1 to access your voice mail box. If out of the office you may also dial your DID number, when you hear your greeting press the * key, the system will ask you for your password and then press #.

Record/Send Voicemail Messages

- Press the Voicemail or Messages button; choose 1 to access the voice mail system, then press 5 for record a new message, follow instructions to send the message.

Retrieving Messages

- Press the Voicemail or Messages button; choose 1 to access the voice mail system, if you have new messages press 1 to listen to them. While listening to the messages:
 - To delete the message, press 7
 - To save the message, press #
 - To play the message header, press 5
 - To repeat the message, press 2
 - To call the caller back, press 8
 - For additional options, press 9
 - To Reply to the message, press 1
 - To Forward the message, press 2

Note: Voicemail messages will be saved on the BEK Spyder Talk system for 15 days. If you wish to save your messages for longer, you may have your messages emailed to you as attached .wav files. You may then store them on your computer for as long as you like. To do this, simply login to the portal, click on Messaging, then click on Voice Management and then:

- If you want to receive your voicemail messages to BOTH your phone and email: leave the "Use unified messaging" box checked and additionally, check the "E-mail a carbon copy of the message to" box, then enter your email address.
- If you want to ONLY receive your voicemail messages as an attachment to your email, click the "Forward it to this e-mail address:" circle and enter your email address.



Vocicemail Tips/Suggestions:

Change your greeting if you plan on being out of the office for a period of time beyond one day. Always mention in your personal greeting, "If you need immediate assistance, Dial 0, someone will be with you shortly." This always offers them a way out of "Voice Mail Jail."

Note: you will need to program where '0' transfers to. In your Web portal go to Messaging Options, then Voice Management, on the bottom check Transfer on '0' to Phone Number, Enter an Extension of a phone number of where you want the call to transfer to when the caller presses '0' in your greeting.

Example Personal Greetings

The following are popular examples of commonly used personal greetings. These examples are not intended to be used for your greeting, only suggest idea's for your consideration. We recommend using a combination of items from several greetings you like & create your own personalized version.

No Answer Greeting

Hi, this is _____, Sorry I'm not available to take your call at this time. Please leave a message & I'll get back to you as soon as possible, or dial '0' for an operator.

Hi, this is _____, I'm away from my desk. Please leave a detailed message, I'll return your call as soon as possible. If someone else can assist you, dial '0' for our receptionist.

*Hi, this is _____, to bypass this message press * now. Sorry I'm unavailable to take your call, I am out of the office. Your call is important to me! Please leave a detailed message & I'll get back to you as quickly as I can, or dial '0' and someone else will help you.*

Busy Greeting

Hi, this is _____, I am in the office today but on the phone, please leave a message after the tone and I'll return your call as soon as possible. If you need immediate assistance, dial '0' and someone will help you.

Hi, you have reached the voice mailbox of _____. If you would like to leave a message, please do so after the tone. Otherwise dial '0' for an operator.

*Hi, this is _____, to bypass this message press * now. Sorry I'm on the phone and unavailable to take your call. Your call is important to me! Please leave a detailed message & I'll get back to you as quickly as I can, or dial '0' and someone else will assist you.*

Tips & Voice Etiquette Guidelines

- Record personal greetings in your voice. Some users elect to have others record their greetings. This doesn't offer much confidence to callers that you check messages often and they are less likely to leave a detailed message.
- Always offer callers an opportunity to get out of your voice mail box. (Dial '0' or dial __ for____.)
- Change your greeting often. Routine callers appreciate this and it reassures them that you check your messages - If you plan on being away from the office for a period of time (A day or more), change your No Answer greeting to inform your callers: When you will be back / If you will be checking messages / who can help them in the meantime if needed.
- Some users change their greetings daily to reassure callers that they are indeed in the office that day (Hi, this is____, today is July 18). If you plan on doing this, we suggest establishing a routine when you change your greeting. It sounds unprofessional when a caller gets a day-old greeting. Many users change greetings every night before going to bed or leaving the office!