

# Landline

## Voicemail Packages.

### Landline Basic

Maximum length of greeting	60 sec
Maximum number of messages stored in mailbox	10
Maximum length of each incoming message	60 sec
Length of time each played message will be stored	7 days

### Landline Enhanced

Maximum length of greeting	120 sec
Maximum number of messages stored in mailbox	20
Maximum length of each incoming message	60 sec
Length of time played messages will be stored	10 days
Separate busy greeting for callers	Included

### Landline Premier

Maximum length of greeting	120 sec
Maximum number of messages stored in mailbox	50
Maximum length of each incoming message	120 sec
Length of time played messages will be stored	14 days
Separate busy greeting for callers	Included
Maximum number of additional numbers that can share mailbox	5

# Wireless

## Voicemail Packages.

### Wireless Basic

Maximum length of greeting	60 sec
Maximum number of messages stored in mailbox	10
Maximum length of each incoming message	120 sec
Length of time played message will be stored	15 days

### Wireless Enhanced

Maximum length of greeting	120 sec
Maximum number of messages stored in mailbox	20
Maximum length of each incoming message	180 sec
Length of time played message will be stored	20 days
Separate busy greeting for callers	Included

### Wireless Premier

Maximum length of greeting	180 sec
Maximum number of messages stored in mailbox	30
Maximum length of each incoming message	180 sec
Length of time played message will be stored	30 days
Separate busy greeting for callers	Included
Maximum number of additional numbers that can share mailbox	5
Receive fax messages to mailbox	Included
Notification to pager of message	Included
Record messages to deliver in future	Included



# Voicemail

## Reference Guide



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435.622.5007 | [stratanetworks.com](http://stratanetworks.com)

# Using the Voicemail System

The voicemail system is menu driven. Listen to the voice prompts and then press the keys on your phone to select which option you would like.

## Accessing Voicemail

The first time you access your voicemail box, you will be asked to set up your mailbox and record your name and a greeting to be played to callers. The first time you log in, you will be walked through the setup process.

### From Your Own Phone:

- Dial your voicemail access number. For landline, dial (435) 622 9090; for wireless, dial (435) 823-9090.
- Enter your **Personal Identification Number (PIN)**. A password will not be required on initial login.
- If you have new messages, the messages will be identified.
- After each message is played, you will be presented with the Message Playback Options.
- After all messages have been heard, you will be directed to the Voicemail Main Menu.

### From Another Phone:

- Dial your own phone number. When you hear your greeting, press\*.
- When prompted, enter your PIN, followed by #.
- If you have new messages, the messages will be identified.
- After each message is played, you will be presented with the Message Playback Options.
- After all messages have been heard, you will be directed to the Voicemail Main Menu.

## Changing Your Pin:

- Access your voicemail box.
- From the Main Menu, press 4 to change your settings.
- Press 3 for security options.
- Press 1 to change your PIN.

## Voicemail Main Menu

Action	Key
Play Inbox Messages	1
Compose a New Message	2
Work with Greeting	3
Mailbox Settings	4
Access Deleted Messages*	6
Log On as a Different User	7
Help	0
Exit Voicemail System	*

\*A deleted message can be retrieved for 7-30 days, depending on your voicemail package.

## Message Playback Options

Action	Key
Repeat Message	1
Save Message	2
Delete Message	3
Reply to Message	4
Forward a Copy	5
Pause/Resume	8
Next Message	#
Return to Main Menu	*

## Recording a Personal Greeting

- Access your voicemail box.
- From the Main Menu, press 3.
- To set up a personal greeting, press 1.
- To set up a system generated greeting or to change the recording of your name, press 3.
- To change the greeting that callers hear when you're busy, press 5.<sup>1</sup>
- If you don't record a personal greeting, a generic greeting will be played.

## Forwarding Messages<sup>2</sup>

While listening to messages, you can send a copy of the message to another recipient.

- To Forward the current message, press 5.
- Enter a phone number, then press #. Repeat this step until you've entered all the desired destinations.
- Press # when finished entering destinations.
- You will be prompted to record an introduction.
- After the tone, record your introductory message and press # when finished.
- Press # to send or press 1 for delivery options, followed by # to send.

## Delivery Options Menu

Action	Key
Review the Message	1
Mark Message as Urgent	2
Mark Message as Private	3
Re-record Message	4
Request a Delivery Report	5
Request a Read Report	6
Add or Remove Recipients	7
Schedule the Message to be Delivered in the Future <sup>3</sup>	9
Send the Message "As Is"	#
Exit or Cancel	*

<sup>1</sup>This option is only available in qualified packages. <sup>2</sup>Forwarding is only available to mailboxes within the STRATA voicemail system. <sup>3</sup>This action is currently available in wireless premier packages only. Not available in landline packages.