

MHAV Voice Migration



Quick Reference Card

Dial Plan Changes



Campus Buildings = Mission, St. Joes, 1 Hospital Drive & 21 Hospital Drive	
Calls / Faxes within Campus	Dial: * + 7-digit phone number (ex. *213-1000)
Calls / Faxes outside Campus	Dial: 10-digit phone number (ex. 828-775-XXXX) <i>Do Not Dial 9 or 1</i>
Operator	00 (dial zero twice)
Code Call	11511

Phone Support/Help Desk: *213-2000 or (828) 213-2000



SETTING UP YOUR VOICEMAIL

1. From your phone, press the **Messages**  or  button.
2. Enter the default voicemail pin/password: **123456#**.
3. You will be prompted to speak your name, record a greeting, and enter a new pin.
4. *Notice: You will be required to change your pin every six months.*

RETRIEVING MESSAGES FROM YOUR DESKPHONE

1. To listen to your voice messages, press the Messages  or  button on your phone.
2. Enter your password and press #.
3. To access new messages, press 1.
4. To access saved messages, press 3.
5. To forward a message, listen to the message and select 5, "forward message" and follow prompts.

RETRIEVING MESSAGES FROM ANOTHER PHONE

1. To retrieve your voice messages from another phone within the Facility, press the **Messages**  or  button. To retrieve your voice messages from outside the Facility, dial your 10-digit phone number
2. Enter * once the greeting begins.
3. Enter your mailbox ID (10 digit phone number) followed by #.
4. Enter your password followed by #.

VOICEMAIL SHORTCUTS: While message is playing...

- | | | | |
|-----------|-------------------|----------------|--------------------------|
| 1: Repeat | 4: Decrease speed | 7: Skip back | ##: Skip to next message |
| 2: Save | 5: Change volume | 8: Pause | |
| 3: Erase | 6: Increase speed | #: Skip to end | |