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Guest/Info Mailbox Instructions

For ESI Systems

Setting Up Your Guest Mailbox

Recording Your Greeting

1. From any station, press **PROGRAM**.
2. Press * (star) and your mailbox number and press #.
3. Enter your **password** (by default, your password is your mailbox number) and press #.
4. Press **1** to record your greeting.
5. Press **1** to select Personal Greeting 1 and press #.
6. Press **1** to record your greeting and press **1** when finished.
7. Hang up.

Programming a Virtual Mailbox Key on an ESI Phone

You can program a key on any ESI phone to indicate when there is a message in the guest mailbox you just setup. You can then also press the key to check messages. ESI calls it a Virtual Mailbox key.

To program a Virtual Mailbox Key

1. **Press and hold** down any **programmable key** until the phone starts talking.
2. Press the blue **VOICEMAIL** key and then enter the **mailbox number** using the dial pad.
3. Press the **programmable key** again.
4. The system should say this key is programmed as a virtual mailbox key.

Checking Your Messages

To Retrieve Messages From A Station With A Guest Mailbox Key

1. Press the illuminated **Guest Mailbox** key.
2. Enter your **password** and then press #.

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To Retrieve Messages From Any Other Station

1. Press the blue **VOICEMAIL** key
2. Press * (star) and enter your mailbox number.
3. Enter your password and then press #.

To Retrieve Messages Remotely (off-site)

If your company answers with an Auto Attendant (a main greeting) or a "Back Door" Voicemail number

1. Dial the main number or the back door number.
2. Wait for main greeting to begin.
3. Press * then enter your mailbox number. (The system will not prompt you to enter your mailbox number).
4. If you have your password set, it will prompt you to enter your password.
5. Follow the prompts to listen to your messages.

If your company answers with a live person:

1. Dial the main number
2. Ask the person to hit the Blue VOICEMAIL key on their phone and then hang up.
3. Wait for the Greeting to begin.
4. Press * and then enter your mailbox number. (The system will not prompt you to enter your mailbox number after press *)
5. If you have your password set, it will prompt you to enter your password.
6. Follow the prompts to listen to your messages.