

### Need Help?

Email us at:  
[support@simplybits.com](mailto:support@simplybits.com)

or

Call Simply Bits Support:  
**(520) 545-0333**

### For More Helpful Documents

Visit our support page:  
[www.simplybits.com/support](http://www.simplybits.com/support)

### Set Up

To set up voice mail: Everyone uses the same instructions. Examples listed are examples only, record whatever works best in your company.

1234 is the security code for anyone to get into their voice mail the 1st time. Press "Messages" or dial 7999 on your phone, enter your extension, and then 1234 as the security code. A recorded voice starts taking you through the prompts after it tells you whether or not you have messages. If you call from a remote location, dial your main number, dial x7999 and it will play out the same way. From your desk:

1. Dial **7999**
2. You will be asked for your extension, **enter your 4 digit extension.**
3. You will be asked for your **password (first time through = 1234)**
4. You will be given a list of choices, to get into set up **press 0**
5. You will be given another list of choices:

**Press "1"** to record your unavailable message (out of office greeting)(i.e. "You have reached Customer Name, please leave your name and number and your call will be returned as soon as possible.")

**Press "2"** to record your busy message (when a call comes in and you are already on the line) (i.e. "You have reached Customer Name, I am on another call at this time, leave your name and number and I will return your call as soon as possible.")

**Press "3"** to record your name.

**Press "4"** to record your \*temporary greeting (use this when you will be out for a few days/ vacation/etc.) (i.e. "You have reached Customer Name, we will be closed starting \_\_\_\_\_ and will re-open \_\_\_\_\_. Leave your name and number and your call will be returned when we re-open.")

**\*Temporary Greeting supersedes any other recording. When YOU RETURN TO THE OFFICE YOU MUST**

### Remove The Temporary Greeting

1. Dial 7999 (takes you into the message center)
2. Dial 4 digit extension
3. Dial password
4. Choose "0" for mailbox options
5. Choose "4" record Temporary Message
6. Choose "1" to record
7. Choose "2" to delete/clear Temp Message
8. **Press "5" to change your password** (Recommended: DO THIS WHEN YOU ARE IN RECORDING THE 1ST TIME THROUGH; or leave everyone's code set to "1234" so when someone is out, voicemails can still be processed).

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## Voicemail Retrieval

Your voicemail box not only provides your messages when you are away from your phone, it will also play your name to callers, as well any special message you would like callers to hear if you are unavailable or busy. These instructions are designed to cover retrieval of your messages only.

There are multiple ways to retrieve voicemail. We recommend reviewing each of the different methods and choosing one that works best for you.

### From within your office

#### Using the messages button on your phone.

1. Press the messages button
2. Scroll to select the line or mailbox you wish to check, then press select
3. Press the "Connect" button

#### By dialing the voicemail extension:

1. Dial "7999"
2. Enter your extension
3. Enter your password
4. The system will prompt you with instructions

#### Using your computer;

1. When requested a copy of your voicemail is sent to you by email. If your computer has a soundcard and speakers, or a soundcard and headphones you can play the recorded message.
2. Open your email client (for most people this will be Outlook).
3. Scroll through your email to find the message. Generally it will have a subject similar to this: [VMail] "Bill-5205551234" <5205551234> left a msg 0:21 long in mailbox 7001.
4. VMail is the indicator of a voicemail message; "Bill" is an example of the name associated with your phone; the phone number of the calling part is displayed next, followed by the length of the message and the extension they called.

### From outside of your office

#### Using the voicemail "backdoor".

1. If your business requested a separate phone number for voicemail this is the number you should dial when away from the office.
2. Once connected you will be in the voicemail system
3. Enter your extension
4. Enter your password

#### Using a DID and a "magic code"

1. This option is only available to customers who selected it during the phone planning and installation phase. Each employee is assigned a DID (Direct Inward Dial) number. This is a regular phone number that rings directly at your desk. A "magic code" is a list of phone numbers such as your cell phone number. When your cell calls your DID the system recognizes the number from which you called and immediately places you in the voicemail system. There is no need to enter an extension or a password.

#### Using your computer:

1. In most all instances a copy of your voicemail is sent to you by email. If you can remotely check your email then you can play the recorded messages on your computer. This works the same way as listed above.

If your voice mail messages automatically forward to your e-mail address, the messages remain as new messages on the phone even though you have read/listened to the messages via your email system. The message would need to be deleted from both systems as the two systems are independent of each other. You can request through Tech Support (545-0333) for voicemail to automatically delete from the phone system once it is forwarded to the email system.