

# Fuze Quick Guide

## Accessing Voicemail



### Accessing Voicemail:

- **From a Fuze Line**
  1. From any Fuze line, **dial \*123**
  2. **Enter the last 4-digits** of the user number
  3. **Enter the starter password**, which is the **last 4-digits of the user number**
  4. Follow prompts to change your password (cannot use consecutive, repeating, or keep the last 4 digits) as well as record a greeting
  
- **From an Outside Line**
  1. **Dial your full 10 digit Fuze number**
  2. Wait for your voicemail to answer the call, then **press \*** during your greeting
  3. You will then be prompted to **enter your voicemail PIN**
  
- **Main Numbers**
  - Sales Mailbox – 700-212-2348
  - Support Mailbox – 700-212-2349
  - Account Mailbox – 700-212-2349

### Main Menu Options:

- **Press 1:** New Messages
  - The following options are available after a new message has played:
    - **Press 3:** Advanced options
      - **Press 1:** To send a reply
      - **Press 2:** To call the person who sent the message
      - **Press 3:** To hear the message envelope (time received and number that left message)
      - **Press 4:** Place an outgoing call
      - **Press 5:** Leave a message
        - 1: Enter an extension manually
        - 2: Use directory to find extension
        - \*: Go back
        - \*: return to main menu
    - **Press 5:** Repeat the message
    - **Press 7:** Delete the message
    - **Press 8:** Forward to another user:
      - **Press 1:** Enter an extension manually
      - **Press 2:** Use directory to find extension
      - **Press \*:** Go back

