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
 - o Sales Mailbox 700-212-2348
 - Support Mailbox 700-212-2349
 - o 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
 - o *: 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

- **Press #:** Cancels last choice if in extension, exits mailbox if in the Directory
- Press 9: Save message (you will be given the choice of which folder to save to)
- Press *: For main menu
- Press #: To exit
- **Press 2:** Accessing Folders
 - **Press 1**: New messages
 - Press 2: Old messages
 - **Press 3**: Work messages
 - **Press 4**: Family messages
 - **Press 5**: Friends messages
 - Press #: Cancel
- Press 3: Advanced Options
 - **Press 5**: Leave a message
 - **Press 1**: Enter an extension manually
 - Press 2: Use directory to find extension
 - Press *: Go back
 - Press #: Cancels last choice if in extension, exits mailbox if in the directory
- Press 0: Mailbox Options
 - **Press 1**: Record your unavailable message
 - **Press 2**: Record your busy message (Not supported. Do not use)
 - **Press 3**: Record your name
 - Press 4: Record your temporary message
 - Press 1: Record your temporary message
 - **Press 2**: Erase your temporary message (will use the standard unavailable message)
 - Press 5: Change your PIN
 - Press *: For main menu
 - Press #: To exit