

## **VOICE MAIL ONLY** (Virtual Voice Mail)

**Overview:** “Virtual” voice mail is a 7 digit telephone number that is for voice mail only. These are usually assigned to employees that do not have an office telephone be reached at but still need to receive messages. This type of voice mail has the standard features only To leave a message on a virtual voice mail the caller must dial the complete 7 digit number. The Call Agent feature is not available on this type of voice mail.

### **Setting up your new “virtual” voice mail box**

1. **Dial your assigned voice mail number. You must dial 9+ the 7 digit number from a hospital telephone. From outside the hospital dial your 10 digit voice mail number 206-731-xxxx**
2. **As soon as voice mail answers press the \* (star) immediately on the dial. This will signal the system that you are the owner of the box and help you through the setup process.**
3. **Be sure and follow the instructions exactly or the system will not accept your changes.**

### **Retrieving messages**

1. **Dial your assigned voice mail number. Always dial the complete number. The HMC telephone system does not recognize virtual voice mail numbers beginning with “1” so dialing 4 digits as if it were an extension will not work.**
2. **The voice mail system will answer with your greeting. Immediately press the (\*) star on the dial. This will signal the system to ask for your “passcode”.**
3. **Enter your passcode and follow the instructions for listening and deleting your messages.**

*TeleCom Services can program your voice mail to page your pager (if you are issued one) when messages are left in your box. Other than using a pager there is no way of letting the user know that messages have been received, therefore it is suggested that your box is checked frequently so messages are not lost. Messages are automatically deleted after 5 days from receipt whether they have been saved or are not yet reviewed.*

*If you are planning to be away for an extended time or on vacation it is advisable to change your message to discourage callers from leaving messages in your absence.*

**Help Line: 206-731-4357**