

# NEWT Voicemail Quick Reference Guide

## Voicemail Box Access:

1. From your Extension: Press the Messages Button on the handset.
2. From a Different Extension: Enter 21xxx (xxx being your extension) followed by the Dial soft key.
3. From an Outside Line: Dial the phone number provided to you by your Administrator. Enter the access code provided (ie: \*98). Enter your mailbox number (extension #) followed by your password.

## Main Options:

1. New Messages: Listen to New messages (if you have no New messages but have Old saved messages, these will be played instead).
  2. Change Folders: Change to a different folder (ie: new versus old; work vs family).
  3. Advanced Options: Allows you to leave a message at another extension.
  0. Mailbox Options:
    1. Unavailable Message
    3. Record Name
    4. Manage Temporary Greeting
    5. Change Password
- \* Help  
# Exit

## Options (during playback):

1. Skip Message Envelope (skips the date, time and caller information that precedes each message)
  2. Repeat Message
  4. Previous Message
  5. Hear the Message Envelope
  6. Skip Message
  7. Delete/Undelete Message
  8. Forward Message (will allow you to prepend the message if you wish)
  9. Save Message
- \* Skip backwards two seconds  
# Skip forward four seconds

## Options (after playback):

3. Advanced Options:
    1. Send a reply
    3. Hear the Message Envelope
    5. Leave a message
- \* Return to the Main Menu
5. Repeat Message
  6. Play the Next Message
  7. Delete Message
  8. Forward Message (will allow you to prepend the message if you wish)
  9. Save Message
- \* Help  
# Exit

## Folder Options:

0. New Messages
  1. Old Messages
  2. Work Messages
  3. Family Messages
  4. Friend Messages
- # Cancel

## Mailbox Options (in more detail):

*Record Unavailable Message:* This is the message that callers will hear if you are on the phone and another call comes in (if you have call waiting disabled) or if you do not answer your phone, this is the voicemail message that they will hear.

*Record Name:* You will need to record your name for your extension. This recorded name will be heard in the company's spell-by-name directory. If you do not record your name, the system will spell out your name in the company directory when someone calls in and accesses it.

*Temporary Greeting:* This is a temporary greeting that callers will hear that is different than your Unavailable Message. The temporary greeting is useful for extended absences such as a vacation.

The Temporary Greeting allows you to record a temporary message so that you do not have to record over your Unavailable Message. If you record a temporary greeting it will automatically be set as the active greeting, and if you delete your temporary greeting, your voicemail box will automatically revert to your standard Unavailable Message.

## NEWT Support Resources

From a NEWT PBX phone

**Dial 611**

Toll Free

**1-877-777-7118**

Email [newtsupport@fibernetics.ca](mailto:newtsupport@fibernetics.ca)

## Customer Portal access

[fbs.fibernetics.ca](http://fbs.fibernetics.ca)

Please remember to sign up for the NEWT Customer Portal for access to NEWT documentation and FAQs.