

	TOWN OF OLD SAYBROOK Information Technology	<h1>Phone Tips</h1>
	Voicemail Rewind, Fast Forward, etc.	

When listening to voicemail, do you ever wish you could skip backwards a few seconds to write down a number or address? This feature (and more) are available when playing back a message.

When you are listening to a voicemail message you can do any of the following...

1. Hit **1** to **skip backwards 3 seconds** in the message.
2. Hit **2** to **pause/resume** playback.
3. Hit **3** to **skip forward 3 seconds** in the message.
4. Hit **4** to **skip back to the beginning** of the message.
5. Hit **5** to **get date/time/caller ID** of when the message was left.
6. Hit **6** to **skip to the end** of the message.
7. Hit **7** to **delete** the message.
8. Do not hit **8**. This function is not applicable.
9. Hit **9** to **get additional functions (reply, forward)**. *Applies to internal calls only.*
10. Hit **#** to **save** the message.

Additional Functions (after hitting 9). Applies to internal calls only.

11. Hit **1** to **reply** to the message. Directly leave a voicemail message back in the sender's voicemail box.
12. Hit **2** to **forward** the message to another voicemail user.

If you have difficulty working through these instructions please reply to this email or call the IT Department (ext. 5000) for assistance.

