

# Voice Mail System User Guide

## Some Things to Know Before You Begin

One person's mailbox is assigned the Administrator of the group greeting for your sub-mailboxes. Your group greeting directs callers to press the appropriate key to reach the individual sub-mailboxes.

Once the group greeting is recorded, each sub-mailbox 'owner' may record a personal greeting and assign a personal password to make their sub-mailbox uniquely their own.

## Administrator Instructions

### Record your group greeting

- Dial 555
- Listen to the recording explaining that you must record a group greeting.
- Wait until the end of the recording, then press 0 to administer the group greeting.
- Enter your password and then #.
- Press 9 to enter setup menu.
- Press 1 to enter the greeting menu.
- Press 2 to record your group greeting.
- Record your greeting. When finished recording, press #.
- Press 1 to play your greeting.

### Change existing group greeting

- Dial 555
- When prompted to enter your mailbox ID, press 0 to administer the group greeting.
- Enter your password and then #.
- Press 9 to enter setup.
- Press 1 for greeting options.
- Press 2 to re-record your group greeting.

## Multiple Sub-Box General User Instructions

### Access your voice mail

From the phone subscribed to the service:

- Dial 555.
- Enter your single digit sub-mailbox ID (1-9).
- If prompted, enter your password and then #.

From a different phone:

- Dial 296-9555
- Enter your 7-digit mailbox number (telephone number).
- Enter your single digit sub-mailbox ID (1-9)
- Enter your password and then #.

### **Record your sub-mailbox greeting**

- Access your voice mailbox.
- Press 9 for the mailbox setup menu.
- Press 1 for greeting options.
- Press 2 to record your greeting.
- Record your greeting and then press #.

### **Change your sub-mailbox password**

- Access your voice mailbox.
- Press 9 for the mailbox setup menu.
- Press 2 to change your password.
- Enter your new password and then press #.
- When prompted to verify the password, enter it again and then press #.

### **Retrieve messages from your sub-mailbox**

- Access your voice mailbox.
- Your first new message may play immediately. If not, press 1 to listen to your messages.
- You will hear the announcement "You have x new messages and x saved messages."
- Press 1 to listen to new messages.
- Press 2 to listen to saved messages.

### **When retrieving messages, you can...**

Press 1 Play the message again

Press 2 Save the message and play the next

Press 3 Delete the message and play the next

Press 4 Save the message as new

Press 5 Reply to the message\*

Press 6 Forward the message to another mailbox\*

Press 7 Skip backward in the message

Press 8 To pause the message

Press 9 To skip forward in the message

\* Voice Mail package must be set to allow this capability.