

Voice Mail User Guide

To Get Started – Initial Setup

1. Dial your Voice Mail number or your Toll-free Access Number.
2. Press * to interrupt the greeting.
3. After the prompt, enter your temporary passcode.
4. Prompts will help you with three set-up steps:
 - A. Create your own passcode.
 - B. Record a greeting for your callers such as:
“Thank you for calling. This is _____. I am unable to answer your call right now. Please leave your name, telephone number and a detailed message and I will return your call. Thank you for calling.”
Press **R** (the 7 key) to review your greeting.
 - C. Record your first and last name.
Press the **R** (the 7 key) to listen to your recording.
 - D. Listen to the system review and press **X** to exit.
The system then says good-bye.

To Retrieve Your Messages

1. Dial your Voice Mail number.
2. Press * to interrupt the greeting.
3. After the prompt, enter your passcode.
4. The system tells you how many messages you have and plays the first unplayed message. After playing the first message the system prompts you with:
Press **P** (the 7 key) to **P**lay the message again.
Press **G** (the 4 key) to **G**ive a copy to an Voice Mail user.
Press **K** (the 5 key) to **K**eeep the message in storage.
Press **D** (the 3 key) to **D**iscard the message.
Press **M** (the 6 key) to **M**ake a message.
Press **A** (the 2 key) to **A**nswer a message from an Voice Mail user.
5. Press **X** (the 9 key) to **EXIT** before hanging up.

Using the Network

When you wish to send a message to someone’s Voice Mailbox in the network, always begin by calling your own Voice Mailbox first. Your network includes Voice Mailboxes with the following prefixes: _____

1. Dial your Voice Mail number.
2. Press * to interrupt the greeting.
3. After the prompt, enter your passcode.
4. Press **M** (the 6 key) to **M**ake a message or press **G** (the 4 key) to **G**ive a copy of an existing message.
5. Enter the **Voice Mailbox number** of the person you are making the message for. You may enter additional Voice Mailbox numbers.
6. Press **#** to record your message or comments. Wait for additional instructions.

Messaging Addressing Options:

Press **M** again for **M**essaging addressing options:

C to mark your message **C**onfidential

U to mark your message **U**rgent

R to request a **R**eceipt

F for **F**uture message delivery

Select the month, day and time for your message to be delivered up to 60 days in the future. The Voice Mail system will direct you on how to mark the month, day and year. Press **X** to **EXIT** message addressing options.

7. Press **X** to send the message.

Tips for Listening to a Message

- * Rewinds 5 seconds
- # Forwards 5 seconds
- 1 Pauses for 30 seconds
- 2 Releases the pause
- 8 Skips a message

Changes to Your Voice Mailbox

You may change your greeting, name or passcode any time you want and as often as you want.

1. Dial your Voice Mail number.
2. Press * to interrupt the greeting.
3. After the prompt, enter your passcode.

Press **U** (the 8 key) for **U**ser options.

Press **G** (the 4 key) to change your **G**reeting.

Press **N** (the 6 key) to change your **N**ame.

Press **P** (the 7 key) to change your **P**asscode.

Press **X** (the 9 key) to **EXIT** user options and save your changes.

Toll Saver

When calling from a pay phone, long distance or any phone and your Voice Mailbox rings one time, you have no new messages. Simply hang up. If there are new messages in your Voice Mailbox, it does not ring but clicks directly into the greeting.

Member Services

Our member service team is dedicated to providing the most complete and efficient service **24 hours a day, seven days a week, 365 days a year.**

In addition to our Client Services team we also have a Field Support Group to help you. Both groups are experienced, thoroughly trained and professional. Our toll-free number is:

(800) 876-4ITS (4487)

About Voice Mail

Voice Mail provides dedicated, private phone number confidential message-taking 7 days a week, 24 hours a day. Your calls are answered on the first ring in your own voice. Voice Mail offers options not available with an ordinary answering service or answering machine.

- You can receive 30 or more messages based on your service plan.
- You can keep messages to play at a later time or forward them to another Voice Mail user on your network.
- It will answer numerous calls simultaneously.
- It doesn't ring in your home or office so you don't need to be disturbed.
- You can listen to your messages from any touch-tone phone in the world so access is convenient.
- You can forward more than one phone to your Voice Mailbox.
- All messages are private. Only you can access your messages using your personal passcode.
- Each message is time stamped.
- Even if you don't have a telephone, your friends, family and business contacts can always leave messages in your Voice Mailbox.
- If you would like to know immediately when a message has been left, there are several options available to notify a pager or cellular phone.

Some Helpful Hints

The system is very responsive. You can rapidly give it directions by just interrupting the voice prompts.

If you hang up without choosing an option such as **K** for **Keep**, the system will automatically keep the message as a new message.

Your greeting can be by-passed for frequent callers by hitting any key except ***** or **0**.

You can press **X** to return to the previous menu and to **EXIT** the system from the main menu.

Distribution Lists

To Create or Modify a Distribution List

1. Dial your Voice Mail number.
2. Press ***** to interrupt the greeting.
3. After the prompt, enter your passcode.
4. Press **U** (the 8 key) for **User Options**.
5. Press **L** (the 5 key) for **List**.
6. Enter the desired List Number (01 through 99). All numbers must begin with 0. (i.e. list number 99 = 099).
7. Press **N** (the 6 key) to **Name the List**.
8. Press **X** (the 9 key) to save.
9. Press **A** (the 2 key) to **Add Voice Mailbox** and the number of desired Voice Mailbox to be added to the selected distribution list. All 10 digits of mailbox number must be entered. Repeat process for each mailbox you want to add.
10. Press **D** (the 3 key) to **Drop an Voice Mailbox** and the number of the person's Voice Mailbox to be dropped from the selected distribution list. Repeat this process for each mailbox you want to drop.
11. Press **P** (the 7 key) to **Play the list**.
12. Press **X** (the 9 key) to save the changes to your distribution list and return to the previous menu.

To Make a Message for Distribution

When you wish to send a message to one of your distribution lists always begin by calling your own Voice Mail number first.

1. Dial your Voice Mail number.
2. Press ***** to interrupt the greeting.
3. After the prompt, enter your passcode.
4. Press **M** (the 6 key) to **Make a message** followed by the distribution list (01 through 99) desired.
5. Press **#** and record your message.
6. Press **X** to send your message.

You have sent your message to all of the Voice Mail users programmed into the selected distribution list. All recipients can answer your message by pressing **A** (the 2 key) to **Answer** if they wish.



Voice Mail User's Guide



Member's Name

Voice Mail Number

Temporary Passcode

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