Getting Started Guide

Before you begin...

This guide describes all the possible features for managing your calls and messages. Depending on your class of service, some features may not be available to you. Contact your administrator or service provider for further information.

Change Your Passcode

Change your temporary passcode when you log in for the first time.

On the Telephone

→ Dial your mailbox's access number
→ Press **4 2 1 1** to change your passcode

On the Web

Click the **SETTINGS** tab, and then **passcode**

Voice Mobility®

Find Out More

Click **HELP** on your mailbox's Web interface to access the Subscriber's Guide, Telephone Map and Troubleshooting Tips, or contact your service provider.

Modify Call Connect

On the Telephone

From the main menu, press **6** for **call connect**, then

- **1–** Mailbox
- **2–** Follow Me List
- **3–** Office
- **4–** Mobile
- **5–** Home
- **6–** Other
- **7–** Temporary

On the Web

Click the **SETTINGS** tab, then **call connect**

Customize Your Mailbox

On the Telephone

From the main menu,

Message Order: 4 2 4

Voice Message Autoplay: 4 2 6

Message Waiting Indication: 4 1

Fax Printing: 4 5

Tip! Press ***** to cancel and return to the previous menu

On the Web

Click the **SETTINGS** tab, then **messages** or **voice and fax**

Record Your Greetings

From the main menu:

→ Press **4 3** then follow the prompts to record your greetings

Suggested Greetings:

Personal: "Hi, this is <your name>. I can't take your call, but please leave a message and I'll return your call as soon as possible."

Transfer: "Hi, this is <your name>. Please hold briefly while the system finds me, or press the # key to leave a message."

Transfer-Unavailable: "Thank you for waiting. I'm sorry I'm not available right now. Please leave a message and I'll return your call as soon as possible."

Extended Absence: "I am on holidays until January 5th, during which time I will not be checking my messages. If this is an emergency, please contact <contact name> at <contact number>."

Busy: "Hi, this is <your name>. I am on the phone right now. Please leave me a message and I will call you back as soon as I finish this call."

Tip!
Include instructions for caller options in your greetings:
Press # to skip a greeting and go to voicemail
Press 3 during the transfer greeting to skip it
Press 0 to be redirected to another number (if an attendant is available)
Press 1 for delivery options

Test Your System

After you set up your mailbox, confirm that it works as you intended.

Call your mailbox. Was the call directed as you intended? Did you hear the correct greetings?

Leave a voice message in your mailbox. Did you receive email notification in the correct format(s), at the correct email address(es)? Did the message waiting indicator on your phone activate?

Send a fax message to your mailbox. Did you receive email notification in the correct format(s), at the correct email address(es)? Did the fax print to the correct fax machine?

Log into your mailbox. Did your messages play as you had intended? Did your messages autoplay? Did you need to enter your passcode?

If your mailbox is not working as you had intended, review your settings to ensure that your mailbox is set up correctly.

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Telephone Map

main menu

- exit *****
- review messages **1**
- create messages **2**
- personal options **4**
- restart **5**
- call connect **6**

review voice messages

voice 1
- **#** skip
- **1** undelete
- **2** mark unheard
- **3** reply with call
  - **#** dial caller
  - **1** enter different number
  - **# #** disconnect & return to menu
- **4** replay
- **5** envelope
- **6** forward
  - **1** without comment
  - **2** with comment
- **7** delete
- **8** reply with message
- **9** save

fax messages

fax 2
- **#** skip
- **1** undelete
- **3** print
  - **1** stored number
  - **2** new number
- **4** replay
- **5** envelope
- **6** forward
  - **1** without comment
  - **2** with comment
- **7** delete
- **9** save

create messages

- **2** review
- **3** erase & re-record
- **4** append
- ***** cancel
- **#** enter destination or name
  - **#** send
  - **1** delivery options
    - **1** private
    - **2** urgent
    - **3** message confirmation
    - **4** future delivery
    - **#** send
  - ***** cancel destination

personal options

1 notification options
- **1** outbound call - voice
- **2** outbound call - fax
- **3** message waiting indication - on
- **4** message waiting indication - off

2 administrative options
- **1** passcode options
  - **1** change
  - **2** skip
- **2** distribution lists
  - **1** create
    - **1** add
    - **2** delete
    - **3** rename list
  - **2** edit
  - **3** delete list
  - **4** list review
  - **5** member review
- **4** change message order
  - **1** newest first
  - **2** oldest first
- **6** voice message autoplay
  - **1** on
  - **2** off
  - **3** modify

3 greetings
- **1** personal
  - **1** standard
  - **2** personal
    - **1** away
    - **2** busy
- **2** extended absence
  - **1** standard
    - **1** block receipt
    - **2** allow receipt
  - **2** personal
- **3** spoken name
- **4** transfer
  - **1** standard
  - **2** personal
  - **3** transfer-unavailable

4 notification schedules
- **1** normal
  - **1** first
  - **2** second
  - **3** third
  - **4** fourth
- **2** temporary
  - **1** first
  - **2** second

5 fax options
- **1** autoprint on
- **2** autoprint off
- **3** modify fax option
- **4** print all
  - **1** stored number
  - **2** new number

message playback options

rewind to beginning	**1**	**1**
rewind 10 seconds		**1**
pause/restart	**2**	**2**
forward 10 seconds		**3**
forward to end of message	**3**	**3**
increase volume		**9**
decrease volume		**7**
reset/normal volume		**8**
erase message	**3 3**	**7**
save message	**3 3**	**9**
help		**0**
skip to next message		**#**
skip to saved messages	**# #**	
return to main menu		*****
message envelope		**5**

call connect

- **1** direct calls to mailbox
- **2** follow me
  - **1** direct calls to follow me
  - **2** modify list
  - **3** call screening
    - **1** on
    - **2** off
- **3** office
- **4** mobile
- **5** home
- **6** other
- **7** temp
  - **1** direct calls to chosen location
  - **2** modify number
  - **3** modify number of rings
  - **4** set call announce
    - **1** on
    - **2** off