

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**



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?

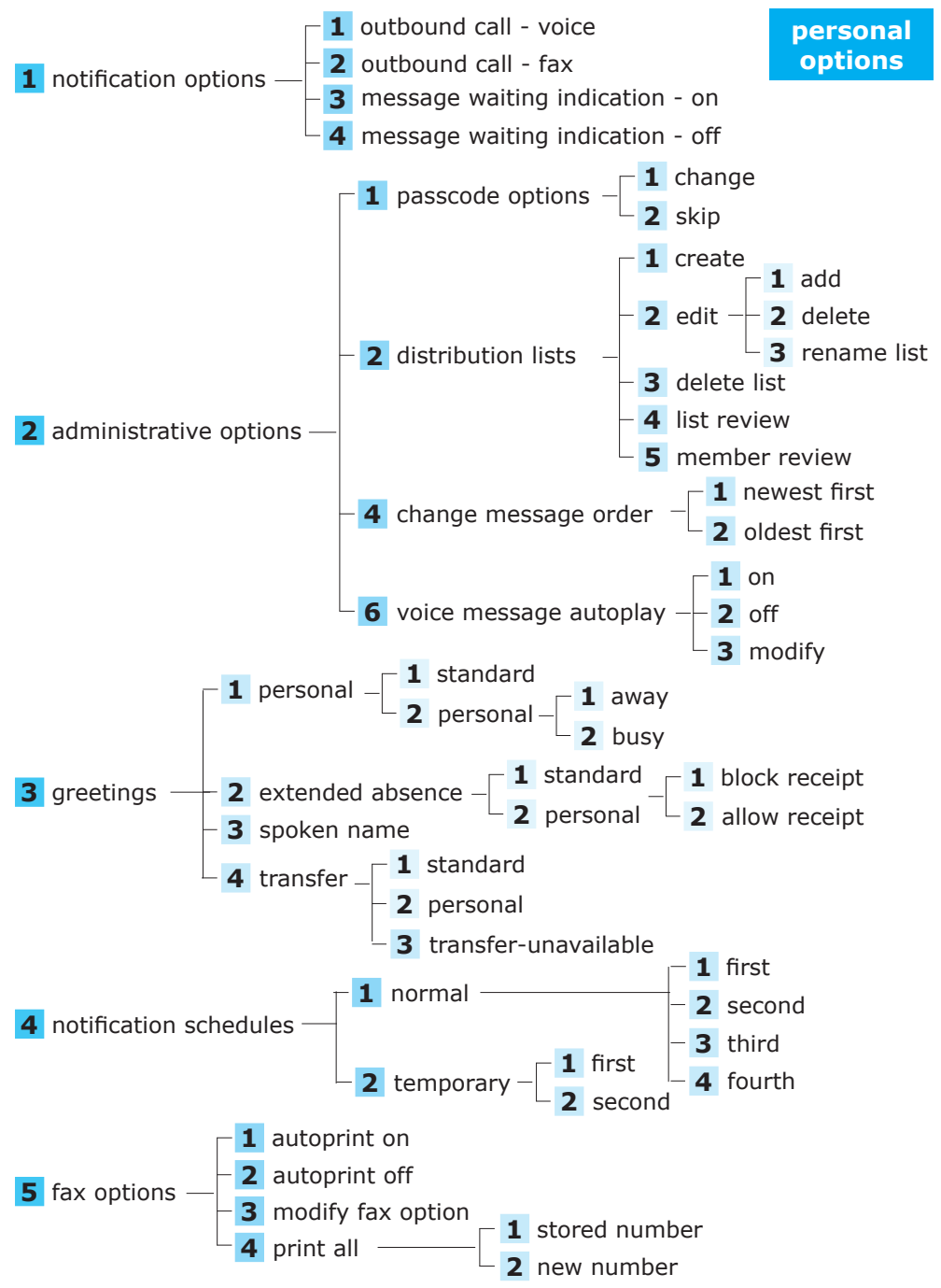
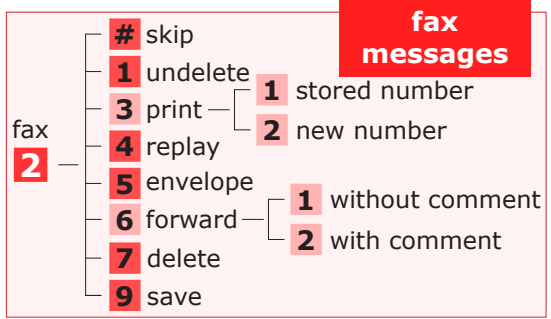
Leave a voice message in your mailbox. Did you receive email notification in the correct format(s), at the correct email address(es)? Did the message waiting indicator on your phone activate?

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.





Telephone Map

