



## Corporate Voice Mail User Guide

### SETTING UP YOUR MAILBOX

Dial your Voice Mail telephone number.  
Press (\*) and enter your passcode.

You will be greeted by a tutorial to help you configure your Voice Mail Account. *(Most likely, this will be done by your sales representative.)*

#### *Passcode*

The tutorial will tell you how to change your passcode (4-11 digits). It is important that this number be unique and confidential to avoid potential access by another user.

### **For security purposes, a 5-digit code is required.**

#### *Name*

The tutorial will give you instructions on how to record your name.

#### *Greetings*

The tutorial will guide you through your greetings. For more information on greetings see Recording Greetings.

Your Voice Mail Account is now ready to use. To access your Voice Mail Account in the future, simply dial your Voice Mail Account number and press (\*) followed by your passcode.

### RECORDING GREETINGS

You may choose to greet your callers with the standard greeting or you may choose to record your own greetings. If you want to use the standard greeting, you do not have to

do anything more. If you want to record your own greetings, follow the instructions below. You can change your greetings at any time from within your account.

### **To Record Your Greetings**

From the Main Menu, press (3) to go to the Personal Options Menu.

From the Personal Options Menu, press (3) to go to the Greetings Menu and follow the instructions.

#### *Personal Greeting*

Your personal greeting is played when you make yourself available to answer calls. Your personal greeting should provide information so your callers know how to reach you best. For example, "Hi, this is John Smith. Please leave a detailed message including a day and evening telephone number and I will return your call just as soon as possible. If you are sending a fax, press the start button on your fax machine now."

### **PLAYING VOICE MAIL MESSAGES**

Each time you log into your account the system will tell you how many new voice and fax messages you have.

Press (1) to play. Your urgent messages will automatically be played first.

At any time during message playback, you can:

Press (1) to decrease volume.

Press (3) to increase volume.

Press (4) to slow your message.

Press (6) to speed up your message.

Press (8) to pause.

Press (8) to resume listening.

Press (#) to move to the end of the message.

After you have played your message you can:

Press (1) to save the message

Press (2) to delete the message.

Press (3) to replay the message.

Press (5) to receive message information with time and date stamp.

Press (6) to reply to a message.

Press (7) to return to previous message.

Press (8) to forward a copy of a message.

Press (9) to call the sender of a message.

After you have finished listening to your messages, you can return to the Main Menu any time by pressing (\*).

## **RECEIVING FAXES**

Your Voice Mail Account can receive faxes as well as voice messages. A caller can send a fax to your Voice Mail Account as if it were a fax machine. Voice Mail detects the fax tone at the beginning of the call and deposits the fax into your account.

When you press (2) from the Voice Mail Main Menu, you will also be told how many fax messages you have.

Your fax messages are handled just like voice messages. OneNumber will tell you the telephone number of its origination.

Press (1) to save the fax.

Press (2) to delete the fax.

Press (3) to replay (if voice attachment).

Press (4) to print fax

1. To print to the fax/phone you are calling from.
2. To print to the personal fax number specified in you account.
3. To print to any fax machine. If you select this option you are prompted to enter the number of the fax machine to which you wish to print.

Press (5) for message information.

Press (7) to return to previous fax.

Press (9) to call sender of a fax.

Press (\*) to exit to previous menu.