



SEBASTIAN

Voice Mail User Features- Foresthill

What is Voice Mail?

Voice mail works much like an answering machine. It takes messages on unanswered calls, as well as calls that would normally reach a busy signal. It works in the home or office and is completely automatic. Voice mail works from any touch-tone phone and requires no additional equipment. It is affordably priced and easy to use.

Voice mail gives you two basic ways to send and receive messages:

1. **Call Answering:** Voice mail will answer your calls when you're on the telephone or away from your home or office. It plays your personal greeting and then gives the caller the opportunity to leave a message in your mailbox. Voice mail will handle your calls 24 hours a day and can even handle several calls at once.
2. **Internal Messaging:** Internal messaging allows users within your company to send voice mail messages to each other. You call into your mailbox, enter your passcode, record a message and then send it to a colleague's voice mailbox. There are several options available to enhance the internal message feature.

Standard Voice Mail Features:

- **Easy To Use:** Friendly voice prompts guide you through the simple message delivery and retrieval process.
- **Personalized Greeting:** Voice mail answers calls with your personal greeting before recording the caller's message.
- **Name Confirmation:** Your mailbox will identify itself with your name when another user sends you a message.
- **User Tutorial:** This tutorial is activated automatically the first time you log into your mailbox. The tutorial is designed to acquaint you with the system and to walk you through the process of setting up your mailbox.
- **Time and Date Stamp:** Each message is tagged with the time and date it was received. A message that was sent from another user's mailbox will also include the sender's name.
- **Passcode Security:** User-defined passcodes ensure security in the system. Your mailbox cannot be tampered with by other users.
- **Prompt Override:** Once you have become familiar with voice mail you can select options without waiting for the system prompts.
- **Message Waiting:** A special "stutter" dial tone is heard on your telephone to let you know when a message has been received in your mailbox. Normal dial tone will return once you retrieve your messages.
- **Message Sending:** You can record and send messages directly from your mailbox to another user's mailbox.

Optional Features:

- **Answer Messages:** You can record answers to messages left by other mailbox users and then automatically return that answer to the sender's mailbox.
- **Give Messages:** You can transfer a message that you have received in your mailbox to another user's mailbox.
- **Group Broadcast:** You can establish and send messages from your mailbox to a group of mailboxes simultaneously.
- **Message Delivery:** Voice mail can deliver unplayed messages to a specific local number. The mailbox calls the designated number, requests and verifies your passcode, and then delivers the message.
- **Pager Notification:** Voice mail can call you on your pager when a new message is received. The system will re-page at predetermined intervals. You can turn paging on and off from your mailbox.

How do I access my voice mailbox?

1. Dial 367-8265. If calling from the phone your voice mail is assigned to, press #. If using Auto Login and accessing from your home phone, no entry is required. If calling from a remote phone, enter your telephone number.
2. If requested, enter your password, followed by the # key. Your password will be a default code of "0000" until you change it.
3. Main Menu: press 1 to retrieve messages, press 3 to send, press 7 for current date and time, or press 9 for mailbox setup.

How do I access my sub-mailbox?

1. Dial 367-8265. If calling from the phone your voice mail is assigned to, press #. If using Auto Login and accessing from your home phone, no entry is required. If calling from a remote phone, enter your telephone number.
2. If you are the group administrator and wish to record a group greeting, press * to access the Group Greeting menu. A voice prompt will guide you through those steps. OR enter your sub-mailbox number.
3. If requested, enter your password, followed by the # key. Your password will be a default code of "0000" until you change it.
4. Main menu: press 1 to retrieve messages, press 5 to hear which sub-mailboxes have new messages, or press 9 for mailbox setup.

How do I set up my mailbox?

- Press 1: Greeting options (you can disregard this step if you choose to use the default greeting).
- Press 2: Change password.
- Press 3: Notification options.
- Press 4: Disable/enable auto-login.
- Press *: Return to main menu.

How do I change or record my mailbox greeting?

- Press 1: Greeting options.
- Press 4: Record your greeting.
- Press #: End recording function.
- Press 1: Listen to greeting.
- Press 2: Save greeting. Greeting must be saved to be activated.
- Press 3: Delete greeting.
- Press 4: Re-record greeting. Then follow steps 3-5 again.
- Press *: Return to mailbox setup.

How do I change my mailbox password?

- Press 2 to change your password.
- Enter new password, followed by the # key. A password can be any series of up to 16 digits. You will be unable to access your mailbox without this password, so be sure to choose one that you can remember.
- To verify, enter your password, followed by the # key.

How do I retrieve messages?

There are three options in the message retrieval menu:

- Press 1: New messages.
- Press 2: Saved messages.
- Press *: Return to main menu.

How do I listen to messages?

- Press 1: Play or re-play message.
- Press 2: Save message and go to next.
- Press 3: Delete message and go to next.
- Press 4: Save message as new.
- Press 5: Reply to a message
- Press 6: Forward message.
- Press 7: Skip back three seconds.
- Press 8: Pause or continue message.
- Press 9: Skip forward three seconds.
- Press *: Return to main menu.