

The first time you log in to your voice mailbox by pressing * 8 3 you will be asked to configure your mailbox. This first-time sign-in involves three steps:

1. You must change your PIN.
2. You must record your name.
3. You must choose a greeting to play to callers before they leave a message.

The greeting and recorded name are played each time a caller accesses your mailbox to leave a message.

1. CHANGING YOUR PIN

First, to secure your account, you must set up a new PIN. A prompt asks you to enter a new PIN, and explains the length of PIN allowed. Further checks may be imposed on the new PIN to prevent you from using part or all of your telephone number, sequential numbers in either ascending or descending order, or repeated digits. These PIN checks ensure your voicemail is secure.

1. ENTER A NEW PIN - PRESS # WHEN FINISHED.

- If the new PIN you have chosen fails any of the checks that may be imposed, you will hear an error message explaining why this PIN cannot be used. You will then be returned to the menu that will prompt you to enter a different PIN.
- If the PIN passes these checks, setup continues as normal.

2. CONFIRM THE NEW PIN BY RE-ENTERING IT AND PRESSING # WHEN FINISHED.

2. RECORDING YOUR NAME

Next, you are prompted to record your name. This is used for some system-generated announcements. For example (when greeting your callers or when your leave messages for others). Your recording should be less than ten seconds long. If it is too long, you will be asked to re-record a shorter version.

1. RECORD YOUR NAME AND PRESS # WHEN FINISHED.
2. AN ANNOUNCEMENT PLAYS YOUR RECORDING BACK TO YOU.

- If you want to re-record it, press 1
- If you want to keep it, press #

3. CHOOSING A GREETING

Once you have successfully recorded your name, you are prompted to select a greeting. You can use a number of different types of greeting.

- To record your own personal greeting, press 1 Then record your personal greeting, pressing # when finished.
- To use a system-generated greeting that announces your recorded name, press 2
- To use a system-generated greeting that reads out your phone number, press 3
- To use a system-generated greeting that neither announces your name nor reads out your phone number, press 4 An announcement plays back your selected greeting.
- To record or select a different greeting, press 1
- To save it and use it as your greeting, press #

You have now completed the required voicemail configuration steps. You can now enjoy your new voicemail service.

1 → Listen to Message

Review Messages

Review Messages Menu

- 1** Voicemail
- 3** Faxes
- 9** Future Delivery Messages

Hear message

- 1** Repeat
- 2** Save
- 3** Erase
- 4** Reply
- 5** Send a Copy
- 2 2** Mark Saved Message as New

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Send Message

Enter phone or GL number, then #

- 1** Review Message
- 2** Mark as Urgent
- 3** Mark as Private
- 4** Re-Record Message
- 5** Report on Send
- 6** Report on Read
- 7** Add Recipient
- 9** Schedule for Future Delivery
- #** Send as is

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Work with Greetings Menu

Greeting Options Menu

- 1** Personal Greeting
- 2** Extended Absence
- 3** Sys-Gen Greetings and Name Recording
- 4** Group Mailbox Greetings
- 5** Busy Greeting
- 6** Out-of-office hours greeting
- 7** Shared Greetings
- 9** Forward all Calls to Voicemail Greeting
- *** Exit Menu

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Mailbox Settings

Mailbox Settings Menu

- 1** Group Lists
- 2** Handsfree and Time Saver Options
- 3** Security Options
- 4** Group Mailbox Settings
- 5** Notification Settings
- 6** Additional Settings
- 7** Advanced Call Features Settings
- 9** Live Message Screening Settings
- *** Exit Menu

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Reminders

Reminders Menu

- 1** Reminders Settings
- 2** Add New Reminder
- 3** Recurring Reminders Settings
- 4** One-Off Reminders Settings

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Erased Messages

Review Erased Messages

Select Message Type

- 1** Voicemail
- 3** Faxes

Hear Message

- 1** Repeat
- 2** Restore
- 3** Permanently Erase
- 4** Reply
- 5** Send a Copy
- #** Next Message

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Help

Helpful Hints

- #** Next Hint
- *** Return to Main Menu
- 1** Replay from Start of Menu

Exit

Goodbye and Exit TUI

Common Keys

- *** Cancel input or move up a level
- #** End input or move forward in a list
- 0** Helpful Hints
- 8** Pause / Resume

ACCESSING YOUR VOICE MAILBOX FROM YOUR HOME PHONE:

To access your mailbox to listen to your messages, record your greeting, or change your PIN, dial the system access number *** 8 3** then you will be prompted to enter your PIN number.

ACCESSING YOUR VOICE MAILBOX FROM ANOTHER PHONE:

EVEN WHEN YOU ARE AWAY FROM HOME, YOU CAN ACCESS YOUR VOICE MAILBOX FROM ANY OTHER TOUCH-TONE PHONE.

1. Dial your own phone number.
2. Press the ***** key while your greeting is playing.
3. Enter your PIN when prompted.
4. Press the **#** key.

RETRIEVING YOUR MESSAGES:

Your phone set may have a message waiting indicator light which flashes to alert you of new messages, or you may hear a stutter dial-tone when you pick up the handset.

TO PLAY YOUR MESSAGES, FIRST ACCESS YOUR MAILBOX BY PRESSING *** 8 3**

1. Press **1** on the Main Menu to Play Inbox Messages.
2. To return to the Main Menu press *****
3. To skip a message press **#**
4. After each message has played, you must decide whether to replay it, keep it, delete it or save it as new.
 - to replay the message, press **1**
 - to keep the message, press **2**
 - to delete the message, press **3**
 - to save this message as new press **2 2**

DISABLING THE VOICEMAIL PIN FEATURE:

1. Press *** 8 3** to login to voicemail
2. Enter your PIN when prompted.
3. Press **4** to change your settings
4. Press **3** to change security options
5. Press **3** to change your skip pin feature
6. Press **1** to disable pin
7. You may now hang up. You can now login without entering your PIN each time you check your voicemail. For security purposes this feature is only available when checking voicemail from your home or business.

**FOR FURTHER ASSISTANCE USING YOUR VOICEMAIL/CALL ANSWER SERVICE PLEASE CONTACT
QUADRO SUPPORT AT: 519-229-8020 OR TOLL FREE: 1-866-292-3332**