



## CALL ANSWERING USER GUIDE

### ACCESSING MAILBOX FROM YOUR HOME PHONE

To access your mailbox to listen to messages, record your greeting, or change a password you: Dial the system access number:

**229-6000**

from Kirkton, Granton & Sebringville numbers

or

**349-6000**

from a Uniondale number

### ACCESSING YOUR MAILBOX FROM ANOTHER PHONE

#### Option 1 - Using phone not subscribing to Quadro Call Answer

1. Call the system access number – **519 229-6000** or **519 349-6000**
2. Enter your mail box number, which is your 7 digit telephone number
3. Press the **#** key on a touch-tone phone
4. Enter your password, which is originally assigned as the last 4 digits of your telephone number (we recommend changing the password).
5. Press the **#** key.

#### Option 2 - Using your own phone number

1. Call your own phone number from any touch-tone phone.
2. Press the **\*** key while your greeting is playing.
3. Enter your password when asked to do so.
4. Press the # key.

#### Option 3 – Using another Quadro customer’s phone with Call Answer

1. Call the system access number 519 229-6000 or 519 349-6000
2. Press the **\*** key
3. Follow steps 3 & 4 from **Option 2**

### RETRIEVING YOUR MESSAGES

Your phone set may have a message waiting light which flashes to indicate new messages, or you may hear a special dial tone (which resembles a busy signal) when you pick up the handset.

To play your messages, first access your mailbox.

1. Press **1** on the Main Menu to select Message Retrieval.
2. After each message has played, you must decide whether to keep it, delete it, or save it as new.
  - to replay the message, press **1**
  - to keep the message, press **2** It will be saved for 3 days.
  - to delete the message, press **3**
  - to save it as new, press **4**

(Puts the message back to a new message status so that the next person to retrieve messages will be sure to get this one.)



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### CHANGING THE NUMBER OF RINGS

To change the number of times the phone rings before the call goes to Call Answer,

pick up the handset and enter \* 9 4 and listen for a double tone (or 2 beeps).

Key in a number from 2 to 9 depending on how many rings you want before

Call Answer takes the call. Another double tone indicates that Call Answer has accepted the change.

### CHANGING YOUR PASSWORD

You need a password to access your mailbox from any touch-tone phone.

Without a password, you can only access your mailbox from your own phone.

Your password may be any series of up to 16 numbers.

Since telephone keypads have letters as well as numbers, you can use letters to create your password.

#### To change a password, first access your mailbox:

1. Press 9 on the Main Menu to select Mailbox Setup
2. Press 2 to select Password Change.
3. Enter your new password using the telephone keypad, then press #
4. Enter the same password again, to verify, then press #

### RECORDING A PERSONALIZED GREETING

You may use the standard greeting supplied with the Call Answering system, or you may record a personalized greeting in your own voice.

To record a greeting, first access your mailbox:

1. Press 9 on the Main Menu to select Mailbox Setup.
2. Press 1 to select Greeting Maintenance.
3. Press 2 to start recording.
4. Press # to end the recording. When you have finished recording, you can play the greeting, re-record it, delete it, or leave Mailbox Setup.

#### Playing your greeting

Press 1 to play the greeting you recorded

#### Re-recording your greeting

To re-record a greeting, simply repeat the steps above for recording

#### Deleting your greeting

Press 3 to delete a greeting

#### Leaving Mailbox Setup

Press \* to return to the Main Menu