



## Arrival Universal with Extensions Voice Mail Getting Started

### Mailbox Numbers and Passwords

To set-up your universal voice mailbox with extensions, you will need your mailbox number and temporary password for your host and extension mailboxes. Each mailbox is assigned its own ten-digit number and password.

If you do not have this information, please contact your Field Account Specialist or Customer Care at **888-950-2100** for assistance.

**Mailbox Number:** The ten-digit telephone number of the mailbox.

**Temporary Password:** The last four (4) digits of the mailbox number.

Use this section to enter your extension mailbox information:

**Host Mailbox Number:** \_\_\_\_\_ **Temporary Password:** \_\_\_\_\_

Ext	Temporary Password	Group Distribution Mailbox Number	Ext	Temporary Password	Group Distribution Mailbox Number
1	_____	_____	6	_____	_____
2	_____	_____	7	_____	_____
3	_____	_____	8	_____	_____
4	_____	_____	9	_____	_____
5	_____	_____	*	_____	_____

## Initializing Your Host Mailbox - First Time Setup

This mailbox routes callers to the \*/general and extension mailboxes, it does not store messages. In order to set up the mailbox, follow the instructions below. Remember when recording your greeting to give directions to the caller on how to reach the general and extension mailboxes. For example, "Thank you for calling Arrival Communications. To hear our location and hours of operation, please press \*. To speak with a sales representative, please press 1. To inquire about the status of an order, please press 2. Thank you." If required, a customized help prompt can also be recorded. If no selections are made after the greeting plays, the help prompt will play one time.

1. From your phone dial the mailbox number indicated on the first page. The temporary greeting recorded by Arrival will play. At anytime during the greeting press [#].
2. Enter your 10-digit mailbox number.
3. Enter your password indicated on the first page and press [#] to access your mailbox.
4. **To change your password follow steps 5-9.**
5. Press [2] to access Administrative Options.
6. Press [1] to change password.
7. Enter your new password and press [#]. Passwords can be between 4 to 15 digits.
8. The system will repeat the new password to confirm it.
9. After the password is confirmed you will be at the Main Menu.
10. **To change your greeting follow steps 11-18.**
11. Press [3] to access Greetings.
12. Press [1] to change the mailbox greeting.
13. Press [2] to record a new mailbox greeting. *Remember to give directions to the caller for reaching the general and extension mailboxes.*
14. At the tone record the greeting and press [#].
15. If satisfied press [#].
16. To rerecord press [\*].
17. To replay your greeting press [1].
18. After the greeting is confirmed you will be at the Main Menu.
19. **To change your recorded name follow steps 20-27.**
20. Press [3] to access Recorded Name.
21. Press [3] to change your recorded name.
22. At the tone record the mailbox name and press [#].
23. The system will then play it back.
24. If satisfied press [#].
25. To rerecord press [\*].
26. To replay your recorded name press [1].
27. After the recorded name is confirmed you will be at the Main Menu.
28. **To add a customized help prompt that will play after your greeting follow steps 29-36.**
29. Press [3] to access Greetings.
30. Press [2] to establish the customized help prompt.
31. Press [2] to establish a customized help prompt.
32. At the tone record the help prompt and press [#].
33. If satisfied press [#].
34. To rerecord press [\*].
35. To replay your help prompt press [1].
36. After the help prompt is confirmed you will be at the Main Menu.

## Initializing Your \*/General Mailbox - First Time Setup

When a caller presses [\*] at the host greeting, they are routed to this mailbox. The \*/general mailbox has a greeting and the ability to store messages. To set up, follow the instructions below. The greeting for the \*/general mailbox is typically used for basic company information, such as location, business hours, etc. For example, "Thank you for calling Arrival Communications. Our location is 1800 19<sup>th</sup> Street. Our hours of operation are between 8 am and 6 pm. If you have a question on any of the services we provide, please leave a message after the tone and one of our representatives will return your call. Thank you."

1. From your phone dial the mailbox number indicated on the first page. At anytime during the mailbox's greeting press [\*].
2. The system will transfer you to the \*/general mailbox and will play the standard greeting with the telephone number. At anytime during the greeting press [1] to enter the mailbox.
3. A brief mailbox introduction will play. To skip it press [#].
4. Enter your temporary password indicated on the first page and press [#].
5. When prompted enter your new password and press [#]. Passwords can be between 4 to 15 digits.
6. After entering your new password the system will repeat it to confirm.
7. Select the kind of greeting you would like played when callers reach your mailbox. There are three options.
  - a. For a standard greeting with your telephone number press [1]. If you select this greeting you will not need to record a name or greeting.
  - b. For a standard greeting with your name press [2]. If you select this greeting you will need to record your name.
    1. When prompted record your first and last name and press [#].
    2. The system will then play it back.
    3. To rerecord press [\*].
    4. To confirm press [#].
  - c. For a personalized greeting press [3]. If you select this greeting you will need to record your name and personalized greeting.
    1. When prompted record your first and last name and press [#].
    2. The system will then play it back.
    3. To rerecord press [\*].
    4. To confirm press [#].
    5. When prompted to record your personal greeting press [2], at the tone record the greeting and press [#].
    6. The system will then play it back.
    7. If satisfied press [#].
    8. To rerecord press [\*].
8. The tutorial will cover a few final reminders, such as, to cancel your previous entry press [\*], for help or more explanation press [0].
9. A section on deleted message recovery will play and explain the feature. If you choose not to listen to it at this time, it will play the next time you access your mailbox. (*Instructions for this feature are included on the Voice Mail Instructions.*)
  - a. To repeat feature instructions press [1].
  - b. To continue into your mailbox press [2].

## Initializing Your Extension Mailbox - First Time Setup

When a caller presses 1-9 at the host greeting, they are routed to the corresponding extension mailbox. The extension mailbox has a greeting and the ability to store messages. To set up, follow the instructions below. The greeting for the extension mailbox is typically used for department information, such as sales and order status, or for individual employees for their personal voice mail.

1. From your phone dial the mailbox number indicated on the first page. At anytime during the mailbox's greeting press the extension mailbox (1-9) you wish to setup.
2. The system will transfer you to the extension mailbox you selected and will play the standard greeting with the telephone number. At anytime during the greeting press **1** to enter the mailbox.
3. A brief mailbox introduction will play. To skip it press **#**.
4. Enter your temporary password indicated on the first page and press **#**.
5. When prompted enter your new password and press **#**. Passwords can be between 4 to 15 digits.
6. After entering your new password the system will repeat it to confirm.
7. Select the kind of greeting you would like played when callers reach your mailbox. There are three options.
  - a. For a standard greeting with your telephone number press **1**. If you select this greeting you will not need to record a name or greeting.
  - b. For a standard greeting with your name press **2**. If you select this greeting you will need to record your name.
    1. When prompted record your first and last name and press **#**.
    2. The system will then play it back.
    3. To rerecord press **\***.
    4. To confirm press **#**.
  - c. For a personalized greeting press **3**. If you select this greeting you will need to record your name and personalized greeting.
    1. When prompted record your first and last name and press **#**.
    2. The system will then play it back.
    3. To rerecord press **\***.
    4. To confirm press **#**.
    5. When prompted to record your personal greeting press **2**, at the tone record the greeting and press **#**.
    6. The system will then play it back.
    7. If satisfied press **#**.
    8. To rerecord press **\***.
8. The tutorial will cover a few final reminders, such as, to cancel your previous entry press **\***, for help or more explanation press **0**.
9. A section on deleted message recovery will play and explain the feature. If you choose not to listen to it at this time, it will play the next time you access your mailbox. (*Instructions for this feature are included on the Voice Mail Instructions.*)
  - a. To repeat feature instructions press **1**.
  - b. To continue into your mailbox press **2**.