MessageCentral

Voicemail User Guide

TPX

MESSAGECENTRAL

START

Enter the System
Dial access number
Enter pass code

MAIN MENU

1 Play a Message

ABC 2 Message

DEF 3 User Options

* Exit

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1 Play (again)
ABC 2 Save
DEF 3 Delete
GHI 4 Forward
JKL 5 Reply to message
MNO 6 Play envelope information
PRS 7 Play previous
Skip to next
* Exit

MNO 6 Forward 5 seconds*
PRS 7 Rewind 5 seconds*
TUV 8 Increase volume
WXY 9 Decrease volume
5-sec pause/resume
* Exit

*Time interval can be changed via web portal

Record message and press #

1 Review
GHI 4 Re-record
MNO 6 Add recipients

Enter recipient's mailbox number & press #

1 Add more recipients
ABC 2 More options
* Remove recipients

1 Review
ABC 2 Send
DEF 3 Schedule delivery
GHI 4 Re-record
JKL 5 Review list
MNO 6 Add recipients
PRS 7 Urgent
TUV 8 Private
* Cancel

1 Name & greetings
ABC 2 Modify PIN
DEF 3 Message playback option
GHI 4 Notification option
* Exit

Enter new PIN and press #

1 Most recent/oldest
ABC 2 Turn envelope on/off
* Exit

1 Resume/pause notification
* Exit

1 Modify greetings
ABC 2 Modify name
DEF 3 Set current greeting
GHI 4 Contact & distribution list prompts
* Exit

1 Modify generic
ABC 2 Modify extended absence
DEF 3 Modify busy
GHI 4 Modify no answer
* Exit

Record name announcement & press #

1 Conditional greeting on/off
ABC 2 Extended absence on/off
* Exit

Enter name or distribution list

Record prompt followed by #

GETTING STARTED

Welcome to the MessageCentral voicemail system. Before accessing your mailbox, please be sure to take a moment to familiarize yourself with this user guide. It provides you step by step instructions to set up your mailbox. It also offers hints to manage your messages more effectively.

All users need to login to change the name and greeting callers hear along with your passcode. Upon doing so, you will be able to retrieve any new messages left in your mailbox. Please be sure to familiarize yourself with the key codes that follow.

From your desk phone	From any other touch-tone phone	Calling directly into the voicemail system
■ Dial [*] [9 WXYZ] [9 WXYZ] (9*99 if a "9" is required) from your phone number or extension or dial a voicemail access number.	■ Dial your business phone number directly ■ Press [*] to interrupt your mailbox greeting. For CallCentral, press [1] to interrupt the Menu, then press [*] to interrupt your mailbox greeting.	■ See page 10 for a list of voicemail access numbers ■ Enter your mailbox ID (which is your 10 digit phone number) followed by [#].
■ Dial your Passcode (PIN) and press [#].		

ACCESSING YOUR MAILBOX

From YOUR phone:

When you dial the access number, MessageCentral examines the calling information and determines if you are a user within the system. If calling information is available and matches a valid user, the system does not prompt you to enter your mailbox number; it only requires that you enter your PIN.

■ Dial the access number from the same telephone number as your mailbox number.

■ Enter your PIN and press [#].

From ANY phone:

To access your mailbox by phone after it is initialized:

■ Dial the access number.

■ Enter your mailbox number and press [#].

■ Enter your PIN and press [#].

You can also reach your mailbox by dialing your own telephone number (or direct line), wait for the greeting to begin playing, and press [*]. MessageCentral prompts for your PIN. If you press [*] again, MessageCentral prompts for a mailbox number and a PIN.

SETTING YOUR PASSCODE (PIN)

Your passcode can be any 6 to 10 digits. Choose one that you can remember that would be hard for anyone else to guess. Passcodes should not contain repeated digits, your extension or your phone number.

You will be prompted to enter your new passcode twice.

INITIALIZING YOUR MAILBOX

1 From a telephone keypad, dial the voicemail access number.

2 If you are calling from an extension or telephone other than your own (not associated with a mailbox), other than your own, enter your mailbox number and press [#].

3 Enter the default PIN and press [#] (last 4 digits of your telephone extension followed by "743").

4 Listen to the introductory prompt and follow the simple instructions to create a new PIN.

5 Once you create a PIN, your mailbox is initialized. You will not hear the tutorial the next time you access your mailbox.

6 You can continue with the setup tutorial to record a name announcement, select the greetings you want to play to callers, and record personal greetings. Continue with the following section, "Recording a Name Announcement during Mailbox Setup."

Note: If you have MessageCentral additional services (e.g. e-fax or find-me follow-me), your callers will hear a pre-recorded announcement that includes your name rather than your personal greeting. Callers hear your personal greeting after pressing [1], for voicemail. If callers make no selection, they will be sent to your voicemail greeting.

7 At any time after you initialize your mailbox, you can record your name announcement and greeting or change your PIN. If you want to set up your mailbox at another time, press [*] to exit to the Main Menu, or simply hang up.

RECORDING YOUR NAME ANNOUNCEMENT

During the mailbox setup following a new PIN, you will have the opportunity to record your Name Announcement.

Follow the instructions by speaking your first and last name and then press [#]. MessageCentral repeats the recording for your review and offers options to accept or re record your name, or to use your mailbox number instead of a name announcement.

The Name Announcement you record during mailbox will be played until you change it from the Main Menu Option 3.

When you complete this step, continue with the tutorial to select and record greetings.

If you choose not to customize the message:

MessageCentral callers will hear "*Hello, the party you're trying to reach is currently unavailable. Please leave a message after the beep. When finished you may press the pound key for more options. Thank you for calling.*"

If the caller selects option [1] for "voicemail", they will hear the above MessageCentral greeting.

RECORDING YOUR PERSONAL GREETING

During the mailbox setup following your Name Announcement, you will have the opportunity to record your personal greeting.

The personal greeting is what you want to play to callers when you are unable to take a call. The greeting you record during mailbox setup plays to callers until you change it from the Main Menu Option 3.

To record greetings during mailbox setup:

- Listen to the mailbox setup tutorial explain the different types of greetings and provide options to record each type.

- Select the appropriate option, press [1] to hear the default greeting, press [1] again to select the default greeting, or wait for the beep to begin recording your greeting.

- Record your greeting. When finished, press [#]. MessageCentral repeats the recording for your review and offers options to accept or re-record a greeting, or to use the default greeting.

- After saving your greeting, the tutorial returns to the previous menu. Follow the instructions to setup additional options, press [*] to return to the Main Menu, or simply hang up.

After you record your name, you will be directed to the Main Menu. If you choose not to customize the message, callers will hear "[Your recorded name] is not available to take your call. Please leave a message after the tone. Press [#] to end your recording."

MAIN MENU

After you have successfully initialized your mailbox, MessageCentral plays your message inventory, stating the total number of new voicemail messages, plus any messages scheduled for future delivery. Then the system automatically plays new voicemail messages. The system plays all urgent messages first, then all non-urgent messages.

At any time, you may press [*] to return to the Main Menu shown below.

Key	Task
1	Play a message
2 ABC	Send a message
3 DEF	User Options
*	Disconnects ending your session

NOTE:

If your mailbox is almost full or at capacity, you will hear a prompt recommending that you delete messages from your mailbox.

TO LISTEN TO YOUR MESSAGES

You can use the MessageCentral Telephone User Interface (TUI) or keypad to listen to new and saved voice messages (and CallCentral fax header messages) in your mailbox. Depending on how notification options are set up in your organization, when a new message is deposited in your mailbox, a message waiting indicator may light on your phone or you may hear a distinct dial tone when you pick up the receiver.

After you have heard a new message, the system saves it in your mailbox 30 days.

- While the messages are playing, you can press ***** to hear the main menu options, where you can select from the message type of new or saved messages.
- Press **1** to listen to new messages, or

  Press **2 ABC** to hear saved messages, or

  Press **3 DEF** to hear scheduled delivery messages.

- MessageCentral then plays each message.

Key	Task
1	Play a message
2 ABC	To save
3 DEF	To delete
4 GHI	To forward
5 JKL	Reply to the message
6 MNO	Play Envelope Information
7 PQRS	Play Previous message
#	Skip to the next message
*	Return to Main Menu

Features available during the message playback:

Key	Task
6 MNO	To forward 5 seconds
7 PQRS	To rewind 5 seconds
8 TUV	To increase the volume
9 WXYZ	To decrease volume
#	Pause 5 seconds/Resume
*	Exit

TO RECORD AND SEND NEW MESSAGES

Access your voicemail box as previously described on page 3. From the main menu press **2 ABC**. Record a message and press **#**.

Key	Task
1	To review message
4 GHI	To re-record message
6 MNO	Add Recipients
	Enter recipient's mailbox and press **#**
	1 Add more recipients
	2 ABC More options
	* Remove entry

Then you will be prompted with the following menu:

Key	Task
1	Review
2 ABC	Send
3 DEF	Schedule delivery
4 GHI	Re-record
5 JKL	Review list
6 MNO	Add recipients
7 PQRS	Mark message as Urgent
8 TUV	Mark message as Private
*	Cancel

USER OPTIONS

Access you voicemail box as previously described on page 3. From the Main Menu press **3 DEF**.

Key	Task
1	Name and greetings
2 ABC	Modify Pin
3 DEF	Message playback option
4 GHI	Notification Options
*	Exit to Main Menu

NAME AND GREETINGS: **1**

Key	Task
1	Modify Greeting
1	Modify generic
2 ABC	Modify extended absence
3 DEF	Modify busy[1]
4 GHI	Modify no answer[2]
*	Exit
	Modify Name — Record name announcement & press **#**
3 DEF	Set current greeting
2 ABC	Extended absence on/off
*	Exit
4 GHI	Contact and Dist list prompts — Enter name and Distribution List — Record prompt followed by **#** — This allows you to record a name for contact or distribution list. **The list must be created via the Web Portal first.**
*	Exit

Greetings Notes:*

[1] The default <u>busy</u> greeting is the message that callers will hear when you are on another line. The busy greeting states: *"[Your recorded name] is busy and cannot take your call. Please leave a message after the tone. Press the* **#** *key to end recording."* You may customize this greeting by following the key codes above on the right.

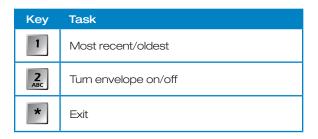** Busy and No Answer greetings are not available for Digital Plus customers.*

[2] The default <u>no answer</u> greeting is the message that callers will hear when you are not able to answer the phone after a specific number of rings. The no answer message states: *"[Your recorded name] is not available to take your call. Please leave a message after the tone. Press the* **#** *key to end recording."* You may customize that greeting following the key codes above.

MODIFY PIN: [2 ABC]

Key	Task
[1]	Modify Pin
	Enter new Pin and press [#]

MESSAGE PLAYBACK OPTIONS: [3 DEF]

Key	Task
[1]	Most recent/oldest
[2 ABC]	Turn envelope on/off
[*]	Exit

NOTIFICATION OPTIONS: [4 GHI]

Key	Task
[1]	Resume/pause notification
[*]	Exit

Key	Task
[1]	To review your message
[2 ABC]	To send your message
[4 GHI]	To re-record your message
[7 PQRS]	To mark message as "urgent"
[8 TUV]	To mark message as "private"
[*]	To cancel your message

CALLER'S MESSAGE OPTIONS

There are two types of mailbox profiles based on whether you have FaxCentral or not.

- The caller will be presented with two options if you are not using Unified Fax. The caller will hear the message menu followed by 2 touchtone options:

  Press [1] to leave a message

  – The caller will hear the personal greeting and leave a message.

  Press [2 ABC] to locate this party.

  – The caller will be prompted to record their name and then placed on hold while "the party is being located".

- The caller will be presented with three options if you are using Unified Fax. The caller will hear your recorded name followed by 3 touchtone options. (If name has not been recorded the caller will hear the dialed number repeated).

  Press [1] to leave a message

  – The caller will hear the personal greeting and leave a message.

  Press [2 ABC] to deposit a fax

  – The caller will hear the fax signal and be able to send a fax. This will occur automatically if the call originates from a fax machine.

  Press [3 DEF] to locate this party

  – The caller will be prompted to record their name and then placed on hold while "the party is being located". If you cannot be reached, your personal greeting will be played and the caller will be able to leave a message.

◄ When the caller records a message, they will hear the following Menu options:

REMOTE VOICEMAIL ACCESS NUMBERS

The numbers below provide access to the voicemail platform directly without the need to call your desk phone first.

Use the number that corresponds to your local calling area. Please keep this list on hand and program it in your phone. These numbers are helpful in the event that you cannot use or access your desk phone to access your voicemail.

DIGITAL PLUS ACCESS NUMBERS

(209) 940-5937	(626) 775-1937	
(213) 542-1937	(650) 443-1937	(805) 719-2937
(310) 566-6937	(661) 241-7937	(818) 534-1937
(323) 987-1937	(702) 853-1937	(831) 600-0937
(408) 240-1937	(707) 302-1937	(858) 200-8937
(415) 526-2937	(714) 399-1937	(909) 803-1937
(510) 859-1937	(714) 500-1937	(916) 570-1937
(530) 377-7937	(760) 448-1937	(925) 452-1937
(559) 344-6937	(760) 969-1937	(925) 849-1937
(562) 264-2937	(805) 325-4937	(949) 954-1937
(619) 814-2937	(805) 470-7937	(951) 710-3937

STANDARD ACCESS NUMBERS

(209) 940-5939	(626) 775-1939	(805) 719-2939
(213) 542-1839	(650) 443-1939	(818) 534-1939
(310) 566-6939	(661) 241-7939	(831) 600-0939
(323) 987-1939	(702) 853-1939	(858) 200-8439
(408) 240-1939	(707) 302-1939	(909) 803-1939
(415) 526-2939	(714) 399-1939	(916) 514-4439
(510) 859-1939	(714) 500-1939	(925) 452-1939
(530) 781-1439	(760) 448-1939	(925) 849-1939
(559) 344-6939	(760) 969-1939	(949) 954-1939
(562) 264-2939	(805) 325-4939	(951) 710-3939
(619) 814-2939	(805) 470-7939	

Austin:	(512) 735-1199
Corpus Christi:	(361) 561-1199
Dallas:	(972) 354-1199
Fort Worth:	(817) 289-1199
Houston:	(713) 595-1199
San Antonio:	(210) 457-1199

Note: Texas customers must use the access number where the voicemail is based