

# Voice Mail Training Guide CIX

## Accessing Voice Mail

From your telephone:

- 1) Dial your voice mail Access Number 4000  
OR
- 2) Press your FLASHING Msg. key.

## Accessing Your Mailbox for the First Time:

You must complete the tutorial or Strategy will start where you left off .

- 1) Access voice mail by dialing extension 4000.
- 2) Enter your Security Code (your extension number) then press #.
- 3) You will hear:
- 4) "Welcome to the Strategy New User Tutorial. In this tutorial you will learn how to record your name, record a new greeting and change your security code."
- 5) Record your first and last name for the directory. (Recording must be at least 2 seconds)
- 6) Record your greeting as in the example below
- 7) Hi, this is \_\_\_\_\_. I am either on the telephone or away from my desk. Please leave a message after the tone or for immediate assistance press zero now. Thank you.
- 8) You will then be asked to change your security code. (Security code must be at least 3 digits long).
- 9) You will receive confirmation that your security code has been changed.
- 10) Your mailbox now is successfully set up.

## Change or Record a New Greeting

- 1) Log into your mailbox.
- 2) Press 3 to Manage your Mailbox.
- 3) Press 1 to Change your Greeting.
- 4) Select a greeting (1-7). Press 1 for the first greeting.
- 5) Press 2 to record the greeting.
- 6) Press # to end recording.
- 7) Press 1 to Review, 2 to Rerecord, or 9 to Save.

## To Change your Security Code:

- 1) Log into your mailbox.
- 2) Dial 3 to Manage your Mailbox.
- 3) Dial 2 for User Options.
- 4) Dial 3 to change your Security Code.
- 5) Enter your new security code, the system will ask you to re-enter the code.

## To Re-Record your Name for the Directory:

Log into your mailbox.

- 1) Dial 3 to Manage your Mailbox.
- 2) Dial 2 for User Options.
- 3) Dial 6 to Record your FIRST & LAST Name.
- 4) Press # to End Recording.
- 5) Press 1 to Review, 2 to Rerecord, or 9 to Save.

## Listening to Messages

- 1) Log into your mailbox by dialing 4000 or pressing the flashing MSG key.
- 2) Press 1 to listen to your messages.
- 3) Pressing 1 will always move you to the next message.
- 4) Pressing 3 during or after each message will erase your messages, if not erased all messages will be saved. Messages older than 45 days will be purged from the system.
- 5) Press 5 any time during or after each message to forward a message to another Strategy User.

### To Transfer a Call to Voice Mail:

- 1) Press the Conf./Trans. key.
- 2) Dial the extension number.
- 3) Hang up.

**NOTE:** All telephones will ring 4 times (depending on setup) and then forward to voice mail if they are not answered. If the telephone is busy, or if the forward to voice mail key is on the call will immediately forward to voice mail.

### To Transfer a Call Directly into a Voice Mail Box w/out direct key:

- 1) Press the Conf./Trans. key.
- 2) Press #407 and then enter the Extension Number followed by #.

### To Send a Message From Your Mailbox

- 1) Access Voice Mail.
- 2) When Voice Mail answers press the \* key.
- 3) Enter your User ID.
- 4) Enter your security code then press #.
- 5) Press 2 to send a new message.
- 6) Enter destination mailbox, press the # key.
- 7) Record the message and press # to send the message.
- 8) **To use special functions:**

Press 7 and enter an option number.

1 = Urgent - An urgent message will be the first one heard when the receiver checks their messages.

2 = Private - Private messages may not be forwarded.

3 = Return Receipt - You will receive notification when the receiver has listened to your message.

**NOTE:** When hearing the greeting, you may press ## to bypass, and go directly to the tone.

### Busy Greeting

Your system has been configured with a special digital integration package to increase operating efficiency. This type of integration requires that all mailboxes be set up with a busy greeting recording that is identical to your first greeting.

To record your busy greeting start by logging into your mailbox.

- 1) Press 3 to manage your mailbox.
- 2) Press 2 to change your user options.
- 3) Press 5 to record your busy greeting.
- 4) Begin recording at the tone. Press # when done.
- 5) Press 9 to save greeting.