

# Personal Assistant



by Voice Retrieval

## Cellular Direct Connect Voicemail / Faxmail / E-Mail User's Guide

### Using Your Personal Assistant

### Cellular Direct Connect (optional)

A caller may choose to contact you by pressing 0 (Operator key), your cell phone will display the caller ID.

### Voicemail

Your pass-code is \_\_\_\_\_

#### Logging Into Your Voice Mail

1. Dial your Personal Assistant number.
2. Interrupt your "greeting" by pressing the "\*" star key.
3. Enter your four-digit pass-code. If the system does not accept your pass-code, you must re-enter it correctly.
4. The system will notify you as to how many un-played messages there are, followed by the total number of messages stored in your message center.

#### To Play A Message

1. Once in your Message Center, press "P" (7) to **Play** your message.
2. You may Press "K" (5) to **Keep** the current message or "D" (3) to **Discard** it.
3. To undelete a message, you must press the "\*" key immediately after pressing the "D" (3) key.
4. To replay a message, press the "P" (7) key. To advance a message (move forward) in five second increments, press the "#" key; to review a message (move backward) in five second increments, press the "\*" key.

#### "M" Making A Message to another User

When making a message to **another user**:

1. Enter your Message Center
2. Press the "M" (6) key to **Make** a new message.

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3. Enter the last four-digits of the message center number you wish to send the message to.
4. When you hear the beep, you may begin your message.
5. At the conclusion of your recording, the system will offer the following options: Press **"R"** (7) to **Review** your recording; **"D"** (3) to **Discard** your message and re-record; **"A"** to **Append** to your recording; **"M"** (6) for **Message Addressing Options**, and **"X"** (9) to **Send** your message and return to the main menu. (**X** will **eX**ecute a previous function)
6. If you dial incorrectly and hear the wrong name, press the **"\*\*"** to **Cancel** the entry.

#### **"A" to Answer**

When answering a message from another **user**.

1. Press the **"A"** (2) to **Answer** message.
2. After recording your answer or comments, you may choose one of following options: **"R"** (7) to **Review** your recording; **"D"** (3) to **Discard** and record again; **"A"** (2) to **Append** to your recording and **"X"** (9) to send your recording. Once you have answered the message, you may choose to:
  - a. Press **"K"** (5) to **Keep** the original message in your message center or
  - b. Press **"D"** (3) to **Discard** the original message.

#### **"Give" to Another User**

1. After pressing **"P"** (7) to **Play** the message you want to "Give" to another message center, press the **"G"**(4) key and then enter the four digits for the message center you want the message sent to; then record the comments you wish to add to the message you are sending.
2. To **Review**, **Discard**, or **Add** to your comments, Press **"R"** (7), **"D"** (4), or **"A"** (2).
3. To "send" your comments and a copy of the message you are giving, press **"X"** (9).
4. The original message will remain in your message center until you **Keep** or **Discard** it.

#### **Making Changes to Your Message Center**

1. Enter your Message Center.
2. Press **"U"** (8) for User options.
3. Your available options are as follows:
  - Change your **Greeting "G"** (4)
  - Change your **Name "N"** (6)
  - Change your **Pass-code "P"** (7)
  - Change a **Distribution List "L"** (5) (Manager only)
  - Change **Call Schedule Options "C"** (2)
  - Exit user options **"X"** (9)

#### **Message Addressing Options**

After making a message to be sent, you have some options available to assist you further:

1. Press **"M"** (6) for **Message Addressing** options, then:
  - Press **"C"** (2) to make a message **Confidential**
  - Press **"R"** (7) to activate **Receipt**
  - Press **"F"** (3) to activate **Future Delivery**
2. Press **"X"** (9) to **Exit** message addressing options.
3. Press **"X"** (9) to execute message sent with addressing option.

## **Faxmail**

### **Retrieving all Faxes from a Fax Telephone**

1. Enter your message center.
2. Press “**P**” (7) to **Play** the Message with Fax.
3. Press “**T**” (8) for Fax **Transmittal** Options.
4. Press “**R**” (7) to receive this Fax now (you must be calling from the handset on the fax machine)
5. Press the **start** button on your fax machine now.

### **Sending a Fax to your Default Fax Number**

1. Enter your message center.
2. Press “**P**” (7) to **Play** the Message with Fax.
3. Press “**T**” (8) for Fax **Transmittal** Options.
4. Press “**D**” (3) to **send to your default fax number**.
5. Press “**A**” (2) to **Accept**.
6. Press “**X**” (9) to deliver this fax.
7. Press “**K**” (5) to **Keep** fax in Message Center or “**D**” (3) to **Discard** the fax.

### **Retrieving a Fax Or sending to another fax number**

1. Enter your message center.
2. Press “**P**” (7) to **Play** the Message with Fax.
3. Press “**T**” (8) for Fax **Transmittal** Options.
4. Press “**I**” (4) to **Input** a number to have the fax delivered to.
5. **Input** fax number (include area code); Include 1+ area code + number for long distance faxing.
6. Press “**A**” (2) to **Accept** number or “**I**” to **Input** the number again.
7. Press “**X**” (9) to deliver this fax.
8. Press “**K**” (5) to **Keep** fax in Message Center or “**D**” (3) to **Discard** the fax.

**REMINDER:** Always Press “**X**” (9) to **Exit** the system. Not all features listed apply to all users. The Features your Message Center offers are directly related to the class of service you have purchased.

Hello, you have reached the Personal Assistant for \_\_\_\_\_, to speak to me live, press 0 (zero), to leave a detailed message, press 1 -- or you may send a fax to this number at any time.

## **E-mail**

1. To retrieve your e-mail messages, log onto **www.**
2. Insert your e-mail address and password; hit enter.



## **Optional Voicemail Notification Features**

### **Cellular Notification of New Messages**

Your Personal Assistant service is capable of notification your existing cellular telephone. Each time a message is received it will call (page) your cellular phone. The number that will be displayed each time is **214-432-1894**. This is your notification that you have a new message. If you are away from your phone you need to check your missed call log – it is helpful if you program **214-432-1894** to display as **VRI** so you recognize it is a voicemail message page. You will need to call your Personal Assistant service and log-in to play the message.

### **Cellular Notification with Message Delivery**

Cellular Notification of New Messages with Message Delivery (Optional)

Your Personal Assistant service is capable of notification your existing cellular telephone with the added convenience of delivering the message to you on the phone call. Each time a message is received it will call (page) your cellular phone. The number that will be displayed on your phone is 214-432-1894. **If you answer the phone on the first or second ring you should hear your Personal Assistant message center asking you to enter your pass code.** DO NOT PRESS THE STAR KEY. You will have up to 1 minute to enter your pass-code – the system will give you two beep tones every 5 seconds waiting for you to enter your pass-code. You should enter your pass code only and then be able to play the new messages. If you do not answer the call, or play your new messages it will give you “reminder” calls for up to 8 hours. **You may call into your Personal Assistant message center to play your new messages and it will no longer page you until your next new message.** You will also have a “page” in your missed call log.

### **Programming of your Phone Address Book and Ringtone:**

- a. Program your phone to display VRI when you receive a voice mail message. When you receive a call from 214-432-1894 and the number is highlighted press options, then go to save to address book, save to phone, name it VRI, and then save. Once you have done this, each call from your Personal Assistant message center will display VRI so you know you have a message to retrieve. It is also helpful when you are checking your missed call log to know you have received a page from your message center and that you need to check your messages.
- b. Program a special ring tone for your Personal Assistant message center calls. When it calls you and plays the special ring tone – you know that it is a voice mail message and you do not need to answer the phone. You will know that your regular ring tone is for live telephone calls and the special ring tone is for Personal Assistant message center calls and you need to log-in to retrieve.
- c. If you do not answer your phone during the 8 hour reminder period you will need to call your Personal Assistant message center and play your un-played messages to turn notification back on.

If you would like assistance in programming a special ring tone for Personal Assistant calls and VRI to display on your missed call log please contact customer service @ 972-380-8400 and press 1.