



## Voice Retrieval & Information Services Message Center User's Guide

### Opening Your Message Center

Initial set-up only

The user Tutorial will assist you in the "opening" of your message center. All you need to do before accessing the tutorial is think of a private four-digit passcode and a personalized greeting that you would like for your callers to hear.

1. Dial your Message Center number \_\_\_\_\_
2. Wait for Greeting.
3. Interrupt the Greeting by pressing the "0" or "\*" key.
4. Enter the temporary four digit passcode assigned by your sales representative.
5. The tutorial will guide you through the opening process. (Here, you will record your private passcode, personal greeting, and name. You must record through the complete tutorial or your changes will not be saved.) You will only need to do this once.

### Entering Your Message Center

1. Dial your Message Center number.
2. Interrupt your "greeting" by pressing the "0" or "\*" key.
3. Enter your private four-digit passcode. If the system does not accept your passcode, you must re-enter it correctly.
4. The system will notify you as to how many unplayed 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 5 second increments, press the "#" key; to review a message (move backward) in 5 second increments, press the "\*" key.

## Making A Message

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

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

1. Press “**K**”(5) to **Keep** the original message in your message center or
2. 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 **Passcode** “**P**”(7)
  - Change a **Distribution List** “**L**”(5)
  - Change **Call Schedule Options** “**C**”(2)
  - Activate **Tutorial** “**T**”(8)
  - Exit user options “**X**”(9)

### **Creating a Distribution List** (*Manager's or Executive's Only*)

1. Enter your message center.
2. Press **"U"**(8) for User Options
3. Press **"L"**(5) to create a Distribution List
4. Enter the list number (01 through 09)
5. Press **"N"**(6) to Name your list, then:
  - Record a list name
  - Press **"X"**(9) to save the name
6. Press **"A"**(2) to Add a name to the list then:
  - Enter the last four digits of the message center for the person to be added
7. Repeat step 6 for each name to be added.
8. Press **"X"**(9) to save your entries and exit back to the main menu.

### **Modifying a Distribution List**

1. Enter your message center.
2. Press **"U"**(8) for User Options
3. Press **"L"**(5) to modify a List
4. Press list number (01 through 09)
5. Press **"P"**(7) to Play all list members on the current list
6. Press **"A"**(2) to Add a name to the list or **"D"**(3) to Drop a name, then:
  - Enter the last four-digits of the Message Center for the person to be added or dropped.
7. Repeat step 6 if required
8. Press **"X"**(9) to save your entries and exit back to the main menu.

### **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.

### **Retrieving a Fax**

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.