

Deltacom Voicemail Instructions

CallSaver Auto-Attendant

Setup Your Mailbox

All newly established **CallSaver** mailboxes are setup to guide you through establishing your own password, name response, and greeting. The “tutorial” must be completed or it will play again on the users next visit to the mailbox.

To access your voicemail box, dial the local access number and then enter your mailbox number followed by the “#” key. During the greeting, if you are calling from your own telephone line, press the “*” key, and then enter the default password for your mailbox. The default password for your mailbox is “9999”; however, please note that when the default password is changed to a personal password, it must be at least 7-digits in length. *Changing the password during the “tutorial” is required.*

Password:

- > The password protects your mailbox from unauthorized use.
- > Your new password must be at least seven digits in length.
- > Please note that your customer service representative cannot retrieve this password. If you lose your password, call Deltacom’s Customer Care Center at 1.800.239.3000 for assistance.

After changing the password, you will be guided through recording a name response. If you elect not to record a greeting, callers forwarded into the mailbox will hear the name response. Again, the name response is not required but recommended.

After recording a name response, you will be guided through establishing a greeting. The greeting is the announcement that all subsequent callers will hear upon being forwarded to your mailbox. The greeting should have you, the users, name and instructions for the caller. Again, this is not required but strongly recommended.

Overview:

- > All subscribers must change the default password when they go through the mailbox tutorial to a personal password of at least 7-digits in length.
- > Your mailbox has an automatic shut down process. After a preset amount of failed attempts to access the mailbox, it will be shut down until the administrator reactivates it. Thus, if six (6) attempts are made to access your voicemail box with the incorrect password in five (5) minutes, your mailbox will automatically be locked. The mailbox will in turn be released after ten (10) minutes.
- > Your mailbox has a maximum time of one (1) continuous hour that you may be logged on to the system in order to retrieve messages or change your greeting.

Call Saver Auto-Attendant mailbox routes callers to different mailboxes. The routing mailbox is set up and not changeable by you and directs the callers to dial a single digit number ‘1 – 9’ to leave messages in another mailbox. You must record the message to instruct the caller which number to press to connect to the individual parties.

The Main Mailbox can only be used to change the main greeting and password.

1. After dialing your mailbox number, during the greeting, Press* key.
2. You will be asked for password, the initial password is “9999”.
3. The tutorial will guide you through setting up your mailbox.

To Change Greeting

1. After entering the main mailbox password.
2. Press 3 for greeting menu.
3. Press 2 to record greeting.

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To Change Password

1. Access voicemail...put in voicemail number.... password.
2. Press 4 for Personal Options.
3. Press 4 again for Personal preferences.
4. Press 1 to change password.

QUICK REFERENCE GUIDE FOR KEY CODES

3 GREETING MENU OPTIONS

- 1 Play active greeting
- 2 Record active greeting
- 3 Select which greeting to be active
- 4 Edit a specific greeting
 - 1 Play the greeting
 - 2 Record the greeting
 - 7 Delete the greeting
- 5 Permit/Prevent skipping of greeting
- 7 Delete active greeting
- 8 Review greeting schedule
- 9 Activate/Deactivate greeting schedule

4 PERSONAL OPTIONS MENU

- 4 Personal preferences
 - 1 Password

To Access each SUB MAIL BOX to set-up or play messages:

1. After dialing the mailbox, during the greeting, enter the Sub Box number they wish to setup (1 thru 9) plus “ * ”.
2. When requested to enter password, the default Password is “9999”.
3. The Tutorial will guide you through setting up your mailbox for personal greeting and password options.
4. The system will announce if you have any messages.