

# Deltacom Voicemail Instructions

## CallSaver Basic

### 1. 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.

### 2. Test Your Mailbox

Call into the system and listen to what your callers will hear. After listening to your greeting, leave a message for yourself and listen to the options that are presented to the caller after leaving a message. Hang up and confirm that stutter tone is enabled on your telephone line, if applicable.

# Deltacom Voicemail Instructions

## QUICK REFERENCE GUIDE FOR KEY CODES

### 1 PLAY MENU OPTIONS

- 1 Play messages
  - 1 Rewind the message six seconds
  - 1-1 Rewind the message to the beginning of the message
  - 2 Pause message
  - 3 Fast forward the message six seconds
  - 3-3 Fast forward to the end of the message
- 5 Other options
  - 1 Play previous message
  - 2 Change to automatic playback mode
  - 5 Replay message with time stamp
  - \* Return to previous menu
- 6 Redirect a message
  - 2 Record/Continue recording
  - 5 Delivery options
    - 1 Select urgent
    - 2 Select private
    - 9 Send immediately
    - \* Cancel delivery options
  - 7 Delete recorded message
  - 9 Send reply
- 7 Delete the current message
- 9 Save the current message
- # Play next message
- #-# Play saved messages only

### 2 RECORD MENU OPTIONS

- 1 Play recorded message
- 2 Record/Continue recording
- 5 Delivery options
  - 1 Select urgent
  - 2 Select private
  - 9 Send immediately
  - \* Cancel delivery options
- 7 Delete the recorded reply
- 9 Send message

### 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
- 7 Delete active greeting
- 8 Review greeting schedule
- 9 Activate/deactivate greeting schedule

### 4 PERSONAL OPTIONS MENU

- 4 Personal preferences
  - 1 Password
  - 2 Playback preferences
    - 1 Last In - First Out (LIFO) or First In - First Out (FIFO)
    - 2 Change to automatic playback mode
    - 3 Time & Date stamp
  - 3 Name Options
    - 1 Play name
    - 2 Record name
    - 3 Delete name

### AT ANYTIME YOU MAY PRESS:

- 0 For help in entering your commands
- \* To back-up or cancel your command
- \*-\* To go to the main menu
- # To end a command