

# Deltacom Voicemail Instructions

## CallSaver Extension

### 1. Plan Your Mailboxes

You may use up to 4 mailboxes with this service. These boxes consist of the main mailbox and 3 individual boxes. Make a list of the people who will be assigned to the 3 individual boxes and select a temporary 4 to 15 digit password, name and greeting for that person's mailbox.

Plan your Main Greeting so as to announce the mailbox numbers of all associated users. As an example, you may setup your greeting to say:

*"Hello, you have reached the voicemail for The ABC Company. You may stay on the line and leave a message after the beep or you may leave a message for the following employees. To leave a message for John, press 1. To leave a message for Jane, press 2. To leave a message for Bob, press 3. Thank you."*

Main Mailbox		
Sub-mailboxes	Name	Temporary Password
Mailbox 1		
Mailbox 2		
Mailbox 3		

### 2. Set Up Your Mailboxes

Main mailbox initialization: Call the voicemail access telephone number for your area from the telephone number equipped with the voicemail service. Enter your temporary password in order to access the main mailbox. If you are not calling from the telephone line equipped with voicemail, you must press "\*" enter your mailbox number and then enter your password. Enter your new password, which will be required for listening to messages and changing greetings. Record your name and personal greeting for the mailbox.

The main mailbox holder creates the sub mailboxes. The four mailboxes are set to hold 10 messages (new and saved) each. Each user with a sub-mailbox should initialize one's own mailbox. The main mailbox holder will create a temporary password, name, and greeting initially, but the sub-mailbox user can change these when initializing their mailbox.

At any time, the main mailbox holder may also delete these mailboxes by pressing "4" for Personal Options, "9" for add/delete sub-mailboxes, and then enter the number of the mailbox to be deleted. Remember to record a new greeting leaving out the option of selecting the mailbox you just deleted.

#### Hints:

- > Keep your greetings short since all callers hear the main greeting first and then the personal greeting of the sub-mailbox users.
- > Callers can bypass all greetings and leave a message in any box by pressing any of the keys below:
  - # Message for Main Mailbox
  - 1# Message for Mailbox 1
  - 2# Message for Mailbox 2
  - 3# Message for Mailbox 3
- > From the main menu, pressing "0" will tell you which boxes have messages (new and saved).



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- > *Passwords* must be 4 to 15 digits in length. Safeguard your passwords. These passwords cannot be retrieved by Deltacom and reinitializing your mailbox will cause you to lose all messages. Passwords that are lost for sub-mailboxes require the main mailbox holder to delete the sub-mailbox and rebuild it. A new temporary password and greeting will also have to be set up again. If the password for the main mailbox is lost, a service request will have to be submitted to re-establish the entire voicemail service. This will result in the loss of all messages, greetings, and passwords for the main and sub-mailboxes. The main mailbox holder will have to reinitialize the mailboxes once the voicemail service has been re-established for the subscriber.

## QUICK REFERENCE GUIDE FOR KEY CODES

### 1 LISTEN TO YOUR MESSAGES

*While listening you may-*

- 1 Rewind message 10 seconds
- 2 Pause/restart message
- 3 Fast forward message 10 seconds
- 4 Slow down message playback speed
- 5 Envelope Information (message date & time)
- 6 Speed up message playback speed
- 8 Normal volume
- 9 Increase volume
- # Skip to the next message

*After listening you may-*

- 4 Replay message
- 5 Envelope Information (message date & time)
- 7 Erase message
- 8 Reply to message (valid only when it is to another subscriber on same platform and same central office switch)
- 9 Save message
- # Skip to the next message

### 2 SEND A MESSAGE (among sub-mailboxes or among sub-mailboxes and the main mailbox)

### 3 CHECK RECEIPT OF SENT MESSAGE (main mailbox only)

### 4 PERSONAL OPTIONS

- 2 Administrative Options
  - 1 Change your passwords
  - 3 Change prompt levels (main mailbox only)
    - 1 Standard
    - 2 Extended
    - 3 Rapid
- 3 Greetings
  - 1 Record your greeting
  - 3 Record your name
- 9 Add/Delete Sub-mailbox (main mailbox only)

### 5 RESTART

### 0 MESSAGE INVENTORY

### \* EXIT / DISCONNECT

