

# Setting Up Voicemail with Sub-mailboxes

Now that you have chosen to have sub-mailboxes on your Voice Mail Box, it is time to set up the Out-going Messages and Passwords for the sub-mailboxes.

## Step 1 Setting up the Group Greeting (This Must be done by the Administrator)

Dial the number to access the Voice Mail System. (\*52)

- If calling from your home phone or an Associated Number and you have Auto-Login, Press the \* key when the prompt asks you for your Mailbox ID.
- **Otherwise**, when the prompt tells you to enter your Mailbox Number, enter your home phone number with area code first.
- Then press the \* key when the prompt asks you for your Mailbox ID. The prompt will now ask you for your password followed by the # key.
- If you are a new subscriber, your password will default to “0000” until you change it.

The prompt will now tell you that you are in the Group Greeting Menu.

Press the 4 key to record a new Group Greeting.

Follow the prompt and at the tone record your Group Greeting.

For example:

*“ Welcome to the Jones family voice mail. If you want to leave a message for Tom, Press 1. To leave a message for Nancy, Press 2. For Bobby press 3.” And so on...*

After you have recorded your message press the # key. It is a good idea to listen to your greeting before saving it.

- Press the 1 key to listen to greeting
- If you wish, press the 4 key and record your greeting again, followed by the # key
- Repeat these steps until your greeting is acceptable
- Then press the 2 key to save this greeting
- Hang Up

Now that the Group Greeting is set up, it is now time to set up the individual sub-mailbox Greetings and Passwords. Even though, Tom in this case, recorded the Group Greeting, he still has to set up his sub-mailbox.

## Now, have each individual sub-mailbox user complete the following steps:

### Step 2 Accessing your Sub-mailbox

- Dial the number to access the Voice Mail System (\*52)
- If you have Auto Login and are calling from your home phone or an associated number, skip to **Step 3**, otherwise enter your home phone number, area code first.
- Follow the prompt and enter your Sub-mailbox ID Number (i.e. 1 for Tom, 2 for Nancy, 3 for Bobby)
- Follow the prompt and enter your Password (0000 for now), followed by the # key and go to the next step.

### Step 3 Recording Your Personal Greeting

- At the Main Menu press the 9 key
- Press 1 for Greeting Options
- Press 4 to Record a Greeting

- At the tone, record your greeting. When you are finished press the # key
- The prompt will then ask you if you want to:
  - Press **1** to listen to your greeting (a good idea to hear how it sounds)
  - If you wish, press the **4** key and record your greeting again, followed by the # key again.
  - Repeat these steps until your greeting is acceptable.
  - Then press the **2** key to save this greeting
- Press the \* key **Two Times** to return to the Main Menu and go to **Step 4**

#### **Step 4 Changing your Password**

- At the Main menu, press the **9** key for Mailbox Set Up
- Press **2** to change your Password
- The prompt asks you to enter your new Password (*1-16 Digits*) followed by the # key (*make sure to choose a number you will remember*)
- Re-Enter your password followed by the # key
- Note: *If you are the administrator, this password you have now changed will now also be the password for accessing the Group Greeting Menu*
- Then simply hang up

Write your new Password down.

This should get the basic set up done for the sub-mailboxes and the Group Greeting. Test the Voice Mail service by calling your home phone. See if it directs you to the different sub-mailboxes. Have everyone check their messages to see if it worked. If you have any questions about your Voice Mail Service, please feel free to give us a call.