



# SMARTLINK VOICEMAIL QUICK GUIDE

## USING THE VOICEMAIL SYSTEM

The voicemail system is menu driven. Listen to the voice prompts and then press the keys on your phone to select which option you would like.

### TO COMPLETE INITIAL SETUP OF CALL MANAGER VOICEMAIL SERVICE:

The first time you access your voicemail box you will be asked to set up your mailbox and record your name and a greeting to be played to callers. When you have one or more unheard voice message waiting, your phone will display a solid red light on the top of the phone.

#### 1. DIAL THE VOICEMAIL ACCESS NUMBER:

Follow the instructions you hear on the voicemail tutorial. If this step is not completed it will replay each time the mailbox is accessed.

Access Number **(715-XXX-9000)**. Example: 715-798-9000, 715-278-9000

#### 2. DIAL THE SECURITY CODE PROVIDED.

#### 3. FOLLOW THE INSTRUCTIONS YOU HEAR ON THE VOICEMAIL TUTORIAL. IF THIS STEP IS NOT COMPLETED IT WILL REPLAY EACH TIME THE MAILBOX IS ACCESSED.

- *Change the preset Security Code:* First, to secure your account, you must set up a new Security Code. A prompt asks you to enter a new Security Code, and explains the length allowed by your telephone service provider.
  - Enter a new Security Code, press # when finished.
  - Confirm the new Security Code by re-entering it and press # when finished. Record your name response.
- *Record your name:*
  - Next, you are prompted to record your name. This is used by Call Manager Voicemail Service for some system-generated announcements, for example when greeting your callers or when you leave messages for others.
  - Your recording should be less than ten seconds long. If it is too long, you will be asked to re-record a shorter version.
    - Record your name and press # when finished.
    - An announcement plays your recording back to you. If you want to re-record it, press 1. If you want to save it, press #. An announcement plays your recording back to you.

- *Record your personal greeting:*
  - Once you have successfully recorded your name, you are prompted to select a greeting. You can use a number of different types of greeting.
    - To record your own personal greeting, press **1**. Then record your greeting, press **#** when finished.
    - To use a system-generated greeting that announces your recorded name, press **2**.
    - To use a system-generated greeting that reads out your phone number, press **3**.
    - To use a system-generated greeting that neither announces your name nor reads out your phone number, press **4**.
      - An announcement plays back your selected greeting. To record or select a different greeting, press **1**. To save it and use it as your greeting, press **#**.

Notes:

- When you get a voicemail message, you will be notified with a stutter dial tone or by a **Message Waiting Light** flashing on your phone.
- Unhook your answering machine or turn off that feature if you have it built into any of your phones. Having it on will create problems with the Call Manager Voicemail Service.
- Multi-user accounts require additional setup.

**FROM YOUR OWN PHONE:**

1. Dial **\*318** or press the **Voicemail/Messages** button
2. Enter your voicemail **PIN** followed by **#**.
3. If you have new messages, the messages will be identified.
4. After hearing any new messages, you will be presented with the **Voicemail Main Menu**.

**FROM ANOTHER PHONE:**

1. Dial your phone number (715-XXX-XXXX).
2. When you hear your greeting, press **\***.
3. Enter your **PIN** followed by **#**.
4. After hearing any new messages, you will be presented with the **Voicemail Main Menu**.

## VOICEMAIL MAIN MENU

| ACTION                     | KEY |
|----------------------------|-----|
| Play Inbox Messages        | 1   |
| Send Messages              | 2   |
| Work with Greetings        | 3   |
| Mail Box Settings          | 4   |
| Access Deleted Messages    | 6   |
| Log on as a different user | 7   |
| Help                       | 0   |
| Exit Voicemail System      | *   |

## RECORDING YOUR PERSONAL GREETING

1. Access your voicemail box.
2. From the **Main Menu**, press **3**.
3. To set up a personal greeting, press **1**.
4. To set up a system generated greeting or to change the recording of your name press **3**.
5. To change the greeting that callers hear when you're busy, press **5**.
6. If you don't record a personal greeting, a generic greeting will be played.

## REPLYING TO A MESSAGE—DIALING THE ORIGINATOR

- When listening to a message, call the person back by pressing **4** and selecting option **1**.
- This capability will not work if the voicemail system was not able to identify the Caller ID information when the original voicemail was received or if your phone is configured with call restrictions which prevent you from calling the originator's number.

## FORWARDING A MESSAGE

- While listening to messages, you can send a copy of the message to another recipient.
- To **Forward** the current message, press **5**.
- Enter an extension number or Distribution Group Number. Repeat this step until you've entered all the desired destinations.
- Press **#** when finished entering destinations.
- You will be prompted to record an introduction.
- After the tone, record your introductory message and press **#** when finished.
- Press **#** to send or press **1** for delivery options, followed by **#** to send. Delivery options include the following:

| <b>ACTION</b>                                      | <b>Before Message</b> |
|--|-----------------------|
| Review the message                                 | 1                     |
| Mark message as urgent                             | 2                     |
| Mark message as private                            | 3                     |
| Re-record your message                             | 4                     |
| Request a delivery report                          | 5                     |
| Request a read report                              | 6                     |
| Add or remove recipients                           | 7                     |
| Schedule the message to be delivered in the future | 9                     |
| Send the message as is                             | #                     |
| Exit or cancel press                               | *                     |

## MESSAGE PLAYBACK OPTIONS

While listening to your voicemail messages, the following options are available:

| <b>ACTION</b>  | <b>Before Message</b>                                     | <b>During Message</b>       | <b>After Message</b>   |
|--|---|-----------------------------|--|
| Skip Message   | #<br>(skips header, goes to message body)                 | #<br>(skip to next message) | N/A  |
| Reply to Message   | n/a   | 4                           | 4  |
| Save Message and go to next                                  | n/a   | 2                           | 2  |
| Delete   | n/a   | 3                           | 3  |
| Play Inbox Messages  | 1   | n/a                         | 1  |
| Send Messages  | 2<br>(from main menu)                                     | 5                           | 5  |
| Work with Greetings  | 3<br>(from main menu)                                     |                             |  |
| Mailbox Settings   | 4<br>(from main menu)                                     |                             |  |
| Access Deleted Messages                                      | 6<br>(from main menu)                                     | n/a                         | After playing a deleted message, 2 to save, 3 to permanently erase |
| Log on as a different user                                   | 7<br>(from main menu)                                     |                             |  |
| Help   | 0   | 0                           | 0  |
| Return to Main Menu, Exit Voicemail System                   | * (repeatedly, depending on how deep you are in the menu) | *                           | *  |
| Increase Volume  | n/a   | 6                           | n/a  |
| Slow Playback  | n/a   | 7                           | n/a  |
| Pause Playback (at other times, pauses activity for 30 secs) | n/a   |                             | n/a  |
| Speed playback   | n/a   | 9                           | n/a  |
| Skip back 5 secs   | n/a   | 7 7                         | n/a  |
| Skip forward 5 secs  | n/a   | 9 9                         | n/a  |



## LOCATION

### **Headquarters**

43705 US Hwy 63  
PO Box 67  
Cable, WI 54821

## BUSINESS HOURS

### **Monday-Friday**

8am-4:30pm

**Saturday** Closed

**Sunday** Closed

## PHONE

**Headquarters** 715-798-3303

**Toll Free** 800-250-8927

**Technical Support** 800-420-4384

**Fax Number** 715-798-3044

**Diggers Hotline** 800-242-8511

