VOICEMAIL OPERATION GUIDE

* MAILBOX NUMBER = YOUR EXT. NUMBER   * INITIAL PASSWORD = 1000+ YOUR EXT. NUMBER

I.   LOG IN & RETRIEVE MESSAGE :

1.   Pick up your handset & press the **Message** key or dial Ext._____.
     (If you were outside your office, dial _____.)

2.   Follow the prompts   :   *"Enter your mailbox number followed by the # key."*
                                   "Enter your password followed by the # key."
3.   Description of message.

Commands on Reviewing your messages :

1	=	Message skip backward. (5 secs.)	9	=	Reply to an internal sender immediately.
2	=	Play / Replay the current message	72	=	Replay the heading of the current message.
3	=	Message skip forward. (5 secs.)	76	=	Delete the current message.
4	=	Jump to previous message.	6	=	Jump to next message.

Restore the deleted message :

If you are still on the line with voice mail after the deletion, you can:

1.   Go back to the message you want to restore using the above commands.
2.   Press 76 again, and the deleted message will then be restored.

* Note : Message cannot be restored if you hang up after the deletion.

II.   RECORD PERSONAL GREETING :

Personal Greeting:
1.   After logged in to your mailbox, press 82.
2.   Choose 1 for external greeting , 2 for internal greeting or 3 for temporary greeting.
3.   Press 5 to start record after the tone and press # key to end.
4.   To review it, press 2. (If it is not an ideal recording, press 25 to start over again.)
5.   Press 4 to exit to access other voice mail features or hang up when finished.

Instead of composing your greeting, you can just simply record your name as your personal verification and system will play the rest of the greeting for you.

1.   Press 829 after logged in to your mailbox.
2.   Press 5 to record your name after the tone & press # key to end recording.
3.   Press 4 to exit to access other voice mail features or hang up when finished.

To delete your personal verification :

1.   Repeat step 1 above.
2.   Press 76 to delete.
3.   Press 4 to exit and continue to access other features or hang up when finished.

III. <u>CHANGE PASSWORD</u> :

1. Press 84 after logged in to your mailbox.
2. Enter your old password then press # key.
3. Enter a 8 - 16 digits new password then press # key.
4. Re-enter the new password again then press # key.
5. Continue to access other features or hang up when finished.

IV. <u>FORWARD A MESSAGE</u> :

This feature allows you to copy a message you received to another mailbox user. You can also record your speech in front so that the recipient hears prior to the message you forward.

1. After hearing the message you received, press 73.
2. Enter the recipient's mailbox number followed by the # key. (Repeat this step to enter more numbers.)
3. Press an extra # key for the last number entered.
4a. To record your speech in front press 5, start record after the tone and press # to end. Press 79 to send.
4b. To forward the message without adding your message in front, just press 79 to send after entering the mailbox number(s).
5. Continue to access other features or hang up when finished.

V. <u>COMPOSE A MESSAGE</u> :

This broadcasting feature allows you to record your own message / announcement through the voice mail & distribute to one or more mailbox users.

1. After logged in to your mailbox, press 75 .
2. Enter the recipient's mailbox number followed by # key. (Repeat this step to enter more mailboxes.)
3. Press an extra # key after entering the last mailbox.
4. Press 5 to record your message after the tone and press # key to end.
5. Press 79 if ready to send your message.

VI. <u>EXPRESS A MESSAGE</u> :

It allows you to leave your message directly to your colleague's mailbox without calling his / her extension.

1. Dial Ext. _____ or dial _____ if you were outside your office.
2. Enter the recipient's mailbox number followed by # key.
3. Leave your message after the tone.
4. Hang up when finished.

VII. <u>COMPOSE DISTRIBUTION LIST</u> :

This is a list of often-used mailbox numbers you composed. The system allows you to create up to 9 groups of lists, and each containing up to 99 mailboxes. You could just simply enter the list number you created instead of enter a sequence of mailbox numbers when using the Compose and Forward message features to send your message.

<u>To create the list</u> :

1. Press 85 after logged in to your mailbox.
2. Enter a group number (1 - 9) to identify the list, and followed by # key.
3. Press 5 and start entering the recipient's mailbox number one by one and use a # key to separate each mailbox.
4. To delete the mailbox number you're just entered, press 0 #, then enter a new number and press # key.
5. Press an extra # key after entering the last number of the list.
6. To review the list, press 2. (If you want to delete the whole list, press 76.)
7. Press 4 to exit to access other features or hang up when finished.

VIII. TAG A MESSAGE :

When you create a message you can tag it to indicate that you want it handled in a special way. There are three options you can use with your message before you send it, you can also use one or more options per message.

To tag your message after recording, press :

1. 701 for Urgent delivery. (Your message will play to the recipient first regardless of the arrival time.)
    704 for Private delivery. (Recipient cannot forward your message to anyone else.)
    705 for Acknowledgement. (You will receive a system's confirmation message when the recipient plays your message.)
2. When finished your tagging options, press 79 to send your message.

IX. CHANGE OPERATOR ASSISTANCE NUMBER :

You can offer your callers the alternatives of leaving a message in your mailbox or speaking to one of your colleagues for assistance. In the greeting, system tell callers to leave their messages after the tone <u>or press zero for assistance</u>.

1. Press 801 after logged in to your mailbox.
2. Enter your new operator assistance number followed by # key. (If you want to quit this feature without changing the number, just press # key.)
3. System confirms your new number and then you may continue to access other features or hang up when finished.

VoiceMail Quick Reference Guide

For Listen Message:

  1   Backward 5 seconds for the current message
  2   Replay / Resume the current message
  3   Forward 5 seconds for the current message
  4   Back to the previous message
  6   Jump to the next message
  9   Auto reply to send (internal only)
  # For pause the current message

For The Message Commands:

  72   Play the envelop for the current message
  73   Forward your message
  75   Compose your own message
  76   Delete or restore the message
  79   Send your message
701   Tag a message

For The Personal Commands:

  80   Mailbox Option
  81   Login to the system (use for after you call the Meridian Mail user and
       leaving the message, you can login the system without hanging up.)
  82   Recording personal greeting
  84   Password change
  85   Distribution list
829 Personal verification (Recording name)

For Help Commands:

  *   For General Help
7*   For Message command Help
8*   For Mailbox command Help

-- The End --