

## MessageLink Communications – Voice Mail Instructions

MessageLink voicemail includes a first time user tutorial. This tutorial will completely explain each easy step of setting up your new voicemail box. The tutorial will help you set up your security code first, then your personal greeting, and last your name announcement. Just follow the voice prompts. It's easy and very user friendly.

### TO BEGIN USE OF YOUR VOICE MAIL BOX

- FIRST:** Dial your personal voicemail number \_\_\_\_\_.
- NEXT:** Enter the star key [\*] when the voicemail answers. The star key is the "log on" digit.
- NEXT:** Wait for the automated voice to ask for your initial security code, then enter \_\_\_\_\_.

### THE SYSTEM WILL NOW PROMPT YOU TO SET UP THE FOLLOWING

**SECURITY CODE:**

*First, you will be asked to input your own security code of 4 to 10 digits. The security code may consist of any combination of numbered digits on your touch tone key pad. (Pick a number that is easily remembered, but **do not use 1234** for security purposes.)*

**PERSONAL GREETING:**

*Next, the voicemail tutorial will ask you to record a personal greeting. This is the greeting callers will hear when calling your voicemail number. Press the [ 9 ] key after you have finished recording your personal greeting. The system will then prompt you to review your greeting, re-record your greeting, or continue the tutorial.*

**NAME ANNOUNCEMENT:**

*Next, the voicemail tutorial will ask you to record a name announcement. The name announcement will be heard with any message that is sent to another voicemail box or when the system outdials a phone delivery message. Press the [ 9 ] key after you have finished recording. The system will then prompt you to review, re-record or continue. NOTE: You must complete this step or your voicemail will not be set up correctly.*

Congratulations, your voicemail box is now set up and ready to take calls.

Remember when you call your voicemail to enter the "**log on**" digit, which is the **star key [\*]** during your personal greeting to gain access to your voicemail box.

### HINTS AND TIPS

**OVERRIDING PROMPTS:** *The voice mail system prompts guide you through the different levels of the voice mail box. You can by pass these prompts at any time by entering the appropriate key strokes during or in advance of the prompts.*

**BACKING UP:** *When you press the [9] key you will always return to the previous menu. When you are at the MAIN MENU and press the [9] key you will exit your voicemail box.*

**IMMEDIATE RECORDING OF A MESSAGE:** *Tell your frequent callers to press any key other than the "star key" during your personal greeting to start the recording function.*

**MESSAGE PLAYBACK CONTROLS:** *Message playback control features such as rewind, fast forward, and increasing volume are accessed by pressing the [8] key during message playback. To pause a message press [7]. These features are outlined on your wallet quick reference card under "Listen to Messages".*

**TOLL SAVER:** *When you check your voicemail and there are NO new messages, the system will provide a single ringback tone. Simply hang up at this point to avoid long distance or cellular charges. If you DO have new messages, the system will connect you immediately. There will not be a ringback tone.*