

First Time Login to Mailbox to Set Personal Options (Record Mailbox Greeting and MultiBox Selection)

1. Call into the system on your normal voice mail number (xxx-xxx-xxxx)
2. Multi-mailbox customer:
 - a. Press 99 to go to Voicemail while system plays general greeting.
 - b. Press * to log in when you hear Call-MASTER play main Voice mail greeting "Press * to login".
 - c. Enter your 6 digit General Mailbox number. xxxxxx
3. Call-MASTER will then prompt you to enter your password followed by the star key. Enter the associated password for the mailbox then press the star key. This is the same number as the mailbox until you change it.
4. You will now be logged into your mailbox.
5. As this is the first time you have logged in, Call-MASTER will walk you thru various steps to Set Personal Options (mailbox name, greeting and directory listing, etc.). Follow instructions provided to record the mailbox name and greeting.
6. Call-MASTER will then tell you the number of new messages you have in your mailbox and give you the main voice mail options to "Press 1 to review messages, 2 to send a message, or 3 to set personal options".
7. If you wish to review your messages then select Option 1 to review messages.
8. If you wish to record your main selection message,
 - a. select option 3 (set personal options), then select option 2 (record greeting) to make your recording;
 - b. Call-MASTER will then play the current;
 - c. You will then be prompted to record your greeting. Make the recording and press * when complete;
 - d. Call-MASTER will then give you the option to "Press 1 to accept, 2 to replay, or 3 to redo". Select desired Options;
 - e. YOU MUST PRESS 1 TO ACCEPT YOUR NEW RECORDING.
 - f. You can then press # for each step back until you hear the main voice mail menu to **"Press 1 for further voicemail options"**.
 - g. Press 1 to record greetings for additional mailboxes; then continue from Step 4

Login to Mailbox to Review Messages

Multi Box Customers

1. Call into the system on your normal voice mail number (xxx-xxx-xxxx).
2. To review messages from a single box:
 - a. Press the option for their selection; this will forward them to their selected mailbox;
 - b. Press # key to login while you hear your custom mailbox greeting.
 - c. Call-MASTER will then prompt you to enter your password followed by the star key. Enter the associated password for the mailbox then press the star key.
 - d. You will now be logged into your mailbox.
 - e. Call-MASTER will tell you the number of new messages you have in your mailbox and give you the main voice mail options to "Press 1 to review messages, 2 to send a message, or 3 to set personal options".
 - f. If you wish to review your messages then select Option 1 to review messages.
 - g. Follow instructions to save, delete or continue review of messages.
 - h. Once you have completed the review you can hang up to end the call.
3. To review messages for multiple mailboxes, press 99 for special voicemail cut-thru
4. For each Mailbox you wish to review:
 - a. Press * when you hear the voicemail main greeting "Please enter a box number or press 2 for a directory. Press * to login or hold on to leave a message".
 - b. Enter the desired mailbox number when prompted.
 - c. Enter the associated password for the mailbox then press the star key when prompted;
 - d. You will now be logged into your mailbox.
 - e. Call-MASTER will tell you the number of new messages you have in your mailbox and give you the main voice mail options to "Press 1 to review messages, 2 to send a message, or 3 to set personal options".
 - f. If you wish to review your messages then select Option 1 to review messages.
 - g. Follow instructions to save, delete or continue review of messages.
 - h. Once you have completed the review of all messages for this mailbox,
 - i. press the # key twice
 - ii. press 1 for further voice mail options
 - i. Repeat Step 4 for all mailboxes you wish to review