Multi-Box Set-Up Instructions

(Service includes General Mailbox and up to 9 Sub-Mailboxes)

Step 1: Voice Mail Box Initialization <u>and</u> Record Greeting on General (company-wide) Mailbox.

  <u>Note</u>: General Mailbox is designated as "0" (zero) in Group Greeting.

- Dial XXX-8000 (or *99 from telephone subscribed to Voice Mail service).
- If you are dialing remotely, you will be prompted to enter your 10-digit telephone number followed by the # key.
- When prompted, enter your PIN, followed by the # key.
- Follow prompts to set up your account (change pin, record your name, record greeting for General Mailbox).
- Initialization will take 2 minutes.
- Once complete, hang up and proceed to step 2.

Step 2: Add Sub-Mailboxes (up to 9 Sub-Mailboxes can be added).

- Access Voice Mailbox.
- Press 4 – Mail Box Settings.
- Press 4 – Group Mail Box Options.
- Press 3 – Add Secondary Mailbox.
- System will assign a box number and PIN.
- Repeat above steps for each Sub-Mailbox needed.

Step 3: Record Sub-Mailbox Greetings

- Access Voice Mailbox.
- System will ask you who you want to log in as.
- Press applicable number (Press 1 for drop box 1, Press 2 for drop box 2…etc).
- When prompted, enter your PIN followed by the # key (use PIN that was assigned in Step 2. of instructions).
- Follow the tutorial to setup your new PIN, name, and greeting.
- Repeat steps for each drop box you currently subscribe to.

- over -

Step 4: Record and Activate Group Mailbox Greeting

Your Group Greeting provides callers with instructions on how to access the sub-mailbox(s) in order to leave a message.

For example: Welcome to ABC Company, to leave a message in the General Mailbox – Press 0; Sales - Press 1; Billing - Press 2….etc).

If you do not record a greeting, callers will hear a generic one.

- Access Voice Mailbox.
- Press 0 to access your Main Box.
- When prompted, enter your PIN followed by the # key.
- When prompted press 3 to work with your greetings.
- When prompted press 4 to work with your group mailbox greeting.
- Follow tutorial to record and activate Group Greeting.

Access Your Voice Mail Via the Internet

Accessing your Voice Mail service online allows you to manage your settings, listen to your messages, set up Email Notification and more.

- Visit www.voicemail.wcvt.com and enter your 10-digit telephone number and password.
- Click on Settings tab.
- Click Group Mailbox tab to manage individual drop boxes.