



## TO INITIATE YOUR MAILBOX

As a new mailbox user you will be required to set up your mailbox:

### LOG ON:

- DIAL THE VOICE MAIL ACCESS NUMBER (2922)
- ENTER DEFAULT SECURITY CODE (0000)

### *VOICE MAIL WILL BRING YOU THROUGH THE PROCEDURE TO SET UP YOUR MAILBOX*

- ENTER A *NEW SECURITY CODE* (BETWEEN 4 & 15 DIGITS)
- PRESS #
- RE-ENTER YOUR SECURITY CODE, THEN PRESS #
- *RECORD YOUR NAME* (ONLY YOUR NAME)
- DIAL 2 TO START/STOP RECORDING
- DIAL 5 TO SAVE YOUR RECORDING
- DIAL 6 TO REVIEW YOUR RECORDING
- DIAL 4 TO DELETE
- *RECORD A PERSONAL GREETING* (INCLUDING YOUR NAME)
- DIAL 2 TO START/STOP RECORDING
- DIAL 5 TO SAVE YOUR RECORDING
- DIAL 6 TO REVIEW YOUR RECORDING
- DIAL 4 TO DELETE

### ONEBOX VOICE MAIL SYSTEM

To retrieve messages:

- DIAL VOICE MAIL ACCESS NUMBER (2922)
- **OR**
- PRESS MESSAGE WAITING KEY
- ENTER YOUR SECURITY CODE

### *VOICE MAIL WILL TELL YOU HOW MANY MESSAGES YOU HAVE*

- DIAL 1 TO LISTEN TO NEW MESSAGES
- DIAL 1 AGAIN TO PAUSE/ RESUME LISTENING



- DIAL 00 FOR TIME/DATE
- DIAL 2 TO FORWARD A MESSAGE TO ANOTHER MAILBOX USER
- DIAL 3 TO REWIND 5 SECONDS
- DIAL 4 TO DELETE A MESSAGE
- DIAL 5 TO SAVE A MESSAGE ([messages saved for 30 days](#))
- DIAL 6 TO REWIND TO THE START OF A MESSAGE
- DIAL 7 TO SKIP TO THE NEXT MESSAGE
- DIAL 8 TO REPLY TO A MESSAGE
- DIAL 9 TO FAST FORWARD THROUGH A MESSAGE
- DIAL 5 TO ACCESS SAVED MESSAGES

**To re-record your greeting:**

- DIAL VOICE MAIL ACCESS CODE (2922)
- ENTER YOUR SECURITY CODE
- DIAL [3132](#) TO ACCESS THE GREETING MENU
- YOUR CURRENT GREETING WILL BE PLAYED BACK
- DIAL 2 TO RECORD A NEW GREETING
- DIAL 2 TO START/STOP RECORDING
- DIAL 4 TO DELETE THIS GREETING
- DIAL 5 TO SAVE THIS GREETING
- DIAL 6 TO REVIEW THIS GREETING

**To change your security code:**

- DIAL VOICE MAIL ACCESS CODE (2922)
- ENTER YOUR CURRENT SECURITY CODE
- DIAL [314](#)
- ENTER A NEW SECURITY CODE
- PRESS #



### ONEBOX VOICE MAIL SYSTEM

| FEATURE   | ACTIVATE   |
|---|--|
| <b>Quick messaging</b>  | Dial voice mail (2922).<br>Press * (8) followed by the required mailbox number.<br>Leave your message after the tone. Hang up.   |
| <b>Transferring a caller to voice mail*</b>                     | <b><i>Your caller is on access line 1.</i></b><br>Press inquiry key.<br>Dial voice mail (2922)<br>Press * (9) followed by the required mailbox number.<br>Press transfer.  |
| <b>Bypassing a mailbox greeting</b>                             | <b><i>To leave a message without listening to the greeting:</i></b><br>Once greeting is heard press any digit on your keypad. This cuts out the greeting and goes directly to the recording tone.  |
| <b>Diversion to Voice mail</b>                                  | <b><i>To divert your telephone to voice mail:</i></b> Press the <b>divert key</b> .<br>Your display shows “ <b>divert to XXXX</b> ”. Press the <b>divert key</b> again to turn off voice mail.<br>Your telephone will divert to voice mail <b>after ( 4 ) rings if unanswered.</b> |
| <b>Follow-me</b>  | <b><i>Internal follow-me:</i></b><br>* 21 * extension number #<br><b><i>To cancel:</i></b><br># 21 # or press the <b>divert key</b> .  |
| <b>Accessing your mailbox externally</b>                        | <b><i>Dial external voice mail number:</i></b><br>( 01 8962922 )<br>Press #<br>Enter your mailbox number.<br>Enter you security code.  |
| <b>Accessing your mailbox from a non voice mail telephone</b>   | Dial voice mail ( 2922 ).<br>Press #.<br>Enter your mailbox number.<br>Enter your security code.   |
| <b>Accessing your mailbox from another voice mail telephone</b> | Dial voice mail ( 2922 ).<br>Press * #<br>Enter your mailbox number.<br>Enter your security code.  |





| TELEPHONE TYPE  | DIVERT KEY  | MESSAGE WAITING KEY                               |
|---|---|---|
| <b>DBC 3213</b>   | 3 <sup>RD</sup> KEY DOWN ON LEFT HAND ROW OF KEYS | 4 <sup>TH</sup> KEY DOWN ON LEFT HAND ROW OF KEYS |
| <b>DBC 3212</b>   | 3 <sup>RD</sup> KEY DOWN                          | 4 <sup>TH</sup> KEY DOWN                          |
| <b><i>YOU MAY USE THE MESSAGE WAITING KEY TO RETRIEVE MESSAGES. THIS KEY ONLY FUNCTIONS WHEN THE LIGHT IS FLASHING.</i></b> |   |   |

- \* IF YOU ARE TRANSFERRING A CALLER TO ANOTHER EXTENSION AND YOU GET THEIR VOICE MAIL, YOU MUST FIRST HANG UP ON THE VOICE MAIL BY PRESSING THE 'C' key, THEN PRESS ACCESS LINE 1 TO RETURN TO YOUR CALLER.***