

Call Central Quickstart Guide

KEY CODE CHART

Play Message	Make Message	User Options
1	ABC 2	DEF 3
GHI 4	JKL 5	MNO 6
PRS 7	TUV 8	WXYZ 9 ... Exit
*	OPER 0	#

Play Message

1	Play (again)
ABC 2	Keep
DEF 3	Discard
GHI 4	Give
JKL 5	Answer
MNO 6	Make New Message
TUV 8	Fax Transmittal
<i>Hidden options during voice message playback</i>	
PRS 7	Pause for 30 sec
	Any key to unpause
*	Move back 5 sec
#	Move forward 5 sec
TUV 8	Skip to next msg
TUV 8 *	Back to prev msg
TUV 8 GHI 4	Time stamp

Make Message

1	Send
ABC 2	Discard
DEF 3	Review
GHI 4	Append
JKL 5	Leave a Fax
TUV 8	Message Addressing Options

ABC 2	Confidential
PRS 7	Receipt request
TUV 8	Urgent
DEF 3	Future Delivery
WXYZ 9	Exit Options Menu

User Options

Greeting	GHI 4
Name	MNO 6
Pass Code	PRS 7
Distribution Lists	JKL 5
Call Schedule	ABC 2
Tutorial	TUV 8
Unified Message Portal	1
Exit	WXYZ 9

SETTING UP YOUR MAILBOX FOR THE FIRST TIME

An audio tutorial will guide you through setup the first time after logging into your mailbox. During the tutorial, you will learn about all of the messaging capabilities and customization features available in your mailbox. In addition, you will be led through the process of recording your name, a personal greeting, and a secret pass code. After the initial tutorial is completed, you can access the tutorial again at any time through the User Options menu in your mailbox. Following the tutorial, you must activate the "Find Me" feature, which forwards your caller to a secondary number

GETTING STARTED

From your telephone:

- ▶ Dial *99.
- ▶ Dial your ten-digit phone number.

From any other touch-tone phone:

- ▶ Dial your business phone number directly.
- ▶ Press * to interrupt the greeting.
- ▶ Dial your ten-digit phone number.

CALL CENTRAL TUTORIAL

The first time you access your mailbox, a tutorial will help you choose a new pass code, create your primary personal greeting, and record your name.

Pass code

Your pass code can be any 4 to 10 digits. Choose one that you can remember and that would be hard for someone else to guess. Pass codes cannot contain identical digits (i.e. 1111, 2222, etc.)

Greeting

You will be asked to record a greeting that callers will hear when the “Find Me” feature cannot locate you. It would be the second greeting callers would hear. Therefore, this greeting should say something like, “I’m sorry I wasn’t available to take your call. Please leave a detailed message and I will respond as soon as I am able.”

Name


You will then be asked to record your name so that Call Central can:

- ▶ Greet you when you call into the system.
- ▶ Identify messages you leave for other callers.
- ▶ Identify your mailbox when other users address messages to you.

ACTIVATING THE “FIND ME” FEATURE

You must go into User Options (option 3) from the Main Menu and record your Dialog Menu greeting to activate the “Find Me” feature.

The Dialog Menu Greeting is the greeting callers will initially hear to notify them that the system will attempt to locate you.

 The system will not attempt to locate you until the Dialog Menu Greeting is recorded.

This greeting should instruct callers to press “3” for the system to attempt to find you or “1” to leave a message.

A sample Dialog Menu Greeting would be, “Hi, this is Chris. Please press 3 to have the system try to locate me. Or press 1 to leave a message.”

Callers will hear this greeting followed by “After you hear the tone, please tell me your name” to allow you to screen your calls.

Dialog Menu Greeting


PRESS	DEF 3	to enter User Options
	GHI 4	to change your Greeting
	PQRS 7	to change your Primary Personal Greeting
	GHI 4	for your Extended Absence Greeting
	JKL 5	to change your Dialog Greeting
	MNO 6	to select your Dialog Menu Greeting
PRESS	PQRS 7	to Record your greeting
	1	to Save
	ABC 2	to Discard and record over
	DEF 3	to Review
	GHI 4	to Append to greeting
WXYZ 9	to save the greeting and Exit the menu	

“Find me” feature

When you are away from your office, Call Central will forward the call to a secondary number. When your secondary number rings, you can listen to the caller’s name before answering the call or send the call to voicemail without notifying the caller.

If your “Find Me” number has caller ID capabilities you will see the caller’s number displayed on your screen.

For call screening, answer your call and the system will play the caller’s name.

 Call screening is voice activated. You must say “hello.”

- ▶ To connect to the caller, press “1”.
- ▶ To send the caller directly to voicemail, press “9” or hang up the call.

Call Central will automatically detect the fax tone if the incoming call is a fax call. You will be notified when a fax document is deposited in your mailbox.