

Message Central Quickstart Guide

MESSAGE CENTRAL

Welcome to Message Central, TelePacific's voicemail system which offers many exciting features to meet your business requirements. Before accessing your mailbox, please be sure to take a moment to familiarize yourself with this user guide. It provides you step by step instructions to set up your mailbox. It also offers hints to manage your messages more effectively.

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.

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.

The first time you access your mailbox a user tutorial is automatically activated. This tutorial will guide you through your first mailbox session.



MESSAGE 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 they call your phone. For example, "Hi, this is Chris. I can't take your call right now but if you leave a message, I'll get back to you as soon as possible."



Callers can press 1 to go directly to voicemail.

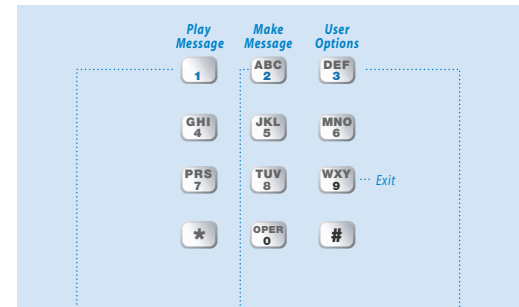
Name

You will be asked to record your name so that Message 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.

Once your voice mailbox is set up, you can begin using the Message Central features.

KEY CODE CHART



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*

Hidden options during voice message playback

- 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*

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**

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

* If you have Fax Central along with Message Central, you will have the grayed out features above.