WELCOME TO CTSI
VOICE MAIL
Voice Mail is an easy-to-use voice answering service. When you use Voice Mail for the first time, you will hear introductory information which helps you set up your Mailbox. At each step you will hear prompts telling you which key to press and what your options are. Context sensitive help messages are also available at any time.

Detailed instructions are provided in this guide. If you have any questions, just give us a call at 1-888-278-8783.

HOW VOICE MAIL WORKS

Voice Mail Answers Your Calls
A call is answered by Voice Mail when you do not answer your phone after a designated number of rings or you are already on the phone.*

The Message is Stored in Your Mailbox
Callers hear your greeting asking them to leave a message. Messages are stored in your “Voice Mailbox” until you listen to them. A special “stutter” dial tone on your phone means that you have new messages waiting in your mailbox. NOTE: This may sound like a fast busy signal but you can receive or make calls over the interrupted dial tone at any time.

Your Voice Mail Numbers
The access number for your Voice Mailbox is _______ -0054. Your mailbox number is simply your ten-digit telephone number.

Your Password
For message security, you must have a password to access Voice Mail. The temporary password assigned to you when Voice Mail is first placed on your telephone line is the last four digits of your telephone number. You should change this to a more personal number.
(See Changing Your Password - page 4)
Your Greeting

Your greeting is the message your callers hear. When Voice Mail is first placed on your telephone line a standard system greeting is heard. You may use the standard greeting or you may record a more personalized greeting in your own voice. (See Recording A Greeting - page 3)

How Voice Mail works

Your Voice Mailbox contains your messages, your personalized greeting, and your password. You can listen to messages, record your greeting, or change your password by accessing your mailbox from your home phone or office phone or any other touch-tone telephone. (Phones must be 12-button touch-tone equipped with “*” and “#” keys.)

ACCESSING YOUR MAILBOX

You access your mailbox to listen to your messages and to record a greeting, or change your password.

From Your Home/Office Telephone:
- Dial your Voice Mail access number ——-0054
- Voice Mail asks for your Password.
  - Enter your Password

Remember: The first time you access Voice Mail, your Password is the LAST FOUR DIGITS of your telephone number.

Away From Your Home/Office Telephone:
- Dial your Voice Mail access number ——-0054
- Voice Mail asks for your mailbox Number
- Enter your ten-digit Mailbox Number (which is your area code plus seven-digit telephone number)
- Your greeting or the standard system greeting will begin to play,
  Interrupt this greeting by Pressing *
  - Enter your password

NOTE: If calling into the access number from someone else's phone that also has Voice Mail programmed on it, the system will prompt you to "Please enter your password". In this case, you must press # first, then the system will prompt you to "Please enter your mailbox number." Enter your mailbox number. Interrupt your greeting by pressing *. Then enter your password.

*You must also subscribe to Call Forward No Answer and/or Call Forward Busy.
RETRIEVING YOUR MESSAGES
When you play your messages, you hear new messages followed by kept messages. Each message will begin with the date and the time it was recorded.

Playing your messages:
Access your mailbox (See Accessing Your Mailbox - page 2)

After playing a message, you will hear prompts to:
• Press 1 to Replay the message
• Press 2 to Save the message
• Press 3 to Delete the message
• Press # to Keep the message as new

At any time while listening to a message you may:
• Press 1 to skip back five seconds
• Press 9 to skip forward five seconds
• Press 7 to pause
• Press 7 to continue after pausing
• Press 5 to Replay the message with the time and date it was delivered

After you make your choice, the system will then automatically play the next message in your Voice Mailbox.

• To exit: Press **# or Hang up

Before you exit or hang up, you can recover any messages you may have accidentally deleted by pressing*3 before you hang up.

Make a habit of deleting old messages to empty your Mailbox. Callers will be unable to leave messages in a full mailbox.

Kept messages are automatically deleted by the system after 30 days.

RECORDING A PERSONAL GREETING
You may use the standard greeting supplied with your Voice Mail or you may record a personalized greeting in your own voice.

To Record A Greeting:
Access your Mailbox. (See Accessing Your Mailbox - page 2)

• Press 3 to change your greeting
• Press 2 and start recording after you hear the tone.

Sample Greeting
"You have reached the Smith family at 555-1234. We are unable to take your call at this time. Please leave us a message with your name and telephone number and we will call you back as soon as we can."

• Press # when you are finished recording

• To exit Press * or hang up

To re-record your greeting, simply reset the above steps until you are satisfied.

If you wish to delete your personalized greeting and return to the standard system greeting, follow the instructions for recording a greeting. Press 7 to delete your greeting rather than pressing 2 to record.

BUSINESS USERS: See page 6 for instructions on how to set up scheduled greetings.
CHANGING YOUR PASSWORD

You can change your Password at any time. Your Password may be any series of 4 to 7 digits. You cannot use # or * in your Password.

To Change Your Password:

Access your mailbox. (See Accessing your Mailbox - page 2)

- Press 4 to access personal options
- Press 4 to modify personal preferences
- Press 1 to modify your password
- Enter your new password using telephone keypad followed by #.

- To exit: Hang up or Press **#.

RECORDING YOUR NAME

Your recorded name is used when you use the Compose and Send feature or for using family mailboxes.*

To Record Your name:

Access your mailbox. (See Accessing Your Mailbox - page 2)

- Press 4 to access your personal greeting
- Press 4 to modify your personal preferences
- Press 3 to access your recorded name
- Press 2 to record your name
  - Begin recording your name at the tone
  - Press # when you are finished recording.
  - To exit: Press * *# or hang up.

To re-record your greeting, simply repeat the above steps until you are satisfied.
FAMILY AND GROUP MAILBOXES

If you subscribe to the family or group mailbox option, you can set up to nine (9) individual mailboxes and create separate for each one.

How to set up your Multi-user Mailbox:

- **Access** the main mailbox. (See Accessing Your Mailbox - page 2)

- When the owner enters the mailbox for the first time, a full tutorial will play. This tutorial will help to set up the main mailbox. The system will prompt you to record a main greeting, a name response, and a password by following the given prompts.

Family Mailbox greeting:

- During the setup of your new Family Voice Mailbox, you will need to record a personal greeting for the main mailbox that includes the names of each person who will be utilizing your new Voice Mailbox. This will prompt the caller to select which person they want to leave a message for.

Sample Greeting:

- "You have reached the Smith family. We are unable to take your call at this time. To leave a message in our main family mailbox, please press zero zero (00) or wait for the tone. To leave a message for Mrs. Smith, press zero one (01); for Mr. Smith, press zero two (02); for Johnny Smith, press zero three (03); or for Mary Smith, press zero four (04). Thank you for calling."

- **Note:** When recording your greeting, you should speak at a slower pace to allow the caller time to clearly hear the sub-mailbox information.

- If a caller does not select a sub-mailbox (as in the case of rotary callers), they will hear "Please leave a message at the sound of the tone" at the end of the greeting. In this case, the caller's message will be deposited in the main family mailbox. Callers can also reach the main family mailbox by pressing 00 during the family mailbox greeting.

Sub-Mailbox set-up:

- Once the owner has recorded the main greeting, callers can leave messages in the main box or any of the sub-mailboxes. The owner can use the reference chart below to assign sub-mailboxes for each user.

- The first time each sub-mailbox user logs in, they will need to enter their password as outlined in the reference chart below. For example, the first time sub-mailbox user number 01 logs in, their password will be 1. After entering their password, the system will prompt them to select a new 4 to 7 digit password.

<table>
<thead>
<tr>
<th>Mailbox type</th>
<th>Mailbox Number</th>
<th>First time log in password</th>
<th>Fill in name of user here</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main mailbox</td>
<td>00</td>
<td>last 4 digits of phone number</td>
<td></td>
</tr>
<tr>
<td>NOTE: this box must be set up first</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Sub-mailbox # 01</td>
<td>01</td>
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<td>Sub-mailbox # 02</td>
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<td>Sub-mailbox # 07</td>
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<tr>
<td>Sub-mailbox # 08</td>
<td>08</td>
<td>8</td>
<td></td>
</tr>
</tbody>
</table>

How to check for messages in Multiple Mailboxes:

- **Access** the main mailbox. (See Accessing Your Mailbox - page 2)

- **Dial** into the access number and enter the password for the mailbox you are checking.

- **To check multiple mailboxes**, you must dial back into the access number and enter the password for the next mailbox you want to check.

To add or delete a sub-mailbox:

To add or delete a sub-mailbox, simply re-record your greeting to include or exclude new sub-user information. Remember: the first time a user logs in their password corresponds to their mailbox number. For example, if you add mailbox number 06 to your greeting, the password is 6.

What if someone forgets his/her password?

Our Family Voice Mail is designed for total security. Passwords are not kept or recorded anywhere in our maintenance files. Therefore, you would need to contact our Customer service department at 1-888-278-8783 to have the mailbox reset.
**RECORDING & SCHEDULING**

**BUSINESS GREETINGS**

There are three greetings for use by you; a morning greeting, an afternoon greeting and an after hours/weekend greeting. We recommend that you set up all three greetings in the same session. Follow the step by step instructions below.

The following instructions will guide you through setting up these three greetings.

**Setting up your after hours /weekend greeting from the Main Menu**

- Access your mailbox (See accessing your mailbox - page 2)
- **Press 3** to change your greeting.
- **Press 4** to modify another greeting.
- The system will prompt you to "Please enter the greeting number you wish to modify."
- **Press 1** to modify greeting 1.
- **Press 2** to record your after hours/weekend greeting. You will want to record a greeting for your callers that indicates they have reached you after business hours.
- **Sample Greeting - 1**
  "You have reached ABC Company. Thank you for your call. We are closed at this time. Our hours of operation are Monday through Friday, 8:00 a.m. to 5:00 p.m. Please leave us a message and we will call you back."
- **Press #** when you are finished recording your greeting.
- **Press 9** to change the time interval in which the after hours greeting will play.
- **Press 2** to modify the time interval
- The system will ask you to enter the starting day, using 1 for Sunday and 7 for Saturday.
- **Press 1** to select Sunday as the starting day.
Setting up your morning greeting from the Main Menu

- **Press 3** to change your greeting.
- **Press 4** to modify another greeting.
- The system will prompt you to "Please enter the greeting number you wish to modify."
- **Press 2** to modify greeting 2.
- **Press 2** to record your morning greeting.
- **Sample greeting - 2**
  "Good Morning. You have reached ABC Company. Thank you for your call. We are unable to take your call at this time. Please leave us a message and we will call you back."
- **Press #** when you are finished recording your greeting.
- **Press 9** to change the time interval in which the morning greeting will play.
- **Press 2** to modify the time interval
- The system will ask you to enter the starting day, using 1 for Sunday and 7 for Saturday.
- **Press 2** to select Monday as your starting day.
- **Press 6** to select Friday as your ending day.
- The system will ask you to enter a starting and ending time for your morning greeting using a 24-hour clock. For example, if your business opens at 8:00 a.m. Monday, enter **08:00** as the start time. Enter **11:59** as the end time, since this is your morning greeting. **Do not use 12:00.**
- After the information is entered for this greeting, **press ** to return to the Main Menu. Finally, you will want to set-up your afternoon greeting.

Setting up your afternoon greeting from the Main Menu

- **Press 3** to change your greeting.
- **Press 4** to modify another greeting.
- System will prompt you to "Please enter the greeting number you wish to modify."
- **Press 3** to modify greeting 3.
- **Press 2** to record your afternoon greeting.
- **Sample greeting - 3**
  "Good Afternoon. You have reached ABC Company. Thank you for your call. We are unable to take your call at this time. Please leave us a message and we will call you back."
- **Press #** when you are finished recording your greeting.
- **Press 9** to change the time interval in which the afternoon greeting will play.
- **Press 2** to modify the time interval
- The system will ask you to enter the starting day, using 1 for Sunday and 7 for Saturday.
- **Press 2** to select Monday as your starting day.
- **Press 6** to select Friday as your ending day.
- The system will ask you to enter a starting and ending time for your afternoon greeting. Since this is your afternoon greeting you will want to enter **12:00** as your starting time. For the end time, use the time your business closes. For example, if your business closes at 5:00 p.m., you would enter **17:00**.
  **Remember to use military time.**
- After the information is entered for this greeting, **press ** to return to the Main Menu.
- **Next, in order to enable your scheduled greetings you must turn them on.**
Enabling the Greeting Schedule from the Main Menu

To turn on your after hours/weekend, morning and afternoon greeting, you must enable your greeting schedule.

- Press 3 to change your greeting
- Press 9 to enable/disable the greeting schedule*.

*NOTE: The 9 key will activate or deactivate the greeting schedule. To activate the greeting schedule, press 9 and listen for the system reply, “Your greeting schedule has been activated.” To deactivate the greeting schedule, press 9 and listen for the system reply, “Your greeting schedule has been deactivated.”

How to set up a vacation greeting from the Main Menu

- Press 3 to change your greeting.
- Press 4 to modify another greeting.
- The system will prompt you to "Please enter the greeting number you wish to modify."
- Press 4 to modify greeting 4.
- Press 2 to record your vacation greeting.
- Sample greeting - 4
  "You have reached ABC Company. Thank you for your call. We will be out of the office from August 12 and will return on August 20. Please leave us a message and we will call you back when we return to the office on Monday, August 20, 2000."
- Press # when your are finished recording your greeting.
- After the information is entered for this greeting, press ** to return to the Main Menu.
- Press 3 to deactivate your time of day greeting schedule.
- Press 3 to select another greeting to be activated.
- Select greeting 4 to be active
- Press 9 to deactivate your time of day greeting schedule.

To reactivate your greeting schedule when you return from vacation

From the main menu
- Press 3 to change your greeting
- Press 9 to reactivate your time of day greeting schedule.

Reviewing the Greeting Schedule from the Main Menu

- Press 3 to modify your greeting.
- Press 8 to review your greeting schedule. If any time needs to be changed, follow the steps in the section above to change it.
OTHER OPTIONS FOR BUSINESS MAILBOXES

If you subscribe to a Business Mailbox, you can Forward and Compose messages for your callers.

FORWARDING MESSAGES

The Business Voice Mailbox allows you to forward a new or saved message to another voice mail subscriber.

To Forward A Message:
Access your Mailbox. (See Accessing Your Mailbox)
After listening to a new or saved message you can:
Press 6 to copy the message to another person.
Begin recording your message at the tone.
Sample message
“Mr. Smith. I am forwarding you the attached message from Mary in the Sales Department. Please advise and I will contact her today. Thank You.”
Press # when you are finished recording your message.
Press 9 to address the message.
Enter the ten-digit destination mailbox number or group list you wish to forward the message to.
NOTE: The ten-digit destination mailbox number is the area code plus seven-digit telephone number.
Press # when you are finished.
Press # to send the message.

GROUP LISTS

The Business Voice Mailbox allows you to create group lists. A Group list is a list of mailbox numbers that is created once and assigned a list number and a recorded name. Once your lists are created, you need only to enter the list number and your message will be delivered to everyone on the list.

To Create a Group List:
Access your Mailbox. (See Accessing Your Mailbox)
Press 4 to access your personal options.
Press 2 to access your group list.
Press 2 to create a group list.
Enter a 1 or 2 digit group list number.
(i.e. 1, 2, 3)
At the tone record the name for the group list.
Press # when you are finished.
Enter each ten-digit destination mailbox number(s) to this group list followed by #.
To address by name:
Press 0 plus the first two letters of the last name followed by #.
NOTE: The ten-digit destination mailbox number is the area code plus seven-digit telephone number.
Repeat the above step until you have entered all of the mailbox numbers you would like in your group list.
After you have entered all of the mailbox numbers for the group list:
Press # to save the list.
TO ADD OR REMOVE A NAME FROM YOUR GROUP LIST

To add a mailbox number to your group list:
Access your Mailbox. (See Accessing your Mailbox)
Press 4 to access your personal options.
Press 2 to access your group lists.
Press 4 to modify your group list.
Enter the 1 or 2-digit group list number you would like to modify.
Press 1 to add addresses to this group list.
Enter the ten-digit destination mailbox number(s) or group list you would like to add.
NOTE: The ten-digit destination mailbox number is the area code plus the seven-digit telephone number.
Press # to save your list changes.

To remove a mailbox number from your group list:
Access your Mailbox. (See Accessing your Mailbox)
Press 4 to access your personal options.
Press 2 to access your group lists.
Press 4 to modify your group list.
Enter the 1 or 2-digit group list number you would like to modify.
Press 2 to review address in the group list.
The system will play the first address in this list.
Press 1 to play the next address on the list.
NOTE: Repeat this option until you reach the mailbox number(s) you would like to delete from your group list. When you reach the mailbox number(s) you would like to delete:
Press 2 to delete the address just played.
Press # to save the list changes.

TO REVIEW YOUR GROUP LIST DIRECTORY
Access your Mailbox. (See Accessing your Mailbox)
Press 4 to access your personal options.
Press 2 to access your group lists.
Press 1 to review your group list directory.

TO DELETE A GROUP LIST
Access your Mailbox. (See Accessing your Mailbox)
Press 4 to access your personal options.
Press 2 to access your group lists.
Press 3 to delete a group list.
Enter the 1 or 2-digit group list number you wish to delete.
Press # to delete the group list.
**TO COMPOSE AND SEND A MESSAGE**

The Business Voice Mailbox allows you to compose and send messages to other voice mail subscribers or to a group list.

**To Compose A Message:**

Access your Mailbox. (See Accessing Your Mailbox)

Press 2 to record a message.

Record your message at the tone.

Press # when you are finished.

Sample message for delivery to a group list:

“Hi. This is Mary in Sales. I wanted to remind everyone that there is a Sales meeting scheduled for 8:00 a.m. tomorrow morning. Thank you.”

Press 9 to send the message immediately or Press 5 for delivery options.

Press 7 to delete your message.

If you would like to send the message immediately:

Press 9

Enter the ten-digit destination mailbox number(s) or group list you would like to send the message to followed by #.

NOTE: The ten-digit mailbox number is the area code plus the seven-digit telephone number.

To address by name:

Press 0 plus the first two letters of the last name followed by #.

Press # when you are finished entering each mailbox number.

Press # to send the message

To send the message with delivery options:

Press 5

**Delivery Options:**

- Press 1 to send the message as urgent.
- Press 2 to send the message as private.
- Press 3 for notification of non-delivery.
- Press 4 for future delivery.

NOTE: The system will ask you to enter the date and time in which you would like the message to be sent. Enter the month number followed by the date. For example, if you want to send the message on October 20th, you would enter 1020. The time of delivery must be entered using a 24-hour clock. For example, to send the message at 8:00 a.m. you would enter 0800. To send the message at 8:00 p.m. you would enter 2000.

- Press 9 to send the message immediately
- Press * to cancel delivery options.

Enter the ten-digit destination mailbox number(s) or group list you would like to send the message to followed by #.

To address by name:

Press 0 plus the first two letters of the last name followed by #.

NOTE: The ten-digit mailbox number is the area code plus the seven-digit telephone number.

Press # when you are finished entering each mailbox number.

Press # to send the message.
OPTIONS FOR CALLERS

If you would like your callers to have additional options, such as re-recording their message or tagging their message as urgent, simply mention in your greeting “for additional message delivery options, press the # sign after leaving your message.”

If a caller presses the # sign after leaving a message, the system will prompt them with the following options:

- To send this message now, press #.
- To replay your message, press 3.
- For additional options, press 9.

After pressing 9, the caller will hear the following additional options:

- To continue recording at this point, press 2.
- To specify delivery parameters, press 5.
- To cancel this message, press *.

After pressing 5, the caller will hear the following additional options:

- To send this message immediately, press #.
- To mark this message as urgent, press 1.
- To return to the previous menu, press *.

After pressing 1, the caller will hear “Message marked as urgent.”

- To send this message immediately, press #.
- To cancel urgent delivery, press 1.
- To return to the previous menu, press *.

NOTE: If a message is marked as urgent, it will play first when the user accesses their messages.