VOICE MAIL SYSTEM (VMX)

For The First Time User

Entering Your Mailbox from any touchtone phone:

Call the VMX System at:
Columbus 614-466-6400
Columbus 614-466-5000
Cleveland 216-787-5000
Dayton 937-285-6655

Press the # key
Enter your Mailbox Number
Enter the pre-assigned Security Code

The VMX System May:
Play a welcome message
Ask you to change the pre-assigned security code
Ask you to record your name
Ask you to record a personal greeting

Security Code Change
If you are asked to change the existing security code when you enter your mailbox:

Enter a new security code
Press the # key
Re-enter the new security code to confirm and press # key

Name or Greeting Record
Once you enter your mailbox, the VMX System may prompt you to record your name or record a greeting:

Press 1 to begin recording
Press # to end Recording
Press # to save recording or 1 Re-record

Mailbox Basics

Entering Your Mailbox
From any touchtone phone:

Call the VMX System
Press the # key
Enter your Mailbox Number
Enter your Security Code

OR
If your system is integrate, from your extension:
Call the VMX System
Press the # key twice (# #)
Enter your security codeReady

To get to Ready from almost anywhere in your mailbox press (# #)

Getting Help

Press 0 for Current feature
Specific feature
Press 0 for List of all mailbox features

Exiting Your Mailbox
The 9 key Initiate Exit
The 9 key Completes Exit and hangs up
The 0 key Completes Exit and allows you to dial
another extension through the VMX System
* Cancels Exit and returns you to Ready, in your mailbox

Retriving your Voice Mail

Enter Your Mailbox

Call the VMX System
Press the # key
Enter your mailbox number
Enter your security code

Message Queue
"You have X messages. Ready…"
Press 5 to Listen to message

Press 15 Listen to last or preceding message

New and Saved Message Queues
"You have X new and Y saved messages. Ready…"
Press 191 for New Message(s)
Press 192 for Saved Message(s)
Press 5 to Listen to first or next message
Press 15 Listen to last preceding message

While Listening to Messages you can:
Press 2 Back up several seconds in the message
Press 22 Back up to the beginningof the message
Press 3 Erase the message
Press 4 Go forward several seconds in the message
Press 5 Listen to next message
Press 7 Save the message
Press 8 Time and Date message was received
Press 13 to Forward the message
Press 14 Immediately call the sender
Press 15 Listen to previous message
Press 17 Reply with a message
Press 18 Adjust volume
Press "*" Pause/Resume

Messaging

Enter Your Mailbox
From any touchtone phone:

1. Call the VMX System
2. Press the # key
3. Enter your Mailbox Number
4. Enter recording and enter address(es)

Press 6 and begin recording a message
Press the # key to end recording and enter address(es)

OR

Press 6 then enter address(es) for message
Press the # key ending addressing and begin recording

While Recording
Press 2 back up to review the last few seconds
Press 22 Back up to the beginning
Press 3 Erase the message
Press "*" to Pause/Resume recording

Address and Send a Message
Press 00 to address by name
Press "*" Cancel previous address
Press "**" Erase message
Press # for addressing options
Press 1 for return receipt
Press 2 for overnight/immediate delivery
Press 3 to send to additional address
Press 4 to mark private
Press 5 for future delivery
Press "**" to erase message
Press # to send message
Press "# #" to send message without addressing options

Managing your Mailbox

Customizing Your Mailbox

Call the VMX System
Press the # key
Enter your Mailbox Number
Enter your Security CodeRecord Greeting
Press 4 to access Greeting
Press 1 to turn greeting on
Press 2 to turn greeting off
Press 5 to listen to greeting
Press 6 Record new greeting

Before ending recording, you can:
Press 2 Back up and review several seconds
Press 22 Back up to beginning
Press 3 Erase
Press "*" Pause/Resume recording
Press the # key to end recording and turn on greeting
Press the # to leave greeting unchanged

Check Messages Sent

Press 12 To check the status of a message
Enter mailbox number

Custom Options
The system prompts you with all of your available options
You can override this by pressing the desired feature key
Press 16 to initiate Custom Options
Press 1 for message Waiting notification
Press 2 for security Code
Press 3 to set Offsite or Pager number for Message Waiting Notification
Press 4 to auto Copy mailbox number
Press 5 to add personal Assistance number
Press 6 for personal Distribution List
Press 7 to listen to Future Delivery messages
Press 8 to record name for mailbox

Personal Assistance

Assign a Personal Assistant
Press 16 for Custom Options
Press 5 for personal Assistance feature
Enter the extension number of your personal assistant
Press the # key to return to Ready

If a personal assistant is currently defined, the VMX System states the mailbox number
The "*" will remove Personal Assistance
Press the # key for no change and return to Ready