

**INTERNATIONAL
VOICE EXCHANGE
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**VOICE AND FAX
MAILBOX USER GUIDE**

The on-board integrated help menu will assist you when setting up your mailbox or when editing your options. If you have any additional questions, please do not hesitate to contact our office.

You must complete the first time tutorial in order to set your mailbox up correctly.

To access your mailbox:

1. Dial your mailbox phone number
2. Press the star key upon answer
3. After the tone enter your pass code
4. Listen to the options and select the function you wish to perform

5. Press 1 to listen to messages

- Press 1 to listen to new messages
- Press 2 to listen to saved messages
- Press 3 to listen to messages marked for deletion (you will have access to these messages for an additional 10 days)

Message listening options:

- | | |
|--|---------------------------|
| 1. Repeat | 6. Fast forward 5 seconds |
| 2. Callback Caller ID #
or reply to mailbox | 7. Skip |
| 3. Delete | 8. Other options * |
| 4. Rewind five seconds | 9. Exit |
| 5. Mark as saved or new | # Pause message |

***Other message listening options:**

- | | | | |
|-----------------|---|--------------|---|
| Date and time | 1 | Forward | 5 |
| Copy to mailbox | 2 | Raise volume | 7 |
| Copy by name | 3 | Lower volume | 8 |
| Copy to group | 4 | Exit | 9 |

A message will remain in your mailbox when **copying** the message to another mailbox. A message will not remain in your mailbox when **forwarding** the message to another mailbox.

Press 2 to make a broadcast msg.

- | | |
|-------------------------|---|
| Record message | |
| Review | 1 |
| Re-record | 2 |
| Mark urgent | 3 |
| Future delivery | 4 |
| Send message | 5 |
| Send to mailbox | 1 |
| Send to group by number | 2 |
| Send to group by name | 3 |
| Exit | 9 |

Press 3 to retrieve faxes (optional)

No new faxes:

- | | |
|-------------------------|---|
| To access saved faxes | 1 |
| To access deleted faxes | 2 |

New faxes:

- | | |
|-----------------------------------|---|
| Document Description | 1 |
| Mark or unmark for retrieval | 2 |
| Mark for deletion | 3 |
| Rewind 5 seconds | 4 |
| Mark document as saved or new | 5 |
| Fast forward 5 seconds | 6 |
| Continue to next document | 7 |
| **Copy, forward and other options | 8 |
| Return to previous menu | 9 |

****Other options menu**

- | | |
|--------------------------------|---|
| Copy for to another mailbox | 1 |
| Copy fax using name dial | 2 |
| Copy fax to a group | 3 |
| Forward fax to another mailbox | 4 |
| Return to previous menu | 9 |

A fax will remain in your mailbox when **copying** the fax to

another mailbox. A fax will not remain in your mailbox when **forwarding** the fax to another mailbox.

Press 4 to record greetings

- | | |
|---|---|
| Enter greeting number followed by # | |
| Verify greeting # | |
| Selection is _____ | |
| Accept selection | 1 |
| Record greeting and press any key when finished | |
| Review greeting | 1 |
| Re-record greeting | 2 |
| New selection | 2 |
| Return to previous menu | 9 |

Press 5 for faxback documents

- | | |
|--------------------------------------|---|
| Faxes are referenced by document #s. | |
| Verify fax document | |
| Add new | 1 |
| Select another | 2 |
| Listen to fax document description | 1 |
| Re-record the description | 2 |
| Accept your selection | 3 |
| Select another fax document | 4 |
| Return to previous menu | 9 |

Press 6 to access Group Messaging

Group messaging allows you to send a message to certain mailboxes within your group or to all mailboxes within your group by setting up different distribution lists

- | | |
|-----------------------------------|---|
| To select group by group # | 1 |
| To select group from your company | 3 |
| To exit group maintenance | 9 |
| Record group description | 4 |
| Create new group | 5 |
| Add yourself to group | 6 |
| Delete yourself from group | 7 |
| Hear list of members | 8 |
| Exit group maintenance | 9 |

Press 8 for User Options

- | | |
|-------------------------------|---|
| To re-record mailbox greeting | 1 |
|-------------------------------|---|

To re-record nametag	2
To change your passcode	3
Temporary forward messages	4
Enable/disable do not disturb	5
Edit notification number (fax, pager, voice, admin caller id)	6
Change message date and Time announcement	7
Change active menu number	8
Exit and return to previous menu	9