

## Frequently Asked Questions

### **Why is there a delay after I enter my pass code or mailbox number?**

The VoiceStamps system can now support up to 6 digit pass codes or mailbox numbers. If your pass code or mailbox number is shorter than 6 digits, the system will wait to make sure you are finished entering. You can make the system react immediately by pressing # at the end of your pass code or mailbox number.

### **Can I choose to not have a pass code?**

We strongly recommend that you have a 5-6 digit pass code. Otherwise, anyone who calls your mailbox could get in and listen to your messages as well as change your greeting, pass code and other features you have enabled. Not having a pass code will not save time as the system will still wait to allow digit entry. If you choose to not have a pass code, you must call Tech support to have the pass code erased.

### **Can my mailbox tell me I have messages?**

Message notification can be enabled for your mailbox in 3 different ways: Pager, Message delivery to a telephone or Email. There may be an additional cost for these features depending on what type of service you have. Please contact your Sales Engineer for more information.

### **Can I change my Message Notification number?**

No, you must call Tech support to change your Message Notification number. However, you can turn it on or off your self. See: *How do I turn off/on my Message Notification/Paging feature?*

### **Can I change the number my calls transfer to?**

You may change the telephone number to which your calls are transferred. Each greeting may have a different "Transfer To" number. However, the system will only transfer to local Dallas/Ft Worth telephone numbers. If you want to transfer to a toll free 800/888/877/866 number, you must call Tech support to have the number changed.

### **How do I open my mailbox?**

1. Dial your voicemail number. This may be a local number or 800 number.
2. When the system answers, interrupt the greeting and press "9".
3. Enter your pass code. If you have multiple mailboxes, enter your mailbox number then your pass code.

### **How do I turn off/on my Call Transfer feature?**

1. Open your mailbox
2. From the Main Menu, press 3
3. From the Options Menu, press 4
4. The system will play the number your calls are being transferred to. To turn off the transfer, press #. If the system says your calls are being transferred to Voicemail, press # to turn the transfer on.

### **How do I turn off/on my Message Notification/Paging feature?**

1. Open your mailbox
2. From the Main Menu, press 3
3. From the Options Menu, press 5
4. You may have up to 3 Message Notification numbers active. Press 1, 2 or 3 for the Message Notification you want to change.
5. If the Message Notification is active, the system will play the number that is to be called. Press # to turn it off or on.

### **How do I make a different greeting active?**

1. Open your mailbox
2. From the Main Menu, press 3
3. From the Options Menu, press 2
4. The current active greeting will play. After or during playback, press 3
5. Enter the greeting number you wish to make active
6. System will activate and play the selected greeting and the transfer status for that greeting.
7. Press 8 three times or hang up to exit.

### **How do I re-record my current active greeting?**

1. Open your mailbox
2. From the Main Menu, press 3
3. From the Options Menu, press 2
4. The current active greeting will play. After or during playback, press 1
5. Begin recording at the prompt. Press # to stop recording.
6. Press 3 to Post the new greeting. If you do not post the greeting, it will not be saved.
7. Press 8 three times or hang up to exit.

*Hint: When you choose to re-record your active greeting, the system will begin playing your active greeting. To skip this and begin recording, press "1".*

### **How do I send messages to other mailboxes?**

1. Open your mailbox.
2. From the Main Menu, press 2.
3. Enter the Mailbox or Group box number you want to send a message to.
4. Press 1 to confirm the mailbox
5. Record the message. Press # to stop recording.
6. Press 1 to send.
7. Press 8 to exit

### **How do I send a message to a group of mailboxes?**

To send to multiple mailboxes, you must have a Group Mailbox assigned for your use. Please contact your Sales Engineer for information and pricing.

### **How do I forward a message to another mailbox?**

After listening to a message,

1. Press 6
2. Press 2
3. Enter the box number
4. Press 1 to confirm box number
5. Press 1, 2 or 3 to send with or without comment
6. Press 8 to exit.

### **How do I listen to Questionnaire Answers?**

1. Dial your voicemail number. This may be a local number or 800 number.
2. When the system answers, interrupt the greeting and press "9".
3. Enter your Questionnaire mailbox number, then your Supervisor pass code.
4. Press 4 for Options
5. Press 1 for answers
6. Press 1 for New answers or 2 for Old answers.

**When recording or checking multiple boxes, do I have to hang up and call back for each box?**

No, simply press "8" to exit the box until you hear "Thank you for calling, Have a great day!" Interrupt this prompt by pressing "9" and the system will ask you to enter a box number.

**When recording an "Option Menu", how can I let the caller repeat or back up to a previous menu?**

Each Option Menu has two built in options. Each box uses "7" to repeat and "9" to back up to the previous menu. You should add the following instruction to your recordings: "To repeat this information (or options-if it is a menu), press 7. To return to the previous menu, press 9". On the Main Menu or initial Option Menu in your system, the "9" is used for owner access. This option is not normally voiced as it is not for public use.