

Basic Voice Mail Set-Up Instructions From The Same Phone Number

- Dial your voicemail access number (XXX-6245)
- The voice mail recording will welcome you to the system, and ask you to enter in your temporary password
- Enter in **your** 7 digit phone number as this should be the password that was set by Northwestel
- The voice mail recording will then ask you to select a password that only you will know. This will change the existing password that Northwestel has set for you
- Press # at the end of this entry
- The voice mail system will repeat the number back to you. Listen carefully to ensure it is the password you selected, as once it is changed Northwestel does not have access to this new password
- You will then need to record your name for callers to hear when they reach your voice mail box
- At the tone, you will record your name and press #
- You will have the option to re-record your name if you are not happy with the recording you have done
- The voice mail recording will then come on and give you tips on using the system
- You will then receive information for different settings. To record a standard greeting, you will press 1, to record a personalized greeting press 2
- You will have an option to re-record your greeting and or press # to keep it
- **Remember:** This is what callers will hear when you are unavailable so you don't want to put specific details (ie: you are traveling, away from home etc)
- When this is completed, the voice mail system will advise you that you are ready to use the system, and also advise if there are messages waiting or not
- **Press * * to exit the system**

Basic Voice Mail Set Up Instructions From A Different Phone Number

- Dial XXX-6245
- The voice mail recording will ask “Please dial the 10 digit mailbox number of the person you are calling, if you have a mailbox on this system, please press #
- **Press pound** and you will then be asked to enter the mailbox number (**10 digits**)
- You will then be welcomed to your new mailbox and advised that the brief tutorial will help you set up your new mailbox
- You will be asked to enter your temporary password which is the 7 digit number of the mailbox you are initializing
- You will then be asked to change your password to your own password and enter #
- When satisfied with the results, you will be asked to record you name and press #
- You will then hear the tutorial on how to add a greeting. You may select the standard greeting (1) and the system will provide the greeting for you, or select (2) for a personal greeting
- When this is completed, the voice mail system will advise you that you are ready to use the system, and also advise if there are messages waiting
- **Press * * to exit the system**

Basic Steps to Set Up an ICMB (Information Centre Mailbox Type 1) Listen Only

- Dial XXX-6245
- The voice mail recording will say: please check the password assigned to you by the system manager, and enter it now
- Enter in your 7 digit telephone number
- **Northwestel will set your temporary password to be 7 digits only**
- The voice mail recording will ask you to change your password to one that only you will know
- Enter your new password, and hit #
- The recording will repeat your password back to you
- Prompts will **ask you to record your name** and press pound#
- Tips and reminders will play on the voice mail recording
- At the end of the tips, the recording will advise to press
 - 4 - for personal options
 - 5 - to restart
 - * - to disconnect

Press 4 for personal options and you will hear

- 2 - for Admin
- 3 - for Personal Greetings/Name
- * - to Exit

Choose Greetings 3

- To establish or change greeting, press 1
- To change your recorded name, press 3
- To exit, press *

Select 1,

- When you are ready to record your greeting, press 2
- At the tone, record your message and hit # at the end to confirm

When this is done you will be taken back to Personal Options

You have now initialized your mailbox, name and personal greeting

You should now set up a contributor list so only “authorized numbers” can send messages to your ICMB. If you do not do this, you take the risk of any mailbox with send rights sending messages to your ICMB

Setting up Contributors to an ICMB Type 1

To set up a contributor list so specified individuals are able to contribute messages to the ICMB mailbox for callers to listen to, follow the steps below.

Note: It is very important to specify at least one contributor. Otherwise, anyone with send rights in the mailbox system will be able to send a message to your ICMB that callers will hear.

- Listen to the prompts to advise of personal options
- Select the appropriate key and then select the key for ADMIN OPTIONS

Press 2

- From there, the prompts will be
 - 1 - to establish or change your password
 - **2 - to establish or change your list of contributors**
 - 3 - to change prompt level
 - * - to exit

When you press 2 you will be advised that mailbox numbers must be entered if they wish to become a contributor. You must enter in the **10 digit mailbox** number and it must already be a valid mailbox type and mailbox subscriber in our system. If you wish to remove them, simply repeat this same process.

When you have linked the contributors to your ICMB you can press 1 to listen to the list

- You can press * to exit the system

Follow the same process for the ICMB Type 2 mailboxes, (Listen and Reply).

The only difference with ICMB Type 2 mailboxes, is that they allow you to reply to a message on the ICMB.

- A message is sent to the ICMB mailbox from the contributor
- When the ICMB mailbox is called, the caller has the option to reply to a message that has been left from a contributor
- It will advise the caller to press 2 to reply to the message
- The instructions will be: at the tone, record your reply and when finished recording press 1
- The reply will then be sent and the end of the message will advise: goodbye

Steps for the contributor to send a message to the ICMB

- Contributor accesses their mailbox through XXX-6245
- At the main menu select 2 for send
- Record the message you would like to send
- Key in the destination mailbox number (10 digits) and hit pound
- This will send the message into the ICMB mailbox and you will hear a confirmation

Non Contributors

- If a non contributor tries to send a message to an ICMB mailbox, they will receive an error that they cannot send to the mailbox as they are not a contributor

Deleting the Message from Type 1 Standard ICMB

There are three ways that messages be deleted from the mailbox.

- When a Mailbox Manager enters the mailbox and deletes the message
- The contributor of the message can delete the message via the Check Receipt feature
- The message expires

Mailbox Manager Deletes the Message

- Successfully logs into the mailbox
- Mailbox Manger reviews the messages
- Mailbox Manager deletes the message at the end of the message
- Mailbox Manager logs out of the mailbox

Contributor Deletes the Message

- Contributor successfully logs into his/her own mailbox
- Contributor uses the Check Receipt feature from his/her mailbox, provides the recipient's mailbox (press 3) and enters the recipient's number
- The system checks for the message and repeats the message to the Contributor
- At the end of the message, the system prompts will be:
 - 1- retain the message
 - 2- delete the message
 - * - Cancel Check Receipt

Message expires due to the COS field (Age of Unheard Messages, Skip Messages or Saved Messages)