IMPORTANT TELEPHONE NUMBERS

• **Voicemail** (Your telephone number)
(_____) _____-_____

• **Customer Service / Technical Support**
(866) 418-1495

ACCOUNT INFORMATION & CALLING FEATURES

All calling features can be controlled and set on the web

• **Web Portal**
address -   www.globalinx.com
user name -   10-digit phone number
password -   assigned to you and noted
                  on your welcome letter

ACCESSING YOUR VOICEMAIL

From Your Own Phone
• Dial ***09**
• Enter your voicemail password
• If you have new messages, the messages will be identified and played.
• After hearing any new messages, you will hear the Voicemail Main Menu.

From Another Phone
• From an external phone, dial your GLOBALINX® telephone number
• When prompted, enter your voicemail password and then **#**
• Press* anytime during the voicemail recording
• If you have new messages, they will be identified and played. After hearing any new messages, you will hear the Voice Mail Main Menu.

CHANGING YOUR VOICEMAIL PASSWORD

• Access your voice mailbox
• Press ***** to skip to the Main Menu.
• Press **3** from the Main Menu to change your password
• Enter your new password and then #
• Enter your new password again and then # to confirm

VOICEMAIL MAIN MENU

KEY	FEATURE
1	Play Inbox Messages
2	Play Saved Messages
3	Change Password
4	Play Greetings
5	Record Greetings
6	Access Personal Distribution Groups
7	Compose a New Message
8	Manage Custom Operator Number
*	Exit to Voicemail System

MESSAGE PLAYBACK OPTIONS

While listening to your voicemail messages, the following options are available.

ACTION	BEFORE MESSAGE	DURING MESSAGE	AFTER MESSAGE
Skip Envelope	NA	#	NA
Skip Message	8	NA	8
Reply to Message	2	2	2
Call Originator	3	3	3
Delete	4	4	4
Save	5	5	5
Forward Message	6	6	6
Replay Message	NA	77	7
Rewind 5 Seconds	NA	7	NA
Pause/Resume Playback	NA	8	NA
Skip Ahead 5 Seconds	NA	9	NA
Skip to the End	NA	99	NA
Skip to Previous Menu	*	*	*

✦ REPLYING TO A MESSAGE

Press **2** to reply to a message after listening to it. Press ***** to cancel
• After the tone, record a message and press **#**.
• Select an action
  • Press **1** to send the message.
  • Press **2** to change the message. You will be asked to re-record the message.
  • Press **3** to review the message.
  • Press **9** to mark the message Urgent and send.
When retrieving messages, Urgent messages will be played first. If configured by the recipient, the recipient may be paged when they receive an urgent message.

✦ DIALING THE ORIGINATOR

• Press **3** while listening to a message to call the person back.

NOTE: This capability will not work if the voicemail system was not able to record the Caller ID information when the original voicemail was received or if your phone is configured with call restrictions which prevent you from calling the originator's number.

✦ FORWARDING A MESSAGE

• Press **6** to forward a message to another recipient while listening to the message.
• Enter Distribution Group Number and then #. Repeat this step until you've entered all the desired destinations.
• Press **#** when finished entering destinations
• When prompted, record your introductory message and press **#** when finished.
• Select an action
  • Press ***** to Cancel.
  • Press **1** to forward the message.
  • Press **2** to change the introductory message. You will be prompted to record the message again.
  • Press **3** to review the introductory message.
  • Press **9** to mark the message Urgent and send.

✦ COMPOSING A NEW MESSAGE

• Access your voicemail box
• Press* to skip to the Main Menu
• Press **7** from the Main Menu to compose a new message
• Enter Distribution Group Number + #. Repeat this step until you've entered all the desired destinations.
• Press **#** when finished entering destinations
• After the tone, record your message. Press the **#** key when finished.
• Select an action
  • Press **1** to send the message
  • Press **2** to change the message. You will be prompted to record the message again.
  • Press **3** to review the message
• Press **4** to set the message options
  • Press **1** to mark as Urgent
  • Press **2** to mark as Private
  • Press **3** to request a Return Receipt.
  • Press **9** to clear all these options.
  • Press ***** to return to the previous menu.

✦ **NOTE: Commercial Customers Only**

RECORDING YOUR PERSONAL GREETINGS

- Access your voice mailbox
- Press ***** to skip to the Main Menu.
- Press **5** from the Main Menu to record your greetings
- Select the greeting you'd like to record:
  - Press **1** to record a No Answer greeting.
  - Press **2** to record a Do Not Disturb greeting.
  - Press **3** to record a Busy greeting,
  - Press **4** to record your Name,
  - Press ***** to return to the Main Menu.
- After the tone, record your greeting. Press **#** when finished.
- After recording your greeting:
  - Press **1** to review the greeting.
  - Press **2** to delete and re-record the greeting.
  - Press **3** to save the greeting.
- If you don't record a personal greeting, a generic greeting will be played.

HEARING YOUR PERSONAL GREETINGS

- Access your voice mailbox
- Press ***** to skip to the Main Menu.
- Press **4** from the Main Menu to hear your recorded greetings.
- Select the greeting you would like to hear:
  - Press **1** to hear your No Answer greeting.
  - Press **2** to hear your Do Not Disturb greeting.
  - Press **3** to hear your Busy greeting,
  - Press **4** to hear your Name.
  - Press ***** to return to the Main Menu.

DISTRIBUTION GROUPS

Distribution Groups are used when you want to send messages to a group of users:

- Distribution Groups are managed by the end user and are available only to that user. A user may have a maximum of 20 Personal Distribution Groups (i.e., groups 80-99).

MANAGING PERSONAL DISTRIBUTION LISTS

- Access your voice mailbox
- Press ***** to skip to the Main Menu.
- Press **6** from the Main Menu to manage Personal Distribution Groups.
- Press **1** to hear a list all groups. Each group and its members will be announced. To skip to the next group, press **#**.
- Press **2** to edit an existing group
  - Enter the 2-digit group number (i.e., 80-99) that you'd like to edit followed by **#**
- Select the type of modifications you'd like to make:
  - Press **1** to list all members. Each member will be announced. To skip to the next member, press **#**.
- Press **2** to add a member. Enter the extension number for the member followed by **#**. Press **#** to confirm or ***** to cancel.
- Press **3** to delete a member. Enter the extension number for the member followed by **#**. Press **#** to confirm or ***** to cancel.
- Press **4** to hear the Group Name.
- Press **5** to record the Group Name. After the tone, record the name for the group and press **#**.
- Press ***** to return to the previous menu.
- Press **3** to create a group.
  - Enter the 2-digit group number (i.e., 80-99) followed by the # key
  - After the tone, record the name for the group followed by the **#** key.
  - Press **#** to confirm the recording or ***** to cancel and re-record.
  - Enter each member's extension followed by **#**. When finished entering members, press **#**.
- Press **4** to delete a group.
  - Enter the 2-digit group number to delete followed by **#**.
  - Press **#** to confirm or ***** to cancel

EMAIL FORWARDING

If desired, you can configure the voicemail system to automatically forward a copy of every voicemail message that you receive to a specified email address. Email Forwarding is configured via your Web Portal account. Login via www.globalinx.com

CUSTOM OPERATOR NUMBER

When callers reach your voice mailbox, they may press 0 during your outgoing greeting to be transferred to your custom operator.

To Configure Your Custom Operator Number

- Access your voice mailbox
- Press ***** to skip to the Main Menu.
- Press **8** from the Main Menu to manage your Custom Operator Number
- The system will announce your current Custom Operator Number
- Press **1** to configure your Custom Operator Number.
- Enter your Custom Operator Number followed by **#**
- The system will announce your new Custom Operator Number and return you to the Main Menu.
- Press **2** to restore your Default Operator Number. The system will announce that you've been retuned to the Default Operator Number and return you to the Main Menu
- Press ***** to return to the Main Menu.

VOICE MAIL NOTIFICATION

Voice Mail Notification can be setup through the Web Portal to notify you when you receive voicemail messages. You can select whether or not to be notified and, if so, for which types of messages (i.e., All Messages or Urgent Messages Only).

You can choose to be notified in one of three different ways:

- *Numeric Pager* - A numeric code will be sent to your pager.
- *Voice* - The system will call you at a specified number and ask for your voicemail password. After entering your pass word, you can listen to your messages. If the system doesn't reach you, it will try to reach you three times at five minute intervals.
- *Email* - You'll receive an email that identifies the Date, Time, and ID of the caller.