Reference Guide

Intuity Voice Mail Features

RGTS

Rockefeller Group Technology Solutions™

Intuity Voice Mail Features

WELCOME TO RGTS' VOICE MAIL SYSTEM

If after reading this guide, you have additional questions, please feel free to call RGTS at (212) 282-2222.

INITIALIZING YOUR VOICE MAIL BOX
• Dial the internal voice mail system phone number

• Follow the tutorial prompts, which will ask you to enter the temporary password **7487** (RGTS)

• You will be prompted to enter a new password, record your name and record a personal greeting.
 NOTE: Passwords must be at least 5 non-consecutive digits and must not begin with "0".

REACHING YOUR MAILBOX*
From your phone
• Dial the internal voice mail system phone number
• Enter `#`
• Enter your password

FROM ANOTHER PHONE
• Dial the internal voice mail system phone number
• Follow the prompts

FROM OUTSIDE THE COMPANY
• Dial the voice mail system phone number
• Follow the prompts

LISTENING AND RESPONDING

REVIEW VOICE MESSAGES
• From the main menu `2`
• Listen to header
• Listen to message `0`

TIPS:
Replay header `2` `3`
Skip to next message/Save message `#`
Delete message `*` `D` or `*` `3`
Save a listened to message as new `*` `*` `4`

*If you prefer using a flowchart, please see reverse side.

REPLYING TO A MESSAGE BY VOICE MAIL
- At end of message `1` `1`
- Follow Prompts

REPLYING BY CALLING THE SENDER
- At end of message `1` `0`
- System dials sender's phone number

TIP:
You cannot reply to messages from outside callers.

SENDING A COPY
- At end of message `1` `2`
- Record comments
- When finished `#`
- Enter mailbox number(s) `#` after each
- Send `#`

PERSONALIZING YOUR MAILBOX

RECORDING YOUR NAME
- From the main menu `5` `5`

RECORDING YOUR PERSONAL GREETING
- From the main menu `3` `1`
- Enter greeting number
- Follow prompts

CHANGING YOUR PASSWORD
(To secure your mailbox, change your password frequently.)
- From the main menu `5` `4`
- Follow prompts

QUICK REFERENCE

BASIC FEATURES
Get messages `2`
Send messages `1`
Return to main menu `*` `R` or `*` `7`
Change Greeting – Personal `3` `1`
Name – record `5` `5`
Change personal password `5` `4`
Help `*` `H` or `*` `4`

WHILE LISTENING TO MESSAGES

Rewind   (To beginning `0`) (a few seconds `5`)

Pause/Restart `3`

Forward (To end of message `#`) (a few seconds `6`)

Slower   `8`

Date/Time of message `2` `3`

Faster   `9`

Volume-Softer   `7`

Volume-Louder   `4`

GROUP LISTS

TO CREATE A LIST

Up to 250 mailbox numbers per list

• From the main menu `5` `1`
  Choose action:
  Create `1`
  Scan `2`
  Review/Change `3`
• Follow prompts

TO SEND TO A GROUP LIST

• From main menu `1`
• Record message `#`
• Press `*` `L` or `*` `5`
• Enter List I.D. `#`
• Send `#`

TRANSFERRING TO VOICE MAIL

**TO TRANSFER TO VOICE MAIL BOX OF EXTENSION
WHICH WAS ORIGINALLY CALLED:**

• Press Transfer
• Dial `#` `7`
• Press Transfer

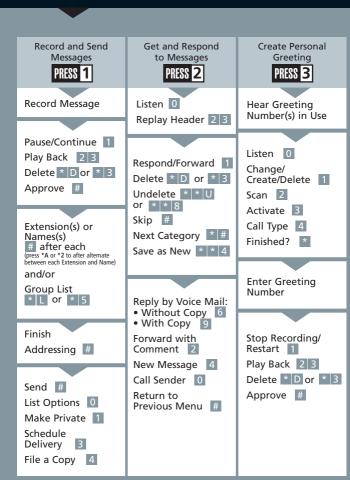**TO TRANSFER TO ANYONE ELSE'S VOICE MAIL BOX:**

• Press Transfer
• Dial internal voice mail – system phone number
• Wait for voice mail to answer
• Enter desired extension number `#`
• Enter "password" `1` `0` `0` `2` `0` `#`
  (most systems)   (zip code of Rock Center)
• Press Transfer immediately

REVIEW MESSAGES
- Dial your voice messaging system number
- Enter extension number and #
  (if calling from your extension, just enter #)
- Enter password and #

Record and Send Messages PRESS 1	Get and Respond to Messages PRESS 2	Create Personal Greeting PRESS 3
Record Message	Listen 0	Hear Greeting Number(s) in Use
	Replay Header 2 3	

Record and Send Messages — PRESS 1

Record Message

Pause/Continue 1
Play Back 2 3
Delete *D or *3
Approve #

Extension(s) or Names(s)
# after each
(press *A or *2 to after alternate between each Extension and Name)
and/or
Group List
*L or *5

Finish
Addressing #

Send #
List Options 0
Make Private 1
Schedule Delivery 3
File a Copy 4

Get and Respond to Messages — PRESS 2

Listen 0
Replay Header 2 3

Respond/Forward 1
Delete *D or *3
Undelete **U
or **8
Skip #
Next Category *#
Save as New **4

Reply by Voice Mail:
• Without Copy 6
• With Copy 9
Forward with Comment 2
New Message 4
Call Sender 0
Return to Previous Menu #

Create Personal Greeting — PRESS 3

Hear Greeting Number(s) in Use

Listen 0
Change/Create/Delete 1
Scan 2
Activate 3
Call Type 4
Finished? *

Enter Greeting Number

Stop Recording/Restart 1
Play Back 2 3
Delete *D or *3
Approve #

Use While Listening to or Recording Messages

1	2 ABC Rewind	3 DEF Play/Pause
4 GHI Louder	5 JKL Back Up	6 MNO Advance
7 PQRS Softer	8 TUV Slower	9 WXYZ Faster
*	0 Listen/Replay	# Skip

Heard only after pressing *H

Check Outgoing Messages
PRESS 4

Hear Message Summary

Listen `0`
Change/Resend `1`
Replay Header `2` `3`
Delete `*` `D` or `*` `3`
Skip `4`
Next Category `*` `#`

Change Password/Create Lists/Re-record Name
PRESS 5

Mailing Lists `1`
Personal Directory `2`
Password `4`
• Enter
• New Password `#`
• Re-Enter
• New Password `#`
Re-record Name `5`

Create List `1`
Scan `2`
Review/Modify `3`

Scan Messages Quickly
PRESS 7

Scan Headers & Messages `1`
Scan Headers `2`
Scan Messages `3`

To Exit press `*` `*` `X`

Basic Commands

Help `*` `H` or `*` `4`
Return to Main Menu `*` `R` or `*` `7`
Delete `*` `D` or `*` `3`
Undelete `*` `*` `U` or `*` `*` `8`
Wait `*` `W` or `*` `9`
Transfer out of system `*` `T` or `*` `8`
Look up Name/Ext. in Directory `*` `*` `N` or `*` `*` `6`

Exit System `*` `*` `X` or `*` `*` `9`
Hold Message in Category `*` `*` `H` or `*` `*` `4`

Use while Addressing:

Alternate Addressing `*` `A` or `*` `2`
(Switch between Name/Ext.)
Use Mailing List `*` `L` or `*` `5`