



SBMAOR Voice Mail Guide

Dear SBMAOR Member,

Welcome to Segway Communications. We're delighted that you've chosen Segway to provide your voice mail services. Please refer to this guide for all of your Voice Mail management needs.

To begin, please see page 3 for instructions to complete your mailbox Tutorial.

We will notify you of your new Voice Mails & Faxes via email. To add more notification options, please email the relevant information (*see below*) to SBMAOR@segwaycommunications.com. Be sure to include your Voice Mail Number in the subject line so we can locate your mailbox.

- To receive a **Text Message** (*send us your cell phone # and carrier name*)
- To receive an **Automated Call** (*send us your cell phone number*)

If you have any questions, please don't hesitate to contact us.

Sincerely,

The entire Staff at Segway Communications

Quick Tips

- Your **Login Digit** is * (*star key*)
- Your Mailbox Greeting can be up to 2 minutes in length
- Callers can leave a message of up to 3 minutes in length
- Your mailbox can hold up to 99 'New' Voice Mails.
- New Voice Mails are held for 50 days, unless you 'Save' or 'Delete' them.
- **Group Distribution Lists** are created by Segway (*see page 6*).



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Setup Your Mailbox

► Complete Mailbox Tutorial

1. Call your new Voice Mail Number
2. During the generic prompt, **press *1000**.
3. Follow the prompts to:
 - 1) Set new Pass Code,
 - 2) Record Name
 - 3) Record Main Greeting (*see Sample Greeting below*)
4. When you're finished, the system will confirm setup is complete.
5. Hang up.

Sample Greeting: *"You've reached _____. To send me a fax, please press the start button on your fax machine now. Otherwise, please leave me your name, return telephone number & a message. I will return your call promptly. Thank you."*

Mailbox Maintenance & Use

► Log in to your Mailbox

To access your Messages, User Options and Mailbox Features, you will need to Login to your mailbox.

1. Call your Voice Mail Number
2. During your greeting, press * (star key)
3. Enter your Pass Code when prompted.

► Check your Messages

1. Log in to your Mailbox
2. Press 1 to listen to your messages.
3. Follow the system prompts to Listen to your New, Saved or Deleted messages.
 - (*see next page for Touch-Key options*)

Your 'New' message folder holds 99 messages. New Messages are retained for 50 days unless you Save or Delete them.

► Touch-Key Options when Checking Messages

<u>Key</u>	<u>Description</u>
1	Replay Message
2	Reply to Message Sender (<i>ONLY available for messages sent within Segway. See Page 7</i>)
3	Delete Message
4	Copy Message to Another Mailbox (<i>See Top of Page 7</i>)
5	Save Message
6	Message Status
7	Skip Message
8	Other Options
	Press 1 - Hear Date & Time Message was left
	Press 2 - Hear Caller ID
	Press 3 - Raise Message Playback Volume
	Press 4 - Lower Message Playback Volume
	Press 9 - Return to Message Playback
9	Cancel & Return to Previous Menu
*	Rewind Message 5 Seconds
0	Pause Playback. Press Again to Resume Playback.
#	Fast-Forward Message 5 Seconds

► Update Your Mailbox Greeting(s)

1. Log in to your Mailbox
2. Press **4** to Record Greeting
3. Enter:
 - **(10#)** to Re-Record **Main Greeting**
 - **(30#)** to Re-Record **Alternate Greeting 1** (*See top of Page 5 for instructions to activate*)
 - **(40#)** to Re-Record **Alternate Greeting 2** (*See top of Page 5 for instructions to activate*)
4. The system will now play the current greeting. Press **1** at any time to Accept Selection.
5. Follow prompts to Re-Record Greeting
6. Press **#** when you're finished speaking, then Press:
 - **(1)** to Review
 - **(2)** to Re-Record
 - **(3)** to Accept (*This will Save & Activate your recording*)

Please Note: *After initial setup, your mailbox will be playing greeting # 10. Greeting 30 & 40 are available for you to use as Alternates. Record greeting 30 and/or 40 with the instructions above, then use the steps on the next page to switch to greeting 30 or 40. You can switch back to greeting # 10 at any time. This feature is called 'Active Menu'.*

► Switch to an Alternate Greeting

1. Log in to your Mailbox
2. Press **8** for User Options
3. Press **8** to Change Your Active Menu
4. When prompted, enter the Menu Number you wish to activate.
 - **(10#)** for **Main Greeting** (*See bottom of Page 4 to re-record*)
 - **(30#)** for **Alternate Greeting 1** (*See bottom of Page 4 to re-record*)
 - **(40#)** for **Alternate Greeting 2** (*See bottom of Page 4 to re-record*)
5. Press **3** to Accept & Activate selected Menu.

► Update Name Tag, Pass Code & Date/Time Announcement

1. Log in to your Mailbox
2. Press **8** for User Options
3. Press:
 - **(2)** to Re-Record **Name Tag**
 - **(3)** to Change your **Pass Code**
 - **(7)** to Change Message **Date & Time Announcement**

► Fax Retrieval & Forwarding via Phone

► Retrieve Fax from Mailbox

1. Log in to your Mailbox
2. Press **3** to Retrieve Faxes
3. Follow the System Prompts to select Faxes for Retrieval.
4. When finished, select the option to: **'Send Selected'**
5. Choose your retrieval option. (*If entering a number, enter full 10-digits*)

► Forward Fax

1. Log in to your Mailbox
2. Press **3** to Retrieve Faxes
3. Follow the System Prompts to select: NEW, SAVED or DELETED faxes.
4. The system will now list the faxes in your inbox by Time Stamp and Page Count.
5. After a description finishes, Press **8** for 'Copy, Comment & Other Options'.
6. Then press:
 - **(1)** to Copy to Another Mailbox(*last 7-digits of VM #*)
 - **(2)** to Copy using Name-Dial (*First 3 to 6 digits of First or Last name*)
 - **(3)** to Copy to a Group (*Send to Group Distribution List*)
 - **(4)** to Forward to Another Mailbox & Delete from your Queue (*last 7-digits of VM #*)
7. Follow System Prompts based on your selection in Step 6.

Group Messaging & Distribution Lists

► Create, Edit & Delete Group Distribution Lists

At Segway Communications, we'll manage your groups for you.

To **CREATE** a New Group Distribution List:

- Send an email to: sbmaor@segwaycommunications.com
 - Set Subject Line to: ***SBMAOR New Group Request***
 - Include the following information in the email:
 - Your Name & Voice Mail #
 - The Title of the Group you wish to create
 - A list of the Members who should be included in the Group
 - Segway will build the group and reply with the group number.
-

To **EDIT** an Existing Group Distribution List:

- Send an email to: sbmaor@segwaycommunications.com
 - Set Subject Line to: ***SBMAOR Edit Group Request***
 - Include the following information in the email:
 - Group # and Title
 - Names & Voice Mail #'s for Members
 - Specify if you want the Members added or removed.
 - Segway will confirm once the changes are complete.
-

To **DELETE** an Existing Group Distribution List:

- Send an email to: sbmaor@segwaycommunications.com
 - Set Subject Line to: ***SBMAOR Delete Group Request***
 - Include the following information in the email:
 - Group # and Title to be deleted
 - Segway will confirm once the Group has been deleted.
-

To order a **CURRENT MEMBER LIST** for an Existing Group Distribution List:

- Send an email to: sbmaor@segwaycommunications.com
- Set Subject Line to: ***SBMAOR Groups - Request Current Member List***
- Include the following information in the email:
 - Group # and Title
 - Segway will reply with a report of current members in the specified group.

► Copy/Forward Voice Mail

When listening to your Voice Mail, you can forward any message to another User or Group.

1. During or after Message Playback, press **4** to Copy Message to Other Mailbox
2. Press:
 - **1** to build your recipient list by Mailbox Number (*last 7-digits of VM #*)
 - **2** to build your recipient list by Name-Dial (*First 3 to 6 digits of First or Last name*)
 - **3** to build your recipient list by Group Number (*See Page 6 to create Group*)
3. After selecting the Recipient, add additional recipients, or press **8** to proceed.
4. Follow system prompts to record your message, then press **#** when you're finished speaking.
5. Select desired sending options (*See Bottom of Page 8*).
6. Press **8** to Forward the Message

► Create & Send a Message to Another User(s)

You should always send messages to other Mailbox Users from your own mailbox. This will allow recipients to easily answer you from their mailbox, using the 'Reply' option (*see page 4*).

1. Log in to your Mailbox
2. Press **2** to Record & Send a Message
3. Press:
 - **1** to build your recipient list by Mailbox Number (*last 7-digits of VM #*)
 - **2** to build your recipient list by Name-Dial (*First 3 to 6 digits of First or Last name*)
4. After selecting the Recipient, add additional recipients, or press **8** to proceed.
5. Follow system prompts to record your message, then press **#** when you're finished recording.
6. Select desired sending options (*See Top of Page 8*)
7. Press **8** to Send your Message

► Create & Send a Message to Group Distribution List

Remember that Segway will build and manage your groups for you. If you need assistance with Group Distribution lists, see page 6 or contact Segway.

1. Log in to your Mailbox
2. Press **2** to Record & Send a Message
3. Press:
 - **3** to build your recipient list by Group Number
4. Follow system prompts to select a Group(s), then press **8** to proceed.
5. Follow system prompts to record your message, then press **#** when you're finished recording.
6. Select desired sending options (*See Top of Page 8*)
7. Press **8** to Send your Message

► Group Message Sending Options

After you record the message you're going to send to a Group Distribution List or another Mailbox User, the following options are available. *(To bypass all options & send the message with 'Normal' delivery, press 8)*

<u>Key</u>	<u>Description</u>
1	Review Message
2	Re-Record Message
3	Mark as Urgent
4	Mark as Confidential
5	Mark for Future Delivery <i>(allows you to specify a future date & time for delivery of message. Notifications will not be sent until specified time)</i>
6	Mark as Non-Notifying <i>(recipient will only hear message when logging into their mailbox. Email, Voice & Pager Notification will not apply)</i>
7	Mark for Return Receipt <i>(sends you a confirmation when the recipient listens to the message)</i>
8	Copy Message to Recipients
9	Cancel & Return to Previous Menu

► Message Copy/Forwarding Options

When forwarding/copying a message from your inbox to another mailbox, the following options are available. *(To bypass all options & forward the message without 'Comment', press 8)*

<u>Key</u>	<u>Description</u>
1	Add Comment
3	Mark as Urgent
4	Mark as Confidential
5	Mark for Future Delivery <i>(allows you to specify a future date & time for delivery of message. Notifications will not be sent until specified time)</i>
6	Mark as Non-Notifying <i>(recipient will only hear message when logging into their mailbox. Email, Voice & Pager Notification will not apply)</i>
8	Copy Message to Recipients
9	Cancel & Return to Previous Menu