Broadview Networks Business Voice Mail

Welcome to Broadview Networks Voice Mail Service. Our service will allow you to stay in touch when you are either unable or choose not to answer your phone. This service will answer your telephone with your personalized greeting and record the caller's message. The system will answer anytime that your telephone is not answered by the third ring. Whenever a new message is received you will be notified by an interrupted dial tone when you lift your telephone handset.

Here are a few easy instructions to guide you through the set up and use of your voice mailbox.

Accessing Your Mailbox

Now that you've placed your order, it's time to set up your new voice mailbox. **Broadview Networks** will act as your agent to remove your Verizon voice mail and replace it with **Broadview Networks** voice mail. Then, you will access your new mailbox to set up the password and features.

On the 5th business day after the date you placed your order to switch to **Broadview Networks**, you should establish your new voice mailbox. Please call your new toll free voice mail access number -

1-800-262-3650 - and follow the voice prompts to set up your new mailbox.

When you hear the outbound greeting, press *. At the prompt, enter your password. The default password is 9999. In order to protect your privacy and to prevent unauthorized use, we strongly suggest that you change the password as you proceed through the tutorial.

Setting Up Your Mailbox For The First Time

The first time you log in, a tutorial helps you set up your mailbox. You will be prompted to enter a new password, record your name response, and record your personal greeting.
NOTE: If the tutorial is not fully completed, it will replay the next time you access your mailbox.

Password

Your password protects your mailbox from unauthorized use. The password you select can be from four to seven digits. Use a number combination you are familiar with, but hard for someone else to figure out.

For the Personal Options Menu, press 4
For the Personal Preferences Menu, press 4
To change your password, press 1
Enter your new password, followed by #

Recorded Name

Your recorded name serves as the identification tag for your mailbox. When you are sending, replying to, or redirecting a message, your name will precede your message. Your recorded name will also play as a confirmation when someone is sending you a message or adding your mailbox number to a Group List.

For the Personal Options Menu, press 4
For the Personal Preferences Menu, press 4
To access your recorded name, press 3
To record your name, press 2

Personal Greeting for the Main Mailbox

Your personal greeting plays when a caller reaches your main mailbox. Your greeting should contain your name, your availability status, and some additional options for your callers.

Single User Sample Greeting:
Hello, this is Janet Green from the Acme Company. I am unable to take your call at this time. Please leave a message at the tone and I will return your call as soon as possible.

With our multi-user option, there are 9 available mailboxes (0 is the main mailbox, and 1-8 are the sub-user mailboxes). The default setup is 4 boxes. If additional boxes are needed, please contact customer care. You could record your main greeting in two ways:

Multi User Sample Greeting A:
Hello, you have reached the Acme Company. No one is available to take your call at this time. If you would like to leave a general message, please wait for the tone. If you would like to leave a message for John Williams, press 1. If you would like to leave a message for Mary Jones, press 2. We will return your call as soon as possible.

Multi Sample Greeting B:
Hello, you have reached the Acme Company. We are unable to take your call at this time. Please leave a message at the tone. If you would like to access individual employee mailboxes, please press the pound # key and follow the instructions. We will return your call as soon as possible.

For the Greetings Menu, press 3
To record your greeting, press 2
To end your recording, press #

Your main mailbox is now set up and you are now ready to receive messages using your Broadview Networks Voice Mail Service. Callers will be greeted by the message that you recorded. You can retrieve your messages from anywhere. Simply call your remote access number and go through the easy steps mentioned on the following pages. For other mailbox personalization options use the commands in the main menu.

If you have the Multi User option you can now personalize your individual mailboxes by dialing in again and entering the mailbox that you would like to set-up. Boxes are numbered 0 through 8. Mailbox 0 is designated as the main or default mailbox. This is where messages will be deposited if a caller does not specify a personal mailbox.

To access your individual mailbox:
Dial the Voice Mail remote access number.
When you hear the main mailbox greeting, press *.
Enter the password of the individual mailbox you wish to reach.
> (The default password for each box is the mailbox number, i.e., mailbox 1's password is 1, mailbox 2's password is 2, and so on).

You will now be in your individual multi-user mailbox. You should personalize your mailbox password in order to protect your privacy and to prevent unauthorized use of your voice mailbox. You should also record a name for your individual mailbox. You can change your password and record your name by using the Personal Options Menu (see page 4 of these instructions).

Main Menu
The main menu plays at the beginning of every session. Before hearing the main menu, you will be told how many new and saved messages are in your mailbox. The main menu can be reached by pressing ** at any time during a call. Once you are in the Main Menu:
> To enter the Play Menu, press 1
> To enter the Record Menu, press 2
> To enter the Greetings Menu, press 3 (only available for Main Mailbox)
> To enter the Personal Options Menu, press 4
> To access Wake Up Service, press 71 (only available for Main Mailbox)

Play Menu

Playing Your Messages

This feature allows you to listen to your messages. When you first enter your mailbox the system will tell you how many new messages you have received.

For the Play Menu, press 1: the message will play
To replay the message, press 1
To copy the message to another mailbox, press 6
To delete a message, press 7
To reply to the message, press 8
To save message and go to next, press 9
To keep message as new and go to next, press #
To play saved Messages only ##

Other options that you will find useful during playback are:
To rewind message 6 seconds, press 1
To rewind message to the beginning, press 11
To pause message/continue, press 2
To fast forward message 6 seconds, press 3
To fast forward to the end, press 33
To recover deleted messages, press *3

Record Menu

Recording Messages

This feature allows you to record messages to be sent to others on the Broadview Networks Voice Mail System.

For the Record Menu, press 2; record your message and press #
To replay the recorded message, press 1
To record/continue recording a message, press 2
To delete a message, press 7
To send the message, press 9
> When asked for the destination mailbox, enter the 10 digit number of the main mailbox. If there are sub-users, you will be prompted to enter the number of the sub-user box.

Greetings Menu (only available for Main Mailbox)

Your personal greeting plays when a caller connects to your main mailbox. It should be updated regularly to show your callers that you are actively using your mailbox. You can record up to three greetings to be used at alternate times.

Playing Your Active Greeting

This feature allows you to listen to your personal greeting.

For the Greetings Menu, press 3
To play your active greeting, press 1

Recording Your Active Greeting

For the Greetings Menu, press 3
To record your greeting, press 2
To end your recording, press #

Recording Your Second Greeting

For the Greetings Menu, press 3
To select your second greeting to be modified, press 4 and then 2
To record your greeting, press 2
To end your recording, press #

Recording Your Third Greeting
For the Greetings Menu, press 3
To select your third greeting to be modified, press 4 and then 3
To record your greeting, press 2
To end your recording, press #

Switching Active Greeting
This allows you to choose which personal greeting is heard when a caller enters your mailbox.

For the Greetings Menu, press 3
To select the greeting that will be used, press 3
Enter the greeting number that you desire: 1, 2 or 3
   (The option that you choose will become your active greeting.)

Deleting Your Active Greeting
This feature allows you to delete your personal greeting.

For the Greetings Menu, press 3
To delete your active greeting, press 7
NOTE: If your personal greeting is deleted, your callers will hear a generic system greeting.

Reviewing and Changing Your Greeting Schedule
This feature allows you to have different greetings at different times of the day.

To review your schedule
For the Greetings Menu, press 3
To review the greeting schedule, press 8

To enable and disable your greeting schedule
For the Greetings Menu, press 3
To activate/de-activate the greeting schedule, press 9

To change the times for your greeting schedule
For the Greetings Menu, press 3
To adjust the greeting schedule, press 4
Choose the greeting number that you would like to adjust: 1, 2 or 3
After the greeting is selected, press 9
   To review the time interval, press 1
   To change the time interval, press 2
   To cancel the time interval, press 3
   To return to the previous menu, press *

Personal Options Menu

Changing Personal Preferences
This feature allows you to change user defined preferences.

For the Personal Options Menu, press 4
For the Personal Preferences Menu, press 4
   To change your password, press 1
   To change playback preferences, press 2
      To switch between last in-first out or first in-first out, press 1
      (This changes the order in which messages are played)
      To switch between normal or automatic play, press 2
      To enable/disable time/date stamp, press 3
      (This will mark each message with the date and time received)

Accessing your Group Lists

For the Personal Options Menu, press 4
For the Group Lists Menu, press 2
    To play list directory, press 1
    To create a list, press 2
    To delete a list, press 3
    To change a list, press 4; then enter the number of the list to be changed
        To add an address to a list, press 1
        To review addresses in list, press 2
            To play next address, press 1
            To delete played address, press 2
            To go to top of list, press 3
            To play previous address, press 6
            To play current address, press 8
            To save changes, press #
        To play list name, press 3
        To re-record list name, press 4

Message Forwarding

This features allows you to have your messages forwarded to others on the Broadview Networks Voice Mail System.

For the Personal Options Menu, press 4
For the Message Forwarding Menu, press 5
    To play forwarding number, press 1
    To change forwarding number, press 2
    To enable/disable forwarding, press 3
    To change type of forwarding*, press 4
        For immediate forwarding, press 1
        For silent forwarding, press 2

*Immediate forwarding notifies your callers that their messages are being forwarded to another mailbox. Silent forwarding provides no notification to callers.

Wake-Up Services Menu (only available for Main Mailbox)

This feature allows you to use your Broadview Networks voice mail service as an alarm clock. The system will call you at your mailbox telephone number at the times and days of the week that you specify.

For the Wake-Up Services Menu, press 71
To adjust Monday through Friday wake-up call, press 1
    To adjust Monday through Friday wake-up time, press 1
    To delete Monday through Friday wake-up time, press 2
    To return to wake-up call menu, press 4
To adjust Saturday though Sunday wake-up call, press 2
    To adjust Saturday and Sunday wake-up time, press 1
    To delete Saturday and Sunday wake-up time, press 2
    To return to wake-up call menu, press 4

Additional Information

The following keys can be dialed at anytime while you are in your mailbox:
For help, press 0
To back up/cancel, press *
To go to the Main Menu, press **
To terminate a command, press #

Options for the caller:

PC03-0102

To skip listening to your outbound greeting, press # and then record message at the tone

After recording a message to be deposited, press # to hear options:
     To send this message immediately, press **#**
     To replay this message, press 3
     For additional options, press 9
          To continue recording at this point, press 2
          To specify delivery parameters, press 5
               To send the message immediately, press #
               To mark this message as urgent, press 1
               To mark this message as private, press 2
               To delay the sending of this message, press 3
               To return to the previous menu, press *
          To cancel delivery of the message, press *

Once again, welcome to Broadview Networks Voice Mail Service. If you have any questions about your service, please call a Universal Care Associate at 1-800-BROADVIEW (1-800-276-2384).