

Spectrum VMail Box User Guide

TELESCAN, LLC • Revision 2010

This guide is designed to assist in the instruction and training of VMail box users.

FEATURE SUMMARY

Telescan's VMail service offers an assortment of features. Not all accounts have every feature. Please speak to your administrator about which features apply to your account.

As the owner of a VMAIL Box you can:

- Receive messages from anyone who calls your box number, including other box holders.
- Retrieve, delete, replay, save or transfer any messages, after entering your personal passcode, to another mailbox.
- Find out when (the exact time and date) a message was left.
- Record your name to identify your box to other users who may send you messages.
- Record and/or change a personal greeting which is then played when someone calls to leave you a message.
- Have your mailbox activate your personal pager (tone, digital, or voice) when a message is left for you or when marked "urgent."
- Have your mailbox automatically call you and deliver your messages at your phone number at a scheduled time of the day.
- While listening to (retrieving) a message, you can pause, fast forward or rewind.
- Send voice messages to another box holder or a distribution list which automatically sends the same message to a defined group list of mailboxes.
- Have your voice messages sent to any valid email address.

NOTE: VMail users learn that it is more efficient to communicate with other users from within their own box. By using the send, transfer and group message options, messages can be distributed much more quickly and efficiently than by trying to call each box independently

THINGS VMAIL USERS SHOULD KNOW:

- ◆ You can operate your VMAIL Box from any Touch-Tone telephone keypad, anywhere in the world.
- ◆ Recorded "prompts" will instruct you at each step for all VMAIL features.
- ◆ You don't have to listen to the entire message prompts once you know the appropriate commands to perform desired functions. Just press the appropriate keys and interrupt the recorded message prompts.
- ◆ If you're not sure what to do, press "9" on your keypad. This key will usually take you back to the previous menu. Pressing the star "*" key will usually replay your options.
- ◆ If you forget your passcode or have difficulty using your mailbox, call your System Administrator for help; he/she can access that information for you.
- ◆ If a caller needs to reach an operator, they can press pound "#" or "8" during the greeting. Also, if the "edit message" option is enabled, after leaving a message callers will be given an option to press "0" to reach an operator.

SETTING UP YOUR MAILBOX

1. Before calling your Spectrum VMail mailbox, **have your mailbox number AND your temporary security code available.**
2. **Dial the phone number** to access the system.
3. When VMail answers, you will hear a tutorial welcoming you and instructing you how to setup your greeting and other options. If your box is accessed by a check-in line, you will be asked to enter the mailbox number first.
4. This tutorial will play until replaced by your own personal greeting. The tutorial will instruct you to press "0" and **enter your temporary security code.**
5. After entering your temporary security code, VMail will tell you if you have any messages and instruct you to press certain keys, for example *"For personal options, press 4."*
6. The first options you should perform are:
 - a. **Create your own personal security code** **Option 1**
 - b. **Record your name to identify your box** **Option 2**
 - c. **Record your own personal greeting** **Option 3**

Follow the prompts for each function. If you get "lost" in VMAIL, press "9" to escape or go back to the previous function.

Once your personalized greeting is recorded, callers will hear your greeting and then be able to leave messages.

To retrieve your messages, call your box and press "0" anytime during your greeting BEFORE the recording tone. Enter your personal security code and follow the prompts to retrieve your messages *"to listen to your new messages, press 1"*.

Changing a Security Code

1. After calling your box, enter "0" and your security code. Then you will hear "For Personal Options, Press 4."
2. Press "1" to change your security code. The system will play the current security code and will give you the opportunity to change or leave it as is.
3. To change the security code, press "1" and enter the new code. The number of digits required is a system-wide parameter and must be the same for all boxes. **The new security code must have the same amount of digits as the temporary security code.** Once entered, VMail will repeat your new security code.
4. It is a good idea to choose a security code that is not obvious. Repeating digits, birthdays, etc. are the first thing "hackers" will try. When your selected security code is "correct" and acceptable, press "9".

Recording a Name for a Mailbox

The "name" is usually the name of the owner or box user. The purpose is to identify the box by name rather than by number. When a box is referred to by the system during message notification, transferring messages, etc., the recorded name is played rather than the box number.

1. **Personal Options** - After you enter "0" and your security code during your greeting, select "4" for "personal options." Then press "2" to record the name for your mailbox.
2. **Record a Name** - The system will play the currently recorded name or will tell you if no name has been recorded. You can then
 - Press "1" to review your recorded name
 - Press "2" to erase and re-record
 - Press "3" to cancel
 - Press "9" if the name is acceptable.
3. When finished, press "9" to return to the previous menu. And "9" again to exit.
NOTE: If no name is recorded, the system will reference the box number.

Recording a Greeting

The Greeting is the message callers hear after entering a user's box number or when the system answers if using DID service. If no greeting exists, the callers will hear the tutorial or one of the default greetings assigned by the Class Code, until it is replaced by a new greeting.

1. **Personal Options** - Select option 4 from the top menu, "For personal options, press 4". Then select option "3" to record or change the greeting.
2. **Record a Greeting** - Press "2" to record the greeting and then press any key when finished.
 - Press "1" to review your recording
 - Press "2" to erase and re-record
 - Press "3" to cancel
 - Press "9" to exit

If you erase the greeting, the default greeting will reappear as the greeting, if one is specified. Otherwise, only the prompt "Begin recording at the tone" will play as the greeting.

Recording a Message

1. The caller dials the number directly, or dials a general check-in line and enters the desired mailbox number.
2. The personal greeting for the mailbox will play. Pressing “9” will allow you to skip the greeting and begin recording immediately.
3. After the greeting plays, VMail will instruct the caller to begin recording at the tone. (If the “record at tone” feature is disabled for the mailbox, the recording tone will sound immediately after the greeting with no additional prompt.)
4. When the message is complete, the caller should press any key to end the recording. The caller will hear the “message edit” menu:
 - Press “1” to review your recording (if “Edit Message” is enabled)
 - Press “2” to erase and rerecord;
 - Press “3” to cancel (erase the message)
 - Press “6” to mark it urgent (if this feature is enabled)
 - Press “9” if the message is acceptable
 - Press “0” (zero) to transfer to an Operator

If the caller presses “9” a **“Thank You”** message will play and then the system will disconnect the call. If the caller simply hangs up after leaving a message, the message will be saved. If the caller leaves a blank message, the system will not delete it.

Retrieving a Message

To retrieve messages from a mailbox - Access the box by entering the box number after dialing into the VMail system (or by dialing the box number directly).

While the greeting is being played, press zero “0” before the recording tone, and enter your security code when prompted. If you wait until after the tone to press zero, you will be in the message recording mode and will NOT be able to do anything but leave a message.

Listen to Messages - After entering your security code, you will be informed how many messages you have: The number of new messages, the number of saved messages, as well as how many are marked “urgent”. Then you will be instructed how to access the messages:

- Press “1” to listen to your new messages
- Press “2” to listen to your saved messages
- Press “3” to send a message to another user
- Press “4” to change personal options
- Press “6” to listen to your urgent messages
- Press “9” to exit

If you have new messages - Press “1” to hear the first message. While the message is being played you may be able to do the following: (if enabled)

- Press “4” to Rewind or skip back 5 seconds
- Press “5” to Pause/restart
- Press “6” to Fast Forward or skip ahead 5 seconds

Message playback - After the message plays you will be prompted with the following options:

- Press "1" to save this message
- Press "2" to transfer this message to another box
- Press "3" to erase this message
- Press "7" to hear this message again
- Press "8" to hear when the message was received
- Press "9" to exit the system

*Note that you can press these buttons while the message is playing.

Saving or Erasing a Message

When you save or erase a message, the system will confirm your choice with the "*message saved*" prompt or the "*message erased*" prompt. Pressing "7" will replay the previous message and pressing "8" will give the exact time and date of the message. To transfer the message to another user's box, press "2" and follow the instructions.

If any messages are saved, they will remain available until their retention period (in number of days) has expired. This retention period is set by a supervisor in the System Parameters.

Immediately after saving or deleting a message, the next message will play until all messages have been retrieved. Press "9" to exit the system.

Sometimes a caller will hang up and leave a "dead air" message. These can be deleted by pressing "3". VMail will not delete "dead air" messages automatically.

Transferring a Message

After listening to a message, you can transfer the message to another user's mailbox by pressing "2" after listening to a message.

Enter the destination box number when prompted. The system will confirm by repeating the box number of the user (if recorded).

To transfer the message: press "4" to send normally, or "6" to send as an Urgent Message. If marked "urgent", the recipient will be immediately notified if this feature has been enabled on his/her mailbox.

After sending the message, the system will offer you the same options listed above.

Sending a Message

1. After a user enters "0" and his personal security code, option 3 allows him to send a message to another user's mailbox. You will be asked to enter the box number to which the message will be sent, and then you are prompted to record and/or edit a message. If the box is a Distribution Box, you may be required to enter a security code.
2. To send the message, simply press "4."
3. After sending the message, you can send a copy of the same message to another box or press "9" to exit.