



EDGE

Business Communications Services, Inc.

[201-488-3500](tel:201-488-3500)-[Fax-201-488-5588](tel:201-488-5588)-www.Service@abcnj.com

OPENING YOUR STRATAGY VOICE MAILBOX

You will hear a tutorial the first time you open your voice mailbox

You need to be prepared with 3 things:

1 – Your Name

2 – Your Greeting

3 – Your New 4 digit Security Code

To begin, **Dial 850**. At the “enter your “**security code**” prompt, Enter your extension number+997. (ie- 201997) **This is your default security code. You will be forced to change it to your own code later in this session.**



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SAMPLE GREETINGS: (FOR GREETINGS 1 THRU 7) THIS IS WHAT THE CALLER WILL HEAR IF YOU DO NOT ANSWER THE PHONE DURING THE FIRST 4 RINGS.

A) You have reached_____. I am currently away from my desk. If you would like to leave a message, I will return your call as soon as possible.

B) Your call is important to me. Please leave a message and I will return you call as soon as possible.

C) Hello, this is _____. I will be out of the office today. However, I will be checking my messages throughout the day. Please leave a message and I will return your call as soon as possible. If this matter requires immediate attention, please call _____at_____ (Ext. Number).

D) Hello, this is _____. I will be on vacation from _____ to _____. For assistance please call ___at___ (Ext. or Phone Number).



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LISTENING TO YOUR MESSAGES:

Press 1 to **Save** the current message

Press 2 to **Go to the next** message

Press 3 to **Delete** the current message

Press 7 to **Reply or Redirect** the current message

Press # to **Replay** the current message

Press 8 to **Hear Caller info** of current message

Press 9 for **Speed and Volume Control**



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MANAGING YOUR STRATEGY VOICE MAIL BOX

Setting up your Mailbox Greeting, Name and Security Code:

Manage your Default Greeting

Log into your mailbox:

From your phone Dial 850

Enter your security code

Press 3 Personal optional

Press 2 for personal greeting

Press 1 for default greeting

To listen to the greeting you have recorded press **2**, to record the greeting Press 3 (Press pound to end recording)

press 2 to save

Change your Recorded Name

Log into your mailbox:

From your phone Dial 850

Enter your security code

Press 3 Personal optional

Press 3 For your name

Press 2 to record your name

Press any key when you are done recording.

press 1. To listen to your name before saving,

press * To save your recorded name simply hang up or to exit.

Changing your security code

Log into your mailbox:

From your phone Dial 850

Enter your password: (your current password)

Press 3 Personal options

Press 4 for password

2. Enter a new password

3. The system will ask you to confirm the password.

Erase / Delete and Retrieve a Deleted Message

While you are listening to a message, or after a message has finished playing, you can delete the message from your inbox or saved box.

Delete a Message

Press 3 during or after message playback. The message will be moved to a deleted folder.

Note: You will have a minimum of one day to recover this deleted message. Your system administrator can extend this recovery period.

Retrieve a Deleted Message

You may also retrieve a deleted message and move it back into your saved messages folder.

Log into your mailbox:

Press 6 To undelete messages

You now have three options:

- **Press 1** To play your deleted message
- **Press 2** To save the message in your saved messages folder
- **Press 3** To permanently delete the message

Note: Erasing a message permanently deletes your message from the system and you will no longer be able to recover it.



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ACCESSING VOICE MAIL BOX

Entering mailbox: You have 3 ways to enter your voice mail box.

1. FROM YOUR PHONE WITH MESSAGE LIGHT LIT:

When your message light is lit on your phone just **Press** the MSG key. This prompt will ask you for your security code. Enter your **Security Code**

The system will begin to tell you how many new messages you have. Listen to the instructions – **Press 1** to listen to messages press 1 for new messages press 2 for saved messages.

2. FROM YOUR PHONE ON YOUR SYSTEM: with no message light

Press Intercom 850

The prompt will ask you for your **security code**.

Enter your **security code** and **Press #**

The system will begin to tell you how many messages you have. Listen to the instructions.....

NOTE: From another phone on your system **Press *** at the 1st "Enter your security code prompt" Then press pound and mailbox number

3. FROM THE OUTSIDE (HOME, THE CAR OR ANY OUTSIDE LOCATION):

Dial your main office phone number.

If the Automated Attendant answers, you are in 850 Voice Mail, so you can proceed to **Press # (pound)**, your **Extension number**

The system will prompt you to enter your **security code**

The system will begin to tell you how many new or saved messages you have. Listen to the instructions.

*****OR*****

If the phone is answered Live (by a Human Being), ask the person to transfer you to 850. Proceed with the instructions noted above.

NOTES

Remember, when you are in **850** (your main greeting) **Press ***, your Extension and the **#** to enter your voice mail box.

While in your voice mail box and you want another extension,

For more information please visit our website: www.abcnj.com