



# IES- 32

Business Communications Services, Inc.  
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## 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. **This is your default security code. You will be forced to change it later in this session, or your mailbox will not be activated.**



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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 you 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 Go to the **Next** message
- Press 2** to **Save** the current message
- Press 3** to **Delete** the current message
- Press 5** to **Forward** the current message
- Press \*** to **Rewind** current message 2 seconds
- Press \*1** to **Replay** the current message
- Press 6** to **Reply** to the current message
- Press 7** for **Special Functions**
- Press 9** to **Return** to the main menu



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## **MANAGING YOUR STRATEGY VOICE MAIL BOX**

**Setting up your Mailbox Greeting, Name and Security Code:**

### **PRESS INTERCOM 850**

Enter your Security Code Press #

#### **GREETING:**

**Press 3** to manage your mailbox

**Press 1** to change a greeting

Select greeting 1 (Note: You can have up to 7 different greetings in your mailbox)

**Press 2** to record your greeting and **Press #** when you are finished speaking.

Choose from the following:

**Press 1** to review your greeting

**Press 2** to re-record your greeting

**Press 9** to save your greeting

**Press 999** to return you to the main menu to move to the next step.

#### **SECURITY CODE:**

**Press 3** to manage your mailbox

**Press 2** to change your user options

**Press 3** to change your security code

Listen.....Enter your 4 digit security code. **Press #**

Listen.....Re-enter your new security code. **Press #**

**Press 999**

#### **RECORDING YOUR NAME:**

**Press 3** to manage your mailbox

**Press 2** to change your user options

**Press 6** to record your name

Listen.....Record your First and Last name and **Press #**. When your are finished,

**choose form the following:**

**Press 1** to review your name

**Press 2** to re-record your name

**Press 9** to save your name

**Press 999**, your mailbox is now set up and you have exited voice mail.



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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** and **Press #**

The system will begin to tell you how many new messages you have. Listen to the instructions – **Press 1** to listen to each message.

**Reminder:** Always **Press** either **2** to **SAVE** your message or **3** to **Delete** the message. **This must be done after each message.**  
**Press 999** to “Exit”

#### **2. FROM YOUR PHONE ON YOUR SYSTEM:**

**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 **1<sup>st</sup>** “Enter your security code prompt”

#### **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 \***, your **Extension number** and **#**.

The system will prompt you to enter your **security code** and **#**.

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, **Press 999** to **Exit** your voicemail box and **0**, to get to the h=main menu. At the point you can dial any extension or 0 for your operator.