<u>TOSHIBA CTX100 and CTX670 QUICK REFERENCE VOICE MAIL INSTRUCTIONS</u>

. **How to activate your personal voice mail box**

. Press 6 and follow the instructions given by the Toshiba Tutorial

. **How to check new voice mail messages from your own phone MSG light flashing**

. Press MSG button
. Enter your security code and press #
. Follow the system prompts

. **How to check saved voice mail messages**

. Press 6
. Enter your security code and press #
. Follow the system prompts

. **How to check your voice mail messages from outside the building**

. Call the main number (or the Back Door Number if applicable) and ask to be transferred to the voice mail
. When you hear the System Announcement
. Press *
. Enter your mail box number and press #
. Enter your security code and press #
. Follow the system prompts

. **How to change your personal greeting in your voice mail box**

. Press 6
. Enter your security code and press #
. Wait 5 seconds
. Press 3
. Press 1
. Press 1 (Greeting 1)
. Follow the system prompts and record your greeting

How to transfer an outside caller directly to someone's voice mail

. Press Direct Voice Mail transfer button
. Enter the extension number and #
. Hang up

How to turn the auto attendant ON using the "Voice Mail On/Off" button

. Press Voice Mail On/Off button
. Press 3 (Light on – Auto Attendant will answer automatically)

How to turn the auto attendant OFF using the "Voice Mail On/Off " button

. Press Voice Mail On/Off button
. Press 1 (Light off – Auto Attendant will answer after the programmed amount of rings

How to leave a voice mail message in someone's personal mail box

. Press 6 (you will hear "Enter Your Security Code"
. Press #
. Press *
. Enter the destination user ID (intercom number)
. Press #
. Record voice mail message
. Press # or hang up

How to record your busy greeting (CTX28, iEs16 or iES32 Voice Mail systems only)

. Press 6 (you will hear "Enter Your Security Code")
. Press #
. Press *
. Enter your user ID
. Press #
. Enter your security code
. Press #
. Press 3 (manage your mail box)
. Press 2 (user options)
. Press 5 (follow prompts and record your busy greeting)
. Press # or hang up

How to check voice mail messages in someone else's voice mail box (from your own phone)

. Press 6 (you will hear "Enter Your Security Code")
. Press #
. Press *
. Enter the user ID
. Press #
. Enter the security code
. Press #
. Press 1 (follow system prompts)

How to record Auto Attendant Greeting (Mail Box 990 – Security Code 990 – Greeting 1)

. Press 6 (you will hear "Enter Your Security Code")
. Press #
. Press *
. Enter user ID (990) and #
. Enter security code (990) and #
. Press 3
. Press 1
. Press 1
. Press 1 (to listen to your old greeting) or press 2 to record a new greeting
. Record greeting "Thank You For Calling Valley Joist" and press # when finished

How to record Auto Attendant Instructions (Mail Box 991 – Security Code 991- Greeting 1 (Day) & Greeting 2 (Night)

. Press 6 (you will hear "Enter Your Security Code)
. Press #
. Press *
. Enter user ID (991) and #
. Enter security code (991) and #
. Press 3
. Press 1
. Press 1 (Greeting 1 = day – Greeting 2 = night)
. Press 1 (to listen to your old instructions) or press 2 to record a new instructions
. Record instructions "If You Know The Extension Dial It Now - - - - - - - - - - --" and press # when finished