

VOICEMAIL INSTRUCTIONS

****PLEASE NOTE that the following passwords are considered weak passwords with our phone system. The weak passwords will be accepted initially, however, the system will change the password every week if it detects a weak password. Please see Operations Manager for further clarification. WEAK: 0000, 1111, 2222, 3333, 4444, 5555, 6666, 7777, 8888, 9999, 1234, 9876, 2345, 3456, 4567, 5678, 6789, 8765, 7654, 6543, 5432, 4321, 3210, 0123, 000000, 111111, 222222, 777777, 888888, 999999, 666666, 234567, 345678, 456789, 567890, 012345, 098765, 987654, 876543, 765432, 112233, 223344, 012345, 543210, 334455, 123456, 654321, 654321

Also please note: ALL PASSWORDS MUST NOW BE 6 DIGITS. ANY RESET PASSWORD MUST BE 6 DIGITS

TO BEGIN: (there are three options outlined below)

Option 1: Press the Messages Button on your RGBC telephone (envelope icon)

Enter your 6-digit password (new set up password is 986797)

Press #

When accessing the system for the first time you will be prompted to record "your name only" and change the password. Once you have set both up, you will then access the vm system by pressing 1

Option 2: Dial your phone number

(if an Operator answers, please ask them to place you into your voicemail)

Press * when you hear your vm greeting

Enter your password (new set up password is 986797)

Press #

When accessing the system for the first time you will be prompted to record "your name only" and change the password. Once you have set both up, you will then access the vm system by pressing 1.

Option 3: Call in from outside the office

Dial: 646-747-8255

Press * when you hear the vm greeting

Enter your Mailbox ID followed by # (4 digit extension number)

Enter you Pass code (new set up password is 986797) then #

****Please note that when accessing your voice mail for the first time you will need to re-set your password and record your name. After recording your name, please press 1 to access voice mail system and follow prompts to record your "no-answer and busy greetings."

SEE NEXT PAGE FOR VM COMMANDS AND PROMPTS

VOICEMAIL INSTRUCTIONS, continued

VOICEMAIL PROMPTS (FOLLOW PROMPTS TO SET UP VM)

Press 1 – Access Voice Mail Box
Press 3 – Record Name
Press 4 – Change Call Forwarding Options
Press 8 – Change Passcode
Press 9 – Exit
Press # - Repeat Options

Once you have pressed 1 to access your voice mail:

Press 1 – Listen to Messages
Press 2 – Change Busy/DND Greeting
Press 3 – Change No Answer/After Hours Greeting
Press 5 – Compose/Send New Message
Press 7 – Delete ALL messages
Press # - Repeat options

Voicemail Controls

Press 1 – Rewind
Press 2 – Pause/Resume
Press 3 – Fast Forward
Press 4 – Go back to 1st message
Press 5 – Message details
Press 6 – Go to last message
Press 7 – Delete
Press 8 – Call back Caller (# # to return to VM)
Press 9 – to reply
Press # - to save message

Forwarding a message to another mailbox

While in your mailbox, during or after the message:

Press 9 – to reply

Press 2 – to forward the message

Wait for a prompt to enter the extension number.

Enter the extension digits and then either:

Press # to enter another extension or

Slowly Press ### to send this message

To include an introductory message with the forwarding message

Follow the voice instructions.

Press * to cancel the forwarded message.