

BUSINESS GROUP VOICEMAIL

Who needs this User Guide?

Customers who use LOGIX Business Group voicemail service.

Why this User Guide?

This guide will take you through the simple, step-by-step details to set up your LOGIX Business Group voicemail for the first time and help you check your voicemail from inside and outside the office.

When setting up your mailbox follow these instructions, not the voice prompts.

First set up your main mailbox:

1. From your main line dial the voicemail access number (see list on page 3).
2. Follow the prompts to set up your user options, (Press 8).
 - 2.1. Set up your passcode using a 4 to 10 digit number, (Press 7).

This is the main greeting and menu for the option that callers are given.
 - 2.2. Set up a greeting for your callers. *Ex: "Thank you for calling ABC, Press 1 for Customer Service, Press 2 for Bob Jones, Press 3 for Jane Doe,"* (Press 4).

One menu can have a total of 9 possible options (keys 1-9) for the caller to select.
 - 2.3. Set up a name for this mailbox, (Press N).
3. After entering all the information, you must exit, (Press X).

Second set up the individual mail boxes:

1. Dial the voicemail access number (see list on page 3).
2. When you hear, "Hello _____, enter your passcode," press the star key * and **do not** enter your passcode.
3. When you hear "Welcome to LOGIX Message Center, dial your area code plus your mailbox number. (**Do not enter the * after your mailbox number even though the voice prompt tells you to.**)
4. When you hear your company greeting, press your mailbox number (1 – 9 are the options).
5. When you hear "leave your name and a message," press the star key * before the tone.
6. Follow the prompts to set up your passcode, greeting and name.



To check your voicemail from outside the office:

1. Dial the voicemail access number (see list on page 3).
2. When you hear “Welcome to the LOGIX Message Center,” dial your area code and your main mailbox number. (Do not enter the star key *.)
3. When your company greeting comes on, press your mailbox number (1 – 9 are the options).
4. When you hear your personal greeting press *
5. Enter your Pass Code.
6. Follow the prompts to retrieve your messages.
7. You may save (Press K) or delete (Press D) after listening to each message.

To check your voicemail from inside the office:

1. Dial the voicemail access number (see list on page 3).
2. At the passcode prompt (Hello _____, enter your passcode.), press the star key * and do not enter your passcode.
3. When you hear “Welcome to the LOGIX Message Center,” dial your area code and your main mailbox number. (Do not enter the star key “*“.)
4. When your company greeting comes on, press your mailbox number (1 – 9 are the options).
5. When you hear your personal greeting press the star key *.
6. Enter your passcode.
7. Follow the prompts to retrieve your messages.
8. You may save (Press K) or delete (Press D) after listening to each message.

Voicemail Access Numbers

Austin	512-610-0000
Dallas	214-420-0000, 817-632-0000
Houston	713-980-0000
Oklahoma	405-516-0000
San Antonio	210-293-0000
Tulsa	918-359-0000, 918-556-0000

Basic Key Commands:

