



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 step-by-step instructions to complete your initial LOGIX Business Group voicemail set up, make changes, and to retrieve your voicemail messages.

To begin your initial voicemail set up:

From the phone line that has the Logix voicemail, dial the voicemail Access Number for your Service Area.

Note: To set up the individual voicemail boxes from any other phone line dial the Access Number for your Service Area, **you will be prompted to enter your telephone number that has your voicemail service and to press the star key (*)**.

<u>Service Area</u>	<u>Access Number</u>
Austin	512 610-0000
Dallas	214 420-0000
Fort Worth	817 632-0000
Houston	713 980-0000
Oklahoma City	405 516-0000
San Antonio	210 293-0000
Tulsa	918 359-0000

The voicemail tutorial will instruct you to press 8 for User Options and will guide you through the following steps:

1. Set a pass code to keep your Main Greeting Directory voicemail box private.
2. Record the main greeting for your callers.
Ex: "Thank you for calling XYZ Company, Press 1 for Customer Service, Press 2 for Bob Jones, Press 3 for Jane Doe,"

Note: Callers are not able to leave messages in the Main Greeting Directory voicemail box. The individual voicemail boxes must be set up for each person or department before callers are able to leave voicemail messages.

3. Record your name in your own voice.

Once you have set up the Main Greeting Directory Box, you must exit by pressing 9.

Next set up the Individual Voicemail Boxes:

1. From the phone line that has the Logix voicemail, dial the voicemail Access Number for your Service Area. (See Access Number list on page 1).
 - a. To set up the individual voicemail boxes from any other phone line dial the Access Number for your Service Area, you will then be prompted to enter the **telephone number that has your voicemail service.**
2. After the voicemail system answers, immediately enter the individual mailbox number and press the star (*) key (do not enter a pass code). For example:

Press "1*" to set up the first voicemail box,
Press "2*" to set up the second voicemail box,
Press "3*" to set up the third voicemail box, etc...
3. The voicemail tutorial will instruct you to press 8 for User Options and will guide you through the following steps:
 - a. Set a pass code to keep your mailbox private.
 - b. Record a greeting for your callers.
 - c. Record your name in your own voice.

Upon completion of the initial set up of an individual voicemail box press 9 to exit the system and repeat this procedure for setting up the additional voicemail boxes.

Note: The Individual Voicemail Boxes will have their own pass codes. They should be different from the Main Greeting Directory Box.

To check your Individual Voicemail Box:

1. From the phone line that has the Logix voicemail, dial the voicemail Access Number for your Service Area. (See Access Number list on page 1).
 - a. To check the individual voicemail boxes from any other phone line dial the Access Number for your Service Area, you will then be prompted to enter the telephone number that has your voicemail service. **Disregard the prompt to press the star key (*).**
2. After the voicemail system answers, immediately **enter the individual mailbox number**, and then press the star key (*). For example:

Press "1*" to check the first voicemail box, etc...
3. Enter your pass code for the Individual Box.
4. Follow the prompts to retrieve your messages.

Basic key commands:

PRS 7	Play message
ABC 2	Answer
GH 4	Forward (to another user)
JKL 5	Keep
MNO 6	Create (a new message)
DEF 3	Delete

TUV 8	User Options
GH 4	Change Greeting
PRS 7	Change Passcode
JKL 5	Distribution List
ABC 2	Call Schedule Options
TUV 8	Tutorial
wxy 9	Exit

MNO 6	Create Message
PRS 7	Review
DEF 3	Delete
ABC 2	Add (on to message)
wxy 9	Exit to main