

Conversent Voicemail offers customers robust, call management features to help you run your business more efficiently. Conversent Voicemail allows you to get the most out of your voice services when you're not available to take your calls. If you need assistance with your Conversent Voicemail, please call our Customer Support Group during normal business hours at (800) 275-2088.

## Standard Voicemail

### + How To Set Up Your Voicemail Box

#### From the line with Voicemail service

- > Dial the voice mail access number (for a complete list of voice mail access numbers, go to [support.conversent.com](http://support.conversent.com)).
- > Enter your temporary passcode 1234.
- > Follow the *Voicemail Tutorial Instructions* on this page.

#### From a phone outside of your office

- > Dial the voice mail access number (for a complete list of voice mail access numbers, go to [support.conversent.com](http://support.conversent.com)). You will hear "Please enter a mailbox number or wait."
- > Enter your 10-digit mailbox number (your main telephone number unless you requested otherwise) followed by the \* key.
- > Enter your temporary passcode 1234.
- > Follow the *Voicemail Tutorial Instructions* on this page

### + Voicemail Tutorial Instructions

When setting up Voicemail, Voicemail Attendant or Voicemail Auto Attendant by Menu for the first time, you will be required to go through a messaging tutorial designed to help you set up your mailbox while introducing you to basic user functions. Please allow ten (10) minutes to complete this tutorial.

The tutorial program will not let you exit the system until you have completed the set-up process.

**+ If you accidentally hang up at any point AFTER you've saved your new passcode, you will need to call Conversent Customer Care at (800) 275-2088 to have your mailbox reset.**

- > The first item on the tutorial will be to set up a new passcode.
  - > Your passcode can be 4 to 10 digits in length.
  - > Press 8 for User Options.
  - > Press 7 for Passcode.
  - > Enter the passcode you have selected for the mailbox and hit #.
  - > The system will save the new passcode automatically.

- > You will now be prompted to record your mailbox greeting.
  - > Press 8 for User Options.
  - > Press 4 for Greetings.
  - > Record your new greeting and hit #.
  - > You can now press 2 to Append, 3 to Discard, 7 to Review or 9 to Save your new greeting.
  - > If satisfied with your new greeting, press 9.
- > You will now record your name for the mailbox.
  - > Press 8 for User Options.
  - > Press 6 for Name.
  - > Record your name and hit #.
  - > You can now press 2 to Append, 3 to Discard, 7 to Review or 9 to Save your name.
  - > If satisfied with your recorded name, press 9. \*

\* For users with Netmail Attendant Service, we recommend you name your basic Netmail mailbox "Main Greeting" so you don't confuse it with your other mailboxes. You can then give actual user names to your individual Netmail Attendant Service mailboxes.

### + Accessing Your Voicemail Box

#### From a line with Voicemail service

- > Dial the voice mail access number.
- > Enter your passcode.
- > Press 7 to Play your messages.

#### From a line outside your office

- > Dial the voice mail access number. You will hear "Please enter a mailbox number or wait."
- > Enter your 10-digit mailbox number followed by the \* key.
- > Enter your passcode.
- > Press 7 to Play your messages.

### + Playing and Managing Your Messages

#### From the Voicemail Main Menu:

- > Press 7 to Play messages.
- > Press 5 to Keep messages.
- > Press 3 to Discard messages.

## + Customizing Your Voicemail Box

The Voicemail Tutorial simply exists to guide you through the process of setting up your Voicemail box for the first time, however, you may wish to change your Greeting, Name or Passcode in the future.

### How to customize your Voicemail box

- > Press 8 for User Options from the Voicemail Main Menu.

## Voicemail Attendant Service

### + Set Up Your Main Greeting

When setting up your main greeting for the first time, you will want to record your greeting like a menu. An example would be, "Thank you for calling ABC Company. For John Smith, Press 1. For Sue Anderson, Press 2. For Cliff Jones, Press 3. To leave a message in our general mailbox, press 4." The *Voicemail Tutorial Instructions* on page 1 will walk you through recording your mailbox greeting.

**+ You must first set up your Standard Voicemail box before you can configure the rest of your Voicemail Attendant Service boxes.**

#### From a line with Voicemail Attendant service

- > Dial the voice mail access number (for a complete list of voice mail access numbers, go to [support.conversent.com](http://support.conversent.com)).
- > Enter your temporary passcode 1234.
- > Follow the *Voicemail Tutorial Instructions* on page 1.

#### From a line with outside of your office

- > Dial the voice mail access number (for a complete list of voice mail access numbers, go to [support.conversent.com](http://support.conversent.com)).
- > You will be greeted with "Welcome to the message center. Please enter a mailbox number or wait."
- > Enter your 10-digit mailbox number (your main telephone number unless you requested otherwise) followed by the \* key.
- > Enter your temporary passcode 1234.
- > Follow the *Voicemail Tutorial Instructions* on page 1.

**+ To complete the process of setting up your Voicemail Attendant Service for the first time, you must go to page 8 in the Voicemail User Guide to**

**learn how to set up your individual Voicemail Attendant Service Basic or Deluxe boxes.**

## + Set Up Your Attendant Mailboxes

Conversent offers both Basic and Deluxe Voicemail Attendant Service mailboxes. Both types of mailboxes are set up the same way and only differ in the features they offer.

#### From a phone with Voicemail Attendant Service

- > Dial the voice mail access number.
- > The system will prompt you to enter a passcode, but do not enter one. Press the \* key.
- > You will be greeted with "Welcome to the message center. Please enter a mailbox number or wait."
- > Enter your 4-digit mailbox number followed by the \* key.
- > Enter your temporary passcode 1234.
- > Follow the *Netmail Tutorial Instructions* on page 1.

#### From a line outside of your office

- > Dial the voice mail access number (for a complete list of voice mail access numbers, go to [support.conversent.com](http://support.conversent.com)).
- > You will be greeted with "Welcome to the message center. Please enter a mailbox number or wait."
- > Enter your 4-digit mailbox number followed by the \* key.
- > Enter your temporary passcode 1234.
- > Follow the *Voicemail Tutorial Instructions* on page 1.

## + Accessing Your Voicemail Attendant Mailbox

#### From a line with Voicemail Attendant Service

- > Dial the voice mail access number.
- > Press the \* key. You will be greeted with "Welcome to the message center. Please enter a mailbox number or wait."
- > Enter your 4-digit mailbox number followed by the \* key.
- > Enter your passcode.
- > Press 7 to Play your messages.

**From a line outside of your office**

- > Dial the voice mail access number. Wait for the greeting “Welcome to the message center. Please enter a mailbox number or wait.”
- > Enter your 4-digit mailbox number followed by the \* key.
- > Enter your passcode.
- > Press 7 to Play your messages.

**+ Playing & Managing Your Messages**

Conversent’s Voicemail Attendant Service helps your company be more efficient by allowing your clients to leave messages for the appropriate people within your organization. Playing and managing your messages is quick, efficient and simple.

**To play messages from the main menu**

- > Press 7 to Play messages
- > Press 5 to Keep messages
- > Press 3 to Discard messages

**+ Customizing Your Voicemail Attendant Mailbox**

The Voicemail Tutorial is designed to help you set up your mailbox for the first time. Should you wish to change your mailbox Greeting, Name or Passcode in the future, follow the instructions below.

**To customize your Voicemail Attendant mailbox**

- > Press 8 for User Options from the Main Menu

**To Reject Callers With Caller ID Blocking:**

- > Listen for dial tone.
- > Press \*77.
- > Listen for confirmation tone.

**To Deactivate Caller ID Blocking Rejection:**

- > Listen for dial tone.
- > Press \*87.
- > Hang up.

**Voicemail Auto Attendant by Menu****+ Playing & Managing Your Messages**

Voicemail Auto Attendant by Menu is not a standalone voice messaging tool - it is the menu for your overall voice messaging solution.

Voicemail Auto Attendant by Menu is a robust menu tool for any organization that allows you to establish multiple users on a voice messaging menu list. You can also attach multiple menus together to create an intricate messaging system. Voicemail Auto Attendant by Menu can be the perfect solution for organizations with employees on the go.

For a single Voicemail Auto Attendant menu, you can program up to 10 menu options (each option allows you to list the name of an individual or a department, for example, for your menu) from any voice mail mailbox number or working telephone number (no international numbers).

Voicemail Auto Attendant by Menu comes with the functions outlined below.

**Override**

Override allows you to temporarily forward your calls on an emergency basis. This feature can be requested by you at the time of installation and would be set up by Conversent should you need to use it. We provide you with access to administer Override implementation on an as needed basis. If you need to modify your Override forwarding number, you will need to contact Conversent Customer Care to make the change.

**Schedule**

Netmail Auto Attendant by Menu comes with a schedule established by you, the user. You tell us when and how you would like your menu to work. Supportable schedules types are normal daily scheduling options and holiday scheduling. Your Conversent Sales Representative or Sales Engineer will work with you to design your schedule.

**Repeat Menu**

You can establish how many times you want to repeat a menu to callers before you redirect or terminate the call. Conversent defaults to repeating a menu greeting twice.

**Auto Exit**

Auto Exit works with Repeat Menu. You can direct how you want calls to be treated when the caller has exceeded your repeat menu setting. Calls can be redirected to another number or terminated.

If you choose to have the call redirected, the caller is will experience brief silence and will then hear “Please hold. We are transferring your call.”

## Multikey

Multikey allows customers with 10 consecutive numbers to use 1-digit extension dialing so that individual extensions can be listed in the automated menu. Customers can also use 100 consecutive numbers to use 2 through 4-digit extension dialing. Numbers must be consecutive and the beginning number must end in a zero. An example of an acceptable set of numbers for ten consecutive numbers would be 222-2220 through 222-2229. An example of an acceptable set of numbers for one-hundred consecutive numbers would be 222-2200 through 222-2299.

If you would like to discuss any of these features with Conversent, please call Conversent Customer Care at (800) 275-2088 for assistance.

## + How To Set Up Your Voicemail Auto Attendant by Menu

When setting up the main greeting for the auto attendant for the first time, you will want to record the greeting like a menu. An example would be, “Thank you for calling ABC Company. For John Smith, Press 1. For Sue Anderson, Press 2. For Cliff Jones, Press 3. To leave a message in our general mailbox, press 4.” The *Voicemail Tutorial Instructions* on page 1 will walk you through recording your mailbox greeting.

**+ You must first set up your Standard Voicemail Mailbox before you can configure your Voicemail Auto Attendant by Menu Service.**

### From a line with Voicemail Auto Attendant by Menu Service

- > Dial the voice mail access number (for a complete list of voice mail access numbers, go to support.conversent.com).
- > Enter your temporary passcode 1234.
- > Follow the *Voicemail Tutorial Instructions* on page 1.
- > When you complete the Voicemail Tutorial, you will be at the Main Menu. Hit the \* key to begin setting up your Voicemail Auto Attendant by Menu service.
- > You will be prompted to enter a passcode. Enter 0.
- > You will then be asked to change your passcode. We recommend you leave passcode at 0.

**+ Conversent does not have visibility into this passcode should you choose to change it. If you change and forget or lose this passcode, you will need to call Conversent Customer Care to have the voice mail service rebuilt. We will be unable to retrieve any of your settings or messages.**

### From a line outside of your office

- > Dial the voice mail access number (for a complete list of voice mail access numbers, go to support.conversent.com). You will be greeted with “Welcome to the message center. Please enter a mailbox number or wait.”
- > Enter your 10-digit mailbox number (your main telephone number unless you requested otherwise) followed by the \* key.
- > Enter your temporary passcode 1234.
- > Follow the *Voicemail Tutorial Instructions* on Page 1.
- > When you complete the Voicemail Tutorial, you will be at the Main Menu. Hit the # key to begin setting up your Voicemail Auto Attendant by Menu service.
- > You will be prompted to enter a passcode. Enter 0.
- > You will then be asked to change your passcode. We recommend you leave the passcode at 0.

**+ You must first record the Greeting before you can record the Attendant Menu .**

### How to record your Voicemail Auto Attendant by Menu Greeting

You must set up this portion of your Voicemail Auto Attendant by Menu service as a greeting. An example would be, “Thank you for calling ABC Company, we welcome the opportunity to serve your business needs.”

- > Press 4 for Greeting Functions.
- > Press 1 to Record your Greeting, 2 to Review your Greeting or 8 to Delete your Greeting.
- > Press 9 to return to the Main Menu.

### How to record your menu

An example of a recorded Menu would be, “Thank you for calling ABC Company. For John Smith, Press 1. For Sue Anderson, Press 2. For Cliff Jones, Press 3. To leave a message in our general mailbox, press 4.”

- > Press 5 for Menu Functions.
- > Press 1 for Menu Review.
- > Press 1 to Record your Menu.
- > Press 9 to exit the Menu Function section.
- > Press 9 again to exit.

## + Working with Voicemail Auto Attendant by Menu Functions

### To enable/disable override

- > From the Main Menu, Press 1 to access Override Functions
- > Press 1 to Enable Override, 2 to Review Override or Press 3 to Disable Override
- > Press 9 to return to the Main Menu

### Schedule functions, auto exit functions, and other functions

We do not recommend you use any of these options with Voicemail Auto Attendant by Menu. All of these services are configured directly by Conversent to prevent you from choosing options which may not work with your Menu configuration. If you need more information on any of these features, please refer to page 3 for Schedule, Repeat Menu, Auto Exit and Multikey.

## Greeting Only Mailbox

### + How To Set Up Your Greeting Only Mailbox

Your Voicemail Greeting Only mailbox is an excellent solution for organizations who simply wish to provide their clients with directions or general business hours. This type of mailbox allows you to record a greeting only. Callers cannot leave a message in this mailbox.

#### From a line with a Voicemail Greeting Only mailbox

- > Dial the voice mail access number (for a complete list of voice mail access numbers, go to support.conversent.com).
- > Enter your temporary passcode 1234.
- > Follow the Netmail Tutorial Instructions on page 4.

#### From a line outside of your office

- > Dial the voice mail access number (for a complete list

of voice mail access numbers, go to support.conversent.com). You will be greeted with "Welcome to the message center. Please enter a mailbox number or wait."

- > Press the \* key immediately followed by your 10-digit mailbox number (your main number unless you requested otherwise).
- > Enter your temporary passcode 1234.
- > Follow the Voicemail Tutorial Instructions on page 1.

### + Customizing Your Greeting Only Mailbox

You may wish to change the recorded greeting on your Greeting Only mailbox from time to time. Use the following steps to change your recorded message:

#### From a line with a Voicemail Greeting Only Mailbox

- > Dial the voice mail access number.
- > Enter your 10-digit mailbox number.
- > Enter your passcode.
- > Press 8 for User Options.
- > Press 4 for Greetings.

#### From a line outside of your office

- > Dial the voice mail access number. You will be greeted with "Welcome to the message center. Please enter a mailbox number or wait."
- > Press the \* key immediately followed by your 10-digit mailbox number.
- > Enter your passcode.
- > Press 8 for User Options.
- > Press 4 for Greetings.

## Pager Notification

Pager Notification is an excellent optional feature for those who are on the go and require message notification throughout the day or for urgent calls. You can stay in constant touch with your business and your clients while traveling or attending off-site meetings.

Pager Notification can be configured different ways depending upon your business needs. You may wish to be paged for all calls or for urgent calls only. You can also establish acceptable paging hours such as Monday through Friday, 8:00 A.M. to 5:00 P.M. for any call type. Pager Notification will also work with any analog or digital pager, but will not work with a mobile or cellular phone with a built in pager.

### Pager Notification Highlights:

- > Page for all calls.
- > Page for urgent calls only.
- > Page during normal business hours as defined by you.

While Pager Notification is quite flexible, if you need to change your pager number or your paging preferences, you will need to call Conversent Customer Care at (800) 275-2088 to request changes.



313 Boston Post Road West  
Marlborough, MA 01752  
800.275.2088  
[www.conversent.com](http://www.conversent.com)

# Customer Voicemail Information and Support

## + Voicemail Access Number

Your local voicemail access number is: \_\_\_\_\_

## + Voicemail

My Netmail 10-digit mailbox number is: \_\_\_\_\_

My passcode is: \_\_\_\_\_

## + Voicemail Attendant Service

Main Voicemail Attendant 10-digit mailbox number is: \_\_\_\_\_

The passcode for the Main Voicemail Attendant Mailbox is: \_\_\_\_\_

My Voicemail Attendant 4-digit mailbox numbers and passcodes are:

Mailbox Number	_____	_____
Passcodes	_____	_____

## + Voicemail Auto Attendant by Menu

My Netmail Auto Attendant By Menu 10-digit mailbox number is: \_\_\_\_\_

My passcode is: \_\_\_\_\_

(we recommend you leave this set to the default of 0)

## + Voicemail Greeting Only

My Voicemail Greeting Only 10-digit mailbox number is: \_\_\_\_\_

My passcode is: \_\_\_\_\_

## + Customer Support Information

To view Conversent's voice mail access numbers, please go to [support.conversent.com](http://support.conversent.com).

For assistance with any of our voice messaging products, please call Conversent Customer Care at (800) 275-2088.