REFERENCE GUIDE
INTUITY VOICE MAIL FEATURES

ConvergeOne

WELCOME TO RGTS' VOICE MAIL SYSTEM

If after reading this guide, you have additional questions, please feel free to call RGTS at (212) 282-2222.

Initializing your Voice Mail Box

> Dial the internal voice mail system phone number
> Follow the tutorial prompts, which will ask you to enter the temporary password **7487** (RGTS)
> You will be prompted to enter a new password, record your name and record a personal greeting.
  NOTE: Passwords must be at least 5 non-consecutive digits and must not begin with "0".

Reaching your Mailbox*

From your phone
> Dial the internal voice mail system phone number
> Enter `#`
> Enter your password

From another phone

> Dial the internal voice mail system phone number
> Follow the prompts

From outside the company

> Dial the voice mail system phone number
> Follow the prompts

LISTENING AND RESPONDING

Review voice messages

> From the main menu `2`
> Listen to header
> Listen to message `0`

Tips:

Replay header `2` `3`
Skip to next message/Save message `#`
Delete message `*` `D` or `*` `3`
Save a listened to message as new `*` `*` `4`

*If you prefer using a flowchart, please see reverse side.

Replying to a message by voice mail

> At end of message `1` `1`
> Follow Prompts

Replying by calling the sender

> At end of message `1` `0`
> System dials sender's phone number

Tip:

You cannot reply to messages from outside callers.

Sending a copy

> At end of message `1` `2`
> Record comments
> When finished `#`
> Enter mailbox number(s) `#` after each
> Send `#`

PERSONALIZING YOUR MAILBOX

Recording your name

> From the main menu `5` `5`

Recording your personal greeting

> From the main menu `3` `1`
> Enter greeting number
> Follow prompts

Changing your password

(To secure your mailbox, change your password frequently.)
> From the main menu `5` `4`
> Follow prompts

QUICK REFERENCE

Basic Features

Get messages `2`
Send messages `1`
Return to main menu `*` `R` or `*` `7`
Change Greeting – Personal `3` `1`
Name – record `5` `5`
Change personal password4 `5` `4`
Help `*` `H` or `*` `4`

While listening to messages

Rewind   (To beginning `0`) (a few seconds `5`)
Pause/Restart `3`
Forward   (To end of message `#`) (a few seconds `6`)
Slower `8`
Date/Time of message `2` `3`
Faster `9`
Volume-Softer `7`
Volume-Louder `4`

GROUP LISTS

To Create a List

Up to 250 mailbox numbers per list
> From the main menu `5` `1`
  Choose action:
  Create `1`
  Scan `2`
  Review/Change `3`
> Follow prompts

To Send to a Group List

> From main menu `1`
> Record message `#`
> Press `*` `L` or `*` `5`
> Enter List I.D. `#`
> Send `#`

TRANSFERRING TO VOICE MAIL

To transfer to voice mail box of extension which was originally called:

> Press `Transfer`
> Dial `#` `7`
> Press `Transfer`

To transfer to anyone else's voice mail box:

> Press `Transfer`
> Dial internal voice mail – system phone number
> Wait for voice mail to answer
> Enter desired extension number `#`
> Enter "password" `1` `0` `0` `2` `0` `#`
  (most systems)   (zip code of Rock Center)
> Press `Transfer` immediately

REVIEW MESSAGES

> Dial your voice messaging system number
> Enter extension number and #
> (if calling from your extension, just enter #)
> Enter password and #

Record and Send Messages
PRESS 1

Record Message

Pause/Continue 1
Play Back 2 3
Delete * D or * 3
Approve #

Extension(s) or Names(s)
# after each
(press *A or *2 to after alternate between each Extension & Name)
and/or
Group List
* L or * 5

Finish
Addressing #

Send #
List Options 0
Make Private 1
Schedule Delivery 3
File a Copy 4

Get and Respond to Messages
PRESS 2

Listen 0
Replay Header 2 3

Respond/Forward 1
Delete * D or * 3
Undelete * * U
or * * 8
Skip #
Next Category * #
Save as New * * 4

Reply by Voice Mail:
• Without Copy 6
• With Copy 9
Forward with Comment 2
New Message 4
Call Sender 0
Return to Previous Menu #

Create Personal Greeting
PRESS 3

Hear Greeting Number(s) in Use

Listen 0
Change/Create/Delete 1
Scan 2
Activate 3
Call Type 4
Finished? *

Enter Greeting Number

Stop Recording/Restart 1
Play Back 2 3
Delete * D or * 3
Approve #

Use While Listening to or Recording Messages

1	ABC 2 Rewind	DEF 3 Play/Pause
GHI 4 Louder	JKL 5 Back Up	MNO 6 Advance
PQRS 7 Softer	TUV 8 Slower	WXYZ 9 Faster
*	0 Listen/Replay	# Skip

Heard only after pressing *H

Check Outgoing Messages

PRESS 4

Hear Message Summary

Listen `0`
Change/Resend `1`
Replay Header `2` `3`
Delete `*` `D` or `*` `3`
Skip `4`
Next Category `*` `#`

Change Password/Create Lists/Re-record Name

PRESS 5

Mailing Lists `1`
Personal Directory `2`
Password `4`
• Enter
• New Password `#`
• Re-Enter
• New Password `#`
Re-record Name `5`

Create List `1`
Scan `2`
Review/Modify `3`

Scan Messages Quickly

PRESS 7

Scan Headers & Messages `1`
Scan Headers `2`
Scan Messages `3`

To Exit press `*` `*` `X`

Basic Commands

Help `*` `H` or `*` `4`
Return to Main Menu `*` `R` or `*` `7`
Delete `*` `D` or `*` `3`
Undelete `*` `*` `U` or `*` `*` `8`
Wait `*` `W` or `*` `9`
Transfer out of system `*` `T` or `*` `8`
Look up Name/Ext. in Directory `*` `*` `N` or `*` `*` `6`

Exit System `*` `*` `X` or `*` `*` `9`
Hold Message in Category `*` `*` `H` or `*` `*` `4`
Use while Addressing:
Alternate Addressing `*` `A` or `*` `2`
(Switch between Name/Ext.)
Use Mailing List `*` `L` or `*` `5`