

Personal TVM Voicemail Instructions using TD500 or 1232/816 Systems

Panasonic



Voice Processing System

KX-TVM50
Model KX-TVM200

1. Forwarding Calls to the Voicemail System

Firstly you need to set up the extension to ring (Forward) to the Voicemail (VM) system.

- a. Lift Handset and dial sequence **710** followed by selecting one of the following feature numbers:

2- All Calls

3- Busy

4- No Answer

5- Busy/ No Answer

finally dialling the VM extension Number.

Eg. The sequence on Busy/ No Answer will be **710 5 VM ext. Number.**

This will set the extension to forward your personal calls on **Busy/No Answer** to the Voice mail system.

2.3 Changing or Deleting Your Voicemail Personal Greeting Messages

After a caller reaches your mailbox, they will hear your personal greeting message. You can record 4 kinds of Personal Greetings; the appropriate greeting will be played to callers. If you delete or do not record a greeting message, a pre-recorded greeting message will be used by the system.

a) No Answer Greeting:

Heard by callers when you do not answer their calls. A common example might be, "This is (name). I can't take your call right now...".

b) Busy Signal Greeting:

Heard by callers when you are on another call. A common example might be, "This is (name). I'm on another call right now...".

c) After Hours Greeting:

Heard by callers when the VPS is in night mode. A common example might be, "This is (name). I've gone home for the day...".

d) Temporary Greeting:

A special greeting that, if recorded, is heard by callers instead of the other greetings. A common example might be, "This is (name). I'm out of the office this week...".

Follow the steps below to record or delete your Personal Greeting Messages

1. Log in to your mailbox.
 - Lift Handset and Dial Voicemail Ext. NumberDial-
2.
3. Select the desired greeting by Dialling
 - No Answer Greeting.
 - Busy Signal Greeting.
 - After Hours Greeting.
 - Caller ID Greeting (may not be available).
 - Temporary Greeting.
4. Follow the prompts as necessary.
 - to change the greeting.
 - to delete the selected greeting.
 - The greeting will be deleted; go on-hook to finish.
5. Record your greeting message, after the tone.

- We recommend stating your name in your greeting messages, so that callers will know they have reached the correct mailbox.
 - The maximum length of each greeting message is 1 minute by default.
6. to end recording.
 7. Follow the prompts as necessary, or continue from step 8.
 - to review.
 - to rerecord the greeting message (repeat the steps above as necessary).
 - to add to the greeting message you just recorded.
 - to delete the greeting message and exit.
 8. to accept.
 9. Record or delete other greeting messages as necessary by following the prompts, or continue from step 3.
 - No Answer Greeting.
 - Busy Signal Greeting.
 - After Hours Greeting.
 - Caller ID Greeting (may not be available).
 - Temporary Greeting.
 10. Go on-hook.

Note

- A Temporary Personal Greeting is played instead of all your other greetings until it is deleted. Each time you log in to your mailbox, the VPS will ask you if you want to turn off (delete) your Temporary Personal Greeting.
- Make sure you go on-hook only after you have accepted your new greeting in step 8. If you go on-hook without accepting your new greeting, it will not be saved.

2.4 Changing or Deleting Your Password

Note: All default mailbox passwords to access their own individual mailboxes you need to dial 1 then the user extension number

Eg, Password= 1101# for extension 101.

You can password protect your mailbox to prevent unauthorised access to your mailbox. If your mailbox has a password, you must enter it using the dial keys (0–9) whenever you log in to your mailbox. Your password can contain up to 16 digits.

You can change your password at any time. When choosing a password, avoid using obvious number combinations. If you forget your password, have your System Administrator or System Manager clear your password. You may then set a new one.

1. Log in to your mailbox.

- Lift Handset and Dial Voicemail Ext. Number
Dial-

2.

3. Enter the desired password, then press #

- Press only [#] if you want to delete your password.
It is necessary to set a password equal to or longer than the specified number of digits by default. For more information, consult your Dealer, System Administrator or System Manager.

4. to accept.

5. Go on-hook.

2.5 Changing or Deleting Your Subscriber Name

You can record your name in the VPS. The VPS can then announce your name for callers to let them know that they have reached the correct mailbox. If a caller does not know your mailbox number, the caller can try to reach you by entering the first few letters of your first or last name (Dialling by Name feature). After entering the first few letters of your name, the VPS will announce the names of VPS subscribers whose names share those same letters, and the caller can select your name.

Log in to your mailbox.

- Lift Handset and Dial Voicemail Ext. Number
Dial-

- Enter [3] [3] [3] to delete your subscriber name, then go on-hook to finish.

State your name after the tone.

[1] to end recording.

[2] to accept.

Go on-hook.

Changing or Deleting Your Main Custom Service Message

1. Log in to your mailbox.

- Lift Handset and Dial Voicemail Ext. Number

When Voicemail system answers Dial #6 then *998 Enter your system password followed by # key then Dial-5 to modify message.

2. Enter [3] to record custom service menu

For the Custom Service Menus—Enter a Custom Service Number (1-100).

- to record Custom Service greeting number 1.

3. Enter [1]

Follow the prompts.

4. to end recording press [1]

5. to accept press [2]

6. Go on-hook.

Changing the Time and Date

1. Log in to your mailbox.

- Lift Handset and Dial Voicemail Ext. Number

When Voicemail system answers Dial #6 then *998 Enter your System Password followed by # key then Dial-4 to modify message.

2. Enter [1] to change the current time

- Enter the new time followed by the # key.

3. Enter [1] for AM or [2] for PM

Follow the prompts.

6. Go on-hook.