

TVP Voicemail Instructions using TD500 or 1232/816 Systems

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 **Voicemail (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. Setting your Personal Greeting

To set the Personal Greeting on your mailbox you will need to select one of the following steps:

- a. Lift Handset and dial the **VM Ext. Number**.
- b. **Enter Password IF SET** followed by the **Pound sign (#) key**.
- c. Then select from the mailbox menu:
 - 1 Receive Messages**
 - 2 Deliver Messages**
 - 3 Mailbox Distribution**
 - 4 Automated Attendant**
 - 5 Mailbox Management**
 - 6 Other Features**
 - * End Call**

During Playback

 - 0 Repeat Help Menu**
 - * Exit Menu**
- d. To change your Personal Greeting you will select option **5 Mailbox Management**.
- e. Then select from the following menu:
 - 1 Personal Greeting**
 - 2 To Change the Password**
 - 3 To set Owners Name**
 - 4 Group Distribution List**

Select option **1 Personal greeting** to record greeting

- f. Then select from the following menu:
 - 1. **No Answer Greeting**
 - 2. **Busy Signal Greeting**
 - 3. **After Hours Greeting**
- g. **Select option 1 for 'No Answer Greeting'. This will override the Busy and After Hours greetings if they are not recorded.**
- h. Follow the Prompts from the Voicemail System to complete the recording.
- i. Finally once all the changes have been made, hang up the Phone.

3. Setting or changing the Mailbox Password

To set the Mailbox Password on your mailbox you will need to select one of the following steps:

- a. Lift Handset and dial the **VM Ext. Number**.
 - b. **Enter Password IF SET followed by the Pound sign (#) key.**
 - c. Then select from the mailbox menu:
 - 1 **Receive Messages**
 - 2 **Deliver Messages**
 - 3 **Mailbox Distribution**
 - 4 **Automated Attendant**
 - 5 Mailbox Management**
 - 6 **Other Features**
 - * **End Call**
 - During Playback*
 - 0 **Repeat Help Menu**
 - * **Exit Menu**
 - d. For Mailbox Password you will need to select option **5 Mailbox Management**.
 - e. Then select from the following menu:
 - 1 **Personal Greeting**
 - 2 To Change the Password**
 - 3 **To set Owners Name**
 - 4 **Group Distribution List**Select option **2 To Change the Password** to Enter or change password.
 - f. Enter a **4 Digit Password** followed by the # Key
 - g. Follow the Prompts from the Voicemail System to complete the entry.
 - h. Finally once all the changes have been made, hang up the Phone.
- PLEASE NOTE: IF YOU FORGET YOUR PASSWORD YOU WILL NEED IT RESET BY YOUR DEALER, THERE WILL BE A FEE FOR THIS SERVICE.**

Changing Custom Greetings on TVP Voicemail Systems

4. Changing Custom Service Greeting

- a. Lift Handset and dial the Voice mail System Extension number VM Ext. Number
- b.** Once the Voice Mail answers Dial **# 6** followed by ***998**
- c. Enter the password followed by **# [IF Asked for one]**
- d. Dial option **5**
- e. Dial option **4** [for custom greetings]
- f. Dial option **1** [for custom greeting 1 Day message] or Dial option **2** [for custom greeting 2, the After hour's message]
- g. At this stage the message will be played, listen to the Prompts and change the message accordingly.
- h. Once you record, listen to the playback and accept the message you can hang up.



6.6 Setting the System Clock

The System Administrator or the System Manager sets the present date and time of the VPS from his own telephone, but also you, the Message Manager, can set them if the system clock is not being accessed by the System Manager or the System Administrator. It is important to set the exact time since Message Waiting Notification, External Message Delivery, redialing and rescheduling of External Message Delivery or automatic message deletion are scheduled according to this setting.

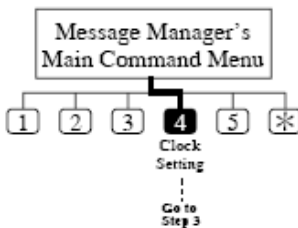
The system automatically adjusts the time as appropriate when daylight saving time begins and when it ends. See **Daylight Saving Time** in Chapter 4.

1 Log in the main command menu.

To do this Dial **VM Ext. Number**, when the Voicemail system answers Dial **#6** then ***998**

Enter the password **XXXX** (if required) followed by the **#** KEY
Then follow the procedure below:

- 2 Press **4** to set the time and date.
- 3 Press **1** to change the current setting.
- 4 Enter the current time and **#**.
- 5 Enter **1** for 'AM' or **2** for 'PM'.
- 6 Press **2** to accept.
- 7 Press **1** to change current setting.
- 8 Enter the month and press **#**.
- 9 Enter the day and press **#**.
- 10 Enter the last two digits of the year and press **#**.
- 11 Press **2** to accept.



Tip:

Step 2 –

You cannot access the clock setting menu if the System Administrator or the System Manager is editing the time.

Step 4 –

If you press [0] for help here:

"For example, to enter 5 o'clock, press [5] and [#] or to enter 5:15, press [5], [1], [5] and [#]".

Step 8 –

If you press [0] for help with this setting:

"For example, to enter January, press [1] and [#]".