

MESSAGE CENTER QUICK START GUIDE

Accessing Your Message Center

From the phone line with Message Center, dial "00". To access your Message Center from outside the office, dial the toll-free access number, **1-877-345-9835**.

Tip: To reach your Message Center faster from any phone, set up to six phone numbers that you commonly call from as Fast Access numbers. See "Fast Access" section below for full details.

From the Main Menu:

Press [1] to place a domestic call

IMPORTANT: This feature is available only when accessing Message Center via the toll free number. Calls will be billed at the Travel Card rate.

Press [2] to access your Message Center (voicemail)

Voicemail Prompts

Press: [1] to retrieve new messages
[2] to retrieve saved messages
[3] to leave a message for another Message Center member

Voicemail Options:

While listening to voicemail messages, you can do the following:

Press: [1] to replay a message
[2] to save a message
[3] to delete a message
[5] to skip a message
[6] to hear date, time and call back information
[7] to rewind a message
[8] to forward a message to another Message Center member
[9] to fast forward through a message

Press [3] to review and change Account Options

Account Options Prompts

Press: [1] to hear a summary of current settings
[2] to access your name or greeting
[3] to turn voicemail on or off
[4] to change Find Me options
[5] to change your PIN
[6] to turn PIN Security on or off
[7] to change Notify Me options

Press [0] to contact Customer Care

Please note: At any time while navigating these menus, you may press [*] to return to the previous menu.

Find Me

Never be out of touch again.

Sometimes you aren't in the office, but you need to receive an important call. With Find Me, calls to your direct line OR voicemail box can be forwarded to you, so you are always accessible. You can set up Find Me to automatically search for you at up to three different numbers of your choice, including your cellular phone. When you don't wish to be disturbed you may turn this feature off via the phone, or with a simple mouse click over the Web. Unanswered calls go directly to your voicemail box.

Through the phone:

From the Main Menu, Press:
[3] to manage your Account Options, then
[4] to change Find Me options

Then press:

[1] to review, change, or add Find Me numbers
[2] to turn Find Me on/off

Notify Me

Stay informed.

Tired of always checking your voicemail when your voicemail box is empty? Tired of not knowing when you receive a message? Well, Notify Me can keep you alerted. Notify Me automatically notifies you by email, text-enabled pager and/or text-enabled cellular phone each time you receive a voicemail message. When you do not wish to be alerted you may turn this feature off through the phone or with a simple mouse click over the Web.

Through the phone:

From the Main Menu, Press:
[3] to manage your Account Options, then
[7] to change Notify Me options

Fast Access

Access your Message Center quickly when you are away.

Fast Access saves you a step when accessing your direct line or voicemail box when you're away. You can set up Fast Access for up to six phone numbers that you commonly call from, such as your office phone, home phone or cellular phone. When you call the toll-free access number from one of these programmed phone numbers, you will be automatically recognized and placed into your Message Center without having to enter your PIN.

NOTE: This feature can only be set up via the Web. Mailbox access via your Fast Access numbers will additionally be PIN secured if you turn mailbox PIN security on.

Message Center on the Web:

Configure your voicemail box online.

The Internet is a quick and easy way to access your Message Center and configure your voicemail box.

Set up your Find Me, Notify Me and Fast Access settings with a simple click of the mouse. Go to:

<http://www.matrixmessagecenter.com>