

MESSAGE CENTER USER 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.

Personal Identification Number

Understanding Your PIN

A Personal Identification Number (PIN) is assigned to each voicemail box when you open your Message account (PIN will be provided to you in a separate mailing). You will need to enter the appropriate PIN in order to gain access to your Message Center when you are away from the office and are not calling from a Fast Access number (see more on Fast Access under “Enhanced Features”). Your Message Center also comes with a PIN Security feature. If you want additional security, you can turn PIN Security on and you will be required to enter a PIN for all phone access to your Message Center, even when you’re calling from the office. (The default setting for PIN Security is off.)

To Turn PIN Security On/Off:

1. Press [0]+[0].
2. Press [3] to enter Account Options.
3. Press [6] to turn PIN Security on/off.

To Change Your PIN:

1. Press [0]+[0].
 2. Press [3] to enter Account Options.
 3. Press [5] to change your PIN.
 4. Follow the prompts to save your new PIN.
- Be sure to change your PIN frequently to maintain the security of your Message Center. Always choose a PIN that’s easy for you to remember, but that’s not obvious to others.

Note: If you forget your PIN, please call Customer Care.

Voicemail

Message voicemail enables you to get your messages when you’re away, tied up with other things, on the other line or on the Web. You can access your messages from any phone.

Voicemail Facts & Hints:

- Number of rings before voicemail picks up: 4
- Message capacity of voicemail box: UNLIMITED
- Storage duration for new and saved messages: 14 days
- Length of common and personal greetings: 30 seconds
- Maximum voicemail message length: 3 minutes
- If you choose to turn voicemail off, callers will be unable to leave messages for you. Instead, they will hear, “Your party is unavailable at this time and is not accepting messages. Goodbye.”

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Setting Up Your Voicemail

To set up your voicemail, dial [0]+[0] to access your Message Center. The first time you do so, you will be prompted to record a name for your voicemail. This can be your name, a department name, or the company name, and it serves to let people who call you know they've reached the correct voicemail box. Follow the prompts below to complete the recording process. Press: [1] to review your recording [2] to accept your recording [3] to cancel and re-record your name. Once you're finished recording your name, you'll be given the chance to record a personal greeting, similar to a message you might record for an answering machine:

"You have reached XYZ Company, etc."

Simply stay on the line and follow the prompts to record your personal greeting.

Setting Up Multiple Voicemail Boxes

If you have subscribed to multiple voicemail boxes, you may have up to nine voicemail boxes per line. Each voicemail box will be assigned a unique PIN. The first voicemail box is reserved for the administrator, who is responsible for recording the common greeting for your business.

Note: PIN Security works the same way for multiple voicemail boxes as it does for a single voicemail box. The default setting for PIN Security is off. Voicemail box owners have the option to activate PIN Security for their individual voicemail box.

Recording your common greeting

The common greeting is the greeting that all callers will hear before they hear the menu of voicemail boxes. A typical common greeting may be something like this: "Thank you for calling XYZ Company, your one-stop shop for all your office needs." Or "You have reached the Smith family residence." If you choose not to record a common greeting, the default greeting is, "Hello, you've reached [phone number]."

To record the common greeting, from any phone line on your account:

1. Press [0]+[0] to reach the menu of available voicemail boxes.
2. Press [1] to select the first voicemail box.
3. The first time you access the voicemail box, follow the prompts to record a name, as described above.
4. Follow the prompts to record the common greeting for your office.

To change the common greeting at any time:

1. Press [0]+[0] to reach the menu of available voicemail boxes.
2. Press [1] to select the first voicemail box.
3. Press [3] to access Account Options.
4. Press [2]+[3], and then follow the prompts.

Setting up each voicemail box

Each voicemail box may be set up from any phone line on the account. Setting up a voicemail box includes recording a name for the voicemail box and, optionally, a personal greeting. A personal greeting for the voicemail box might sound something like this: "You have reached the voicemail box for Greg Jones. I'll be out of the office until Wednesday, but if you leave your name and number after

the tone, I'll return your call when I return." If you decide not to record a personal greeting, the default greeting for each voicemail box is, "Welcome to the Message Center for (your recorded name)."

To set up a voicemail box:

1. Press [0]+[0] to reach the menu of available voicemail boxes.
2. Enter the number that corresponds to the voicemail box you want to set up.
3. The first time you access the voicemail box, follow the prompts to record a name, as previously described in "Setting Up Your Voicemail."
4. Follow the prompts to record a personal greeting for the voicemail box, if desired.

To change a voicemail box's personal greeting at any time:

1. Press [0]+[0] to reach the menu of available voicemail boxes.
2. Enter the number that corresponds to your voicemail box.
3. Press [3] to access Account Options.
4. Press [2]+[2], and then follow the prompts.

Tip: If you receive several general inquiry calls not specifically directed to any one person throughout the day, you may want to designate one voicemail box as your "general voicemail box." Just say "the general voicemail box" when you are prompted to record your name.

Retrieving Your Voicemail Messages

To retrieve messages:

1. Press [0]+[0] to reach your voicemail box or the menu of available voicemail boxes.
2. If you have multiple voicemail boxes, enter the number that corresponds to your voicemail box (the number of new messages in your mailbox will be announced).
3. Press [2] to access the Message Center (feature options will be the same as those outlined in "Using Your Message Center").

Enhanced Features

There's more on the Web! As a Message Center member you also get a unique package of enhanced features, including all the features listed below. Many of these enhanced features are accessible from the Web as well as the phone. Use the Login ID and PIN provided with your Message Center welcome Email to set up and access these features at <http://www.matrixmessagecenter.com>

For accounts with multiple voicemail boxes, the enhanced features will be available to each individual voicemail box owner. These enhanced features can also be accessed through the Main Menu after you have pressed [0]+[0] and entered your specific voicemail box. The prompts will be the same as those included in the "Using Your Message Center" section.

Online Account Management

Always be in control.

With Message Center, you will receive your own secure Web site where you can manage your account 24/7, so you're always in control. Through this site you will be able manage your phone account options.

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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.

Your 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>