



Voice Mail - First Time User Guide

Accessing Your Voice Mailbox

To access your voice mailbox, dial (817) 745-0000.

The auto login feature has been enabled. This means that you are not required to enter a password to access Voice Mail from the phone number with the Voice Mail feature (your "home" phone).

If you are accessing your mailbox from another phone ("remote access"), a password is required. Your password has been set to "0000". It is recommended that you change your password for security reasons. If you have voice messages, you will be greeted with a prompt that tells you how many messages are in your mailbox along with instructions on how to listen to them. You also have the option to access the main menu without accessing your messages. If you do not have any voice messages, you will automatically access the main menu.

Checking Messages From Your "Home" Phone

- When you lift the receiver on your phone and hear a "stutter" dial tone, this means that you have new voice messages in your mailbox. NOTE: If you have sub-mailboxes, the stutter dial tone feature is no longer useful and is automatically disabled.
- Dial (817) 745-0000 to access the Voice Mail System.
- You will be informed of the number of new and saved messages. Follow the prompts to listen (press 1 for new or 2 for saved).
- The following options are available:
 - Press 1 – Listen to message
 - Press 2 – Save message
 - Press 3 – Delete message

Checking Messages by "Remote Access"

- Dial (817) 745-0000 to access the Voice Mail System.
- You will be asked to enter your mailbox number. Enter the full 10-digit number for your "home" phone.
- You will be required to enter your password.
- You will be informed of the number of new and saved messages. Follow the prompts to listen (press 1 for new or 2 for saved).
- The following options are available:
 - Press 1 – Listen to message
 - Press 2 – Save message
 - Press 3 – Delete message

Accessing the Main Menu

- If you have messages in your mailbox, you can go directly to the Main Menu by pressing "*". If you do not have any messages, you will be routed directly to the Main Menu.
- The main menu contains the following options:
 - Press 1 – Listen to your messages

Press 7 – Play current date and time

Press 9 – Set up your voice mailbox

Recording Your Personal Greeting

- At the Main Menu press the 9 key.
- Press 1 for Greeting Options.
- Press 4 to Record a Greeting.
- At the tone, record your Greeting.
- When you are finished press the # key.
- The prompt will then ask if you want to:
 - Press 1 to listen to your greeting (a good idea to see how it sounds)
 - Press 4 if greeting is acceptable
 - Press 2 to save this greeting

Changing your password

- At the Main Menu press the 9 key.
- Press 2 to change your password.
- The prompt asks you to enter your new password (1-16 digits) followed by the # key (make sure to choose a number you will remember).
- Re-enter your password followed by the # key.





Web Access

OneSource Voice Mail includes Web Access, which gives you the ability to access your voice mail and change your features via the Internet. Go to www.ManageMyPhone.com. A user ID and password is required to access this site. The default user name will be your 10 digit telephone number and the default password will be your 7 digit account number the first time you access the site. Web Access allows you to do the following:

- Change User ID and/or Password.
- Listen to messages in your mailbox.
- Change your voice mail PIN
- Turn Auto-Login On or Off.
- Enable or disable Auto-Login
- Change your notification options including Daily, Cell Phone/Pager and e-Forward
- Create and edit distribution lists (lists can only contain OneSource Voice Mail customers).

Cell Phone/Pager Notification

With Cell Phone/Pager Notification, when a new message is received the system calls your cell phone/pager. When you answer your cell phone, you have immediate access to all voice mail functions. To activate the Cell Phone/Pager Notification feature, use the telephone keypad and:

- Press 9 when you are at the Main Voice Mail Menu to access the Mailbox Setup Menu.
- Press 3 to edit your notification options.
- Press 1 to edit your Pager

Notification options:

- Press 1 to change the number to notify.
- Press 2 to turn Pager Notification on or off.
- Press 3 to only receive urgent messages.
- Press 4 to change pager type.
- Press * to return to the previous menu.
- Press 0 to repeat these instructions.

To activate or change the Cell Phone/Pager Notification feature via the Internet, use the Web Access feature as follows:

- Select the Settings tab.
- Click on Notification Options.
- Update the information under Pager Notification.

Daily Notification

The Daily Notification feature will automatically call a pager or telephone number that you specify at a specific time of day if there are voice mail messages in your mailbox. To set the Daily Notification Feature, use the telephone keypad and:

- Press 9 when you are at the Main Voice Mail Menu to access the Mailbox Setup Menu.
- Press 3 to edit your notification options.
- Press 2 to edit Daily Notification options.
 - Press 1 to change the number to notify.
 - Press 2 to turn the Daily Notification feature on or off.
- Press 3 to change the time of the daily notification.
 - Press * to return to the previous menu.

To activate or change the Daily Notification feature via the Internet, use the Web Access feature as follows:

- Select the Settings tab.
- Click on Notification Options.
- Update the information under Daily Notification.

e-Forward

The e-Forward feature of your OneSource Voice Mail service gives you the option to have an audio file of each voice mail message automatically forwarded to your email inbox. Messages will also continue to be stored in your voice mailbox.

The e-Forward feature can be activated via the Internet by using the Web Access feature as follows:

- Select the Settings tab.
- Click on Notification options.
- Update the information under Email Notification.

Voice mail messages that have been forwarded to your email can be opened like any other email message. When you open the email, you will have the ability to listen to the message provided that your computer has speakers and you have Windows Media Player installed. You can also save the message, delete it or forward the message to another email address.

Call Return

The Call Return feature will attempt to place a call to the person who left the message. After you listen to the message you can press 5



Voice Mail Features

to return the call. This attempt will only be successful if the telephone number of the party who left the message is available.

Out Dial

The Out Dial feature allows you to specify a number that will be dialed when a caller presses 0 while listening to your greeting. If you activate this feature, you should change your greeting to include it as an option. For example:

".....Please leave a message at the tone or press 0 and you will be connected to my cell phone."

To activate the Out Dial feature, you need to provide the phone number that you want to be called to a OneSource Customer Service Representative. **Please call (817) 745-3000 if you want this feature activated.**

Please Note: *If the number dialed using the Out Dial feature is a long distance number, your account will be billed for the applicable long distance charges.*

Message Forwarding

The Message Forwarding feature allows you to forward a message to another mailbox or distribution list. The telephone numbers that you forward the message to must be OneSource Voice Mail subscribers. The option will be announced after you finish listening to a message. You will be instructed to press 6 to forward the message to another party.

Send Message

The Send Message feature allows you to create a message to send to another mailbox or distribution list. The telephone numbers that you send the message to must be OneSource Voice Mail subscribers. The Send Message feature is available from the Main Menu:

- Press 3 to access the Send Message option.



- Enter the 10 digit telephone number that you want to receive the message.
- Record your message. Press the # key when you are finished speaking.
 - Press 1 to send the message.
 - Press 2 to review the message.
 - Press 3 to delete the message and record it again.
 - Press 9 to cancel and return to the Main Menu.

Auto-Login

The Auto-Login feature has been automatically turned on with your Voice Mail service. This means that you are not required to enter your "home" telephone number and a password to access Voice Mail from the phone number with the Voice Mail feature (your "home" phone).

You can turn off the Auto-Login feature if you want the additional security of a password when accessing your Voice Mail from your "home" phone. The Auto-Login feature can be turned on or off using your telephone keypad as follows:

- Press 9 when you are at the Main Voice Mail Menu to access the Mailbox Setup Menu.
- Press 4 to access the Auto-Login options.
- Press 1 to turn the Auto-Login feature on or off.

The Auto-Login feature can also be turned on or off via the Internet using Web Access as follows:

- Select the Settings tab.
- Click on General Options.
- Select Yes or No after "Enable Auto-Login?"

Setting Up Voice Mail with Sub-Mailboxes

Voice Mail Sub-Mailboxes allow you to have more than one voice mailbox for a telephone number. Callers are prompted to choose a sub-mailbox when they are about to leave a voice message. **If you want sub-mailboxes, please call (817) 745-3000 to speak**



to a OneSource Customer Service Representative.

The person who has the password for the Voice Mail Box is the Administrator for the options that need to be set to enable the sub-mailboxes. Once sub-mailboxes have been created, they need to be set up based on how you want to use them.

Setting up the Group Greeting

This must be done by the Administrator.

- Access the Voice Mail System.
- Press the * key when the prompt asks you for your Mailbox ID.
- The prompt will now ask you for your password followed by the # key. Your password is set to "0000" until you change it.
- The prompt will now tell you that you are in the

- Group Greeting Menu.
- Press 4 to record a new Group Greeting.
- Follow the prompt and at the tone record your Group Greeting. Your Group Greeting should identify the sub-mailboxes.

For example:

" Welcome to the Jones family voice mail. If you want to leave a message for Tom, Press 1. To leave a message for Nancy, Press 2. For Bobby press 3." And so on...

- After you have recorded your message press the # key.
- Press the **1** key to listen to the greeting that you recorded.
- If you wish, press the **4** key and record your greeting again, followed by the # key.
- Repeat these steps until your greeting is acceptable.

- Then press the **2** key to save this greeting.
- Hang Up.

Each individual user must set up their own sub-mailbox including their greeting and password.

Accessing a Sub-Mailbox

- Access the Voice Mail System.
- Follow the prompt and enter your Mailbox ID. (i.e. **1** for Tom, **2** for Nancy, **3** for Bobby)
- Follow the prompt and enter your Password followed by the # key. Your password is set to "0000" until you change it.

Once you have accessed a sub-mailbox, you can record your personal greeting and change your password (see Voice Mail – First Time User Guide for instructions).

