SUB-MAILBOXES

Each user on a telephone line can have their own voice mailbox. PIN access ensures privacy. Great for roommates, family members and people who work from home.

AUTO LOGIN

This feature allows you quick access to your mailbox when you are calling from the voicemail phone. You get immediate access to your voice mailbox without being asked to enter a User ID or Password. Ideal for those that are not concerned with the security features and want quicker access to voicemail. Can be turned on/off as desired.

PAGER OR NOTIFICATION

Great for people on the go. A reminder page or phone call alerts you when you have a new message left in your mailbox.

DAILY NOTIFICATION

This feature allows you to set up a time of the day to notify you that you have a new voice message. On the days that you do not have any new messages, the service will not give you a notification call.

MESSAGE REPLY

If the caller presses 5 while the message is playing, the service will attempt to place a call to the person (the number dialed from) that left the message. (local calls only)

INTERNET CONTROL

This service allows you to access your voicemail to retrieve messages, save or delete messages and make changes to your service from a website. You will receive a User ID and Password to ensure complete privacy.

OUT DIAL

This feature allows you to dial 0 to call a preset number when reaching a mailbox.

Example: "...Please leave a message at the tone, or press 0 to connect to my cell phone."

MESSAGE FORWARDING

This feature allows you to forward a message to another mailbox or distribution list. You can also record an intro message to tag to the front of the message you are forwarding.

MEMO

This feature allows you to send memo messages to other mailboxes. The memos are sent directly to the mailboxes without their phone ringing.

DISTRIBUTION LISTS

This feature allows you to group different list of mailboxes.

Example: Sending a memo out to everyone in the Sales Dept., instead of sending it to each individual, you can set up a list of people in the dept. and send it to the Sales Dept. Distribution List and it will automatically send it to everyone in the list.

EMAIL NOTIFICATION

This feature allows you to not only store your messages in your voice mailbox, but it also converts the message into email. You can listen to or forward your messages, save or delete them from your voice mailbox. This is very useful for those that have a dial-up internet connection. You will never miss a message that is urgent because you are online.

MESSAGE WAITING INDICATION

This feature activates the stutter dial tone or the message light on the phone when there are new messages in the mailbox.

EMAIL ONLY

This feature allows you to forward your voice messages to email and automatically delete them from your voice mailbox. This is useful for those users that are concerned with their mailbox exceeding their capacity limit or want to manage their voice messages from their emails only.

ANNOUNCEMENT ONLY

This feature is for those that want to use the service to deliver an announcement only without giving the caller the option to leave a message. This is useful for schools that want to announce school closings or businesses wanting to give callers a message.

CRMU LOCALINK
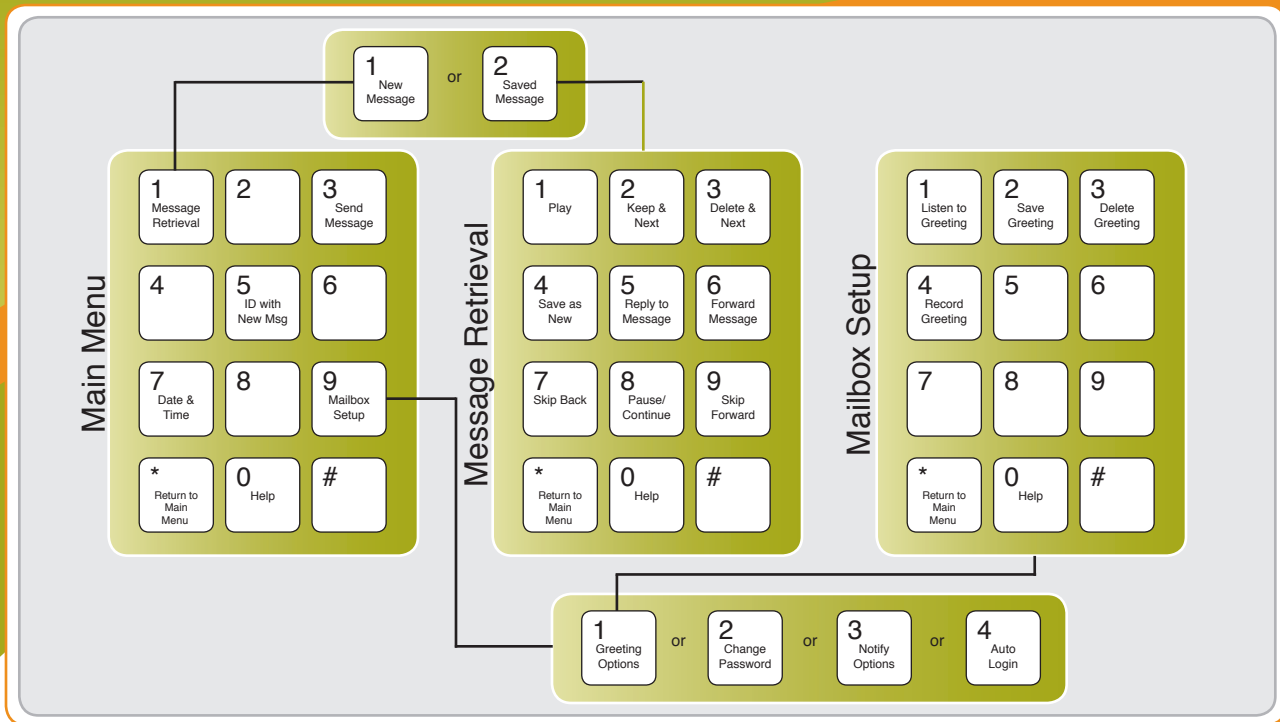ONE COMPANY ONE SOLUTION

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Voicemail
User Guide

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COON RAPIDS MUNICIPAL UTILITIES

Main Menu / Message Retrieval / Mailbox Setup Keypad Diagram

Top:
- 1 New Message or 2 Saved Message

Main Menu:
- 1 Message Retrieval
- 2
- 3 Send Message
- 4
- 5 ID with New Msg
- 6
- 7 Date & Time
- 8
- 9 Mailbox Setup
- * Return to Main Menu
- 0 Help
- #

Message Retrieval:
- 1 Play
- 2 Keep & Next
- 3 Delete & Next
- 4 Save as New
- 5 Reply to Message
- 6 Forward Message
- 7 Skip Back
- 8 Pause/Continue
- 9 Skip Forward
- * Return to Main Menu
- 0 Help
- #

Mailbox Setup:
- 1 Listen to Greeting
- 2 Save Greeting
- 3 Delete Greeting
- 4 Record Greeting
- 5
- 6
- 7
- 8
- 9
- * Return to Main Menu
- 0 Help
- #

Bottom:
- 1 Greeting Options or 2 Change Password or 3 Notify Options or 4 Auto Login

ACCESSING YOUR MAILBOX

1 Dial 999-MAIL (999-6245). Then Either
- **Press #** if calling from the phone your voicemail is assigned to, OR
- **Enter Your Telephone Number**, if calling from a remote phone, OR
- If using **Auto Login** and accessing from our home phone no entry is required,

OR

Dial Your Home or Business Number. Then **Press the * Key** while the greeting is playing to access your voice mailbox.

2 If requested, **Enter Your Password**, followed by the *** Key**. Your password will be a default code of the last 4 digits of your phone number until you change it.

3 Main Menu: **Press 1** to retrieve messages, **Press 3** to send, **Press 7** for current date and time, or **Press 9** for mailbox setup.

ACCESSING SUB-MAILBOX

1 Follow step **1** from the left.

2 If you are the Group Administrator and wish to record a group greeting, **Press *** to access the Group Greeting Menu. A prompt will guide you through the steps.

OR

Enter Your Sub-Mailbox Number. Then **Press the * Key** while the greeting is playing to access your voice mailbox.

3 If requested, **Enter Your Password, followed by the # Key**. Your password will be a default code of the last 4 digits of your phone number until you change it.

4 Main Menu: **Press 1** to retrieve messages, **Press 5** to hear which sub-mailboxes have new messages, or **Press 9** for mailbox setup.

MAILBOX SET-UP

Options in Mailbox Set-up Menu:
- **Press 1** Greeting Options
- **Press 2** Change Password
- **Press 3** Notification Options†
- **Press 4** Disable/Enable Auto-Login
- **Press *** Return to Main Menu

To Change or Record Your Greeting:
- **Press 1** Greeting Options
- **Press 4** Record Your Greeting
- **Press #** End Recording Function
- **Press 1** Listen to Greeting
- **Press 2** Save Greeting (must be saved to be active)
- **Press 3** Delete Greeting
- **Press 4** Re-record Greeting (then follow steps 3-5 again)
- **Press *** Return to Mailbox Set-up

To Change Your Password:
1 **Press 2** to Change Your Password

2 **Enter New Password, followed by the # Key.** The password is any series of up to 16 digits you choose. You will be unable to access your mailbox without this password, so be sure to choose one you can remember.

3 To verify, **Enter Your Password**

TO RETRIEVE MESSAGES

If your dialtone is unsteady, you have a new voicemail message.

Options in Message Retrieval Menu:
- **Press 1** New Messages
- **Press 2** Saved Messages
- **Press *** Return to Main Menu

Listen to Messages
- **Press 1** Play or Re-play Message
- **Press 2** Save Message
- **Press 3** Delete Message
- **Press 4** Save Message as New
- **Press 5** Reply to a Message•
- **Press 6** Forward Message•
- **Press 7** Skip Back 3 Seconds
- **Press 8** Pause or Continue Message
- **Press 9** Skip Forward 3 Seconds
- **Press *** Return to Main Menu

• This is an Optional Feature

AUTO LOG-IN SET-UP:

The Auto Login feature allows you to dial 999-MAIL and have immediate access to your voicemail box and your messages without having to enter a password. Follow the 5 steps to the right to set it up for your voicemail. Once you have completed all 5 steps you will have instant access to your messages.

Set-up:

1 Dial 999-MAIL. Enter Your Mailbox Number. Enter Your Password followed by the # Key.

2 **Press 9** to set up your voicemail box.

3 **Press 4** to change your auto login.

4 **Press 1** to enable auto-login.

5 You can then **End the Call**.