



Pedro Arrupe Voicemail Guide

To Enter System dial 415-267-2021

To Reset your voicemail password call
1-800-829-1011 Option #1

Welcome to the Voice Messaging service. Voice Messaging will help make your telephone a more powerful tool for communicating with other colleagues and business associates.

AT&T PrimeMail Helps You Manage Your Calls

- Callers can leave a message in your voice mailbox (where your messages will be stored) when you are away from your desk or on the phone.
- You can send and forward voice messages directly to other Voice Messaging subscribers, as well as reply to voice messages left by other subscribers without ringing their telephone.
- You can retrieve your messages at any time, from any touch-tone telephone.

Getting Started

The first time you access your Voice Messaging service you will be prompted to setup your Voice Messaging service.

Setting up your Voice Messaging service will involve:

- Creating a pass code to keep your mailbox secure
- Recording your name
- Recording a personal greeting (this is the greeting that callers will hear when you do not answer your telephone)
- Recording a busy greeting (this is the greeting that callers will hear when you are on the phone)

Voice instructions will guide you through each of these steps

- Dial the access number
- Press * to access your personal mailbox
- You will then be asked to enter your mailbox number. This is your full 10 digit telephone number (e.g.: 212-555-1122)
- After you hear the prompt that begins "Since this is the first time you've used the messaging service" follow the instructions to create your pass code.
- You will then be prompted to record your name.
- Record your personal greeting. For example, "You have reached the voice mailbox of John Smith. Please leave a message after the tone, and I will call you back as soon as possible." This is the greeting that callers will hear when you do not answer your telephone.
- Record your busy greeting. For example, "You have reached the voice mailbox of John Smith. I am currently on the phone. Please leave a message after the tone." This is the greeting that callers will hear when you are on the phone.
- After you set up your voice mailbox, you will return to the Main Menu.

Accessing Your Voice Messaging Service

From your telephone:

- Dial the access number
- Enter your personal pass code

From another telephone:

- Dial the access number
- Press *
- Enter your mailbox number. This is your complete 10-digit number. Enter your personal pass code.

OR

- Dial your telephone number
- When your voice messaging system answers press *
- Enter your personal pass code

Main Menu

Press:

- [1] Listen - To listen to your messages
- [2] Send - To send a message to another Voice subscriber
- [9] Mailbox Options - For changing greetings, and your personal pass code
- * Exit

Special Keys

- * Cancel and Exit - stops the current action and returns to the previous set of options.
- 0 Help
- # Complete and Skip - Completes the current action and moves on to the next menu

Listening to Your Messages

- [1] to listen to or restart your message
- [2] to save the current message
- [3] to erase the current message*
- [4] to reply to the current message (i.e., send a message to the Voice Messaging subscriber who sent you the current message)
- [5] to send a copy of the current message to another AT&T PrimeMail subscriber within your organization
- [6] for other options (e.g., to get the time and date of the current message)
- [7] to rewind the current message back in 5 second intervals
- [8] to pause the current message
- [9] to move forward in the current message in 5 second intervals
- * to cancel and return to the main menu
- # to skip to the next message
- 0 for help

*Note: To recover a message that was erased by mistake, return to the main menu, then press [1] to listen to your messages again. When you find the message that was accidentally erased, press [2] to save it. (Your messages are not actually erased until you exit or hang up.)

Sending A Message

- From the main menu, press [2] to send a message
- Enter the mailbox number of each intended recipient, or, if you have created a Group List enter the group number
- After entering the mailbox and/or group numbers, press #
- After the tone, record your message
- When you finish recording, press #
- Press [1] to send message
- Press [2] to re-record or add comments to the message
- Press [3] to review the message

Press [9] for delivery options

- Press [1] for urgent
- Press [2] for private
- Press [3] for return receipt
- Press [4] for future delivery

Note: Press * to Cancel and return to the main menu
Press 0 for help