

VC Company Box Setup Instructions

To Record Your Greeting:

- Step 1.** Dial the 10-digit voicemail number assigned to you.
- Step 2.** Press the * key while the automated attendant is speaking.

Step 3. The automated attendant will say, "Please enter your security code." Enter your temporary security code (the last four digits of your voicemail number).

After a brief pause, you will hear the attendant say, "You have no voice messages...Main Menu..." Note: If you accidentally left a message during Step 2, then you will have messages. Ignore those messages at this time.

Step 4. Press "5" (Account Maintenance Menu).

Step 5. Press "1" (Record Greetings Menu).

Step 6. Press "1" to record the Default Greeting that callers will hear. The attendant will say, "Please begin recording at the tone."

Step 7. Say your greeting. Then wait for the attendant to speak. Do not press any more keys until you are prompted. The attendant will say, "To review, press "1". To re-record, press "2". If you are satisfied with your message, press #. To return to the previous menu, press *."

Step 8. Press "1" to review your Attendant greeting.

Step 9. If you are satisfied, press # to save the recording. The attendant will return you to the Record Greetings Menu. Proceed to Step 10.

To re-record, press "2" and return to Step 7.

With these instructions, you will:

1. Record your default greeting.
2. Set your new security code.
3. Record your 1st, 2nd, and 3rd announcements. These announcements may be hours of operation, directions to your office, etc.

You need your:

1. 10-digit voicemail number.
2. Temporary security code, which is the last four digits of your voicemail number.

To Change Your Security Code:

Step 10. Press * (Account Maintenance Menu).

Step 11. Press "4". The attendant will say, "Security Code Menu. To review your Security Code, press "1". To re-enter your Security Code, press "2". To return to the previous menu, press *."

Step 12. Press "2". The attendant will say, "Please enter a 4 to 8 digit security code. Make sure that this security code is easy to remember, but hard for intruders to figure out."

Step 13. After the beep, enter your NEW security code. Your new code must be four to eight digits. Then wait for the attendant to speak. Do not press any more keys until you are prompted. The attendant will say, "To review, press "1". To re-record, press "2". If you are satisfied with your entry, press #. To return to the previous menu, press *."

Step 14. Press "1" to review your new security code.

Step 15. If you are satisfied, press # to save the new code. The attendant will return you to the Security Code Menu.

To re-enter your code, Press "2" and return to Step 13.

Step 16. Hang up. Your Company Mailbox is now set up.

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VC Company Box Setup Instructions (P.2)

To Record Your 1st Announcement:

- Step 1.** Dial the 10-digit voicemail number assigned to you. You will hear the personal greeting that you just recorded.
- Step 2.** Press “3” while your greeting is playing.
If you fail to press “3” before your greeting finishes, you will hear a tone. Do not record a message. You will need to hang up and begin again with Step 1.
- Step 3.** Press the * key while the automated attendant is speaking.
If you fail to press * before the attendant finishes speaking, you will hear a tone. Do not record a message. You will need to hang up and begin again with Step 1.
- Step 4.** The automated attendant will say, “Please enter your security code.” Enter this code: **1101**.
After a brief pause, you will hear the attendant say, “You have no voice messages...Main Menu...” Note: If you accidentally left a message during Step 2, then you will have messages. Ignore those messages at this time.
- Step 5.** Press “5” (Account Maintenance Menu).
- Step 6.** Press “1” (Record Greetings Menu).
- Step 7.** Press “1” to record your announcement. The attendant will say, “Begin recording at the sound of the tone.” Your announcement may be used to share your hours of operation, directions to your office, etc.
- Step 8.** Say your announcement. Then wait for the attendant to speak. Do not press any more keys until you are prompted. The attendant will say, “To review, press “1”. To re-record, press “2”. If you are satisfied with your message, press #. To return to the previous menu, press *.”
- Step 9.** Press “1” to review your announcement.
- Step 10.** If you are satisfied, press # to save the recording. The attendant will return you to the Record Greetings Menu.
To re-record, press “2” and return to Step 8.
- Step 11.** Hang up. To record another announcement, proceed to the next set of instructions.

To Record Your 2nd Announcement:

- Step 1.** Dial the 10-digit voicemail number assigned to you. You will hear the personal greeting that you just recorded.
- Step 2.** Press “4” while your greeting is playing.
If you fail to press “4” before your greeting finishes, you will hear a tone. Do not record a message. You will need to hang up and begin again with Step 1.
- Step 3.** Press the * key while the automated attendant is speaking.
If you fail to press * before the attendant finishes speaking, you will hear a tone. Do not record a message. You will need to hang up and begin again with Step 1.
- Step 4.** The automated attendant will say, “Please enter your security code.” Enter this code: **1102**.
After a brief pause, you will hear the attendant say, “You have no voice messages...Main Menu...” Note: If you accidentally left a message during Step 2, then you will have messages. Ignore those messages at this time.
- Step 5.** Press “5” (Account Maintenance Menu).

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VC Company Box Setup Instructions (P.3)

To Record Your 2nd Announcement: *continued from page 2*

- Step 6.** Press “1” (Record Greetings Menu).
- Step 7.** Press “1” to record your announcement. The attendant will say, “Begin recording at the sound of the tone.” Your announcement may be used to share your hours of operation, directions to your office, etc.
- Step 8.** Say your announcement. Then wait for the attendant to speak. Do not press any more keys until you are prompted. The attendant will say, “To review, press “1”. To re-record, press “2”. If you are satisfied with your message, press #. To return to the previous menu, press *.”
- Step 9.** Press “1” to review your announcement.
- Step 10.** If you are satisfied, press # to save the recording. The attendant will return you to the Record Greetings Menu. To re-record, press “2” and return to Step 8.
- Step 11.** Hang up. To record another announcement, proceed to the next set of instructions.

To Record Your 3rd Announcement:

- Step 1.** Dial the 10-digit voicemail number assigned to you. You will hear the personal greeting that you just recorded.
- Step 2.** Press “5” while your greeting is playing.
If you fail to press “5” before your greeting finishes, you will hear a tone. Do not record a message. You will need to hang up and begin again with Step 1.
- Step 3.** Press the * key while the automated attendant is speaking.
If you fail to press * before the attendant finishes speaking, you will hear a tone. Do not record a message. You will need to hang up and begin again with Step 1.
- Step 4.** The automated attendant will say, “Please enter your security code.” Enter this code: **1103**.
After a brief pause, you will hear the attendant say, “You have no voice messages...Main Menu...” Note: If you accidentally left a message during Step 2, then you will have messages. Ignore those messages at this time.
- Step 5.** Press “5” (Account Maintenance Menu).
- Step 6.** Press “1” (Record Greetings Menu).
- Step 7.** Press “1” to record your announcement. The attendant will say, “Begin recording at the sound of the tone.” Your announcement may be used to share your hours of operation, directions to your office, etc.
- Step 8.** Say your announcement. Then wait for the attendant to speak. Do not press any more keys until you are prompted. The attendant will say, “To review, press “1”. To re-record, press “2”. If you are satisfied with your message, press #. To return to the previous menu, press *.”
- Step 9.** Press “1” to review your announcement.
- Step 10.** If you are satisfied, press # to save the recording. The attendant will return you to the Record Greetings Menu. To re-record, press “2” and return to Step 8.
- Step 11.** Hang up. To record another announcement, proceed to the next set of instructions.