



TOSHIBA VOICE MAIL (STRATAGY/DK/IVP-8/iES32)

MAKING CHANGES TO VOICE MAIL BOXES USING THE “SYSTEM ADMINISTRATION” MAILBOX

1. Dial Voice Mail System Pilot Number (typically x-850, x-220, or x-500)
2. If your call is answered by a recording asking you to “please enter your security code”, press [#], otherwise proceed to step #3.
3. When the Voice Mail System answers, press [*] then enter [999].
4. The Voice Mail System will ask you to “please enter your security code, followed by the pound sign”. Enter the security code for Voice Mail Box 999 (typically 999997, or 997, or 999).
5. Listen to the prompts, option “8” is for System Administration. Press [8].
6. Follow the prompts to make your desired changes (add users, delete users, reset users, reset user’s security codes, etc.)

Hints:

- If you “reset a user” or “reset a user’s security code”, the new security code will be the system default for that user (typically [xxx997] where xxx = User ID, or 997).
- If you “reset a user” the mailbox will be reset to default for this user, which will erase their messages and their recordings.
- If you have a user that is no longer with your company, and a new user will be using this Voice Mail Box, the easiest thing to do is to delete the old User ID (any messages in this Voice Mail Box will be lost), then Add the new User ID. Don’t forget to enter the first three letters of the new User’s first name and the first three letters of the new User’s last name (using the dial pad on the phone); this will be used by the Voice Mail System for the “411” Directory function.

If you prefer we can make these changes for you (remote programming charges will apply, \$22.50/quarter-hour).