

CAPNET VOICE MAIL QUICK REFERENCE GUIDE

MESSAGE RETENTION

Read or Unread 10 – 14 days based on size of mailbox

TO INITIALIZE YOUR MAILBOX

LOG IN

Dial **3-2999** and wait for the prompts and then

From your desk - # sign

From another desk -

Your 5 digit extension and #sign

Or **Dial 473-2999** from out of CAPNET then

Your extension and # sign

ESTABLISHING
NEW PASSWORD

Your Starter Password is

1 then 3 then the # sign

Password can be 3 to 15 digits long

No consecutive digits(123 or 321)

No single digit repeated (111)

And not your 5 digit extension forward or backward.

Enter new Password then # sign

Re-enter Password then # sign

NAME
RECORDING

Press 1

Speak your name at the tone

Press 1

Press # sign to Approve or

Press 1 to Re-record your name

LOG IN USING NEW PASSWORD

Dial **3-2999** or **473-2999** (if off of the system)

Enter **5 Digit Extension** and # sign

(or # sign only if at your desk)

Enter **New password** and # sign

TO GET MESSAGES

Log into your mailbox

Press 2

Listen to header

Press 0 to Listen to message

END OF MESSAGE OPTIONS

Press ***D** to delete or Press # to skip the message

OR

To Forward or Respond to a Voice Message

User must press 1 and

- | | |
|-----|----------------------------------|
| 0 | To Call Sender |
| 2 | To Forward with Comment |
| 4 | New Message |
| 7 | Reply by Voice Mail/Without Copy |
| 1-9 | Reply by Voice Mail/With Copy |
| # | Return to Previous Menu |

PLAY BACK CONTROLS:

	Rewind	Play/Pause
	2	3
Louder	Back Up	Advance
4	5	6
Softer	Slower	Faster
7	8	9
	Listen/Replay	Skip
	0	#

CREATING PERSONAL GREETING

Enter your mailbox

Press 3 - 1 - 1

Record at the tone

To play back Press 2 - 3

Press # to approve

Press 1 to use as greeting For All Calls

OR

Press *D to Delete

To Re-record after Deleting

Press 1 to record your greeting

Press 1 after recording

Press 2 – 3 to play back

Press # to approve

Press 1 to use as greeting For All Calls

CREATE OTHER RECORDINGS

Instead of 3 – 1 – 1 use 3 – 1 – 2 or 3 – 1 - 3 etc.

Then use the above directions

TO ACTIVATE DIFFERENT GREETINGS

Press 3 - 3 and the greeting number

RECORD AND SEND A MESSAGE

Log into your mailbox

Press 1 and speak message at tone

Press # to Approve or 1 to Edit

Enter Extension Number and #

Press # when finished

Press # to Send OR Press 0 for List of Options;

Make Private – Press 1

Schedule Delivery – Press 3

File Copy – Press 4

ADDITIONAL MISC. INFORMATION

Sending all calls to Voice Mail (If coverage path exists)

Dial ***03**

Cancel ***86**

To bypass another CAPNET users Personal greeting

Press 1 and you can promptly leave a message

To bypass old messages and get to new messages

Press 2 to get messages and then **Press * and #**

TO CHANGE THE RECORDED NAME:

Enter your Mailbox

Press 5 at Main Menu

Press 5

TO CHANGE THE PASSWORD:

Enter your Mailbox

Press 5 at Main Menu

Press 4

QUESTIONS?

Call OFT Education and Training at extension 6-1445.

or

OFT Telecommunications Help Desk at

518-486-4000 or 1-888-784-4647