

- 1 Review Messages**
- 2 Record Messages**
- 3 Personal Options**
- 4 Transfer Status**  
Do not disturb Options
- 5 Check Delivery**  
Enter a mailbox number to check if messages were heard.
- 6 Undelete Messages**  
Browse through undeleted messages.
- 7 Tutorial**  
Activate first time user tutorial to record name, greeting and to change password.
- 8 Temporary Greeting**

- Review Messages**
  - 1 New
  - 2 Saved
  - 5 Email
  - 3 Fax
  - 4 Message Count
- Record Options**
  - 1 Deliver
  - 2 Review
  - 3 Re-record
  - 0 Delivery Options
  - \* Cancel & Exit
- Personal Options**
  - 1 Message Notification
  - 2 Personal Greeting
  - 3 Record Name
  - 4 Change Password
  - 5 Call Screening
  - 6 Group List
  - 7 Personal Assistant
- Temporary Greeting**
  - 1 Record
  - 2 Listen
  - 3 Activate
  - 4 Activate Normal Greeting
  - 5 Deactivate Greeting

- Playback Options**
  - 1 Save
  - 2 Next
  - 3 Erase
  - # Repeat
  - 7 Reply / Redirect
  - 8 Envelope Information
  - 9 Speed / Volume Control
- Fax Options**
  - 1 Redirect All Faxes
  - 2 Review
- Message Notification**
  - 1 Message Notification
  - 2 Follow Me
  - 3 Wake-up Call
- Personal Greeting**
  - 1 Activate / Deactivate
  - 2 Listen to Greeting
  - 3 Record Greeting
- Personal Assistant**
  - 1 Review Number
  - 2 Change Number

- Reply / Redirect**
  - 1 Reply
  - 2 Redirect
  - 3 Delete Message & Call
  - 4 Save Message & Call
  - 5 Call Number
- Speed / Volume Control**
  - 1 Volume Down
  - 2 Normal Volume
  - 3 Volume Up
  - 4 Low Speed
  - 5 Normal Speed
  - 6 High Speed
- Delivery Options**
  - 1 Regular Delivery
  - 2 Priority
  - 3 Confidential
  - 4 Priority & Confidential
  - 5 Return Receipt
  - 6 Non-receipt Notification
- Group List Options**
  - 1 Create a List
  - 2 Record Name List
  - 3 Delete List
  - 4 Member Options

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309 Grand Avenue \* Brooklyn, NY 11238  
 718-230-9292 Voice & 718-230-9200 Fax  
 www.Compu-Phone.net  
 phonesupport@compu-phone.net

# Strata Messaging System

## Setting up your voice mail for the 1<sup>st</sup> time

- Enter voicemail (see next page section Accessing voice mailboxes).
- Enter default password (0000).

The voicemail system will play a tutorial to walk you through setting up your mailbox. It will ask for three steps:

### 1. **Replace temporary password.**

- Enter 4 digit password
- Confirm 4 digit password

### 2. **Record first and last name.**

- This will be used for the dial by name directory.
- Press any key to stop recording
- Listen and confirm
  - Press 1 to listen again
  - Press 2 to record name
  - Press 3 to delete name
  - Press \* (star) to continue

### 3. **Record personal greeting.**

- Press any key to stop recording
  - Press 2 to listen again
  - Press 3 to record greeting
  - Press \* (star) to continue

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### **Example of general greeting:**

Hi this is (NAME) with (COMPANY). I cannot take your call right now. Please leave a message and I will return your call as soon as possible, or you may press "0" for immediate assistance. Thank you.

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### To Retrieve a Deleted Message

- Retrieve a deleted message and move it into your saved messages folder
- Press 6 *Undelete Messages*
  - Press 1 to listen to deleted message.
  - Press 2 to move message into saved messages.
  - Press 3 to **permanently** delete message.

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### To Change your password:

- Press 3 *Personal Options*.
- Press 4 *Change Password*
- Press 1
- Change password
- Confirm password

## Accessing voice mailboxes

Three ways to access your voice mail from

### 1. **Your own phone:**

- Dial 0.
- Enter password.

### 2. **Another mailbox:**

- Dial 0.
- \* (star).
- # (pound).
- Enter mailbox number (extension).
- Enter password.

### 3. **Outside of the office**

- *Someone answers phone* -

- Have them transfer you into voicemail.
- # (pound)(when voice mail answers).
- Enter mailbox number (extension).
- Enter password.

### **Outside of the office**

- *Dial Direct Inward Dial* -

- # (pound) (when voice mail answers).
- Enter mailbox number (extension).
- Enter password.

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To change your greeting:

- Press 3 *Personal Options*.
- Press 2 *Personal Greeting*.
- Press 3 *Record Greeting*.
- Press any key to stop recording.

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To activate a temporary greeting:

- Press 8 *Temporary Greeting*
- Press 1 *Record*
- Record Greeting, press any key to stop recording.

Used when you're out of the office or want to inform your callers while keeping your personal greeting for a later time.

To deactivate a temporary greeting

- Press 8 *Temporary Greeting*
- Press 4 *Activate Normal Greeting*

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To send another user a message:

- Enter voicemail (see next page section Accessing voice mailboxes).
- When the system asks for your security code, press \* (star)
- When you hear the main greeting, press \* (star)
- Enter the destination mailbox (other users mailbox).
- #.