

# REFERENCE GUIDE

## INTUITY VOICE MAIL FEATURES

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## WELCOME TO RGTS' VOICE MAIL SYSTEM

If after reading this guide, you have additional questions, please feel free to call RGTS at (212) 282-2222.

### INITIALIZING YOUR VOICE MAIL BOX

- Dial the internal voice mail system phone number
- Follow the tutorial prompts, which will ask you to enter the temporary password **7487** (RGTS)
- You will be prompted to enter a new password, record your name and record a personal greeting.  
**NOTE: Passwords must be at least 5 non-consecutive digits and must not begin with "0".**

### REACHING YOUR MAILBOX\*

#### From your phone

- Dial the internal voice mail system phone number
- Enter **#**
- Enter your password

#### FROM ANOTHER PHONE

- Dial the internal voice mail system phone number
- Follow the prompts

#### FROM OUTSIDE THE COMPANY

- Dial the voice mail system phone number
- Follow the prompts

## LISTENING AND RESPONDING

### REVIEW VOICE MESSAGES

- From the main menu **2**
- Listen to header
- Listen to message **0**

#### TIPS:

Replay header **2 3**

Skip to next message/Save message **#**

Delete message **\* D** or **\* 3**

Save a listened to message as new **\* \* 4**

\*If you prefer using a flowchart, please see reverse side.

## REPLYING TO A MESSAGE BY VOICE MAIL

- At end of message 1 1
- Follow Prompts

## REPLYING BY CALLING THE SENDER

- At end of message 1 0
- System dials sender's phone number

### TIP:

You cannot reply to messages from outside callers.

## SENDING A COPY

- At end of message 1 2
- Record comments
- When finished #
- Enter mailbox number(s) # after each
- Send #

## PERSONALIZING YOUR MAILBOX

### RECORDING YOUR NAME

- From the main menu 5 5

### RECORDING YOUR PERSONAL GREETING

- From the main menu 3 1
- Enter greeting number
- Follow prompts

### CHANGING YOUR PASSWORD

(To secure your mailbox, change your password frequently.)

- From the main menu 5 4
- Follow prompts

## QUICK REFERENCE

### BASIC FEATURES

- Get messages 2
- Send messages 1
- Return to main menu \*R or \*7
- Change Greeting – Personal 3 1
- Name – record 5 5
- Change personal password 5 4
- Help \*H or \*4

## WHILE LISTENING TO MESSAGES

- Rewind (To beginning **0**) (a few seconds **5**)
- Pause/Restart **3**
- Forward (To end of message **#**) (a few seconds **6**)
- Slower **8**
- Date/Time of message **2 3**
- Faster **9**
- Volume-Softer **7**
- Volume-Louder **4**

## GROUP LISTS

### TO CREATE A LIST

Up to 250 mailbox numbers per list

- From the main menu **5 1**  
Choose action:
  - Create **1**
  - Scan **2**
  - Review/Change **3**
- Follow prompts

### TO SEND TO A GROUP LIST

- From main menu **1**
- Record message **#**
- Press **\* L** or **\* 5**
- Enter List I.D. **#**
- Send **#**

## TRANSFERRING TO VOICE MAIL

### TO TRANSFER TO VOICE MAIL BOX OF EXTENSION WHICH WAS ORIGINALLY CALLED:

- Press **Transfer**
- Dial **# 7**
- Press **Transfer**

### TO TRANSFER TO ANYONE ELSE'S VOICE MAIL BOX:

- Press **Transfer**
- Dial internal voice mail – system phone number
- Wait for voice mail to answer
- Enter desired extension number **#**
- Enter "password" **1 0 0 2 0 #**  
(most systems) (zip code of Rock Center)
- Press **Transfer** immediately

# REVIEW MESSAGES

- Dial your voice messaging system number
- Enter extension number and #  
(if calling from your extension, just enter #)
- Enter password and #

Record and Send Messages <b>PRESS 1</b>	Get and Respond to Messages <b>PRESS 2</b>	Create Personal Greeting <b>PRESS 3</b>
Record Message	Listen 0 Replay Header 2 3	Hear Greeting Number(s) in Use
Pause/Continue 1 Play Back 2 3 Delete *D or *3 Approve #	Respond/Forward 1 Delete *D or *3 Undelete **U or **8 Skip # Next Category *# Save as New **4	Listen 0 Change/Create/Delete 1 Scan 2 Activate 3 Call Type 4 Finished? *
Extension(s) or Names(s) # after each <small>(press *A or *2 to after alternate between each Extension and Name)</small> and/or Group List *L or *5	Reply by Voice Mail: • Without Copy 6 • With Copy 9 Forward with Comment 2 New Message 4 Call Sender 0 Return to Previous Menu #	Enter Greeting Number  Stop Recording/Restart 1 Play Back 2 3 Delete *D or *3 Approve #
Finish Addressing #  Send # List Options 0 Make Private 1 Schedule Delivery 3 File a Copy 4		

## Use While Listening to or Recording Messages

1	ABC 2 Rewind	DEF 3 Play/Pause
GHI 4 Louder	JKL 5 Back Up	MNO 6 Advance
PQRS 7 Softer	TUV 8 Slower	WXYZ 9 Faster
*	0 Listen/Replay	# Skip



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Heard only after pressing \*H

Check Outgoing Messages

**PRESS 4**

Hear Message Summary

Listen 0

Change/Resend 1

Replay Header 2 3

Delete \*D or \*3

Skip 4

Next

Category \* #

Change Password/Create Lists/Re-record Name

**PRESS 5**

Mailing Lists 1

Personal Directory 2

Password 4

• Enter Password #

• Re-Enter

• New Password #

Re-record Name 5

Create List 1

Scan 2

Review/Modify 3

Scan Messages Quickly

**PRESS 7**

Scan Headers & Messages 1

Scan Headers 2

Scan Messages 3

To Exit press \* \* X

### Basic Commands

Help \*H or \*4

Return to Main Menu \*R or \*7

Delete \*D or \*3

Undelete \* \* U or \* \* 8

Wait \*W or \*9

Transfer out of system \*T or \*8

Look up Name/Ext. in Directory \* \* N or \* \* 6

Exit System \* \* X or \* \* 9

Hold Message in Category \* \* H or \* \* 4

#### Use while Addressing:

Alternate Addressing

\*A or \*2

(Switch between Name/Ext.)

Use Mailing List \*L or \*5