



An Informational User Guide for:

# Submailboxes

## **Feature Description**

This feature assigns personal submailboxes. The main mailbox greeting directs callers to leave a message in the main mailbox or desired mailbox. Callers press the appropriate submailbox key to access a particular submailbox.

Only the main mailbox user can create or delete submailboxes. When creating a submailbox the main user records a temporary name for the submailbox and selects a temporary passcode.

Once the submailbox is created, the submailbox user must call and set up the submailbox by accessing it with the temporary passcode. Set up is the same as for the main mailbox.

## **Procedures for Creating Submailboxes**

1. From the Mail Menu press (9) for Mailbox Options
2. To create submailboxes press (3)
3. Follow the voice instructions and enter the name of the person who will use the new submailbox, then press the (#) key.
4. Enter and record the temporary passcode for the submailbox. Provide the submailbox user with the temporary passcode. You cannot change a submailbox passcode without the temporary passcode.
5. To create additional submailboxes repeat steps 3 and 4

## **Note:**

- If subscribers forget the temporary passcode, the main mailbox user will need to delete the submailbox and recreate it with a new temporary passcode.
- All users must use a different passcode.
- Remember to change your main greeting to include submailbox users.

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### **Setting Up Submailboxes**

1. Dial Voice Mail access number, press (\*)
2. The voice instruction prompt you to enter your temporary submailbox passcode created by the main mailbox user (not the main passcode)
3. Press the (#) key to begin set up
4. Select and enter a new passcode between 6 and 10 digits
5. Voice instructions will prompt you to state your name
6. Record your personal greeting & press the (#) key when finished

### **Note:**

- Whenever you call Voice Mail and are not at your own phone, press (\*). Then enter your 10 digit mailbox number.
- You can change your greeting, name announcement, and passcode at any time by selecting Mailbox Options (9) from the Main Menu.

### **Change Greeting, Name, Announcement and Passcode**

1. Dial Voice Mail access or DID number and press (\*).
  2. Enter the submailbox code
  3. Enter (9) for mailbox options
  4. Follow the voice prompts
- 
1. Log into the mail mailbox
  2. From the Main Menu, press (9) to access Mailbox Options
  3. Press (3) to create or delete submailboxes
  4. Press (2) to delete a submailbox
  5. Voice prompts will lead you through the process of choosing and deleting existing submailboxes
  6. You will be prompted to change the main mailbox greeting to reflect the changes to the submailboxes

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### **Accessing Submailboxes from the Main Mailbox**

1. From the Main Menu press (8) to find out which submailboxes have new messages. The Voice Mail system indicates new messages by name announcement. (Name announcement is the subscriber's name recorded during the submailbox initialization.)
2. To access submailboxes with new messages, press (7) at the Main Menu. (The system automatically returns you to the Main Menu.)
3. Voice Mail prompts you to enter the passcode of the submailbox you wish to access or press (\*) to access another mailbox.
4. Key in the passcode. If you chose (\*) from step 3 you will be required to re-enter the 10 digit main mailbox number and then the passcode.

### **Note:**

- You are now in the submailbox system and Voice Mail will play the submailbox's Main Menu.
- Users can also access their submailbox by calling the Voice Mail Access Number, then entering their passcode or by pressing (\*) at the generic greeting prompt, entering the mailbox number and then the submailbox passcode.

### **FAQs**

- The Main Mailbox can be shared by everyone or used as a personal mailbox. For a communal mailbox the passcode would be shared by several people. For a personal mailbox only the main user would have the passcode.
- Users will continue to hear the Special Dial Tone on the phone as long as there are one or more new messages in the main mailbox or any of the submailboxes.
- From the submailbox's Mail Menu press (7) (\*) followed by the 7 digit mailbox number and the passcode for the main mailbox to return to the main mailbox's Main Menu.
- To pick up all of the messages on the submailboxes on the same call you need to know the passcode of each submailbox. Press (7) at the Main Menu and reenter the 10 digit mailbox number and the appropriate mailbox passcode.