



ALLIANCE
COMMUNICATIONS™
Voice Mail Instructions

Listen to New Messages

1. Access the voice mail system and hear the main menu.
2. Press 1 to access the Message menu.
 - a. Hear the Message menu.
3. Press 1 to Listen to New Messages.
4. Hear your first new message and call information.
5. Hear the Message menu and select how to handle the message.
 - a. Press 1 to Play the Message.
 - b. Press 2 to Save the Message & Play the Next Message.
 - c. Press 3 to Delete the Message.
 - d. Press 4 to Save the Message as New.
 - e. Press 5 to Return the Call.
 - f. Press 6 to Forward the Message to Another Number.
6. You have retrieved your new messages.
7. If you are finished with your Voice Mail session, you may hang up the phone.

Listen to Saved Messages

1. Access the voice mail system and hear the main menu.
2. Press 1 to access the Message menu.
 - a. Hear the Message menu.
3. Press 2 to Listen to Saved Messages.
4. Hear your first saved message and call information.
5. Hear the Message menu and select how to handle the message.
 - a. Press 1 to Play the Message.
 - b. Press 2 to Save the Message & Play the Next Message.
 - c. Press 3 to Delete the Message.
 - d. Press 4 to Save the Message as New.
 - e. Press 5 to Return the Call.
 - f. Press 6 to Forward the Message to Another Number.
6. You have reviewed your saved messages.
7. If you are finished with your Voice Mail session, you may hang up the phone.

Record Your First Greeting

Your first greeting recorded is saved as greeting 0 (zero).

1. Access the voice mail system and hear the main menu.
2. Press 9 to access the Setup menu.

3. From the Setup menu, Press 1 to Access the Greeting menu.
4. Hear the Greeting Menu.
5. Select the greeting you wish to record.
6. Press 2 to record your greeting.
7. Record your greeting and then press #.
8. Hear the greeting menu.
 - a. If desired, press 1 to review your greeting.
9. Your Greeting is recorded.
10. If you are finished with your voice mail session, you may hang up the phone

Re-Record an Existing Greeting

Your first greeting recorded is saved as greeting 0 (zero).

1. Access the voice mail system and hear the main menu.
2. Press 9 to access the Setup menu.
3. From the Setup menu, Press 1 to Access the Greeting menu.
4. Hear the Greeting Menu.
5. Press 5 to Select which greeting to edit.
6. Press 2 to re-record your greeting.
7. Re-Record your greeting and then press #.
8. Hear the greeting menu.
 - a. If desired, press 1 to review your greeting.
9. Your Greeting is recorded.
10. If you are finished with your voice mail session, you may hang up the phone.

Record Your Second Greeting

Your first greeting recorded is saved as greeting 0 (zero).

1. Access the voice mail system and hear the main menu.
2. Press 9 to access the Setup menu.
3. From the Setup menu, Press 1 to Access the Greeting menu.
4. Hear the Greeting Menu.
5. Select the greeting you wish to record.
6. Press 2 to record your greeting.
7. Record your greeting and then press #.
8. Hear the greeting menu.
 - a. If desired, press 1 to review your greeting.
9. Your Greeting is recorded.
10. If you are finished with your voice mail session, you may hang up the phone.

Change Your Language Setting

1. Access the voice mail system and hear the main menu.
2. Press 9 to access the Setup menu.
3. From the Setup menu, press 5 to change your language setting.
4. Press 1 to instructions in English or press 3 for instructions in Spanish.
5. Hear the announcement that your language setting is changed.

6. If you are finished with mailbox setup, you may now hang up the phone.

Change Your Auto Login Option

1. Access the voice mail system and hear the main menu.
2. Press 9 to access the Setup menu.
3. Hear the Setup menu.
4. Press 4 to change your auto login setting.
5. Hear that Auto Login is now Enabled/Disabled.
6. If you are finished with mailbox setup, you may now hang up the phone.

Change Your Password

1. Access the voice mail system and hear the main menu.
2. Press 9 to access the Setup menu.
3. Hear the Setup menu.
4. Press 2 to change your password.
5. Enter your password then the # key.
6. Re-enter your password then the # key.
7. Your password is changed.
8. If you are finished with mailbox setup, you may now hang up the phone.

Record Your Name

1. Access the voice mail system and hear the main menu.
2. Press 9 to access the Setup menu.
3. From the Setup menu, Press 8 to Record Your Name.
4. Record your name and press #.
5. Your name is recorded.
6. If you are finished with mailbox setup, you may now hang up the phone.

Change Your Daily Notification Option

1. Access the voice mail system and hear the main menu.
2. Press 9 to access the Setup menu.
3. From the Setup menu, Press 3 to Change Your Notification Option.
4. Hear the Daily Notification Menu.
 - a. Press 2 to turn daily notification on/off.
 - b. Press 3 to change the notification time.
5. If you press 3 to change the Notification time, you will be prompted to enter:
 - a. the 2-digit hour
 - b. the 2-digit minute
 - c. either 0 (zero) for AM or 1 for PM
6. You will hear confirmation of the time that you have set for Daily Notification.
7. If you are finished with mailbox setup, you may now hang up the phone.

Send a Message

1. Access the voice mail system and hear the main menu.

2. Press 3 to Send a message to a mailbox.
3. Hear the announcement to Compose the Message.
4. Enter the Mailbox numbers where your message should be sent.
 - a. Press # between each number and again at the end of the list.
 - b. For example to send a message to 2 mailboxes, enter: 6059956120 # 6059950084 # #
5. Hear the announcement to record your message.
6. Record your message and press #.
7. Hear the message sending options.
 - a. Press 1 to Send the message.
 - b. Press 2 to Review the message.
 - c. Press 3 to Re-Record your message.
 - d. Press 4 to access Message Options.
 - e. Press 9 to Cancel sending the message.
 - f. Press 1 to send the message.
8. You will hear that the message was sent.
9. If you are finished with your voice mail session, you may hang up the phone.

Forward a Message

1. Access the voice mail system and hear the main menu.
2. Press 6 to Forward a message to another mailbox.
3. Hear the announcement to Forward the Message.
4. Enter the Mailbox numbers where you want to forward your message.
 - a. Press # between each number and again at the end of the list.
 - b. For example to forward a message to 2 mailboxes, enter: 6059956120 # 6059950084 # #
5. Hear the announcement to record an introduction to your message.
6. Press * to record an introduction or press # to simply forward the message.
7. Record your introduction and press #.
8. Hear the message forwarding options.
 - a. Press 1 to Forward now.
 - b. Press 2 to Review the message.
 - c. Press 3 to Re-Record your introduction.
 - d. Press 4 to access Message options.
 - e. Press 9 to Cancel forwarding the message.
9. If you are finished with your voice mail session, you may now hang up the phone.

Change Your Outdial Number

1. Access the voice mail system and hear the main menu.
2. Press 9 to access the Setup menu.
3. From the Setup menu, Press 7 to Edit your Outdial Number.
4. Hear the announcement to choose the outdial number to edit and make your selection.

5. Enter your new 10-digit outdial number.
6. Hear the announcement that your outdial number is changed.
7. If you are finished with mailbox setup, you may now hang up the phone.

Play the Current Date & Time

1. Access the voice mail system and hear the main menu.
2. Press 7 to play the current date & time.
3. Hear the current date and time.
4. If you are finished with your voice mail session, you may now hang up the phone.

Reply to a Message

1. Access the voice mail system and listen to your message.
2. Press 5 to reply to the call.
3. Hear the announcement to reply to the call.
 - a. Press 1 to reply to a phone.
 - b. Press 2 to reply to a mailbox.
4. If you reply to a mailbox, you will hear the mailbox number you are replying to.
5. Record your reply message and press #.
6. Hear the message reply options.
 - a. Press 1 to Send the message.
 - b. Press 2 to Review the message.
 - c. Press 3 to Re-Record your message.
 - d. Press 4 to access Message Options
 - e. Press 9 to cancel sending the message.
7. Press 1 to send the message.
8. If you are finished with your Voice Mail session, you may hang up the phone.

Record a Message for Future Delivery

1. Access the voice mail system and hear the main menu.
2. Press 3 to Send a message to a mailbox.
3. Hear the announcement to Compose the Message.
4. Enter the Mailbox numbers where your message should be sent.
 - a. Press # between each number and again at the end of the list.
 - b. For example to send a message to 2 mailboxes, enter: 6059956120 # 6059950084 # #
5. Hear the announcement to record your message.
6. Record your message and press #.
7. Hear the message sending options.
8. Press 4 to access the Message Options.
9. Press 6 for timed delivery or the message.
10. Press # to schedule delivery for current month or enter the 2-digit month.
11. Press # to schedule the delivery day for the current day or enter the 2-digit day.
12. Enter the 2-digit delivery hour.

13. Enter the 2-digit delivery minute.
14. Enter zero (0) for AM delivery or 1 for PM delivery.
15. Hear the scheduled delivery date and time you have entered.
16. Hear the message options.
 - a. Press 1 to Send the message.
 - b. Press 2 to Review the message.
 - c. Press 3 to Re-Record your message.
 - d. Press 4 to access Message Options
 - e. Press 9 to cancel sending the message.
17. Press 1 to send the message.
18. If you are finished with your voice mail session, you may hang up the phone.