



 **Citizens**
Bringing it all together

Using Citizens Unified Messaging Voicemail with Multiple Mailboxes

Some Things to Know Before You Begin:

- Your group greeting directs callers to press the appropriate key to reach the individual sub-mailboxes.
- Once the group greeting is recorded, each sub-mailbox "owner" may record a personal greeting and assign a personal password to make their sub-mailbox uniquely their own.

Administrator Instructions:

Record Your Group Greeting

From the phone subscribed to the service:

1. Dial 745-0486
2. Listen to the recording explaining that you must record a group greeting. Wait until the end of the recording, then press "0" to administer the family mailbox.
3. Enter your password and then #.
4. Press 9 to access mailbox setup options.
5. Press 1 for greeting options.
6. Press 2 to record your greeting. When finished recording, press #. For example, "You have reached the Doe residence. To leave a message for John, press 1. To leave a message for Jane, press 2."

Change An Existing Group Greeting

From the phone subscribed to the service:

1. Dial 745-0486.
2. When prompted to enter your mailbox ID, press 0 to administer the family mailbox.
3. Enter your password and then #.
4. Press 9 to access mailbox setup options.
5. Press 1 for greeting options.
6. Press 2 to re-record your greeting. When finished recording, press #.

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Sub-Mailbox User Instructions:

Access Your Voice Mailbox

From the phone subscribed to the service:

1. Dial 745-0486.
2. Enter your single digit sub-mailbox ID (1-9).
3. If prompted, enter your password and then #.

From a different phone:

1. Dial 745-0486.
2. Enter your 10-digit mailbox number (telephone number).
3. Enter your single digit sub-mailbox ID (1-9).*
4. Enter your password and then #.

Record Your Sub-Mailbox Greeting

1. Access your voice mailbox.
2. Press 9 for the mailbox setup menu.
3. Press 1 for greeting options.
4. Press 4 to record your greeting.
5. Record your greeting and then press #.

Change Your Sub-Mailbox Password

1. Access your voice mailbox.
2. Press 9 for the mailbox setup menu.
3. Press 2 to change your password.
4. Enter your new password and press #.
5. When prompted to verify the password, enter it again and then press #.

Retrieve Messages from Your Sub-Mailbox:

1. Access your voice mailbox.
2. Your first new message may play immediately. If not, press 1 to listen to your messages. You will hear the announcement "You have X new messages and X saved messages."
3. Press 1 to listen to new messages.
4. Press 2 to listen to saved messages.

When Retrieving Messages, You Can:

- Press 1 Play the message again
- Press 2 Save the message and play next
- Press 3 Delete the message and play next
- Press 4 Save the message as new
- Press 5 Reply to the message *
- Press 6 Forward the message to another mailbox *
- Press 7 Skip backward in the message
- Press 8 To pause the message
- Press 9 To skip forward in the message