Getting Started

To begin using the Voice Mailbox system, you need the following information:

Phone number for the Voice Mailbox system	(865) 241-3139
Mailbox number	Your voice mailbox number is the same as your office telephone number. If you are sharing a voice mailbox with others, please call your Division Telecommunications Coordinator for further information.
Temporary password	Your temporary password is **997365**. This number will allow you to enter your mailbox for the first time. NOTE: To exchange your temporary password for a personal password, follow the instructions below for *Setting up Voice Mail.*

Setting up Voice Mail

Please initialize your voice mailbox within 72 hours using the instructions below.

NOTE: If your call forwarding busy and/or do not answer feature(s) have been changed to go to your new voice mailbox and you do not initialize your voicebox, callers will hear a message saying the number they have called is not active.

1. Call 241-3139, the number assigned to the Voice Mailbox system.
2. Enter your temporary password **997365.**
3. Enter a new password containing between 4 and 15 digits.
4. State your name as you want it to be announced to people who address messages to your mailbox.
5. Press # to accept the name as recorded or press * to record your name again.
6. Press 1 to choose a standard greeting or press 2 to record a personal greeting, which gives your callers more information.
7. Record your greeting.
8. Press # to accept the greeting as recorded, or press * to record your greeting again.

You are now set to receive messages using your Voice Mailbox!

How You Know If You Have Messages

Call your voice mailbox	The voice mail system will advise you of new messages. After logging on, press 1 to hear unheard messages, **or** press 1 then 2 to hear all messages.
Pager notification	The voice mail system will signal your pager and display the number 241-3139 when a caller leaves a message. This feature must be requested and will require set up of the notification schedule. For further instructions, refer to *Personal Options, Notification Schedule feature* in the Octel User Reference Manual.
Stutter dial tone	When you pick up the handset or go off hook with your office telephone, you will hear a stutter dial tone ("tone-tone-tone"), indicating you have new voice mailbox messages. This message waiting feature must be requested and turned "on" or "off" from the personal options menu. For further instructions, refer to *Personal Options, Message Notification feature* in the Octel User Reference Manual.

How To Access The System

From your office telephone number	• Dial 241-3139 • Enter your password
From any other office telephone number on the Oak Ridge Reservation	• Dial 241-3139 • Press * when the voice mailbox system answers • Enter your mailbox number (all seven digits of your telephone number) • Enter your password
From outside the Oak Ridge Reservation	• Call 241-3139 or (865) 241-3139 • Press # at anytime during the greeting • Enter your mailbox number (all seven digits of your office telephone number) • Enter your password

How To Exit The System

From any menu on the system	• **Press * until you reach the main menu** • **Press * to exit** • Please follow the steps to exit the system so that system ports are freed up promptly.

Call Forwarding

Call Forward to Busy/Don't Answer	Your office telephone number may call forward on a busy condition to the voice mailbox or on a don't answer condition. These features should be requested through your Division Telecommunications Coordinator.
*72 Call Forwarding Variable	If you have the *72 call forwarding feature on your office telephone number and wish to forward all of your calls to your new voice mailbox, do the following from your office telephone: • To Activate, dial *72 + 241-3139 • To Cancel, dial *73