

Voice Mail Access Numbers

717 Area Code

Adamstown	484-8900
Carlisle.....	713-8900
Ephrata.....	721-8900
Gettysburg.....	321-8900
Hanover.....	524-8900
Harrisburg.....	635-8900
Hershey.....	298-8900
Hummelstown.....	220-8900
Lancaster	735-8900
Landisville	537-8900
Lebanon.....	675-8900
Lititz	625-8900
Mechanicsburg.....	620-8900
Millersville.....	842-8900
Mount Joy.....	928-9800
Myerstown.....	628-8900
York.....	825-8900

610 Area Code

Boyertown	369-8900
Sassmansville	754-8900
Green Hills.....	856-8900
Topton	682-8900
Reading	898-8900

484 Area Code

Pottstown	945-8900
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814 Area Code

State College	272-8900
Altoona.....	283-8900
Bellefont	548-8900

570 Area Code

Lewisburg	522-8900
Williamsport.....	567-8900

*Remember to choose an access number that is a local call for you. For assistance, consult your telephone directory or call Customer Service at **1-877-4DE-TODAY**.*

Always remember to use the 10-digit format (XXX-XXX-8900) when accessing Voice Mail.

Auto Attendant

User's Guide



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Delivering Excellence

1-877-4DE-TODAY
www.decommunications.com



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Auto Attendant User's Guide

Setting Up Your Auto Attendant

1. Dial your Auto Attendant Arrangement number _____

When you hear there is no greeting recorded for this mailbox, then press the ***** key

2. The system will prompt you to enter your password. The first time you access your Auto Attendant, enter the default password, which is the last 5 digits of the Auto Attendant Arrangement number assigned to you. _____ The system will then walk you through changing some of your options. First you will change your password. Simply follow the system's instructions to do so. Be sure to remember what number you entered for your new **password**.
3. Next, the system prompts you to record your name. Although the system says to record your first and last name, it's a better idea to record your company's **name**, such as "ABC Enterprises."
4. Then you will be prompted to record your greeting. Your greeting should list all the options available to callers when they call into your Auto Attendant.

For example:

"You have reached ABC Enterprises. To leave a message for customer service press **1** for sales, press **2**, for John Doe press **3**. Thank you for calling and have a nice day."

After the system says, "Enjoy the benefits of the Voice Mail system," you may hang up the phone. Your Auto Attendant directory is set up!

Transferring calls into your Auto Attendant

This feature allows you to transfer a caller to someone's voice mailbox to leave a message.

1. Use your hook-flash (flash or link button) and wait for a dial tone.
2. Dial your Auto Attendant Arrangement button.
3. Choose the appropriate mailbox option number and hang up. The caller will be connected to the requested mailbox.

Modifying Your Auto Attendant

1. To make changes to your Auto Attendant follow the instructions in step 1 of setting up your Auto Attendant.
2. When the system prompts you to enter your password, be sure to enter the password you created during the setup process, rather than the default password.
3. To record a new **greeting**, press **3** from the main menu. Then press **2** and follow the instructions.
4. To change your **password** or your company's name, press **4** from the main menu. Then press **4** again to access your personal preferences.
 - To change your **password**, press **1** and follow the instructions.
 - To change your company's **name**, press **3** and follow the instructions.

Setting Up Extension Mailboxes For Your Auto Attendant

1. Dial the Dial the local **Voice Mail access number** for your area. The number will be in the 10-digit **XXX-XXX-8900** format. (See the Voice Mail Access Numbers noted on the back of this brochure.)
2. If the system prompts you to enter your password, press the **#** key. Otherwise, continue to Step 3.
3. When the system prompts you to enter your mailbox number, enter your **Extension Mailbox number**, which is usually your area code followed by **555-XXXX**, (See your list of assigned numbers below) followed by the ***** key. Enter your password (which is the last 5 digits of the extension mailbox number.) _____
4. Follow the tutorial to set up your password, name and greeting. Repeat steps 1-4 for each extension mailbox you need to set up.

To modify your extension mailboxes after the initial setup, follow the instructions in step 1 of setting up Extensions mailboxes for your Auto Attendant to access the system to make changes.

*If you have any questions regarding the recording of your greetings, or would like to make a change to your Auto Attendant setup, please call Customer Service at **1-877-4DE-TODAY**.*