

Advanced Networking, Inc.

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Virtual (Phantom) Mailbox Instructions

For IPitomy Systems

A phantom mailbox is a mailbox which is not assigned to any physical phone.

Accessing Your Mailbox

From a System Phone

1. Dial **924**
2. Enter your **mailbox number** when the system says "mailbox".
3. Enter your **password** after it says "Password"
4. You are now at the main menu for your mailbox.

From Outside the Office

1. Dial the **main number** or **backdoor number**.
2. Wait for the main menu starts playing
3. Press **#** for the Voicemail Gateway.
4. Enter your **mailbox number** when the system says "mailbox".
5. Enter your **password** after it says "Password"
6. You are now at the main menu for your mailbox.

Calling your Own Mailbox

1. Wait for your personal greeting to play,
2. Press *****(star) when your mailbox greeting starts to play.
3. Enter your **mailbox number** when the system says "mailbox".
4. Enter your **password** after it says "Password"
5. You are now at the main menu for your mailbox.

Setting Up Your Voicemail

The first time you access your mailbox, the system will walk you through setting up your password, name recordings, and greetings. Please follow this all the way through and it will not play the tutorial again. The following instructions are for when you need to change something after the initial setup.

Recording greetings

1. Access your mailbox following the instructions in the first section of this sheet.
2. Press **0** for Mailbox Options.
3. You have the option of recording up to three greetings. At the very least, record an Unavailable Message. Press **1** to record the Unavailable Message.
4. Record the message after the tone and press pound.
5. To keep the message, press **1** to accept the message. If not satisfied, press **3** to re-record and repeat steps 5 and 6.

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Recording name

1. Access your mailbox following the instructions in the first section of this sheet.
2. Press **0** for Mailbox Options.
3. Press **3** to record your name.
4. Record the name after the tone and press pound.
5. To keep the message, press **1** to accept the message. If not satisfied, press **3** to re-record and repeat steps 5 and 6.


Recording a Temporary Greeting

Use the Temporary Greeting when you want to record a greeting that you plan to use for a limited time (for example an out-of-office greeting).

1. Press the **Message Key**. 
2. Enter your **password**, followed by the # key.
3. Press **0** for Mailbox Options.
4. Press **4** to record your Temporary Greeting
5. After the tone, record your temporary greeting.
6. Press # when finished.
7. Follow the prompts to confirm or record the greeting again.

Deleting Temporary Greeting

When you want to use your original greeting, delete your temporary greeting. To do this:

1. Press the **Message Key**. 
2. Enter your **password**, followed by the # key.
3. Press **0** for Mailbox Options
4. Press **4** to record your Temporary greeting.
5. Press **2** to delete your Temporary Greeting.
6. Hang up

Setting Your Mailbox Password

We strongly recommend you change your voicemail password as soon as possible. By default, it is your extension number. Anyone who knows this can potentially hack into your mailbox through the web and listen to your messages, see your call logs, and modify settings on your extension.

1. Access your mailbox by using one of the methods described above.
2. Press **0** for Mailbox Options.
3. Press **5** to change your password.
4. Please enter your new **password**, followed by the **pound** key.
5. Re-enter your **password** followed by the **pound** key for confirmation.
6. If everything is correct, the system will tell you your password has been changed.

Recording a Temporary Greeting

Use the Temporary Greeting when you want to record a greeting that you plan to use for a limited time (for example an out-of-office greeting).

1. Access your mailbox following the instructions in the first section of this sheet.
2. Press **0** for Mailbox Options.
3. Press **4** to record your Temporary Greeting
4. After the tone, record your temporary greeting.
5. Press **#** when finished.
6. Follow the prompts to confirm or record the greeting again.

Deleting Temporary Greeting

When you want to use your original greeting, delete your temporary greeting. To do this:

1. Access your mailbox following the instructions in the first section of this sheet.
2. Press **0** for Mailbox Options
3. Press **4** to record your Temporary greeting.
4. Press **2** to delete your Temporary Greeting.
5. Hang up

Setting Your Voicemail Password

We strongly recommend you change your voicemail password as soon as possible.

1. Access your mailbox following the instructions in the first section of this sheet.
2. Press **0** for Mailbox Options.
3. Press **5** to change your password.
4. Please enter your new **password**, followed by the **pound** key.
5. Re-enter your **password** followed by the **pound** key for confirmation.
6. If everything is correct, the system will tell you your password has been changed.

Listening To Messages

New messages

1. Access your mailbox following the instructions in the first section of this sheet.
2. Press **1** to listen to new messages.
3. Follow the prompts to save, delete, etc.

Old messages

1. Access your mailbox following the instructions in the first section of this sheet.
2. Press **2** to change folders.
3. Press **1** for old messages (or listen to the prompts to select another folder).
4. Follow the prompts.

Further on-line help:

Visit our website at <http://www.advnetwork.com/support.html>