

GETTING STARTED

Set-up Your Permanent Security Code (PIN)

Dial the toll-free access number provided by your company administrator. If the system recognizes the number you are calling from you will be prompted to enter your temporary PIN. If the number is not recognized, enter phone number, then the # key then the mailbox number you wish to access, followed your temporary PIN.

Press 3 (for a single mailbox account) or **Press 4** for multiple mailbox accounts to select “**Administrative Options**”.

Press 4 and follow the prompts to administer your new four to ten digit numeric permanent PIN.

Permanent PIN: _____

Many people find it convenient to write down their permanent PIN and to store it in a safe place for easy reference - the choice is yours. Should you forget your PIN, please contact TMC Customer Care to have your PIN re-set to the default. At this point, you will be able to select another permanent PIN (see “**set-up per permanent pin**” above).

TMC Customer Care:
866-PICK-TMC or 866-742-5862
Fax: 888-965-8620
1180 Iron Point Road, Suite 210
Folsom, CA 95630



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866-PICK-TMC or 866-742-5862
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Business Voice Mail USER GUIDE

TELECOMMUNICATIONS
MADE SIMPLE



Custom Greeting and Mailbox Name Set-Up Single or Multiple Mailbox Accounts Using a Non-shared Number

System Access: Dial your TMC Business Voice Mail toll-free access number: **1-866-215-7783**.
If the system recognizes the number you are calling from you will be prompted to **enter PIN**. If the number is not recognized, **enter phone number, then # then the mailbox number you wish to access, followed by PIN**.

Create or Change a Custom Greeting: (note: a default greeting will automatically be used if a custom greeting is not set up)
Press 3 (for a single mailbox account) or **4** (for multiple mailbox accounts) to select “**administrative options**”.
Press 1 to create your custom greeting. When finished **press the # key**.
Press 1 to listen to your greeting, **2** to re-record or **3** to use the default greeting.
If you are satisfied with your greeting, simply hang up or **press #** to return to the previous menu and set up your mailbox name or **press # 3** to set up another greeting for a different mailbox.

Create or Change a Mailbox Name or Mailbox Number:

If you have not already done so, dial your toll-free access number (see “**System Access**” above) and enter your PIN or the number you are calling from, followed by the # key, mailbox number and PIN.
Press 3 (for a single mailbox account) or **4** (for multiple mailbox accounts) to select “**administrative options**”.
Press 2 to record a mailbox name or **Press 3** to use the mailbox number. When finished, **press #**.
Press 1 to review your mailbox name, **2** to re-record or **3** to access the mailbox number.
To set up additional mailbox names **press # 3** and wait for the prompt to enter the next mailbox number. **Press 2** to record mailbox name, followed by the # key. Repeat steps until all mailboxes have been named.

Custom Greeting and Mailbox Name Set-Up For Multiple Mailbox Accounts Using a Shared Number

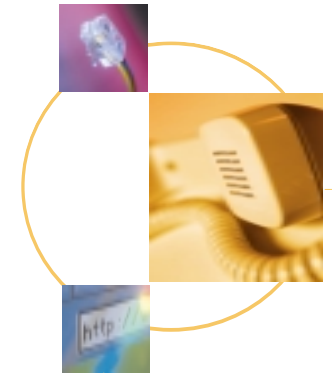
Begin by creating a greeting and name for Mailbox “0” which will be used to identify your account for voicemail delivery. The custom recording for mailbox “0” will be the first recording played when a call is forwarded from a shared phone number.

Create or Change a Custom Greeting:

If you have not already done so, dial your toll-free access number (see “**System Access**” above) and enter your PIN or the number you are calling from, followed by the # key, mailbox number and PIN.
Press 4 to select administrative options
Press 1 to create a custom greeting for mailbox “0”. When finished, **press #**.
To access additional mailboxes **press # 3** followed by the next mailbox number you wish to set up a greeting for. **Press 1** to create a custom greeting for the second mailbox, followed by the **# key**.
Press # 3 and repeat steps until greetings have been recorded for all mailboxes (or the default greeting has been assigned)

Create or Change a Mailbox Name:

If you have not already done so, dial your toll-free access number (see “**System Access**” above) and enter your PIN or the number you are calling from, followed by the # key, mailbox number and PIN.
Press 2 to record a mailbox or **press 3** to use the mailbox number. When finished, **press #**.
Press 1 to review your mailbox name, **2** to re-record or to set up additional mailbox names **press # 3** and wait for the prompt to enter the next mailbox number. **Press 2** to record mailbox name, followed by the # key. Repeat steps until all mailboxes have been named.



Retrieving New or Saved Messages For Single and Multiple Mailbox Accounts

Gain access to the TMC Business Voice Mail system (see “**System Access**”)

All new and saved messages will be time and date stamped as they are received. The oldest message will always be played first.

To Access New and Saved Messages: **Press 1**

After listening to your first message, you will have the following options:

- Press 1** to save this message
- Press 2** to delete this message
- Press 3** to replay this message
- Press 4** to forward message to another mailbox

Note: If you hang up without entering a “save/delete” option, the call will automatically be saved.

Voice Mail Delivery By Phone

After gaining access to the TMC Business Voice Mail system (see “**System Access**”) you will have the opportunity to turn on/off the Voice Mail Delivery by Phone option.

- Press 3** (for a single mailbox account) or
- Press 4** (for multiple mailbox accounts) to select “**administrative options**”.
- Press 3** to turn delivery by phone on or off