



VOICEMAIL INSTRUCTIONS

VOICE SERVICES

CHOOSE AN OPTION TO ACCESS YOUR VOICEMAIL

1. Dial *^{WXYZ}9^{TUV}8 from your primary Integra line.
(This option may not be available for all customers)

2. Dial your mailbox number; when the outgoing greeting plays press ^{POSS}7 then enter your password when prompted. *(Ideal for accessing voicemail from a remote location)*

△ NOTE:

If neither option is successful, contact Integra Customer Care at 1-866-INTEGRA to receive your local access number.

SETTING UP YOUR VOICEMAIL FOR THE FIRST TIME

1. If prompted, enter your 10-digit mailbox number.
2. When prompted, enter the default password which is your 10-digit mailbox number.
3. Follow the voice prompts or use the commands listed here to record your greeting and your name, and to establish a personalized password.

To create your Greeting, press ⁴ from the Main Menu, then press ³

Select an option below:

- ¹ Record a personal greeting
- ^{ABC}2 Record an extended absence greeting
- ^{DEF}3 Add your name to your voicemail box

For Administrative Options, press ⁴ from the Main Menu, then press ²

- ¹ Change or customize passwords
Note: New passwords must be between 4 and 15 numbers and cannot start with zero.
- ^{ABC}2 Create Distribution lists
May be used to distribute one message to a specified group of users on the system.
- ^{DEF}3 Extend or reduce the length of voicemail prompts
- ^{GHI}4 Extend or reduce Message Envelope (message information)

For Notifications, press ⁴ from the Main Menu, then select an option below

- ¹ To turn Notifications on or off
- ^{GHI}4 To set Notification Schedules
Notification Outcalls: Your mailbox can automatically send a message to your mobile phone or other number to notify you of waiting messages. You can define location, time, interval and message types for notification.

Additional notification options are available through WebMessageSM which is included in Integra's Premium voice messaging offering.

To check messages from a remote location, dial your mailbox number

- When the greeting begins, press ^{POSS}7.
Enter your password after the prompt.

To Review Messages, press **1** from the Main Menu, then select an option below

1 Play only unheard messages

While listening to a message:

POSITION	INFORMATION	SPEED
1 Rewind 5 seconds	JKL 5 Listen to message information	GHI 4 Slow message down
ABC 2 Pause/Continue	VOLUME	MNO 6 Speed message up
DEF 3 Fast-forward 5 seconds	PQRS 7 Lower the message volume	
DEF 3 DEF 3 Forward to end of message	TUV 8 Return to default volume	
1 1 Go to beginning of message	WXYZ 9 Raise the message volume	
# Skip to next message		

After listening to a message:

GHI 4 Replay the message	MNO 6 Forward message to someone else	WXYZ 9 Save the message
JKL 5 Listen to message information	PQRS 7 Erase the current message	

To Send a Message, press **2** from the Main Menu and follow the prompts

- A. First create your recording
B. To end your recording, press **#**
C. Enter the destination number
- D. Press **4** to choose a delivery option:
1 Private **DEF 3** Confirmation
ABC 2 Urgent **GHI 4** Future delivery
- E. Press **#** to send

To return to the Previous Menu at any time, press *****. For help at any time, press **0**

IMPORTANT: Messages older than 60 days will be automatically deleted by the system.

Get Started with WebMessageSM

If you have purchased Integra's Premium Voicemail Box, an included feature is WebMessageSM. WebMessageSM is a powerful tool that improves your efficiency by providing you with Web access to the voice messaging system.

WebMessageSM provides an additional set of capabilities beyond what is available to you with the phone interface including:

- > Receive incoming faxes; forward faxes to email
- > Receive voicemail messages in your email; listen online
- > Message notifications sent to phone, email, pager or as text message.

Accessing the WebMessageSM Application:

The WebMessageSM application can be accessed at <https://webvm.integra.net>

Note for New Users:

It is highly recommended that you first enter the voice messaging application using the phone interface. When you enter your voice mailbox for the first time using the phone interface you will be prompted to record a mailbox greeting, record your name, and change your password. You can then use your personalized password to enter the WebMessageSM application.

Logging In:

At the log-in screen you will enter your authentication information. The same password is used for both the phone interface and the WebMessageSM interface.

Subscriber Number: Enter your 10-digit mailbox number

PIN: Enter your personal password

Detailed instructions on WebMessageSM are available at <http://www.integratelecom.com/care/>

If you are interested in upgrading to the Premium Voicemail Box, including WebMessageSM, contact us at 1-866-INTEGRA.