



QUICKSTART GUIDE

INTRODUCTION

Welcome to ConnectMe Voice. You have just subscribed to the most powerful Hosted Internet Phone and unified messaging service on the market today. Unlike other services available which may offer just a few of our features, ConnectMe Voice serves as your total office phone system.

YOUR PHONE NUMBER AND ACCESS CODE

Your ConnectDirect service comes with a “main” phone number (your ConnectMe Voice number), along with separate local phone numbers which are directly associated to your Internet Phones. You will receive your Main ConnectMe Voice phone number and administrator access code by e-mail along with your order confirmation. If you are the administrator of this service, your access code will work for any and all extensions. If this is a Single User account, you have administrator status. If this account was purchased for your entire office (Multi-User plan), an administrator should be designated to manage ConnectMeVoice for your office. Only the administrator can manage all extensions and access billing information. If you have been assigned an extension in your office by your administrator, you may access only your individual extension.

INTERNET PHONE NUMBERS

Within 5 business days, you will receive the Internet phone devices (Internet Phone Adapters, or Internet Telephones). If you have selected a soft-phone (a phone that runs on your computer), then you will be able to install your phone immediately. Instructions for setup of the actual phones will be included with the equipment. In addition to setting up the phone for direct use, you will also want to associate each phone with an extension on your ConnectDirect system. You may then associate each phone with a given extension using our Web interface (see Website login below). Once you’re logged into the web interface as the administrator, you may select “Control Panel” then “IP Phone Manager”. From here, you can assign IP (Internet) phones to an extension, and you can select what will be seen as the caller ID when you place a call from your IP phone. Please refer to the help section on the Web site for more details.

WEBSITE LOGIN

1. Go to www.connectmevoice.com and click on the Login button found at the top right corner (or go directly to <http://login.connectmevoice.com>)
2. Enter your ConnectMe phone number, your extension (note: If you are the administrator, you may leave the extension blank, which will log you into the main account), and your 4-digit access code.
3. Click **Login**.
4. Once you are logged into your account you may click on HELP for additional assistance on using the site. Our unique audio help will assist you with a brief overview of the section of the site you visit. You also have written explanations of various features found on the site.
5. The ConnectMe Web Interface makes it easy for you to setup your Follow Me preferences, upload greetings, enable message notification, get call reports and manage your account. We recommend taking a few minutes to visit each section. Be sure to listen to the audio help explanations found under HELP to familiarize you with all the features of ConnectMe Voice.

START USING CONNECTME AS YOUR OFFICE PHONE SYSTEM

Note: We strongly recommend that everybody using this system dials in at least once by dialing into your account.

You have two options when calling into your account. You may dial into the system from any standard telephone, or you may call directly from the Internet phone provided with your service.

CALLING THE SYSTEM FROM A STANDARD TELEPHONE

1. Dial your assigned ConnectMe phone number
2. Press the [*] key when you hear the default greeting.
3. When prompted, enter your extension, followed by the [#] key, or just press [#] if you are logging into the main mailbox
4. When prompted, enter your 4-digit access code.
5. Follow the prompts to allow the system to lead you through recording your name, and voicemail greetings, along with changing your access code.
6. Please note that you may have selected to use our web site greeting upload option. If you have done this, we recommend skipping the new setup tutorial, by selecting that option when prompted.
7. From the main menu, you can follow the prompts to listen to messages, record greetings and more. Please see the ConnectMe User Guide for details on using the phone system.

CALLING THE SYSTEM FROM YOUR IP (INTERNET) PHONE

1. Pick up your handset
2. Press the [*] and wait for the prompts..
3. When prompted, enter your 4-digit access code.
4. Follow the prompts to allow the system to lead you through recording your name, and voicemail greetings, along with changing your access code.
5. From the main menu, you can follow the prompts to listen to messages, record greetings and more. Please see the ConnectMe User Guide for details on using the phone system.

RECORDING YOUR MAIN GREETING

You may upload greetings through ConnectMe **Greeting Manager**, or you may record you greeting over the phone. The main mailbox is required for any plan for which there is more than one extension. This greeting will advise the caller to enter the extension of the person with whom they wish to speak.

1. Dial your assigned ConnectMe phone number
2. Press the [*] key when you hear the default greeting.
3. When prompted to enter an extension number, press the [#] key.
4. When prompted, enter your 4-digit access code.
5. The system will then guide you through recording your main mailbox greeting as part of the new subscriber setup.
6. You may re-record this greeting any anytime, by pressing 4 from the main menu

HOW TO USE EXTENSION TO EXTENSION DIALING FROM YOUR IP PHONE

When you pick up the handset on your Internet phone, you may simply dial any extension directly. This will allow you to connect to another person in your company by simply dialing their extension. Please note that this can also be used when transferring a caller.

Final Note

This QuickStart Guide is intended to get you started using your new system. Please read the attached set of instructions for further instructions on setting up your phone messaging and greetings. Please be sure to listen to the AUDIO HELP files on the Web Interface that will explain the features available to your plan.

Thank you,

ConnectMe Voice



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ConnectDirect Plan

User Guide

This set of instructions consists of two parts:
Part ONE is for the **ADMINISTRATOR**.
Part TWO is for the **EXTENSION USERS**.



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Administrator User Guide

ENTERING your MAILBOX (by Internet)

Login Information: <http://login.connectmevoice.com>

Your assigned 10 digit phone number: _____

Your extension: (Leave blank if Administrator)

Your administrative access code: _____

NOTE: Administrative access code: 4 digit number sent in email.

{CHANGE AFTER SET-UP}

Extension's access code: same 4 digit number sent in email.

ENTERING your MAILBOX (by phone)

You must always perform these steps when accessing your voice mailbox by phone

1. Call your assigned 10 digit phone number
2. Press the star [*] key after greeting starts (*Note: You may also just pick up your Internet phone and press the * key*)
3. Press the pound [#] key (MAIN MAILBOX ONLY)
4. Enter your 4 digit access code

SETTING UP EMERGENCY E911

E911 allows you to call 911 from your Internet phone, and where available, the physical address information you have entered into the end user site will help route the call to the appropriate center. ***Please see E911 terms and conditions listed on our Web site for information and limitations.*** It is extremely important that you update the E911 information for each extension on your service.

1. Login to the End user site and enter your mailbox per the above instructions.
2. Click on the E911 address update bar on the left side panel
3. Update the system with your physical address location.
4. Should you move your Internet phone to another location, please be sure to update the physical address information.

SETTING UP YOUR EXTENSION MAILBOX

It is extremely important that each user sets up their mailbox by following the instructions under "Entering an extension mailbox" below. See attached instructions for "Single-User (Extensions)". This must be done for proper system function. We recommend using our Web site at <http://login.connectmevoice.com> for setup up your Follow-me and all other settings.

CHANGING YOUR PERSONAL ACCESS CODE:

All subscribers are encouraged to change their personal access code often. Please do not select simple codes like 1234, etc.

Through the WEB INTERFACE (Recommended) :

Log into your account as listed above. From the Extension Manager, go to Control Panel > Mailbox Settings. Enter your new 4 digit code twice, then click Save.

By Phone:

1. Enter your voice mailbox (as listed above).
2. From the Main Menu, press **[8]** for User Options menu.
3. Press **[1]** for Access Codes.
4. Follow prompts to change your Personal Access Code.

MAIN DIRECTORY GREETINGS INSTRUCTIONS:

The first step when setting up your service is to record the main mailbox greeting (or "Auto Attendant" greeting). This is the first thing a caller will hear when calling your number. You may accomplish this by recording the greeting over the phone, or by uploading.

Main greeting Example: *Thank you for calling ABC Company. If you know the party's extension, please enter it now. For sales press 101, for service press 102, for a company directory press 9. If you would like to hear about our new products press 7.....*

RECORDING your MAIN GREETING (over THE PHONE)

Your main mailbox greeting will advise the caller to enter the extension of the person with whom they wish to speak.

1. Call your 10 digit phone number
2. Press the star **[*]** key after greeting starts
3. Press the pound **[#]** key
4. Enter your 4 digit access code
5. From the Main Menu, Press 4 to record your mailbox greeting, then Press # to continue.

UPLOADING your MAIN GREETING (on the WEB INTERFACE)

You can also upload your own greetings using the Greeting Manager. Just log into your account and log into the Main Mailbox. Go to Control Panel > Greetings Manager. You may also want to upload greetings for your other extensions. You can upload files in .wav, .mp3 or .wma format. The file size must be under 20MB.

PROFESSIONAL VOICE RECORDING

To have the greeting recorded by a professional studio, please visit our website at http://www.connectmevoice.com/additional_services.htm and click on the Voice Prompts link. You can also log into the web interface and go to Control Panel > Snap Voice Recordings. You can listen to and pick a voice talent. *Additional cost is involved.*

ENTERING A EXTENSION MAILBOX

You must always perform these steps when accessing your voice mailbox

NOTE: Each extension user should change their password after they have set-up their account.

1. Dial your 10 digit phone number.
2. Enter the star [*] key after greeting starts
3. Enter the extension number (e.g. 101)
4. Press the pound [#] key (*Note: You may also just pick up your Internet phone and press the * key*)
5. You will then be prompted to enter your four-digit personal access code.

RECORDING THE EXTENSION “NAME”:

The name of the extension will tell the person who picks up the call what the call is for. For example if you name the extension “Customer Service” the person who picks up the call will hear “John Jones is calling for Customer Service”. The call screening option captures whom the call is from and this feature tells what the call is for.

1. Enter the extension mailbox (on phone)
2. Press 4 for Greetings Options
3. Press 2 to record the name of the extension
4. After saying the name, press # key to finish

RECORDING THE “FOLLOW-ME” GREETING:

The Follow-Me greeting is the first greeting that a caller hears when they select an extension. The default greeting says “please hold while your call is being connected”. If you wish to change this greeting, you can do it over the phone or upload the greeting on the web interface.

1. Enter the extension mailbox (on phone)
2. Press 4 for Greetings Options
3. Press 4 to record the follow-me greeting (also known as the Alternate Follow-Me Greeting)
4. After recorded, press # key to finish

AFTER HOURS GREETING

All plans come with *After Hours Greeting*. This is a separate greeting from the Main Greeting. This is the greeting that will be heard by all callers if you have your office hours set to be closed. This can be set as a permanent greeting or a specific one-time message.

RECORDING the AFTER HOURS GREETING

1. Call your 10 digit phone number
2. Press the star [*] key after greeting starts
3. Press the pound [#] key
4. Enter your 4 digit access code
5. From the Main Menu, Press [4]
6. Press [3], then follow the prompts.

TIME SETTINGS for the After Hours Greeting

Through the web interface, log into the Main box and click on the “Office Hours” icon under the “Control Panel” tab. This will take you to a screen that allows you to set your “Office Hours”. The default setting is Open 24 hrs a day. If you wish to change the Open/Closed hours, use the drop down arrow by the “Selected Times” box. If you chose “Open”, you can then select various open hours. If you select “Closed”, it is for a 24 hr period. Click Save to save your changes.

Setting up MAILBOX SHARING:

Mailbox sharing is used to allow you to have all messages or faxes from one extension shared with other extensions. For example, if you wish all messages from extensions 102 and 103 to be available to extension 101, you would select this option.

Note: If sharing is enabled on an extension and another extension (that is shared) deletes the message, it will be deleted from all including the original extension.

IP MANAGER (MUST do for IP Phones and Adapters)

In addition to setting up the phone for direct use, you will also want to **associate each IP phone with an extension** on your ConnectDirect system. You may then associate each phone with a given extension using our Web interface (see Website login below). Once your logged into the web interface as the administrator, you may select “Control Panel” then “IP Phone Manager”. From here, you can assign IP (Internet) phones to an extension.

You can also select what will be seen as the Caller ID when you place a call from your IP phone. You can select to have the actual IP phone number show or you can select to have the Main ConnectMe account number show. Please refer to the help section on the Web site for more details.

TRANSFERRING CALLS

This is performed during the call INTO the system (incoming calls only).

While speaking to your party, you may transfer the caller to another party. You may transfer the call to another ConnectMe extension or to an outside phone number.

To use this function (while on the call), hit **##** and follow the prompts.

To call another extension directly from your IP phone: Pick up the handset and dial the extension number. You will then be connected with that extension.

To log into the system from your IP phone: Pick up the handset and press *.

CALL RECORDING

The administrator is the only one that can set-up the Call Recording feature for the extensions. This is done by going to "Control Panel" then "Call Recording". Check the Select Extensions option. You can then select recording options for each extension. You can have all calls recorded or be "prompted" to record just that call. If you set the recording to be emailed, it will be emailed to the Notification settings email address of the extension. The recording will then be left in a folder "on the extension".

A new folder will be created (after the first recorded call) titled "Call Recordings". This is where your recordings will be stored. They are stored for 60 days. Only the administrator will have access (unless using the email option) to this folder.

DIAL BY NAME (Company Directory)

Through the web interface, on the Extension Manager page, insert all the first and last names in the appropriate extension. To insert the names, click on the edit icon on the far right for each extension.

Note: The extension must have a Name Greeting recorded before this feature will function.

CALL BLASTING (optional)

Each single *follow-me extension* can be set up to ring all the phone numbers in that group all at once. Through the Follow-me settings up to six phone numbers can be set up as the primary call blast group. To turn this feature ON, in the "Mailbox Settings" for that extension, turn "Call Blasting" ON.



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Single User Guide

ENTERING your INDIVIDUAL MAILBOX (by Internet)

Login Information: <http://login.connectmevoice.com>

Your assigned 10 digit phone number: _____

Your extension number (if assigned): _____

Your personal 4 digit access code: _____

ENTERING your INDIVIDUAL MAILBOX (by phone)

You must always perform these steps when accessing your voice mailbox

1. Dial your 10 digit phone number.
2. Enter the star [*] key after greeting starts (*Note: You may also just pick up your Internet phone and press the * key*)
3. Enter the 3 digit extension number (e.g. 101)
4. Press the pound [#] key
5. You will then be prompted to enter your four-digit personal access code.

SETTING UP EMERGENCY E911

E911 allows you to call 911 from your Internet phone, and where available, the physical address information you have entered into the end user site will help route the call to the appropriate center. **Please see E911 terms and conditions listed on our Web site for information and limitations.** It is extremely important that you update the E911 information for each extension on your service.

1. Login to the End user site and enter your mailbox per the above instructions.
2. Click on the E911 address update bar on the left side panel
3. Update the system with your physical address location.
4. Should you move your Internet phone to another location, please be sure to update the physical address information.

CHANGING YOUR PERSONAL ACCESS CODE:

All subscribers are encouraged to change their personal access code often. Please do not select simple codes like 1234, etc.

Through the WEB INTERFACE (Recommended) :

Log into your account (and extension) and go to Control Panel > Mailbox Settings.

Enter your new 4 digit code twice, then click Save.

By Phone:

1. Enter your voice mailbox.
2. From the Main Menu, press **[8]** for User Options menu.
3. Press **[1]** for Access Codes.
4. Follow prompts to change your Personal Access Code.

SETTING UP YOUR MAILBOX NAME & GREETING:

RECORDING your NAME:

Always record your name, so others will know from whom the message was sent.

1. Enter your voice mailbox
2. Press 4 for Greetings Options Menu
3. Press 2 to record your name
4. After saying your name, press the # key to finish

RECORDING your VOICEMAIL GREETING:

This greeting will be played when you are not available.

1. Enter your voicemail box.
2. Press the * key then your access code
3. Press 4 then the # key and follow prompts to record your voicemail greeting.

*Example: At the tone, please leave your name and phone number and we will return your call.
Thank you.*

RECORDING your "FOLLOW-ME" GREETING:

This is an OPTIONAL greeting that will replace the default "please hold while I connect your call to.....name"

Note: If this greeting is used, the name greeting will not play.

1. Enter your voice mailbox
2. Press 4 for Greetings Options Menu
3. Press 4 to record the Alternate Follow-me.
4. After saying your name, press the # key to finish

Sample: "Please hold for the next available Customer Service Representative"

FOLLOW-ME SETUP INSTRUCTIONS

Please note: we recommend using our Web site for setting up your follow-me calling sequence.

This can be done by going to <http://login.connectmevoice.com/>, logging into your extension and selecting the "FOLLOW-ME" tab on the left..

Call Screening "ON" will ask the caller for their name and announce it to you.

When you answer your Follow-Me calls you should answer as you normally would any other call. The system will then play the name of the person calling followed by your recorded name. You will then have the option to press 1 to accept the call, press 2 to send the caller to voicemail, or press 3 to listen to the caller-ID information. If the number was setup without call screening or call announce, the call will just go through directly with no prompts.

CALL SCREENING / CALL ANNOUNCE

Call Screening "ON" will ask the caller for their name and announce it to you.

When you answer your Follow-Me calls you should answer as you normally would any other call. The system will then play the name of the person calling followed by your recorded name. You will then have the option to press 1 to accept the call, press 2 to send the caller to voicemail, or press 3 to listen to the caller-ID information. If the number was setup without call screening, the call will just go through directly with no prompts.

EMAIL NOTIFICATION

Anytime a caller leaves a voicemail message or a fax in your mailbox, an email will be sent to up to 3 email addresses of your choice. You decide if you want the original voice message attached to the email or not. You can also have a Text Message (SMS) sent to any cell phone by entering the cell number and selecting the appropriate type.

This can be done by going to http://login.connectmevoice.com, logging into your account (and extension), then selecting the "Notification" icon under the "Control Panel" tab. Enter the email address(s) that you wish to have the voicemails and faxes sent to and then select the "Notification Type". Then click "Save"

CALL BLASTING (optional)

Each single follow-me extension can be set up to ring all the phone numbers in that group all at once. Through the Follow-me settings up to six phone numbers can be set up as the primary call blast group. To turn this feature ON, go to the "Mailbox Settings" icon in the "Control Panel" tab. Check the Call Blasting box.

Note: If using this feature, the Call Announce feature is automatically enabled.

LISTENING TO MESSAGES

LISTENING over THE INTERNET

This feature will enable you to retrieve your Voicemail Messages FREE Through the Internet.

1. Access the ConnectMe web site at <http://login.connectmevoice.com>
2. Select the Login icon.
3. Enter your 10 digit phone number, an extension number, and your access code.
4. Click on Login.
5. Your messages will be displayed on the screen, along with the Caller ID information. You can click on any message to play.
6. You may then select to delete messages, or you may move the message to another folder. If you do not delete or move the message, then it will be saved. Please note that once you move a message to another folder, you will no longer be able to access this message from the phone.

LISTENING over THE PHONE

Use these instructions to listen to messages that are in your voice mailbox

1. Enter your mailbox. (See above)
2. You will be presented with the Main menu. Press [7] from this menu to play your messages. (Refer to "Options While Playing Messages" to see what choices you may select while listening to messages)

WHAT CAN I DO WHILE I AM LISTENING TO MY MESSAGES

Use this as a quick reference for actions that you may take while listening to a message

Delete Message:	Press [3]
Save Message:	Press [2]
Call Return (during call) (Instantly return call without dialing number)	Press [*4]
Forward (Copy) Message	Press [*6]
Caller ID Information (no time stamp info.)	Press [*5]
Caller ID / Time & Date Stamp	Press [*9]
Rewind Message	Press [4]
Fast Forward Message	Press [6]
Pause/Unpause Message	Press [0]

(Note selections without a * may only be made while message is playing)

OPTIONS after LISTENING TO ALL MESSAGES

Use this as a quick reference for all options that you have after listening to your messages over the phone.

- Press 1 Listen to all saved messages
- Press 2 Review messages that you just marked as deleted. You may now delete them or choose to save them. (Note: You only have one chance to listen to a message marked as deleted, and re-save it.)
- Press 3 Return to the main menu

TRANSFERING A CALL

This is performed during the call INTO the system (incoming calls only).

While speaking to your party, you may transfer the caller to another party. You may transfer the call to another ConnectMe extension or to an outside phone number.

To use this function (while on the call), hit **(##)** and follow the prompts.

To call another extension directly from your IP phone: Pick up the handset and dial the extension number. You will then be connected with that extension.

To *log into the system* from your IP phone: Pick up the handset and press *.

CARDLESS CALLING CARD (for non IP phones)

Minutes used will be billed to your account. No long distance charges!

MAKING an OUTBOUND CALL FROM your ACCOUNT (none IP phone):

After calling your 10 digit phone number and getting to the main menu:

1. Press 0
2. Press 2
3. Enter the Area Code and Number to be called

OPTIONAL SERVICES

INFORMATION PLAYBACK Extension

This is also referred to as an “*Announcement Only*” box. This box can have a message up to 10 min in length. When a caller calls in, they will hear this message and then will be returned to the main menu. They will not be able to record a message.

To record the greeting, follow the normal instructions for recording a voicemail greeting.

FAX ON DEMAND Extension

This feature allows callers to receive predetermined information from you automatically via fax. This can be order forms, applications, maps or any marketing information. It can store up to 5 single or multiple set of documents.

SAMPLE DEMO

To see how the system works and to hear a sample of the basic Phone Greeting and multiple document Document Greeting call: (888) 319-6657

PLACING DOCUMENTS into YOUR SYSTEM

Each document in your fax on demand must be assigned a corresponding 3-digit number. We recommend that you start with document 101# and continue sequentially from there (ex. the second document would be 102#...) Please note that a document can be multiple pages.

UPLOADING YOUR DOCUMENTS on the Web Interface

You can upload your documents by logging into the Fax On Demand extension and going to Control Panel > Fax On Demand. Just follow the prompts to upload the documents. A help file is included. (*Follow the below instructions for the greetings if you have more than one stored document.*)

LOADING DOCUMENTS from YOUR FAX MACHINE

(THIS OPERATION MUST BE DONE FROM A FAX WITH A HANDSET)

1. Dial your 10 digit phone number FROM A FAX MACHINE.
2. As soon as you hear a voice, press the star key **[*]**.
3. You will then be asked for extension number. Enter extension **[5]**
4. You will then be prompted to enter your four-digit personal access code.
This will bring you to Fax Options.
5. Press 2 to store or delete a document.
6. Press 1 to add a NEW fax document.
7. Press 1 to confirm you are calling from a fax machine.
8. Enter a 3-digit fax document number (start with 101), then press the # key.
9. When prompted, press the start key on your fax machine.

RECORDING PERSONALIZED GREETINGS (Fax On Demand)

There are 2 greetings on the system. The first is the phone greeting; the second is the document greeting.

NOTE: If you are only loading a single document, it is not necessary to record either of these greetings! You may however wish to record the initial greeting for the purpose of personalizing your fax on demand service.

RECORDING the GREETINGS (Fax On Demand)

1. Dial your 10 digit phone number.
2. As soon as you hear a voice, press the star key **[*]**.
3. You will then be asked for extension number. Enter the extension number and **[#]**
4. You will then be prompted to enter your four-digit personal access code. This will bring you to the Main Menu for the Fax On Demand..
5. Press 3 to RECORD GREETINGS.

- **Press 1** (for the **PHONE GREETING**)

This prompts the caller to enter the area code and phone number of their fax machine. You may elect to customize this greeting, however the greeting **must** end by asking the caller to enter the area code and phone number of their fax machine, followed by the pound (**#**) key.

- **Press 2** (for the **DOCUMENT GREETING**)

NOTE: This greeting should ONLY be recorded if you have more than one document loaded in the system.

If you have multiple documents, you must record this greeting, and ask the caller to enter the 3-digit number of the document they wish to receive, followed by the pound (**#**) key.

Example: For document A press 101, for document B press 102, press the pound (#) key after each selection.

MAIN MAILBOX GREETING (if using Fax On Demand box)

You will want to have your main mailbox greeting list the Fax On Demand extension

Example

“Thank you for calling ABC Corporation. If you would like sales, press 101, for customer service, press 102, if you would like information sent to you BY FAX, press 5 now”.

After the caller press's 5, they will then hear your greeting for this Fax On Demand extension. If you did not record one then they will hear a recording asking them to insert their fax number.

QUESTION & ANSWER (Q&A) BOX (Optional)

RECORD your Q&A GREETING and QUESTIONS:

1. Call your 10 digit phone number
2. Press the * key immediately.
3. Enter the Extension number of the Q&A mailbox
4. Press [#]
5. Enter your 4-digit access code.
6. You will be at the main menu, press 4 to record your mailbox greeting.
7. You will be prompted to enter a 3-digit question number, or 000 for the main greeting. First, enter 000 and record the main Q&A greeting. The greeting should advise the caller to answer a series of questions, and to press the pound key after each answer. (*Note: The main-000 greeting is not a actual question, it just gives directions*)
8. After recording your main Q&A greeting, you can now start recording questions. Enter 001 to record question 1, 002 for question 2, etc.
9. Repeat this process for both Q&A mailboxes.