



## QUICKSTART GUIDE

### INTRODUCTION

Welcome to ConnectMe Voice. You have just subscribed to the most powerful voicemail 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 office phone system.

### YOUR PHONE NUMBER AND ACCESS CODE

You will receive your ConnectMe Voice phone number and administrator access codes 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 (ConnectMessage or ConnectAnywhere plan), you have administrator status. If this account was purchased for your entire office (ConnectBiz plan), an administrator should be designated to manage ConnectMe Voice 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.

### WEBSITE LOGIN

1. Go to [www.connectmevoice.com](http://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.

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.

## **SPECIAL ADMINISTRATOR FUNCTIONS**

### **Recording your Main Greeting over the phone**

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

### **Setting up Mailbox Sharing:**

Mailbox sharing is used to allow you to have all messages or faxes from one or more extensions shared with another extension. For example, if you wish all messages from extensions 102 and 103 to be available to extension 101, you would select this option. Please go to the ConnectMe Mobile Web site and select the audio help under the extension manager section for more help.

### **How to use FollowMe call forwarding**

*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.

### **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



90 Bridge Plaza Drive  
Manalapan, NJ 07726  
800.743.1208  
Fax: 732-972-5164  
Email: [custsvc@ConnectMeVoice.com](mailto:custsvc@ConnectMeVoice.com)

# ConnectBiz Plan

## User Guide

This set of instructions consists of two parts:

Part ONE is for the **ADMINISTRATOR**.

Part TWO is for the **EXTENSION USERS**.



90 Bridge Plaza Drive  
Manalapan, NJ 07726  
800.743.1208  
Fax: 732-972-5164  
Email: [custsvc@ConnectMeVoice.com](mailto:custsvc@ConnectMeVoice.com)

## Administrator User Guide

### IMPORTANT NUMBERS

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

Your assigned 10 digit phone number: \_\_\_\_\_

Your extension: (Leave blank)

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.

### NEW SUBSCRIBER SETUP

The first time you log into your system, you will be presented with a new subscriber setup and tutorial. This will make the setup of your service extremely simple. Just follow the prompts to record your name, change your access code, and record your greetings. You may also change your follow-me settings during this session, however we suggest using our Web site <http://login.connectmevoice.com> for follow-me setup.

### ENTERING your MAILBOX (by phone)

*You must always perform these steps when accessing your voice mailbox*

1. Call your assigned 10 digit phone number
2. Press the star [\*] key after greeting starts
3. Press the pound [#] key (MAIN MAILBOX ONLY)
4. Enter your 4 digit 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 sending ConnectMe a script for professional recording (additional cost).

**Main greeting Example:** *Thank you for calling ABC Company. If you know the party's 3 digit 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.*

## **PROFESSIONAL VOICE RECORDING**

To have the greeting recorded by a professional studio, please visit our website at [www.connectmevoice.com/voice\\_prompts.htm](http://www.connectmevoice.com/voice_prompts.htm) for instructions on sending the script to ConnectMeVoice. You can listen to and pick a voice talent. Additional cost is involved.

## **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.*

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

## **SETTING UP YOUR EXTENSION MAILBOX**

It is extremely important that each user sets up their mailbox by following the instructions under “Entering a extension mailbox” below. See attached instructions for “End-User (Extensions)”. The first time they call in, they will hear a new user setup tutorial, which will guide them through recording their mailbox greetings, changing their access codes, and recording their names. 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 settings.

## **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
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
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

## **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 after the times you set online. 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**

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.

## **INFORMATION PLAYBACK** (optional)

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.

1. Call your 10 digit phone number
2. Press the star [\*] key after greeting starts
3. When prompted for an extension number, enter [7]
4. Press the pound [#] key
5. Enter your 4 digit extension access code.
6. From the Main Menu, Press 4 to record your mailbox message, then Press # to finish.

## **DIAL BY NAME**

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 icon beside the “last or first name field”.

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.

## **WEB ADMINISTRATION**

Your ConnectBiz service can be administered through our web site at <http://login.connectmevoice.com>. Do not use an extension number to access your account. Login with the ConnectMe number and the administrative access code (password). Once you have logged in to the administrative site, you may perform the following functions:

- Change/update billing information
- Change access codes (passwords)
- View detail call reports or usage information
- View/edit information for any “end-user extension”
  - Set or change Follow-me settings
  - Listen/store/delete voicemail
  - Set-up email notifications
  - Set-up distribution lists



90 Bridge Plaza Drive  
Manalapan, NJ 07726  
800.743.1208  
Fax: 732-972-5164  
Email: [custsvc@ConnectMeVoice.com](mailto:custsvc@ConnectMeVoice.com)

## End User Guide (Extensions)

### IMPORTANT NUMBERS

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

Your assigned 10 digit phone number: \_\_\_\_\_

Your 3 digit extension number: \_\_\_\_\_

Your personal access code: \_\_\_\_\_

### NEW SUBSCRIBER SETUP

The first time you log into your system, you will be presented with a new subscriber setup and tutorial. This will make the setup of your service extremely simple. Just follow the prompts to record your name, change your access code, and record your greetings. You may also change your follow-me settings during this session, however we suggest using our Web site [www.ConnectMeVoice.com](http://www.ConnectMeVoice.com) for follow-me setup.

### 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
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 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 “ALTERNATE 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. (you will not hear a prompt stating this)
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.**

If you do not have access to the Web, then you may use the following instructions to set this up through the phone:

Log into the mailbox extension (not the main box)

1. Press [9] to set up your follow-me calling sequence
2. Press [1] to set up your follow-me features.
3. When prompted, record your name and select the time zone you are normally in.
4. You may press [1] to turn Follow-Me Calling completely *On* or *Off*. The default is *On*. If you turn *Off* the Follow-Me Feature, all calls will automatically go to voicemail.
5. Press [2] to set up your priority number sequence. Your Follow-Me system will try priority number 1 first, and then go down the list to priority 6. It will only select those that are set up and that meet the time and date criteria. If you do not select time and date criteria, it will default to everyday 24 hours per day. Each priority number may be turned On or Off at any time.
6. You may follow the prompts to continue setting up additional priority numbers.

## **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.

## **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.

## **EMAIL NOTIFICATION**

With this **FREE service**, anytime a caller leaves a voicemail message 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”

## **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.*

### **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.

\*\*\* This can also be done easily through the web site.

### **Through the WEB INTERFACE:**

Log into your account (and extension) and go to the “Mailbox Settings” icon under the “Control Panel” tab. Enter your new 4 digit code twice, then click Save.

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

(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

## **TRANSFERRING A CALL**

*This is performed during the call INTO the system.*

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

1. While speaking to your party press [# #]
2. Your party will now hear music. You will be presented with a choice of pressing 1 to return to the call, or 2 to transfer. **Press 2.**
3. Enter the phone number or 3 digit extension you wish to transfer to, then press [#]
4. You may now follow the prompts to select an immediate “blind” transfer, or to do a supervised transfer. A blind transfer will directly transfer while you hang-up, a supervised transfer allows you to call the new party, speak to them , and then complete the transfer.
5. If you selected a supervised transfer, you must press # # after connecting to the new party. You may then follow the prompts to complete the transfer.

## **CARDLESS CALLING CARD**

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

### **MAKING an OUTBOUND CALL FROM your ACCOUNT:**

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

*NOTE: Outside calls are charged at 2 times the normal inbound rate. For example, a 5-minute outbound call is charged as 10 minutes of time.*

# **OPTIONAL SERVICES**

*These services are provided at additional cost per month.*

## **FAX ON DEMAND** (Uses Extension 5)

This feature allows callers to receive predetermined information from you automatically via fax. This can be order forms, applications, maps or any marketing information. 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.

### **LOADING DOCUMENTS from YOUR FAX MACHINE**

***(THIS OPERATION MUST BE DONE FROM THE HANDSET ON THE FAX)***

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 extension [5]
4. You will then be prompted to enter your four-digit personal access code. This will bring you to the Main Menu.
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 Ext 5 as being Fax On Demand*

### **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.

## **CALL QUEUES** (optional – uses ext. 2,3 and 4)

### **SETTING UP YOUR SINGLE DIGIT CALL QUEUE ( HUNT) EXTENSIONS**

This *option* comes with the following default Hunt groups, Zero (0) for operator and nine (9) for a company directory. It also comes with three user definable hunt groups, two (2), three (3) and four (4). Your hunt group extensions work the same way as a 3 digit individual extension, except for the fact that they are single digits. You may use the same instructions for recording greetings, or setting up the follow me settings as you do for an individual mailbox. For example, if you use 2 for customer service, simply use 2 as the extension number on the phone or through the Web interface. It is extremely important that you set up your hunt groups by following the instructions under “Entering a hunt group”. The first time you call in, you will hear a new user setup tutorial, which will guide you through recording the mailbox greeting, changing the access codes, and recording the hunt group name. This must be done for proper system function. We recommend using our Web site at [www.connectmevoice.com](http://www.connectmevoice.com) for setup up your Follow me settings.

### **ENTERING a HUNT GROUP MAILBOX**

*You must always perform these steps when accessing your voice mailbox*

1. Dial your 10 digit phone number.
2. Enter the hunt group extension number (e.g. 2)
3. Enter the pound key [#] (e.g. 2\*)
4. You will then be prompted to enter your four-digit personal access code.

### **RECORDING the HUNT GROUP NAME:**

The name of the hunt group 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 hunt group mailbox
2. Press 4 for Greetings Options Menu
3. Press 2 to record the name of the hunt group
4. After saying the name, press # key to finish

### **CALL BLASTING (Call queues)**

Each single hunt group 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.

Note: When using the Blasting feature, Call Announce is automatically selected along with a 40 sec. timer for each number in the follow-me’s.

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

Note: Uses Extension 6

### **RECORD your Q&A GREETING and QUESTIONS:**

1. Call your 10 digit phone number
2. Press the \* key immediately.
3. Enter the Q&A mailbox, Press extension [6]
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.

### **LISTEN to MESSAGES ON THE PHONE:**

1. Call your 10 digit phone number
2. Press \*
3. Press 6 for extension
4. Enter your 4-digit access code
5. From the main menu, press 7 to play your messages.

### **LISTENING to MESSAGES through THE WEB**

You may use the web site [www.connectmevoice.com](http://www.connectmevoice.com) to listen to the messages.

1. Login with your 10 digit phone number.
2. In the Extension field put 006 (for extension 6 Q&A Box)
3. For password, use the same 4-digit access code that you used for the extensions. Once logged in, you can click on your inbox to listen to the messages.