



QUICK REFERENCE GUIDE – VOICE MAIL - Communication Modular Messaging (CMM)

To Access Voicemail from a Ft Buchanan Phone: Dial x7000

To Access Voicemail from a non-Ft Buchanan Phone: Dial Your Ft Buchanan Phone Number (787-707-3425)

Initial Set Up:

1. Dial the Voicemail Access Number (x7000 if on base, or your extension 787-707-3425 if off base)
2. When prompted, enter your extension number, followed by the # sign.
3. When prompted, enter the default temporary pass-code of '124578', followed by the # sign.
4. Once you have entered your passcode, the system will play a short tutorial guiding you through entering a new private passcode that only you will know, recording a name, and recording a greeting for your mailbox.
5. Once the tutorial is complete, your mailbox is set up, personalized, and ready for your use.
6. You cannot access your voice messages until you have completed the tutorial.

General Information Regarding the CMM Voice Mail System

- Your Voice Mail password is set to expire every 180 days
- Your Voice Mail password must be between 6 and 8 digits long and cannot contain more than two consecutive digits

General Information Regarding the CMM Voice Mail System (continued)

- Your Voice Mail messages from the old Voice Mail System cannot be accessed or transferred to the new voice mail system
- Your mailbox holds a maximum of 7 minutes of messages (new and/or saved).
- The maximum length for a voicemail message is 2 minutes.
- New messages stay in your voicemail box for 14 days before the system automatically deletes them.
- Saved messages stay in your voicemail box for 14 days before the system automatically deletes them.

If you need your password reset:

1. Dial the Help Desk – 787-707-4357(HELP)

If you need to add a VM box to your extension

1. Contact your TCO to submit a LSR3938



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GENERAL TIPS

Not sure which key to press?

- Listen to Help at any time [*][4]
- Go back to activity menu [*][7]

Delete/Undelete

- Delete [*D]or [*3 On Blackberry]
- Undelete [**U]or[**8]

Want to save time?

- Bypass greeting when recording [1]
- Bypass header when listening [0]

Want to adjust the way messages are played?

- Faster [9]
- Slower [8]
- Louder [4]
- Softer [7]
- Skip Forward [6]

Want to adjust the way messages are played?

- Skip backward [5]

GETTING MESSAGES YOU RECEIVED

Listening to Voice Messages

1. From the activity menu [2]
2. Listen to voice message [0]

Responding to Voice Messages

After listening to your message, press [1] to respond to or forward the message. Then select one of the following:

- Call sender(exits mailbox) [0]
- Reply to sender by voice mail [1]
- Forward with comment at beginning [2]
- Record and address a new message [4]
- Reply to all recipients [5]

If you select any key from the above except [0]:

1. Record and address your message
2. When finished [#]
3. Specify delivery option (see below)
4. Send Message [#]

RECORDING AND SENDING MESSAGES:

Sending Voice Messages

1. From the activity menu [1]
2. Record voice message
3. When finished [#]
4. Specify delivery address (see below)

Sending Voice Messages(continued)

5. When finished [#]
6. Specify delivery options (see below)
7. Send message [#]

Specifying delivery address:

- Enter user's mailbox number, and press [#]
- For voice user name addressing: Press [*][2], spell user's name and press [#]

Specifying delivery options:

- Make private/not private(toggle) [1]
- Make priority/not priority(toggle) [2]
- Schedule for future delivery [3]

CREATING MULTIPLE PERSONAL GREETINGS

Listening to your greetings

- From the main menu [3]
- Listen to greetings [0]
- Enter greetings number (1-9)
- When finished [3]

Creating or changing your greetings

- From the main menu [3]
- Record greetings [1]
- Enter greetings number (1-9)
- When Finished [#]

OR

If greeting is not already active, select one:

- Activate for all calls [1]

OR, if other call type(s) are defined:

- Use for each call type [0]



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- | | | | |
|---------------------------------------|-----|--------------------------------------|-----|
| Use for internal (or busy) calls | [1] | -Use greeting for out of hours calls | [4] |
| Use for external (or no answer) calls | [2] | • When finished | [#] |
| Use for out of hours calls | [3] | | |
| • When finished | [#] | | |

Changing call types

- From the main menu [3]
- Administer Call Types [4]
- Differentiate
 - Internal/external calls [1]
 - Busy/no answer calls [2]
 - Out of hours calls [3]
 - No out of hours calls [4]
 - Single greetings for all calls [5]
- When finished [#]

Assigning greetings to call types

- From the main menu [3]
- Listen to summary of active greetings
- Activate greeting [3]
- Enter greeting number (0-9)
- Select one of the following:
 - Use greeting for all call types [0]
 - Use greeting for internal (or busy)calls [1]
 - Use greetings for external (or no answer) calls [2]