



## TO SET UP VOICEMAIL ON THE TOSHIBA – CTX

### 1) Enter mailbox management mode.

#### From your own telephone.

- 1) Dial the voicemail extension number “300”
- 2) The voicemail will say “Please Enter Your Security Code”.
- 3) Dial your security code. This is your extension number followed by 997# (the security code for mailbox 200 would be “200997#”). You are now in mailbox management mode.

#### From Another Telephone.

- 1) Dial the voicemail extension number “300”
- 2) The voicemail will say “Please Enter Your Security Code” you will need to press \* on the telephone and wait for the voicemail to say “That Security Code Is Invalid, Please Enter Your User ID”.
- 3) Dial your extension number.
- 4) The voicemail will say “Please Enter Your Security Code”.
- 5) Dial your security code. This is your extension number followed by 997# (the security code for mailbox 200 would be “200997#”). You are now in mailbox management mode.

#### When The Message Light Is Flashing.

- 1) Press the “MSG” Button.
- 2) The voicemail will say “Please Enter Your Security Code”.
- 3) Dial your security code. This is your extension number followed by 997# (the security code for mailbox 200 would be “200997#”). You are now in mailbox management mode.

### 2) Setup Your Name Personal Greeting And Change Your Security Code.

- 1) Enter mailbox management mode and the voicemail will begin playing the tutorial.
- 2) During this tutorial the voicemail will ask you to record your “Name”, “Personal Greeting” and “Change Your Security Code”. I would advise that you write your personal greeting down on a piece of paper before trying to record it for real as this will help eliminate mistakes.
- 3) The voicemail will first ask you to “Say Your Name After The Tone”.
- 4) Once you have said your name you will need to press # as this will finish recording and play your name back to you.
- 5) If you are happy with your name recording press 1 if not press 2 to try again.
- 6) Once you have recorded your name the voicemail will ask you to “Say Your Personal Greeting After The Tone”.
- 7) Once you have said your Personal Greeting you will need to press # as this will finish recording and play your personal greeting back to you.
- 8) If you are happy with your personal greeting press 1 if not press 2 to try again.



- 9) When you have finished recording your name and personal greeting the voicemail will ask you to enter your new security code. This is done by pressing the corresponding digits on your telephone keypad. (your security code can be from 1 to 16 digits in length). Please dial the digits in succession and do not pause whilst entering your security code as this will confuse the voicemail.
- 10) After you have entered your security code you will be asked to enter it again for verification purposes.
- 11) Once you have completed your name recording, personal greeting and changed your security code the voicemail will say "Mailbox Activated, You have 0 new and 0 saved messages", Once and only once this has been said you may hang up.

Congratulations you have now set up your mailbox, the only thing left to do is activate your call forward to your mailbox.

The most common divert is the "Busy and No Answer" divert and this is used because it covers two scenarios: if you are busy on another call or if you do not answer your telephone the caller will get your personal message you have just recorded.

### **3) Activate Divert To Voicemail.**

#### **To divert calls to voicemail on busy or no answer.**

- 1) Lift receiver and dial #6041300 then replace the receiver. This has activated the call forward busy and no answer to your mailbox.

#### **Or to divert all calls to voicemail.**

- 1) Lift receiver and dial #6011300 then replace the receiver. This has activated the call forward ALL calls to your mailbox. (this means your phone will not ring).

#### **Or to cancel any call forward.**

- 1) Lift receiver and dial #6051 then replace the receiver. This will cancel all active call forwards on your telephone.

### **4) To retrieve your messages from your mailbox**

- 1) Enter mailbox management mode.
- 2) Press 1 to listen to new messages.
- 3) Once you have listened to a message press 3 to delete it or press 1 to save the current message and listen to the next new message.
- 4) If you would like to forward a message to another colleague you will need to press 5.
- 5) You will then be asked to enter the "Destination User ID" this is the extension number of the person you wish to forward the message to.
- 6) Once you have listened to a message and deleted it or forwarded it to someone else you will then need to press 1 to carry on listening to new messages.