



TOSHIBA

Strata-Strategy Voicemail User Guide

For Service Call

250.753.8755 or 888.753.8755
info@itstelecom.ca

www.itstelecom.ca

Table of Contents

The Grand Tour – Overview Flowchart	4
Initializing Your Voicemail Box	4
Message Waiting	
Access Voicemail box when the Msg LED is Lit	5
Access Voicemail box when the Msg LED is Not Lit	5
Leaving a Message for a Co-worker Without Ringing Their Phone	5
Access Your Voicemail from Another Desk	5
Access Your Voicemail from Outside the Office	5
Voicemail Quick Reference Guide	
Message Controls	6
Main Menu	6
Play Messages	6

Initializing Your Voicemail Box

Note:

When you log on to the Strategy Voice Processing system for the very first time, you hear a tutorial that walks you through the four steps below.

If you do not complete the tutorial before hanging up, Strategy saves any completed portion (e.g., your name recording) and restarts where you left off the next time you log on to your mailbox. Once the Strategy tutorial is completed successfully, it cannot be replayed.

Please have your personal greeting written out and ready to record as well as a new Security Code chosen (Security Codes can be between 3 – 16 digits). Please ensure your new code cannot be easily guessed.

1. Log-on

Pick up your handset and Press '600', wait for the voicemail to answer. Enter your default Security Code (Your Extension number is the default security code – e.g., Your Ext is 101, your default Security Code is 101)

2. Change the default Security Code

Enter a new Security Code, the system will likely request you to enter it twice to ensure it is correct.

3. Record Your Name

Record your First and Last name. This recording will be heard when callers access the company directory.

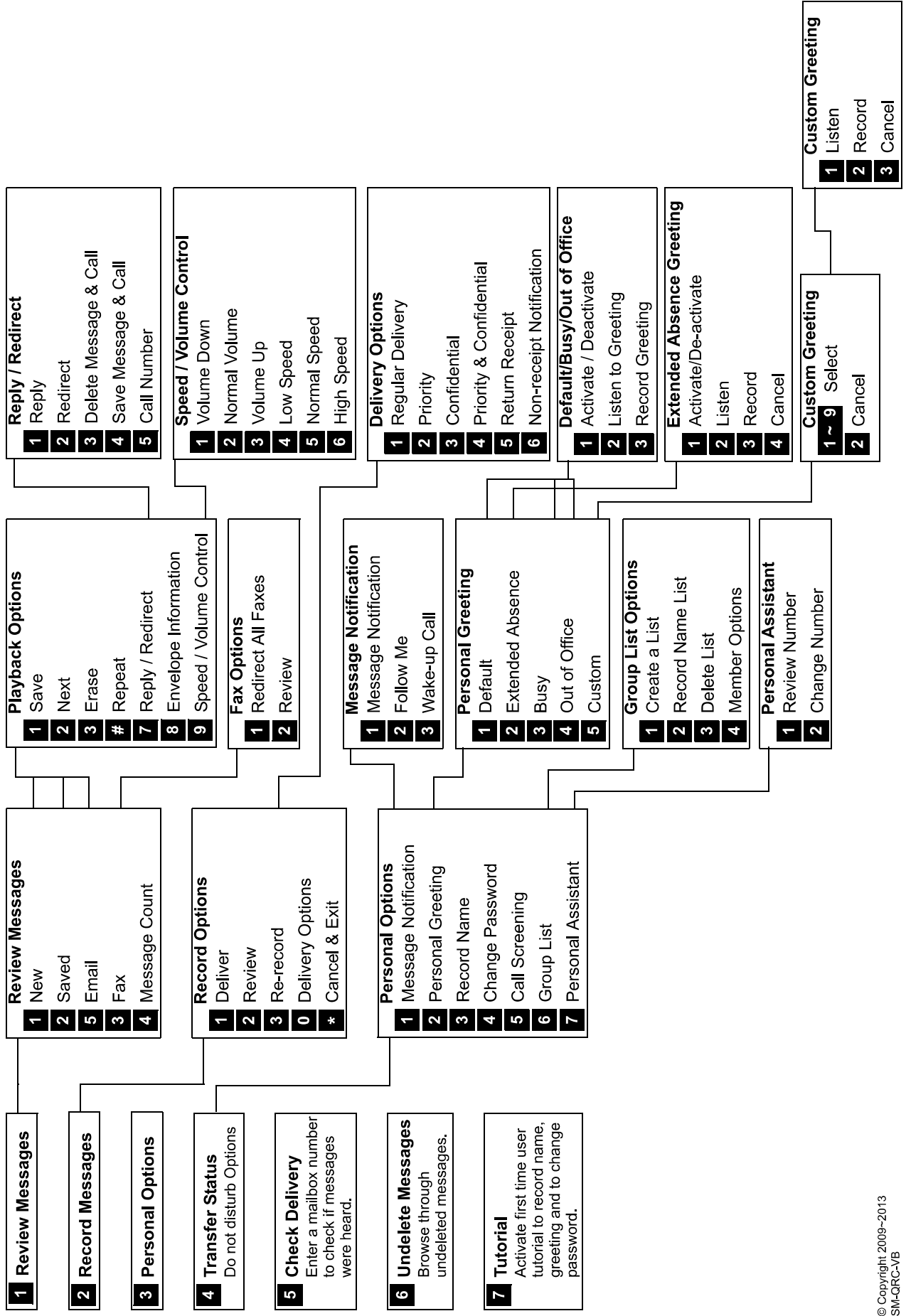
4. Record Your Personal Greeting

Your personal greeting will play when a call is answered by your voicemail box while you are away from your phone.

Note: When recording your greeting you may include the following statement to allow callers to replay your greeting (especially if you have a phone number included in your greeting.)

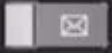
“To hear this greeting again, press 521”

Example: “You’ve reached John Smith, I am currently away from the office. If your call is of an urgent nature, please call me directly at 250.123.0000. To hear this greeting again, press 521”




Message Waiting


Access Voicemail Box when the Msg LED is Lit

1. Press Msg or , then lift the handset. Your telephone will ring the extension or voicemail device that sent the indication. The LED will flash red.
2. Follow the prompts.
3. After reviewing the message(s), hang up.


Access Voicemail Box when the Msg LED is Not Lit

1. Pick up the handset or press the Speaker key .
2. Dial 600.
3. Follow the prompts.

Leaving a Message for a Co-worker Without Ringing Their Phone

1. Pick up the handset or press the Speaker key .
2. Dial 600#, enter 998#.
3. Enter the extension number of the destination mailbox, press #.
4. Leave the message, press # when done recording, press # to send message.

Access Your Voicemail from another Desk

1. Pick up the handset or press the Speaker key .
2. Dial 600 #*
3. Enter your extension number and password sequence, press #.
4. Follow prompts to listen to messages or perform mailbox admin changes.

Access Your Voicemail from Outside the Office

1. Call the office telephone number.
2. When you hear the company greeting, press `*`.
3. Enter your extension number, press `#`.
4. Enter your password, press `#`.
5. Follow the prompts.

Voicemail Quick Reference Guide

Message Controls - While listening to messages:

- * = Back up
- # = Rewind

Main Menu

- 1 = Play Messages
- 2 = Send Messages
- 3 = Manage Mailbox
- 0 = Exit User Mode
- # = Hang Up

Play Messages

- 1 = Play Next Message
- *1 = Replay Current Message
- 2 = Save Current Message
- *2 = Play Previous Message
- 3 = Delete Current Message
- 5 = Forward Current Message
- 6 = Reply to Current Message
- 7 = Special Functions
 - 4 = Play Message Date & Time Stamp
 - 6 = Continuous Delete
 - 7 = New/Saved Message Queue (toggle)
 - 8 = Continuous Play
 - 9 = Return to Previous Menu
- 9 = Return to Main Menu

NOTES

