

User Guide

Your Personal #:

Your Password:

Log In:

- Call Your Personal Telephone #
- While greeting plays, press *
- Enter your password, then press *

Personalize Greeting and Voice Signature:

- Call your number and log-in
- During Main Menu, press * to launch New User Tutorial, or Press **6** to **(M)**odify System Options
- Press **7** to modify **(P)**assword, **O**utgoing Greeting or **V**oice Signature
- Press **6** for **(O)**utgoing Greeting or **8** for **(V)**oice Signature
- Listen to the prompts
- Record as desired, then press * to end
- Press **5** to **(K)**eeep, or follow prompts to record again

Modify Password:

- Call your number and log in
- Press **6** to **(M)**odify system options
- Press **7** to modify **(P)**assword, **O**utgoing Greeting or **V**oice Signature
- Press **7** to modify **(P)**assword
- Enter your new password (3 – 6 digits)
- Re-enter your new password, when prompted
- System will confirm password

Listen to Messages:

- Call your number and log in
- Press **5** to **(L)**isten to messages
- Press **3** to **(D)**elete message or **5** to **(K)**eeep message
- Press **6** to proceed to **(N)**ext message

Send a Message to another Subscriber:

- Call your number and log in
- Press **7** to **(S)**end a message
- Enter the last **5 digits** of subscriber AUS telephone number
- Listen to prompts

Playback Controls While Listening to Messages:

- Press **1** to **(B)**ackup **8 seconds**
 - Press **2** to **(A)**dvance **8 seconds**
 - Press **3** to **(D)**elete message
 - Press **5** to **(K)**eeep message
 - Press **6** to **(N)**ext message
 - Press **7** to **(R)**eplly to message **
 - Press **8** to **(T)**ransfer message **
 - Press **9** to **(C)**ancel current menu
 - Press **0** to **(P)**ause on message
 - Press **#** to hear **Phone number of caller**
*(for Automatic Call Return, see instructions on back) ***
- ** feature is only available in Unified Communication packages.**

Web Portal Access: Optional

- Go to: <http://208.184.137.243:8990/index.aspx>
- At Subscriber: Enter your personal telephone #
- At Password, enter your Password listed above. Use the buttons on the left side to access your messages, faxes, change your password, email address, follow-me number, and other features where applicable.

Note: Your Web Portal and your Mailbox Password are always the same.



Lockbox Payments P.O. Box 116
Allen, TX 75002-0003
972-380-8400 - 800-879-3500
e-mail: answerus@vrimail.com



User Guide

OPTIONAL - SPECIAL FEATURES

During Inbound Call:

- Press **3** to **(F)**orward
- Press **4** to **(H)**old call – up to 60 seconds
Press **4** to continue call
- Press **7** to **(R)**ecord call
- Press **8** to **(T)**ransfer caller back to (V)oice Mail

Placing an Outbound Call:

- Press **2** to make a **(C)**all,
- Enter number (including area code), the press *
Press **1** if correct, **2** to reenter number, **3** (to send touchtones) to a or # key to cancel and return to main menu.
- Press **8** to return to **(V)**oice Mail when done

Text and Info Links - Optional:

- You may add text to your existing number – additional charges apply – you may have to adjust your signature block on your existing e-mail for maximum functionality.
- You may add “INFO” link to your number that connects mobile clients to your web site – additional charges

Automatic Call Return:

While listening to any message:

- Press **#** to hear phone number call was placed from
- Press **1** to connect to number – sends your Business Line number.
- Press **2** to enter a different number (including area code)
- Press **8** to return to **(V)**oice Mail after completing call

To Change Availability:

- Press **6** to **(M)**odify system options
- Press **7** to modify **(P)**assword, Outgoing Greeting or Voice Signature
- Press **2** to **(C)**hange your availability status.
- When “unavailable” status is selected, calls will not be screened, but will go directly to voice mail.

SAMPLE OUTGOING GREETING

*“You have reached the office of Bob Jones of XYZ Landscaping.
To speak to him – please press 1 now, to leave a detailed message press 2.
You may send a text or fax to this number at any time”*



Lockbox Payments P.O. Box 116
Allen, TX 75002-0003
972-380-8400 - 800-879-3500
e-mail: answerus@vrimail.com

