



(Belen Schools)
First-time User Handout
Modular Messaging (MM)
Voice Mail

MM Access Number -- Inside the Office: 1100
MM Access Number -- Outside the Office: 966-1100

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LOGIN

From Your Office Phone:

- Dial the Modular Messaging (MM) number: **1100** or use the **vm** button on the phone (some models only)

NOTE: For first time login, enter the temporary password 28292 and #]

OR, From Another Phone Extension:

- Press [*] then [#] when the system answers.
- Enter your mailbox number (same as your 4 digit extension).
- Enter your password and press [#].

NOTE: For first time login, enter the temporary password **28292** and [#]

OR, From Outside the Office

- Dial the MM Number: **966-1100**
- Press [#] when the MM system answers.
- Enter your mailbox number.
- Enter your password and press [#].

NOTE: For first time login, enter the temporary password **28292** and [#]

OR, Direct Inward Dial

- Dial your DID (direct inward dial) telephone number (example: 966-XXXX)
- When your greeting answers, press [*] [*].
- Enter your password and press [#].

NOTE: For first time login, enter the temporary password **28292** and [#]

INITIAL MAILBOX SETUP / FIRST TIME USER TUTORIAL

As a new user, Modular Messaging will walk you through a tutorial to initialize your mailbox. Follow the provided prompts to set up the following:

- 1) Enter a New Password.
NOTE: New passwords must be at least 4 digits.

- 2) Record your Name Greeting.
Example: "Sarah Jones"

You are now at the main menu. Press **[3] [1]** to record Personal Greeting.

Example: "Hello, this is Sarah Jones. I am currently out of the office or unavailable to take your call. Please leave a message after the tone, and I will return your call as quickly as possible. Thank you."

YOUR MAILBOX IS NOW CONFIGURED. CONGRATULATIONS !!!

REVIEW MESSAGES

Press **[2]** to listen to New Voice messages.

To bypass the header information, press **[0]**.

While listening, options are:

- [2] Rewind
- [3] Pause / Resume
- [4] Louder
- [5] Skip backward
- [6] Skip forward
- [7] Quieter
- [8] Slower
- [9] Faster
- [0] Replay from beginning

After listening, options are:

- [1] Respond to or forward message
- [0] Call the sender (exits mailbox)
- [1] Reply to sender by voicemail
- [2] Forward with comment
- [4] Record new message
- [5] Reply to all recipients
- [*] [#] Skip to next category
- [2] [3] Replay header
- [#] Skip to next header
- [*] [*] [4] Keep message in current category
- [*] [D] Delete message (*D=Delete)
- [*] [*] [U] Undelete message (**U=Undelete)

SEND MESSAGES

Press **[1]** to Record and Send a New Message.

1. At the tone, record your message. When finished, press **[#]**.
2. Enter desired mailbox address (extension number) and press **[#]**.
 - **[*] [A]** To spell name. (*A=Addressing)
 - To send to personal list press **[*] [L]** then personal list number. (*L=List)
3. Enter an additional address (if desired) and press **[#]**.
 - **[*] [1]** List all recipients.
 - **[*] [D]** Delete current addressee. (*D=Delete)
4. When finished, press **[#]**.

Delivery options are:

- [#]** Send immediately
- [1]** Toggle private/not private
- [2]** Toggle priority/not priority
- [3]** Mark for future delivery

CONFIGURE MAILBOX / RECORD GREETINGS, CHANGE PASSWORD

Press **[3]** to change Personal Greetings

- Press **[3] [1]** to record your Personal Greetings.

Press **[5]** for Personal Options (and follow prompts below).

- Press **[5] [4]** to change your Password.
- Press **[5] [5]** Record your Name.

EXIT MAILBOX

- [*] [H]** Listen to Help (*H=Help)
- [*] [R]** Return to Activity Menu (*R=Return)
- [*] [*] [9]** Disconnect (**9 or **X=Exit)

TRANSFER A CALLER DIRECTLY TO VOICE MAIL (without ringing phone)

1. Place the caller on hold by initiating the transfer process on your phone.
2. Dial the Modular Messaging number **1100**
3. Press **[*] [#] [#]**, and enter the desired extension number.
4. Release the call and complete the transfer.

USEFUL TIPS / SHORTCUTS

While in your Mailbox: Call Another Extension

- **[*] [T]** and enter the desired extension number. (*T= Transfer)

Bypass Personal Greeting

- Press **[#]** or **[1]** (bypass user's personal greeting) and begin recording your message.

While leaving a message you want to delete:

- Press **[*] [D]** then **hang up** immediately. (*D=Delete)

Leave a Message and Dial Another User:

- When finished leaving the message, press **[*] [T]** and the system will tell you the message has been sent, then enter the desired extension number

To Reach Your Mailbox from Another User's Phone:

- Dial the Modular Messaging number **1100**.
- Press **[*]** then **[#]** and enter desired mailbox number.

To Undelete a just deleted message and before you do anything else:

- Press **[*] [*] [U]**. (**U=Undelete)

(Note: Once you hang up, there is no way to delete or retrieve a message.)