

## KEYSTROKES

### Enter Mailbox



(Your CENTREX access number)

#



(Your 5-digit CENTREX number)



(Your security code)

### Retrieve Message

5

### Personal Greeting

4

6

Speak greeting

#

### Change Security Code

1

6

2

New Code #, Re-enter #

### Log-Off

9

9

## KEYSTROKES

### RETRIEVING MESSAGES

Below are some useful keystrokes to use while reviewing messages.

To pause while listening to a message (msg):

Press \*

...and to continue listening after a pause:

Press \* again.

To hear the Time/date the msg was left:

Press 8

To Back up:

Press 2

To Back up to the Beginning of a msg:

Press 2 2

To Go forward in a msg:

Press 4

To forward the msg to another voicemail user:

Press 1 3

To listen to the previous msg in a msg queue:

Press 1 5

# DAS VOICE MAIL SERVICES

DAS Network Services  
30 E. Broad Street  
Columbus, OH 43266-0409

## ENTERING YOUR MAILBOX

Access your DAS voice mail by dialing the access number for the city where your office voice mail is located.

Note: Columbus has several access numbers. Your telecom coordinator will provide you with the appropriate one.

**Columbus** (614) 466-6400  
(614) 466-5000  
(614) 466-5200  
**Cleveland** (216) 787-5000  
**Dayton** (937) 285-6655

Dial the 5-digit access from within your Centrex exchange, otherwise dial the full 7 or 10-digit number. However, if you are calling from a phone within your state Centrex, you may use the 5-digit number.

Once you have dialed the access number and the voice mail system has answered, you must:

- 1) Press **#**
- 2) Enter your own 5-digit Centrex number
- 3) Enter your security code (first time users use 13579)

When you log on to your voice mailbox for the first time, you will be prompted to enter a security code. Choose a personal security code of 5 to 10 digits. From this point on you will need that security code to enter your mailbox and retrieve messages.

## LISTENING TO MESSAGES

When listening to messages, you will have two options: to listen to new messages, or to listen to saved (old) messages.

To listen to new messages:

- 1) Press **5**

To listen to saved messages:

- 1) Press **1** **9** **2**
- 2) Press **5**

The voice mail system will give you the name or extension of the person who left the message (if left by someone with a mailbox), and will begin playing the message.

While listening to the message or after the message is finished, you may save or delete the message by:

- 1) Pressing **7** to save
- 2) Pressing **3** to delete

If you have more than one message, press

**5** again.

To return to the new message queue:

- 1) Press **1** **9** **1**

## EXITING YOUR MAILBOX

It is important that you log off of your mailbox after every usage rather than just hang up. The system will assume a hang up is an error and no messages will be erased.

To log off:

- 1) Press **9**
- 2) The system will notify you of the number of messages that will be erased.
- 3) Press **9**

## RECORDING A GREETING

When a mailbox is created, a generic name header is installed. A personal greeting may be recorded. It is a good idea to write your greeting before recording it to avoid breaks in the recording.

To record a personal greeting, from the ready prompt:

- 1) Press **4** **6**
- 2) Speak your greeting
- 3) Press **#**