

MESSAGE FORWARDING

With Message Forwarding, you can forward your messages to another Plateau Wireless Voice Mail subscriber mailbox number.

Activating Message Forwarding

After playing the message, press **4** for Message Forwarding options.

Enter the Plateau Wireless Voice Mail subscriber mailbox number to forward the message to and press **#**.

Press:

- 1** to include own message
- * 3** to change forwarded number

To change forwarding message options after selecting **1** to send message, press:

- 1** use options currently selected
- 2** change Priority
- 3** change Confidentiality
- 9** hear current message settings

SEND A VOICE MESSAGE

To record a message to send: log into your mailbox & press:

- 2** to access send a voice message

Assign destination address, enter the Plateau Wireless Voice Mail subscriber mailbox number, distribution list number, or address by name (*** 6**)

Press:

- 2** to hear/edit message
- 3** to record message
- 4** to continue message
- 6** to cancel message
- 1** to send message

To change message options after selecting **1** to send message, press:

- 1** use options currently selected
- 2** change Priority
- 3** change Confidentiality
- 9** hear current message settings

DISTRIBUTION LISTS

Creating a Distribution List

Log into your mailbox.

Press **4 1** for the Distribution List menu.

Press **2** to create a Distribution List. Then:

1. Enter a **1** or **2** digit group list number.
2. Record a name for your group list.
3. Enter any number of the following to create the members of your group list:

Plateau Voice Mail subscriber mailbox number

- * 6** to address by name
- * 3** to start again

DISTRIBUTION LIST MESSAGING

To record a message to send: Log into your mailbox & press:

- 2** to access send a voice message

Assign destination address, enter the distribution list number, and press **#**.

Press:

- #** when finished addressing
- 2** to hear/edit message
- 3** to record message
- 4** to continue message
- 6** to cancel message
- 1** to send message

To change message options after selecting **1** to send message, press:

- 1** use options currently selected
- 2** change Priority
- 3** change Confidentiality
- 9** hear current message settings

quick
reference



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LOGGING INTO THE MAILBOX

Thank you for choosing the Plateau Voice Mail system for your messaging needs. This guide offers a quick and convenient reference to the many features available to Voice Mail customers.

To use any of the features, simply press the corresponding number on the phone keypad.

Accessing Your Service

Dialing from a Wireless Phone:

1. Dial Retrieval Number: 1-575-309-6245
2. Press * * to AutoPlay messages or 1 1 to retrieve messages

Dialing from a Landline Phone:

1. Dial Local Retrieval Number
2. Enter Phone Number and press #
3. Enter PIN and press #
4. Press * * to AutoPlay messages or 1 1 to retrieve messages

To retrieve your messages when outside your local area, call your Local Retrieval Number.

Mailbox Number is 10-digit telephone number.

For additional help, please call 1-877-PLATEAU.

PLAYING YOUR MESSAGES

To play your messages, log into your mailbox and press 1 1. During the message or after it plays, press:

- 3 to delete a message
- 6 to make a message new
- 5 to play message header
- # to save a message

Playback Options

At any time during a message press:

- 8 to pause/continue the message
- 7 to rewind the message
- 9 to fast forward the message

SHORTCUTS

Auto Play On * *

Record All-calls Greeting 3 1

Change PIN 4 3 1

Fast Login 4 3 2 1

Skip PIN 4 3 2 2

Return to Main Menu * 1

Return to Previous Menu * 2

Return to Previous Message * 7

Send a New Voice Message (from the Main Menu) 2

Enable/Disable Message Notification 4 4 1

Change Playback Mode 4 5 3

For More Options 0

Log into another Voice Mailbox * 5

Additional Help * 0

Global Help * * 0

Pause 8

Exit * 9

MULTIPLE GREETINGS

To create multiple greetings, log into your mailbox and press 3 for the Greetings Menu.

Press:

- 1 to play the All-calls greeting
- 1 3 to record the All-calls greeting
- 2 to play the No-answer greeting
- 3 to select the Busy greeting
- 4 to select the Out-of-hours greeting
- 5 to select the Extended absence greeting
- 7 3 to select the Automated Attendant greeting

Name Response

Press 6 for the Record name menu and then press:

- 1 to play your name response
- 3 to record your name response

AUTOMATED ATTENDANT

With the Automated Attendant feature, callers have the opportunity to leave a message with another Plateau Wireless Voice Mail subscriber if you are not available.

Login to the Voice Mail subscriber portal, select Inbound Call Management, define Action Keys, and Enable Automated Attendant.

(Note: Leave Message in Caller-Defined Mailbox is not supported.)

Press 3 7 3 to create an Automated Attendant greeting.

Press 6 3 to turn Automated Attendant Coverage on or off.

MESSAGE OPTIONS

Message Play Options

Press 4 5 to access message play options and then press:

- 1 to choose how new urgent messages play
- 2 to choose to play new messages automatically
- 3 to choose how voice messages are played, then press:
 - 1 to include the message header only
 - 2 to include the message body only
 - 3 to include both header and body

Business Hours Options

Press 4 6 to access business hour options and then press:

- 1 to work with business days
- 2 to work with business hours
- * 3 to use standard schedule