

Welcome to your new communication system



Setting up your new voicemail box:

To initially set up voicemail, press the “message” key on your phone and enter your password, which by default matches your extension number. At this point, you will be guided through the process of a first time set-up. Follow the prompts to set up your name, greetings, and new password. You should change your password when prompted to something other than your extension. If you leave your ext. number as your password, each time you access your VM box, you will hear the set up wizard again, so we highly recommend changing it. Also, your name that you record in the mailbox will be the same recording callers hear when they access the

Greeting Script:

“Thank you for calling [Firstname & Lastname] with [Company Name] I’m currently away from my desk at the moment, but if you please leave a detailed message I will return your call at my earliest convenience.”

Checking your voicemail from phone on site:

1. Press the Messages Button
2. Enter your password + “#” (Default is your extension number)
3. Follow the prompts

MAIN MENU OPTIONS:

1. new/old messages (*-asterisk=rewind; #=fast fwd.)
2. change folders
3. advanced options
1. leave msg. for another user
- *. return to main menu
0. mailbox options

Voicemail Menu Options:

1. record unavailable greeting
2. record busy greeting
3. record name
4. record temporary greeting
5. change password
- *. return to main menu
- *. help
- #. exit
5. leave msg. for another user
- *. return to main menu
5. repeat current msg.
6. play next msg.
7. delete
8. forward to another user
9. save to folder
0. new

Mailbox Options after listening to a message:

3. advanced options
1. send reply
3. hear envelope (date/time, phone number of caller)
1. old
2. work
3. family
4. friends
- *. help
- #. exit

Training materials and links to be aware of:

You can find videos and links to training materials regarding your new phone, mobile app, and online communication system at the link below:

Training url: http://tcg-corp.com/GSX_VIDEOS/indexmain.html

When you are ready to download the mobile app, please read:

[http://tcg-corp.com/Libraries/TCG mobile app guide.pdf](http://tcg-corp.com/Libraries/TCG%20mobile%20app%20guide.pdf)

Before logging into UC, please read: [http://tcg-corp.com/Libraries/UC User Man.pdf](http://tcg-corp.com/Libraries/UC%20User%20Man.pdf)

Unified Communications: <https://tcgvoip.tcg-corp.com/>

When you log into UC or the mobile app your login will be as follows:

Username: firstnamelastname@companyemail.com/org/net

Password: Welcome1