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## TNT VOICE INSTRUCTIONS

**Account #:** \_\_\_\_\_  
**Access Code:** \_\_\_\_\_

Thank you for choosing TNT Voice for your communication needs. TNT Voice comes with 3 different options upon calling: 1 is voice mail, 2 is follow-me, and 3 is a pre-recorded company overview. TNT Voice is equipped with an interactive voice response “operator” that will help you set up the system.

### ACCESS TO TNT VOICE

*You must always perform these steps when accessing TNT Voice.*

1. **Dial your number.**
2. **As soon as you hear a voice, press the star key [\*].**
3. **Enter your four-digit personal access code.**
4. **You will then enter the main menu.**

### NEW USER SETUP AND TUTORIAL

The first time you enter TNT Voice you will be presented with a new subscriber setup and tutorial. During the tutorial you will record your name, change your password, and record your voice mail greetings. You can go back and edit the settings at any time by entering your mailbox and selecting the options in the parentheses ( ) from the main menu.

#### RECORDING YOUR MAILBOX NAME (8, 3, 2):

Always record your name, so others will know from whom the message was sent (when sending internal messages).

#### RECORDING YOUR MAILBOX MAIN GREETING (4)

TNT Voice comes with 3 extensions. Extension 1 is voicemail, Extension 2 is a follow-me, and Extension 3 is a company pre-recorded company overview. The main greeting should be recorded as a menu type greeting.

*Example: Thank you for calling. To leave a message, please press 1. To find me, please press 2, or to hear a brief overview of our company please press 3.*

#### RECORDING YOUR VOICE MAIL GREETING (4):

This greeting will be played when the caller presses 1 after they first call in, if it is after hours, if follow-me is unable to locate you, or if you decline the call.

*Example: At the tone, please leave your name and phone number and we will return your call as soon as possible.*

#### CHANGING YOUR PERSONAL ACCESS CODE (8, 1):

All subscribers are encouraged to change their personal access code often. Please do not select simple codes like 1234, etc.

#### FOLLOW-ME SETUP INSTRUCTIONS (9)

This feature will enable the Voicemail System to locate you wherever you are from a list of up to 6 different locations. The best way to set this is up is through the web interface at: [www.TNTvoice.com](http://www.TNTvoice.com), however you can set this feature up by phone.

*NOTE: When you answer your follow-me calls you should answer as you normally would any other call.*

*Calls programmed with call screening (the callers name will be played along with the mailbox name) or call announce (plays the mailbox name) options, you will then have the option to press 1 to accept the call, press 2 to send the caller to voicemail, or press 3 to listen to the caller-ID information. If the number was setup without call screening or announce, the call will just ring through directly with no prompts.*



## PLAYING MESSAGES (7)

### OPTIONS WHILE PLAYING MESSAGES

Save Message	Press	2
Delete Message	Press	3
Rewind Message	Press	4
Reply to sender or return a call	Press	*4
Get Caller ID Information	Press	*5
Forward (Copy) Message	Press	*6
Fast Forward Message	Press	6
Caller ID/ Time & Date Stamp	Press	*9
Pause/Un-pause Message	Press	0

## SEND MESSAGES TO OTHER SUBSCRIBERS (2)

You can send messages to an individual, your downline, or to a specific distribution list. The automated operator will assist you with the process.

*Access your account (see above)*

1. Press 2 “to send a message”.
2. Record your message and press the # key.
3. The automated operator will walk you through sending the message to a specific mailbox, distribution list, or downline (entire, a portion, specific state, or downline levels)
4. Once you have made your selections, you will receive confirmation that the message has been sent.

### SPECIAL SENDING OPTIONS

When sending, copying or replying to a message, you will have the option to press “4” for special sending options. This allows you to send a message marked certified-return receipt, urgent, confidential, or with future delivery.

## DISTRIBUTION LISTS (8, 3, 1):

Distribution lists are a very convenient and inexpensive way of communicating with a select group of subscribers all at once. Set up a distribution list with the TNT Voice numbers of subscribers who you wish to send messages to. Once this is accomplished you could send a message to all in the list with one phone call. You can also set up distribution lists from your online account at [www.TNTVoice.com](http://www.TNTVoice.com).

## OUTBOUND CALLING FEATURES (0)

You can use your account to make outbound calls or conference up to 8 additional parties. Place connected parties on hold by pressing “# #” The party will hear music and you will be presented with options on how you wish to proceed.

*NOTE: Outbound calls are billed at an additional per minute fee per connection.*

## USING YOUR FAX MAILBOX CAPABILITIES:

TNT Voice is designed to recognize and automatically receive incoming faxes. Once a fax has been received, you can select to have the fax sent to any fax machine you wish. You may also view your faxes through the web interface: [www.TNTVoice.com](http://www.TNTVoice.com) or have them delivered to a specific e-mail address.



## REVIEWING MESSAGES AND FAXES THROUGH THE INTERNET:

This feature will enable you to retrieve your TNT Voice messages FREE through the Internet.

*NOTE: You must be using an Internet connected computer with a sound card and speaker.*

1. Load [www.TNTvoice.com](http://www.TNTvoice.com).
2. Enter your 10-digit account number and access code.
3. Click Login.
4. Your messages will be displayed on the screen, along with the Caller ID information. You can click on any message to play.
5. You may also see fax messages. You may click on these to view or print.
6. You may then select to delete any messages you wish. If you do not delete the message, the message will be saved.

## MESSAGE NOTIFICATION

You can set your TNT Voice to notify you if you receive a fax or voice message by either callback (the system will call a specified phone and, by voice, notify you that you have a voice mail), pager notification (the system will deliver notification to a pager number that you have received a message) or by e-mailing notification (where the system will e-mail up to 3 accounts a sound file or a pdf document to a specified e-mail address).

# Quick Users Guide

*When you call your mailbox for the first time you will be presented with a new subscriber tutorial. This will help you set up your account and explain to you the basic features of your mailbox.*

## TNT Voice Quick Reference Guide ([www.tntvoice.com](http://www.tntvoice.com))

*To enter your mailbox: Dial your number, press "\*" and then enter your password*

<b>Playback (Opt. 7)</b>	<b>Send Message (Opt. 2)</b>	<b>Making An Outbound Call (Opt. 0)</b>
Delete Message	3 Enter destination mailbox:	Press "0" from the main menu and
Save Message	2 Enter the 4 digit extension, 7 digit	Follow the prompts
Reply to Sender	*4 number, or distribution list	Press "# #" to place the line on hold
Forward/Copy Message	*6 Record you message and hit any key	Press "3" to call additional parties
Caller ID Information	*5 Hit "7" to review, "3" to re-record or	Press "7" to join all members
Time & Date Stamp/Caller ID	*9 "#" to accept and send	
Rewind Message	4	
Fast Forward Message	6	<b>Conference Call (Opt. 0)</b>
Pause/Un-Pause Message	0	Press "0" and hit "3" and follow the
<i>Note: Selections without a "*" prompts to enter the conference.</i>	<b>Receiving Faxes</b>	
may only be selected while message	Your box will automatically detect	
<i>is playing</i>	Incoming faxes. To retrieve the fax	
	Enter your mail box and select the fax	
	number to have the fax sent and hang	
	up to complete the fax.	
		<i>Customer Service 800.218.7188</i>