



TNT FOLLOW ME INSTRUCTIONS

ADMINISTRATIVE USE ONLY

Date: 1/26/2006

Name:	_____
Company Name:	_____
Voice Mail #:	_____
Access Code:	_____
Notes:	_____ _____

Thank you for choosing TNT Voice for your communication needs. TNT Voice comes with 2 different options upon calling: 1 is voice mail and 2 is follow-me. TNT Voice is equipped with an interactive voice response “operator” that will walk you through any function you wish to use by simply following the voice prompts from the main menu.

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 2 extensions. Extension 1 is voicemail and Extension 2 is a follow-me. 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.

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, 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.

OPTIONS WHILE PLAYING MESSAGES (7)

Delete Message	Press	3
Save Message	Press	2
Reply to sender (internal message only)	Press	*4
Return Call (for outside messages only)	Press	*4
Forward (Copy) Message	Press	*6
Caller ID/ Time & Date Stamp	Press	*9
Rewind Message	Press	4
Fast Forward Message	Press	6
Pause/Un-pause Message	Press	0
Get Caller ID Information	Press	*5

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 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.
2. Enter your 10-digit account number and access code.
3. Click “Login”.
4. Make your selection

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).