



REPLAY INSTRUCTIONS

ADMINISTRATIVE USE ONLY

Date: 1/26/2006

Name:	_____
Company Name:	_____
Replay #:	_____
Access Code:	_____
Notes:	_____

SUPPORT:

Customer Support 800.218.7188

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 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.

RECORDING YOUR MAILBOX GREETING:

This step will take you through recording your mailbox greetings.

1. Access your account (see above).
2. From the Main Menu, Press 4 to record your greetings.
3. Press 1 to record your voice mail greeting or press 2 to record your mailbox name.
4. Follow the prompts to start the recording.



RECORDING A CONFERENCE CALL AS YOUR REPLAY MAILBOX:

You can record a conference call directly to the replay line with no extra charges. We suggest you “practice” the following instructions prior to the call. Once the call has been completed, it is immediately available for replay on the replay line.

1. Select a person in charge of recording the call.
2. Establish the conference call.
3. Inform the listeners that you are going to start the recording for the call.
4. Place the call in presentation mode.
5. 3-way call to the replay line.
6. As soon as you hear a voice press * and enter the access code.
7. Press 4 to record a mail box greeting.
8. Press 1 to record the voice mail greeting. You will hear a beep and recording has begun.
9. Join both lines.
10. Proceed with your call.

NOTE:

- a. Recording stops when you hang up the replay line.*
- b. The person recording the call must have 3-way calling from their local service provider.*
- c. The person recording the call should call from a land line to avoid any interference.*
- d. The person recording the call must mute their personal line as any background noise from their line will be recorded to the mail box.*

REVIEWING YOUR ACCOUNT THROUGH THE INTERNET:

This feature will enable you to listen to messages, retrieve your call reports, and change simple settings to your account.

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



GENERAL COMMANDS:

COMMANDS	KEY
To play all of your messages	Press 7
To play your saved messages	Press 6
To record mailbox greetings	Press 4
To make an outside call	Press 0
To send a message to another user	Press 2
For user options	Press 8

USER OPTIONS:

COMMANDS	KEY
To change your access code	Press 1
For usage statistics	Press 2
For fax options	Press 4
To change the time zone	Press 5
For more options	Press 3

MORE OPTIONS:

COMMANDS	KEY
For distribution list function	Press 1
To record your name	Press 2
To have a detailed call report sent to a fax machine	Press 4