



Freedom Village at Brandywine

To place a call outside of Freedom Village Brandywine:

- ❖ Dial 9 plus the telephone number. Example: 9-610-383-5100

To call within the Village Homes (first floor through fifth floor):

- ❖ Dial 3 and Condo number. Example: 3-121 would call Condo 121

To call Terrace Homes & Gardens:

- ❖ Dial 9 and the complete phone number. Example: 9-610-383-5100

Freedom Village at Brandywine Telephone system Voicemail user guide

FIRST TIME ENROLLMENT FOR VOICE MAIL

From your telephone lift the handset up and dial extension 3000 to access voice mail.

The voice mail will ask you for a default security code Dial 0000, the system will guide you through setting up your mailbox. It will ask you to answer questions and record your greeting and security code (you should opt to create one).

- The voice mail system will ask you to enter a security code when you first access it. The default security code to enter is 0000.
- The voice mail system will ask you for your name so that messages sent to your extension and callers forwarded to your extension will know they've reached the correct mailbox. Record your name only and hit the * (star) key when you're done.
- You will be asked if you wish to be listed in the voice mail directory. This option allows callers to reach your extension by knowing how to spell your name. Answer "1" for yes or "2" for no. (Please answer "2".)
- Next, the voice mail system will ask you to record a greeting. This is the message you create that callers will hear when they are forwarded to your voice mail. Follow the prompted commands to create your greeting. (Press star [*] after completing your greeting.)
- When you've completed setting up your mailbox, the attendant will ask you if you are satisfied with your selections. If you are, press "1" for yes. If you wish to change an earlier response, press "2" for no and follow the prompts. (Note: after pressing '1', the system will respond "Great". This indicates that you have successfully enrolled.) Once the voice mail lets you know that the setup is complete, you can simply hang-up and your mailbox is ready.

THINGS TO REMEMBER FOR THE NEW VOICE MAIL

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| • All questions the system asks are answered "1" for yes or "2" for no. |
| • At the end of any recording, hit the * (star) key to let the system know you're finished. |
| • Any message you listen to that is neither saved nor erased will automatically be deleted at the end of the day. (Default 20 days) |
| • To exit the voice mail at any time, you can either hang-up or hit the * (star) key. |
| • Once a message has been left in your mailbox you receive a stutter dial tone when you first pick up you handset. |

• **From your own telephone:**

-Dial the pilot number to voice mail (3000). The voice mail will automatically log you on and ask for your security code.

• **From outside the premises:**

- Dial: your own telephone number.
- Once you hear your greeting press "9" and enter your extension number. You will then be asked for your security code.

The system will then state your name!

Once logged onto your mailbox:

The system will give you the option to listen to New messages if you have them.

The system will ask you if you wish to Leave anyone a message. If you press "1" for yes, then

Follow the prompts.

The system will ask if you wish to listen to your Old or Saved messages.

Finally, the system will ask if you wish to access your Set Up Options.

By Using the Number Key Strokes the following can be used:

-While listening to any message, you can do any of the following:

"3, 5" Jump to the end of the message

"3, 6" Jump to end and Delete message

"3, 7" Jump to end and Archive message

"3, 9" Jump to end and Redirect message

"3, #" Jump to end and Repeat message

"4" Slow down message playback

"5" Volume control (press one time to lower tone; twice raises it)

"6" Speed up message playback

"7" Rewind message (2-3 Seconds)

"8" Pause/Resume message Playback

"9" Fast-Forward message playback (2-3 Seconds)

c. Getting back to the Main Menu:

If at anytime the voice mail plays a message or asks you to select an option you don't wish to respond to, simply press the # key until you hear the attendant voice say "Main Menu". You can then follow the prompt