

HMS 400 Quick Reference Card

Call-in

Message Commands

1	2 Retrieve Voice Msg	3 Retrieve Text Msg
4	5	6
7	8	9
* Mailbox Options	0	#

Message Options

1 Repeat	2	3 Delete
4	5	6
7	8	9
* Continue/ Skip Msg	0	#

MailBox Options

1 Auto Wakeup	2 Change Password	3 Record Greeting
4	5	6
7	8	9
* Continue	0	#

Set Auto WakeUp Time

Enter Time in 24-hour clock format

Auto-Wakeup Options

1 Confirm	2 Change	3 Cancel
4	5	6
7	8	9
* Continue	0	#

Greeting

1 Start/Stop Record	2	3
4	5	6
7	8	9
* Continue	0	#

Password Options

1 Enter Password	2 1	3
4	5	6
7	8	9
* Continue	0	#

Messaging Guide

This guide explains how to use the Voice Messaging features. Familiarize yourself with the frequently used procedures such as retrieving your messages and recording your personalized greeting. Then explore the other features available within the system.

Each section contains a brief explanation on a specific feature followed with step-by-step guidelines to ease your learning process.

Mailbox

Your electronic Mailbox receives your calls and stores your messages, and also stores your Password and Personalized greeting. When you call into Voicemail from your own phone, you will have access to your personal mailbox and able to use the features described in this guide.

Password

Your Password provides security for your mailbox and its contents. All your interactions with Voicemail are private and confidential. When you check in to your room you are advised to change your Password. (Your default password will be announced in the Change Password Menu. Alternatively, you can check with your friendly Front Office Personnel). You will only be required to enter your Password if you call from any other phone other than the one in your room.

Prompts

Voicemail guides you with audible prompts at each step. The prompts tell you what to do next, or what options are available, so that you don't have to remember every step. You can interrupt a prompt or a message by pressing the * key or the key for the next step, if the option is available.

Dial-in Numbers

To access your Mailbox, you will need to dial the preset Voicemail number. On some telephone sets, you can press the 'Message' speed-dial button. This number can also be obtained from the Hotel operators.

Calling into Your Mailbox

1. Dial the Voicemail extension number or press the speed-dial button on your room phone.

If you are calling from outside the Hotel, you will have to follow steps 2 and 3.

2. Enter your room number.
3. Enter password followed by the pound (#) key.

Retrieving Your Messages

When you login to your Mailbox, the system will announce the number of messages in your mailbox. Prompts will differ depending on the types of messages available. For instance, "You have 2 voice messages and written messages". In this instance, you have the choice of selecting which kind of message you would like to retrieve first. In the case of having only voice messages, the system will start playing your messages right after the prompt without you having to press any key.

1. First new voice message played
2. At the end of each message, if you wish:
 - To repeat a message, Press **1**
 - To delete a message, Press **3**
 - To retain and proceed to the next message, Press *****
3. After all messages have been played or the ***** key pressed to skip through messages
4. Press **3** to retrieve your written messages (if available).
5. Call will then be transferred to Message Desk.
6. Otherwise, you will now go into the Feature Menu

Setting an Auto-Wakeup Call

You can set an automatic wake up call from your phone by selecting this option from the feature menu.

1. Press ***** for further options in the message menu.
2. Press **1** to set Wakeup Call
3. Enter desired Wakeup time in the 24-hour clock format.
4. At the confirmation prompt, if you wish:
 - To confirm, Press **1**
 - To change, Press **2**
 - To cancel, Press **3**

6. Pressing **2** will take you back to step 3
7. Pressing **3** will take you back to Feature Menu
8. Once confirmed, call will end

NOTE

Pressing any digits on the keypad upon receiving your wake-up call will activate the snooze function. System will call back in 10 minutes time.

Changing Your Password

You are advised to change your Voicemail Password upon checking in to your room. You can change your password by selecting this option from the feature menu.

1. Press ***** for further options in the message menu
2. Press **2** to change password.
3. Your current password will be played, Press **1** to change this password.
4. Enter your new password.

TIPS

Change your password as often as possible. Do not assign Passwords that can be easily obtained from your documents; for example: Birth Date, Passport Number or Identification Card Number.

Recording Personalized Greeting

The personal greeting feature allows you to record your personalized greeting, which will be played after the system prompt when calls reach your Mailbox. You can record your personalized greeting by selecting this option from the feature menu.

1. Press ***** for further options in the message menu.
2. Press **3** to record new greeting message.
3. Press **1** to start recording your greeting.
4. After the 'beep' tone, record your greeting using the handset (do not use hands free).
5. Press **any key** to stop recording.
6. If you are not satisfied with your greeting and wish to re-record, press 1 again.

HMS 400 Staff Quick Reference Card

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