

LIBERTY TELEPHONE INC.

Congratulations on your new purchase of the Panasonic TVA voicemail system. The Panasonic TVA is a versatile system that is designed to handle various needs for many types of businesses. It is time to start thinking about how you want your voicemail system to serve you. Outlined below is a generic sample of how many customers use their voicemail.

Thank you for calling ABC Company. If you know your party's extension, you may dial it at any time. For a company directory, please press 1. For _____ please press 2. For _____ please press 3. To speak with an operator, press 0 or stay on the line.

A night greeting will often include the company hours:

Thank you for calling ABC Company. Our office hours are 8:00 am to 5:00pm Monday through Friday. If you know your party's extension, you may dial it at any time. For a company directory, please press 1. For _____ please press 2. For _____ please press 3. To leave a message in the general mailbox, please press 0 or stay on the line.

A Company directory can be a dial by name directory or if you have a small number of employees, you can record your own directory:

For John Smith, please press 1. For Jane Smith, please press 2, etc..

FAQ

Can I access my personal mailbox remotely?

Yes. Once you access the voicemail, you enter a code, #6*, plus your mailbox number and you can retrieve your messages, change your greeting, password, etc...

Does the voicemail pick up incoming calls immediately?

Your voicemail unit can be programmed to answer incoming calls immediately or you can use it as a back up if nobody is able to answer the phone. In this case, the voicemail would answer after 3 or 4 rings.

Can I transfer a call directly into a mailbox?

Yes. If you know a person is not in the office or is not available, a voicemail transfer button can be programmed on your telephone which will allow calls to be sent directly into a mailbox and eliminates unnecessary waiting time for the caller.

How many calls can the voicemail handle at one time?

This depends on the number of ports you purchased with your voicemail. A two-port voicemail will be able to handle two calls at the same time whereas a six-port voicemail can handle six calls. Of course when a caller hangs up, that port becomes available to answer another call.