

### To Access Your Mailbox

Accessing your Mailbox from your extension:

- Dial 3931 (For SARVAM, PRASAR & ANANT)/ 390 (For ETERNITY NE).
- System prompts you with:  
"You have no new messages", if there are no new messages in your mailbox.  
"You have n new messages", if there are new messages in your mailbox (n=No. of messages).
- Enter your Mailbox password®.
- You will enter the Mailbox Access Menu.

Accessing your Mailbox from another extension:

- Dial 3941/3942/3943 (For PRASAR & ANANT 3932/3933/3934 For ETERNITY NE 3801/3802/3803)
- The system will play the Welcome Message.
- Dial 8. System prompts you to dial the extension number.
- Dial your extension number to access your mailbox.
- System prompts you with:  
"You have no new messages", if there are no new messages in your mailbox.  
"You have n new messages", if there are new messages in your mailbox (n=No. of messages).
- Enter your Mailbox password®.
- You will enter the Mailbox Access Menu.

Accessing your Mailbox through an external number using DISA Login:

- Log into the System using DISA.
- If CLI Based Authentication is enabled, the system prompts you to dial the desired extension number.
- If PIN Authentication is enabled, the system prompts you to dial your Extension Number and Password.

#### IMPORTANT!

For SARVAM UCS you need to purchase a VMS module and license while in PRASAR UCS/ ANANT UCS/ ETERNITY NE you need only the license.

The instructions in this User Card are based on default configurations (Region : India).

Default VMS Access Code is 3931 for SARVAM/PRASAR/ ANANT and 390 for ETERNITY NE.

Default Mailbox Password is 1111. Make sure new Password is strong and kept confidential.

® VMS will not prompt for the password if the parameter Ask Password to Access Mailbox' is not enabled.

\*The Date and Time formats will vary by Region.

For detailed description refer to the respective System Manual. The documentation can be found at <http://www.matrixtelesol.com/product-manuals.html>

### To Access Your Mailbox (Cont.)

- Dial 3931 to access your Mailbox.
- System prompts you with:  
"You have no new messages", if there are no new messages in your mailbox.  
"You have n new messages", if there are new messages in your mailbox (n=No. of messages).
- Enter your Mailbox password®.
- You will enter the Mailbox Access Menu.

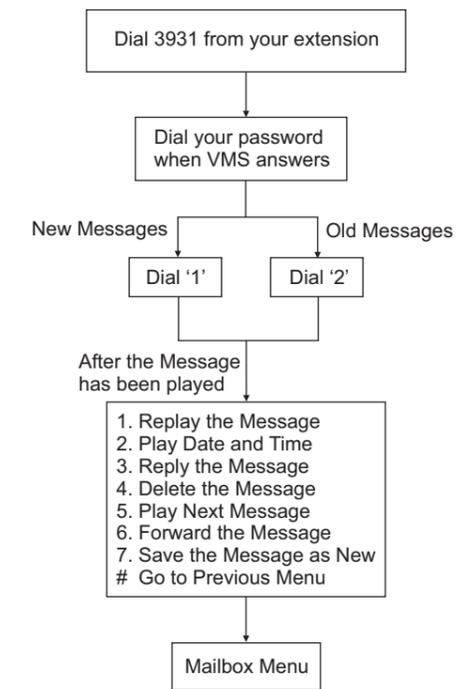
Accessing your Mailbox using the VMS Auto-Attendant:

- Call the trunk on which Voice Mail Auto Attendant is enabled.
- The VMS answers the call, while the system plays the Welcome Message, dial 8.
- Dial 8. System prompts you to dial the extension number.
- System prompts you to dial the extension number.
- Dial your extension number to access your mailbox.
- System prompts you with:  
"You have no new messages", if there are no new messages in your mailbox.  
"You have n new messages", if there are new messages in your mailbox (n=No. of messages).
- Enter your Mailbox password®.
- You will enter the Mailbox Access Menu.

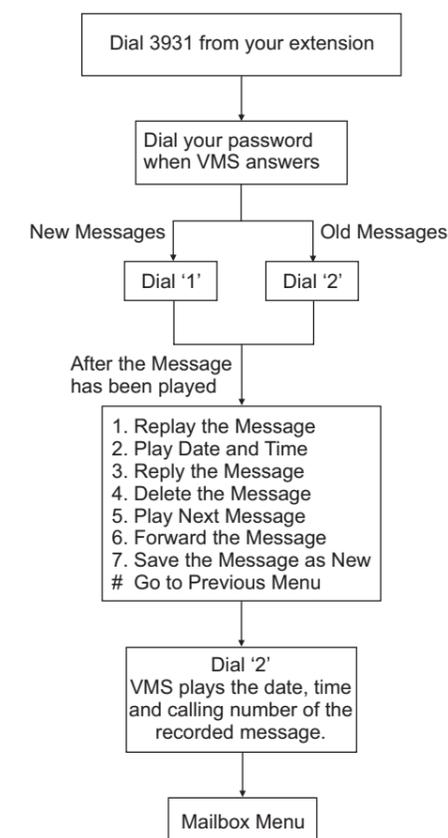
The VMS offers the following Voice Mail features:

- Listening to New Messages.
- Listening to Old Messages.
- Sending a Message.
- Settings Alarms and Reminders.
- Listening to Message Details.
- Redirecting Messages.
- Forwarding Messages.
- Saving Message as New.
- Deleting Messages.
- Assigning a Name to the Mailbox.

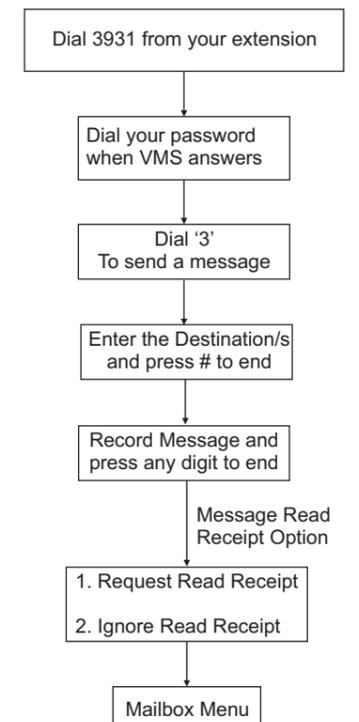
### To Listen to Messages



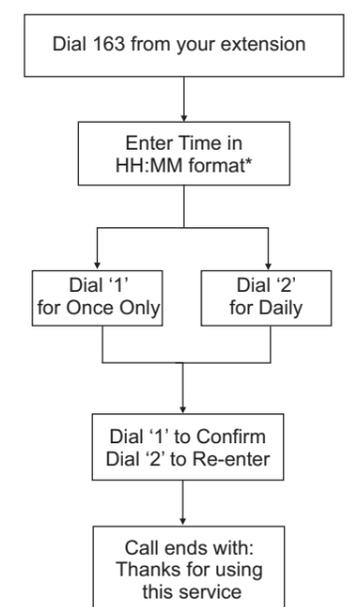
### To Listen to Message Details



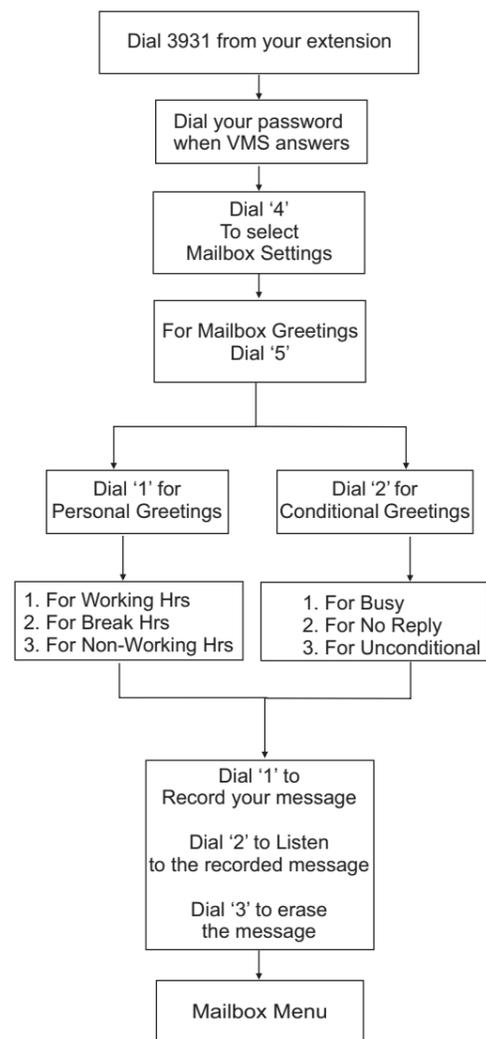
### To Send Messages



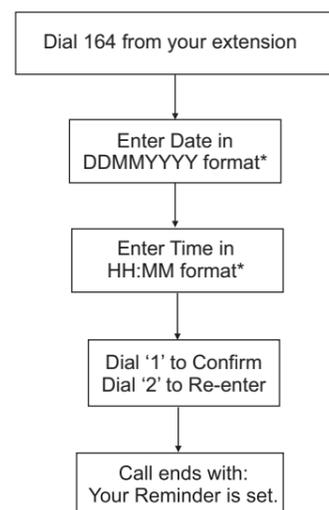
### To Set Alarms



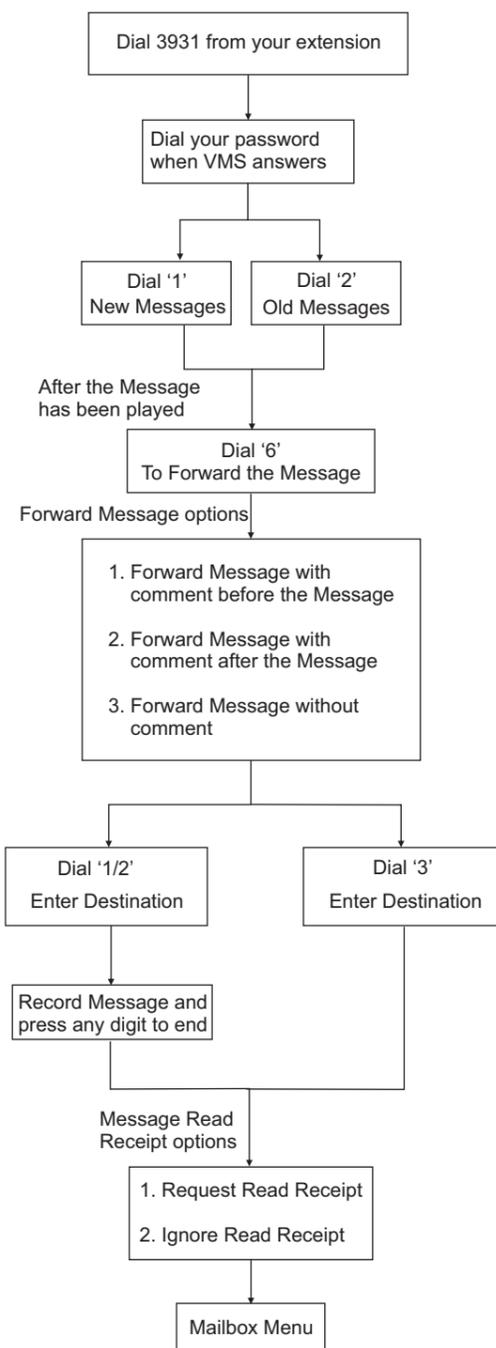
### To Record Greeting Messages



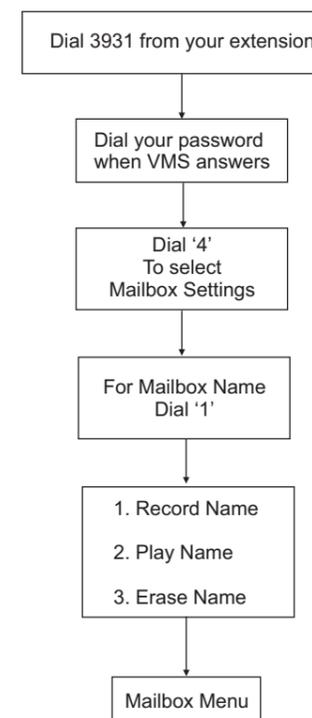
### To Set Reminders



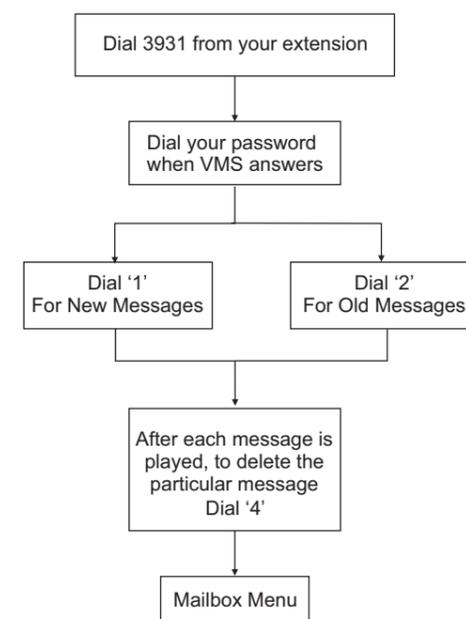
### To Forward Messages



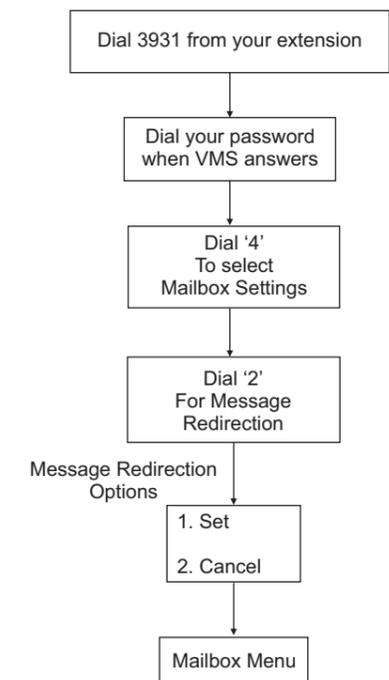
### To Assign a Name to the Mailbox



### To Delete a Message



### To Change Message Redirection Options



### To Delete All Old Messages

