



## Setting up Your New Q&A with 8 Questions

You have ordered a Q & A line with 8 Questions.

You can use a Q&A Line for Reservations, Automated Ordering, Surveys, Questionnaires and much more.

Your Mailbox is already set up and ready for you to use.

### **All you need to do is:**

- Record your **Introduction Greeting**
- Record your **Questions**
- Record your **Salutation**

**TIP: Write down your Greetings and rehearse them out loud before you call.**

### **Let's Get Started:**

#### **First We'll Record Your Introduction Greeting:**

1. Call your Q&A Number
2. When the System Greeting starts, Press \* (star) immediately followed by the passcode you chose during the signup process. Example: \*XXXX
3. Follow the prompts to:
  - a. Set a new 4 – 8 digit pass code
  - b. Record your name
  - c. Record your Introduction Greeting
4. Hang up when the Tutorial is finished.

**Example:** *"Thank you for calling the ABC Automated Ordering Hotline. Please have your shipping, billing and credit card information ready. You will now be asked a series of questions. After each tone, state your response slowly and clearly, then press 9 to advance to the next question. Let's begin."*

## Now You Can Record Your Questions:

**[Note: Your package comes with 8 questions. If you don't need all 8, please call us so that we can properly adjust the mailbox.]**

1. Call your Q&A Number
2. During your Introduction Greeting, Press \*
3. Enter your passcode
4. Press 4 for Greetings
5. When asked to enter a greeting number, enter:
  - a. **101#** to record **question 1**
  - b. **102#** to record **question 2**
  - c. ... etc.
6. The system will tell you the greeting is not yet recorded. **Press 1 to start recording.**
7. Follow prompts to record the **selected question** (*see example question*)
8. Press # to stop recording, then follow the prompts to **review, re-record, or accept** your Greeting.
9. Repeat steps 5-8 until all Questions have been recorded.
10. Hang up when finished.

**Example Question:** "Would you prefer, ground shipping, priority or overnight? Please state your preference at the tone, then press 9 to continue."

## Now You Can Record Your Salutation:

**[Note: The 'Salutation' plays once the caller has completed the order/survey process.]**

1. Call your Q&A Number
2. During your Introduction Greeting, Press \*
3. Enter your passcode
4. Press 4 for Greetings
5. When asked to enter a greeting number, enter:
  - a. **109#** to record the **Salutation for an 8 question sequence**
    - i. *If you have less than 8 questions or more than 8 questions, adjust the salutation greeting number accordingly. For instance, if you have 4 questions, your Salutation will be greeting # 105. For 10 questions, it would be greeting # 111.*
6. The system will tell you the greeting is not yet recorded. **Press 1 to start recording.**
7. Follow prompts to record **Salutation** (*see example*)
8. Press # to stop recording, then follow the prompts to **review, re-record, or accept** your Greeting.
9. Hang up when finished.

**Example Salutation:** "Your order is complete. Charges will appear under the merchant name: ABC Company. Please allow 2-3 weeks for processing & shipping. We hope to hear from you again soon. Thank you."

***Congratulations! Your setup is now complete!***

## Using Your New Q&A with 8 Questions

### To Change Your Passcode or Name:

1. Call your Q&A Number
2. When your Introduction Greeting starts, press \* (star)
3. Enter your passcode
4. Press 8 for User Options
  - a. Press 2 to change your Name
  - b. Press 3 to change your Passcode

### To Change Your Introduction Greeting, Questions or Salutation Greeting:

1. Call your Q&A Number
2. When your Introduction Greeting starts, Press \* (star)
3. Enter your passcode
4. Press 4 for Greetings
5. When asked to enter a greeting number:
  - Enter **10#** to edit your **Introduction Greeting**
  - Enter **101#, 102#...etc** to edit your **Questions**
  - Enter **109#** to edit the **Salutation** for an 8 Question Sequence
    - i. *If you have less than 8 questions or more than 8 questions, adjust the salutation greeting number accordingly. For instance, if you have 4 questions, your Salutation will be greeting # 105. For 10 questions, it would be greeting # 111.*
6. The system will play the current greeting
7. Press 1 at any time to accept & record
8. Press # to stop recording, then follow the prompts to **review**, **re-record**, or **accept** your Voice Mail Greeting.

### To Pick Up Messages by Phone:

1. Call your Q&A Number
2. During your Introduction Greeting, press \*
3. Enter your Passcode
4. Press 1 to play your messages.

**See Next Page for Touch-Key Message Options**

**Touch-Key Options During Message Playback**

<b>Key</b>	<b>Description</b>
<b>1</b>	<b>Replay</b> Message
<b>3</b>	<b>Delete</b> Message
<b>4</b>	<b>Copy</b> Message to Another Mailbox
<b>5</b>	<b>Save</b> Message
<b>6</b>	<b>Message Status</b>
<b>7</b>	<b>Skip</b> Message
<b>8</b>	Other Options
	<b>Press 1</b> - Hear Date & Time Message was left
	<b>Press 2</b> - Hear Caller ID
	<b>Press 3</b> - Raise Message Playback Volume
	<b>Press 4</b> - Lower Message Playback Volume
	<b>Press 9</b> - Return to Message Playback
<b>9</b>	Cancel & Return to Previous Menu
*	<b>Rewind</b> Message 5 Seconds
<b>0</b>	<b>Pause</b> Playback. Press Again to Resume Playback.
#	<b>Fast-Forward</b> Message 5 Seconds

**Your Web Account allows you to:**

- ✓ Listen to messages
- ✓ View call logs and other mailbox statistics
- ✓ Change your mailbox passcode and email address
- ✓ Pay your bill
- ✓ Manage your account information
- ✓ Add new services
- ✓ See your **Account Summary**, which details each service in your account.

During sign-up, you were given the Web Address where you can access your web account. Write it down on the line below for your records.

[http://\\_\\_\\_\\_\\_ .managewebaccount.com](http://_____.managewebaccount.com)

- **My Login Email is:** \_\_\_\_\_
- **My Password is:** \_\_\_\_\_

Our Customer Service staff is eager to help you if you have any questions or problems.