

## Supplementary Remote Phone Guide

### Access your Mailbox

- 1) Dial the RGI phone number – 1-800-362-2546
  - a. press #
  - b. Enter your extension & password
  - c. Press 0, follow prompts

### You only need to set the highlighted:

- 1 – **Unavailable Message** (the message that callers will hear when you don't pick up)
- 2 – Busy (do not record anything for this)
- 3 – **Name** (Just speak your name – this is what you hear when you login to your mailbox, sometimes caller may hear this if you reject a call)
- 4 – Temporary Greeting (out of office – see below)
- 5 – change password (you can reset your password from the default one you were given)

### Additional Tips

#### 1 – Unavailable Message – Example Message for multiple clients:

*You've reached the voicemail of <Jane Doe>. I'm unable to take your call right now, but please leave your name, number, and brief message and I'll get back to you as soon as I can. Thank you for calling and have a great day!*

**4 – Temporary Greeting – Use this if you will be out of the office.** The benefit of the temporary greeting is you can record a temporary greeting that will override your default unavailable message. You just will simply need to delete the temporary greeting when you're back in the office and your default message will take back over. We recommend setting a reminder on your Outlook calendar for when you return to login to your voicemail and delete the temporary greeting.

*You have reached the voicemail box of Jane Doe. I will be out of the office Friday, December 22<sup>nd</sup> and I will not be checking voicemail until I return on Tuesday, January 2<sup>nd</sup>. Please leave your name, number, and brief message and I'll get back to you as soon as I can. Thanks for calling and have a great day!*

### Zoiper Connectivity Tip:

- If you are connected to your VPN and Zoiper won't connect. One possibility might be if your modem reset (power went out? Had to restart the modem?) If your modem resets, it might change your IP address = can't connect to Zoiper. Go to [what is my ip](#), copy the IP address, send to [support@cdsitconsulting.com](mailto:support@cdsitconsulting.com) and explain your modem reset and changed your IP address, you need it added so you can re-connect to Zoiper.