Appendix
SBC/Ameritech MessageSource®

Basic Features

Voice Mail Access Number

To listen to your messages, you will need to call the Voice Mail Access Number for your area. Your Voice Mail Access Number for your area is in this appendix.

Your Mailbox

With Voice Mail, your callers can leave you messages stored in your own personal *mailbox*. Every integrated mailbox has a ten-digit number, the same as your telephone number—area code plus seven digits.

Your Passcode

To keep your messages private and secure, your mailbox has a passcode. You will need to use your passcode every time you call your voice mailbox. Your passcode ensures that no one else can access your mailbox.

MessageSource® Wholesale Voice Mail Generic Greeting

Welcome to the Message Center. To enter your mailbox press star [*], otherwise please redial the number you are calling.

Setting up Your Mailbox

The first time you use Voice Mail, you will be asked to set up your mailbox. This means you will have to create a passcode, name announcement, and greeting. The voice instructions will guide you through the steps:

Step 1   Dial the Voice Mail Access Number.

Note: Whenever you call Voice Mail and you are not at your own phone, press [*]. Voice Mail will ask you to enter your own ten-digit telephone number.

Step 2   When asked, press [#] to begin setting up your mailbox.

Step 3   You will be asked to create a passcode, which must be between six and ten digits long. Enter the passcode using your telephone key pad. Make sure that you pick a number that is both easy for you to remember and difficult for others to guess. Voice Mail will play back your new passcode and give you the opportunity to change it if you wish.

For your password, do not use your telephone number, Social Security number, birth date, or any other obvious choice that would make it easy for someone trying to access your mailbox to figure out.

Note: If you make a mistake entering your new passcode, please do not hang up. Voice Mail will repeat the number you entered and let you try again.

Step 4   You will be asked to record your name announcement; then press [#]. Simply state your name ("Mary Clark") without saying any other words. After you record your name and press [#], Voice Mail will play it back and give you the opportunity to change it if you wish.

Step 5   When asked, record your greeting, which will be played for your callers. Remember to press [#] when you are finished. Voice Mail will play the greeting back to you and give you the opportunity to change it if you wish. You may want to record a greeting similar to the following example:

"This is Mary Clark. I'm sorry I missed your call, but if you leave your name, number and a detailed message, I'll call you as soon as I can." When you are finished recording, you may either hang up or press the [#] key for additional options.

Your mailbox is now set up and ready to use. You can change your passcode, greeting, and/or name announcement at any time by selecting Mailbox Options from the Main Menu.

If you have purchased secondary mailboxes, you may create them now or at any time you choose.

Questions and Answers

Setting up a Mailbox

Q   *What if I hang up in the middle of the setup procedure?*

A   The setup procedure is not complete unless you successfully complete the last three steps described above—selecting a passcode, recording your name announcement and recording a greeting. If you do not complete the last three steps during a single call, you will be asked to repeat all three setup steps the next time you call Voice Mail.

Q   *Can I receive Messages even before I set up my mailbox?*

A   Yes. Callers can leave you messages even before you have called into Voice Mail to set up your mailbox. You can receive messages as soon as your mailbox is created and your call forwarding arrangement is established. The system will announce the subscriber's mailbox number in a generic system greeting.

Passcode

Q   *How many digits can my passcode be?*

A   The minimum is six digits and the maximum is ten digits.

Q   *Can I change my passcode?*

A   Yes. At any time and as often as you wish.

Q   *Will anyone else know my passcode?*

A   No, it is completely confidential. Only you will know your passcode.

Q   *What happens if I forget my passcode?*

A   You will need to contact your CLEC and request a new temporary passcode. You will not need to set up your mailbox again, and you will not lose any messages. For secondary mailboxes, there is no way to reset the passcode. If the passcode is forgotten, the secondary mailbox must be deleted and set up from the main mailbox. Please be aware that all messages in the secondary mailbox will be lost.

Q   *How many times can I attempt to key in my passcode if I key in the wrong passcode the first time when trying to enter my mailbox?*

A   You have a total of three attempts. If you are unsuccessful on the third attempt, you will hear "Thank you for calling" before being disconnected. You must then redial the Voice Mail access number to try again.

Name Announcement

Q   *What if I do not want my name played to my callers and to other Voice Mail subscribers?*

A   If you would like to protect your privacy, when asked to record you name, state your telephone number instead.

Greeting

Q   *Can I change my greeting?*

A   Yes, you can change your greeting whenever and as often as you wish.

Q   *Do I have to record a personal greeting?*

A   No, a personal greeting is one recorded in your own voice. You can select either the name announcement greeting or mailbox number greeting when you set up your mailbox. However, a greeting is required.

Accessing a Mailbox

All Voice Mail subscribers use the same procedure for mailbox and secondary mailbox access.

From Your Phone with Voice Mail

Step 1   Dial your Voice Mail Access Number.

Step 2   Enter your passcode.

That's all you need to do to arrive at the Main Menu. If you are unsure of the procedure, dial the Voice Mail access number and listen to the voice instructions.

From Any Phone

Step 1   Dial your Voice Mail Access Number.

Step 2   Press [∗].

Step 3   Enter your ten-digit mailbox number.

Step 4   Enter your passcode.

That's all you need to do to arrive at the Main Menu. If you are unsure of the procedure, dial the Voice Mail access number and listen to the voice instructions.

Main Menu

The Main Menu is the first set of options you will hear after entering your passcode.

The Main Menu serves as a landmark, helping to orient you within the menu structure. When you move into the menu structure and then return to the Main Menu, the service will announce your return by stating "Main Menu."

When you first arrive at the Main Menu, you will hear the number of new messages and saved messages in your mailbox. If you have any new or saved messages in your mailbox, you will hear "To listen to your messages, press one." You will not hear this prompt if you do not have any new or saved messages in your mailbox.

You may also hear other prompts, depending on the features that are available to you.

All subscribers will hear the prompt "To change mailbox options, press nine." Mailbox Options allows you to review and change your recorded name, announcement, greeting, and passcode.

Listening to Messages

New and Saved Messages

Any messages marked *urgent* by the caller will be played first, followed by new messages in the order they were received. After you listen to new messages, you can then listen to saved messages.

Voice Mail announces the number of each message before it plays. For new messages, you hear "first message... second message...." For saved messages you hear, "first saved message... second saved message...."

A message continues to be treated as a new message until you press [2] to save it or press [3] to erase it. If you hang up while listening to a new message, or press [#] to skip to the next message, the message continues to be new. You will continue to hear a Interrupted Dial Tone as long as you have new messages in your mailbox.

Messages are stored a maximum number of days starting from the day it arrives in your mailbox—regardless of whether the message is a new or saved message. The *Wholesale Mailbox Configuration* tab identifies the number of days messages are retained.

Questions and Answers

Q   *How long can a message be?*

A   The minimum message length recorded by a caller is two seconds. The maximum message length is two minutes.

Q   *What happens if the message is too long?*

A   The caller will hear a warning thirty seconds before the time runs out to let them know they are reaching the end of the message recording time. After the thirty second warning, Voice Mail will end the message and give the caller an opportunity to review or change it.

Q   *What happens if a caller hangs up in the middle of recording a message?*

A   The incomplete message is deposited in the mailbox.

Q   *How many messages can I have at one time?*

A   The message count is a combination of new and saved messages. The total count of messages stored at one time is 20 for residential, 30 for business.

Listen Menu

The Listen Menu is played automatically after the message has been heard. While not all Listen Menu options are announced, they are available to you while listening to your messages. You can press the designated key to use any one of these options while listening to the message or after the message has finished playing.

Repeat   [1] Repeats the message from the beginning. This option is announced to you in the Listen Menu.

Save   [2] Saves the message. This option is announced to you in the Listen Menu.

Erase   [3] Erases the message from the beginning. This option is announced to you in the Listen Menu.

Reply   [4] Enables the subscriber to record a reply to the sender of the message. You can only reply to messages from other Voice Mail subscribers on your system. This option is announced to you in the Listen Menu.

Copy   [5] Enables the subscriber to send a copy of the message, along with an explanatory message, to other Voice Mail subscribers on the same system. This option is *not* announced to you in the Listen Menu.

Options   [6] Accesses additional Listen Options. The Listen Options key is not announced to subscribers in the Listen Menu. At the Listen Options menu, you will hear, "For the previous message, press [4]. For the time and date the current message was received, press [5]." If the message is from another Voice Mail subscriber, you will also hear "For the name of the person who sent the current message, press 6." *(Note: to move back two messages, press [6][4] and [6][4] again until you arrive at the message you want.)*

Rewind   [7] Rewinds the message in five second intervals. You may press [7] anytime while the message is being heard. This option is *not* announced to you in the Listen Menu.

Pause   [8] Pauses twenty seconds while listening to a message. To cancel the pause function prior to the end of the twenty seconds, press any key. The pause option is *not* announced to you in the Listen Menu.

Forward   [9] Forwards the message in five second intervals. You may press [9] anytime while the message is being heard. You can continue moving forward in five second intervals by pressing [9]. This option is *not* announced to you in the Listen Menu.

Cancel   [∗] Stops your messages and returns you to the Main Menu. This option is announced in the Listen Menu. Pressing [∗] while listening to messages completely restarts the listen cycle and all messages are treated as new messages regardless of previous action taken (e.g., erase, save).

Help   [0] Announces additional options. The help option is *not* announced to you in the Listen Menu.

Skip   [#] Skips to the next message. If the active message is new, it will remain a new message when skipped. If the active message is saved, it will remain a saved message when skipped. The skip option is *not* announced in the Listen Menu.

Questions and Answers

Listening to Messages (See Figure 1)

Q   *How do I know if I have any messages?*

A   When you pick up your telephone receiver, you will hear an Interrupted Dial Tone if you have Message Waiting Indicator. Subscribers subscribing to Voice Mail without Message Waiting Indicator, will not hear the Interrupted Dial Tone and will need to call their Voice Mail access number to determine if new messages exist.

Q   *How do I know the number of messages I have?*

A   After entering your passcode, Voice Mail will tell you how many new and saved messages you have.

Q   *How will I know if I do not have any new messages?*

A   After entering your passcode, Voice Mail will announce that you have no new messages in your mailbox.

Figure 1

Listen Menu and Listen Options Menu

Listen Menu

Listen Options
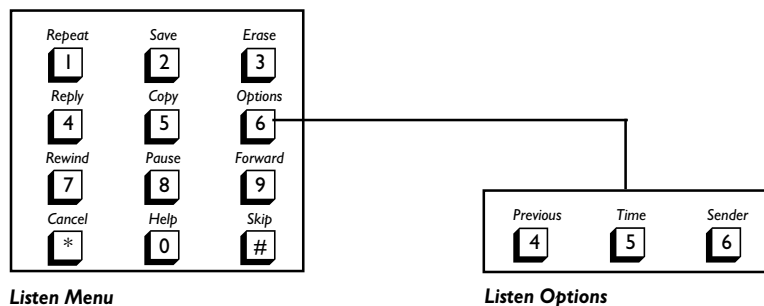
Q	*In what order do I hear the messages?*
A	Any messages marked "urgent" by the caller will always be first. Next you will hear new messages in the same order they are received, followed by saved messages.
Q	*Do I have to listen to the entire message?*
A	No. You may erase, save, or forward through a message (or take another action) any time after the message starts to play.
Q	*For each message, do I know the time and date it was left?*
A	Yes. The system will play the date and time of the message before you hear the actual message. You can also request this information by pressing [6] and then [5].
Q	*Can anyone else listen to my messages?*
A	Only those who know your personal passcode can access your messages.
Q	*Will I hear the message exactly as the caller recorded it?*
A	Yes.
Q	*What happens if I hang up in the middle of listening to a message?*
A	Your message will remain in your mailbox as a new message.
Q	*If I have only saved messages, will I hear the Special Dial Tone?*
A	If you have only saved messages, you will *not* hear the Special Dial Tone. The Special Dial Tone plays for new messages only.
Q	*How do I return to a previous message?*
A	Press [6] and then [4]. To move two messages back, press [6] [4] and then [6] [4] again. (Note: Do not press [6] [4] [4]!)

Saving Messages

Q	*What is a saved message?*
A	Messages remain "new" until you save or erase them. If a message is saved, you know that you have already listened to it.
Q	*Do I have to listen to the entire message in order to save it?*
A	No. You can save it anytime while listening to your message by pressing [2].
Q	*Can I pick and choose which messages to save?*
A	Yes.
Q	*If I save a message, can I delete it at a later date?*
A	Yes. You may delete saved messages at anytime.

Erasing Messages

Q   *Can I erase select messages?*

A   Yes.

Q   *If I accidentally erase a message, can I get it back?*

A   Yes. Your messages are not actually erased until you hang up. Wait until you return to the Main Menu, then listen to your messages again by pressing [1]. When you find the message you accidentally erased, press [2] to save it.

Repeating Messages

Q   *How do I repeat an entire or part of a message?*

A   To repeat the entire message from the beginning, press [1]. To rewind within a message in five-second increments, press [7].

Q   *How do I pause?*

A   Press [8] to pause while listening to your messages.

Q   *How long is the pause?*

A   If you do not manually resume playback (by pressing any key), the system will pause for twenty seconds and then automatically resume playback. However, each time message playback resumes, you can press [8] to pause again.

Skipping Messages

Q   *How do I skip an entire or part of a message?*

A   To skip an entire message, press [#]. To move forward within a message, press [9]. This will advance you through a message in five second intervals.

Q   *How many messages can I skip?*

A   You can skip as many messages as you want at one time by continually pressing [#].

Q   *What happens to the messages I skipped?*

A   The status of the message remains unchanged. For example, a new message will remain a new message when you skip to the next message.

Voice Messaging Option

Voice Messaging is a feature of the Voice Mail service which allows you to send a message to another subscriber's mailbox on the same system without ringing their telephone. Voice Messaging also allows you to send a copy of a message to other subscribers on the same system. (See *Send, Reply and Copy Messages* in this section.)

Sending   Voice Messaging allows you to send a message to other subscribers. Simply record a message and indicate the mailbox that you want to receive the message.

Replying   While you are listening to a message sent by another Voice Mail subscriber on the system, you can press a single key and record a reply which will be sent to that subscriber's mailbox.

Copying   While you are listening to a message, you can send a copy of the message to Voice Mail subscribers on the same system. When sending a copy, you can record an "introduction" that is sent with the original message.

Special Keys

The keys on the bottom row of your TouchTone keypad provide you with special capabilities while you are using your mailbox.

[∗] for Cancel and Exit

The [∗] key stops the current action and returns you to the previous set of options.

For example, if you press [∗] while reviewing your messages, you will immediately return to the Main Menu. If you press [∗] when you are at the Main Menu, you will exit your mailbox.

Pressing [∗] will also cancel the last action you took without canceling the entire operation. For example, if you have the ability to send messages and you are listing the recipients for a message, you can cancel the last recipient added to the list by pressing [∗]. If you press [∗] a *second* time in succession, the entire list will be canceled.

[0] for Help

The [0] key provides assistance with Voice Mail functions anywhere in your mailbox. You may press [0] at any time to receive detailed help.

[#] for Complete and Skip

The [#] key completes the current action and moves you to the next menu. It lets the service know that you have finished whatever action you were performing and that you are ready to move on to the next action. For example, press [#] whenever you finish recording a message or a greeting.

Exiting the Service

If you press [∗] you will continue out of the menu structure until you reach the Main Menu. Press [∗] at the Main Menu and you will exit your mailbox. Voice Mail will let you know if any new messages have arrived while you were using your mailbox. If you exit by hanging up, you cannot be informed of the arrival of new messages.

Skipping through Voice Instructions

You do not need to listen to all voice instructions. Once you become familiar with the Voice Mail service, you can press a key as soon as you know your next action. You can move through the menus as quickly as you like.

Recovering Erased Messages

Your messages are not actually erased until you press the [∗] key at the main menu to exit Voice Mail or hang up. If you would like to recover your messages, return to the Main Menu. Listen to your messages again by pressing [1]. If you would like to save an erased message, press [2].

New Messages

Messages are "new" until you press [2] to save, or [3] to erase them. If you press [#] to skip a message, the message remains "new." The Special Dial Tone continues to notify you of new messages until all new messages are saved or erased.

Instructions to Callers

You may want to let frequent callers know about some of your helpful Voice Mail features. Callers can skip through your greeting by pressing [#]. When callers end their message by pressing [#], they have the opportunity to review or change their message. Figure 2 shows the Caller's Menu and the options available to callers after recording a message. Some subscribers like to explain these features to callers during their greeting. Following are three examples:

"This is Mary, please leave a message after the tone. The next time you call, you can skip through this greeting by pressing the pound ([#]) key."
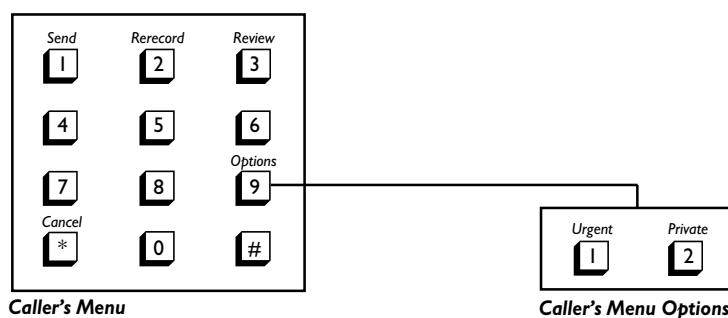
"This is Mary, please leave a message after the tone. When you finish recording your message you can press the pound key ([#]) to review or change your message."

Figure 2

Caller's Menu and Caller's Menu Options

Caller's Menu

Caller's Menu Options

Miscellaneous Questions and Answers

Q   *What happens if I pick up the phone while a caller is recording a message?*

A   If you pick up while a caller is recording a message you will hear a dial tone. You cannot talk to the caller at this point because the caller has been forwarded to your Voice Mailbox.

Q   *Is there anyway I can turn Voice Mail on/off?*

A   No.

Q   *What do my callers hear when they are forwarded to my mailbox?*

A   The caller will hear your greeting.

Q   *If I subscribe to measured or message rate local service, where I pay a per-call charge, will I be charged for each call forwarded to Voice Mail?*

A   Yes. Each time a call is forwarded to Voice Mail or you call the voice Mail access number to retrieve Voice Mail messages, a per call charge is incurred.

Q   *When someone calls me long distance and reaches my greeting, are they charged?*

A   Yes. This would be considered a completed call.

Q   *Does a caller need to have a touch tone phone to leave me a message?*

A   No. However, a caller with a rotary dial may only record a message in the main mailbox and hang up. Touch tone is required to review, edit, or rerecord a message; and/or mark a message private or urgent, and to access secondary mailboxes.

Group Messaging

Group Messaging allows you to send a message to multiple mailboxes on the same system. If you regularly send messages to a group of people, you can create a group list and assign the group a two-digit number. All you need to do is input the two-digit number when you need to send a message to that group. You can add or delete individual mailboxes in a group list or whole group lists.

Creating Group Lists

Step 1   From the Main Menu, press [9] for Mailbox Options.

Step 2   From the Mailbox Options menu, press [9] for Other Options.

Step 3   From the Other Options menu, press [1] for Group Lists.

Step 4   From the Group Lists menu, press [4] to create a Group List.

Step 5   Select a two-digit or three-digit group number. You will use this number to send a message to this group.

Step 6   Record a name for the group. When you finish, press [#].

Step 7   Enter the ten-digit mailbox number that will be included in the group list.
              Press [#] when you have finished entering the mailbox numbers of the group.

              *Note: When you are entering members of a group list, you can include
              mailbox numbers as well as existing group lists. Group lists that are included
              in other group lists are called* nested groups.

Questions and Answers

Q   *What can I do with the Group Messaging features?*

A   With the Group Messaging features, you have the ability to send, reply and
         copy messages with other Voice Mail subscribers on the same platform.

Q   *How many messages can I send at one time with Group Messaging?*

A   You can send as many messages as you like, one at a time.

Q   *If I send a message to a group list that includes two nested groups, each of
         which contain a particular mailbox, will that mailbox receive two copies of
         the message?*

A   No. That mailbox will receive only one copy of the message.

Send, Reply, and Copy Messages—
Voice Messaging

Voice Messaging is a Class of Service feature enabling an subscriber, while logged into his/her
mailbox, to send, reply and copy messages (see Figure 3).

Figure 3

**Voice Messaging &
Send Options
Menus**

Voice Messaging Send Options

Send Options
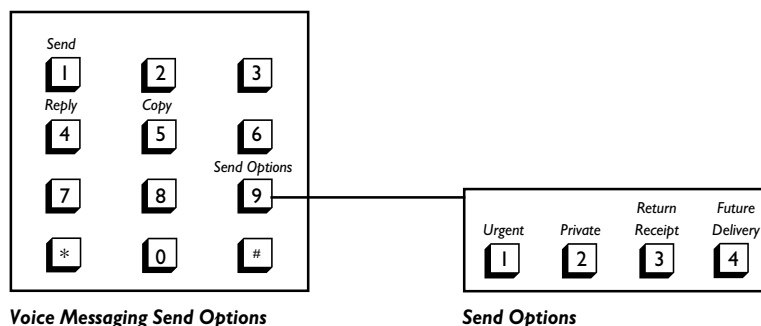
Procedures

Sending a Message

Step 1   From the Main Menu, press [2] to send a message.

Step 2   Voice Mail will ask you to enter a ten-digit mailbox, secondary mailbox, or group number. Voice Mail will give the name announcement or group name associated with that number.

Note: To send a message to a secondary mailbox, enter the ten-digit mailbox number and then enter the one-digit secondary mailbox number.

Step 3   Continue to enter any additional mailbox, secondary mailbox and group numbers; when you are ready to record your message, press [#].

Step 4   Record your message after the beep. When you finish, press [#].

Step 5   Before sending, you can take advantage of additional Send Options described below. To send the message, press [1].

Replying to a Message

Step 1   At any time, press [4] to reply to a message.

Step 2   The voice instructions will notify you to whom you are replying by stating: "Replying to [name announcement]. Please record the reply after the beep. When you finish recording, press [#]. To cancel the reply, press [∗].

Step 3   Record your message after the beep. When you finish, press [#].

Step 4   Before sending, you can take advantage of additional Send Options described below. To send the message press [1].

Copying a Message

Step 1   At any time while listening to a message, press [5] to send a copy.

Step 2   Voice Mail will ask you to enter a ten-digit mailbox, secondary mailbox, or group number. Voice Mail will give the name announcement or group name associated with the number.

Step 3   You can enter an additional mailbox, secondary mailbox, and group numbers. When you are ready to record your message, press [#].

Step 4   Record your introduction after the tone. When you are finished, press [#].

Note: The introduction message will be played before callers hear the message being copied.

Step 5   Before sending, you can take advantage of additional Send Options described below. To send the copy, press [1].

Send Options

When Voice Mail subscribers send, reply, or copy a message, they have the option of marking the message Urgent, Private, Return Receipt, and Future Delivery.

Marking a Message Urgent

Voice Mail subscribers can mark messages urgent by pressing [#] [9] [1] after recording their message. When a message marked urgent arrives in a mailbox, it is played prior to any non-urgent new messages.

Marking a Message Private

When Voice Mail subscribers finish recording a private message, they can press [#] [9] [2] [1] to mark the message private. If a message is marked private, the recipient of the message cannot send a copy of the message to another voice mailbox. Callers can also mark a message private when they are depositing a message.

Marking a Message Return Receipt

Subscribers with Voice Mail can mark messages for return receipt if they want to be notified of the time when the recipient listens to the message When Voice Mail subscribers finish recording a message, they can mark it return receipt by pressing [#] [9] [3] [1].

Step 1   Record the reply and press [#].

Step 2   Press [9] [3] [1].

Once the recipient has listened to your message, Voice Mail sends you a message that says, "The following message was heard by [name announcement] at [time]." Voice Mail then plays your original Return-Receipt message. Return Receipt notification messages can be saved, deleted, etc., like any other message.

Marking a Message Future Delivery

An subscriber can mark messages for future delivery for up to one year in the future. When Voice Mail subscribers finish recording a message, they can mark it for future delivery by pressing [#] [9] [4] [1]. Follow the voice instructions for assigning a future delivery date to the message.

Questions and Answers

Q   *Can I send a message to anyone, anywhere, or do they have to have Voice Mail?*

A   They must have a MessageSource® voice mailbox on the same MessageSource® platform.

Q   *Can I use the send features with a secondary mailbox?*

A   Yes.

Q   *How do I use the Voice Mail feature to send a message to a secondary mailbox at another household or business?*

A   From the Main Menu, press [2]. Enter the ten-digit mailbox number and then enter the one-digit secondary mailbox number. To send to the main mailbox, enter the ten-digit mailbox number and then press [9].

Q   *If a subscriber replies to my message, can I continue to reply back and forth with them?*

A   Yes.

Q   *If I send a copy of a message and record an introduction, and the recipient forwards a copy to a third person, what happens to my introduction?*

A   Every time a copy of a message is sent, the person sending the copy records an introduction; each previous introduction is retained when the message is copied again. A message copied four times will have four introductions, with the newest introduction played first.

Optional Features

Pager Notification

Changing a Pager Notification Number

Step 1   From the Main Menu, press [9] for Mailbox Options.

Step 2   From the Mailbox Options menu, press [9] for Message Notification.

Step 3   From the Message Notification menu, press [2] for Pager Notification.

Step 4   Within Pager Notification, press [3] to set a pager number.

Step 5   From there, just follow the voice instructions and you will be led through the process of setting your Pager Notification number.

Turning Pager Notification On or Off

Step 1   From the Main Menu, press [9] for Mailbox Options.

Step 2   From the Mailbox Options menu, press [9] for Message Notification.

Step 3   From the Message Notification menu, press [2] for Pager Notification.

Step 4   Within pager Notification, press [1] to turn Pager Notification On (or Off).

Secondary Mailboxes

Creating Secondary Mailboxes

If you are the first person in your household or business to use Voice Mail, you will initialize the main mailbox, create the corresponding secondary mailboxes, and assign all temporary passcodes. At any time you can use the following procedure to create secondary mailboxes. When the secondary mailboxes have been created, the members of your household or business can call Voice Mail and set up their secondary mailboxes. The following are the steps for creation of secondary mailboxes by the mail mailbox user:

Step 1   To create a secondary mailbox, press [9] for Mailbox Options at the Main Menu.

Step 2   Then press [3] to create or delete secondary mailboxes.

Step 3   The voice instructions will ask you to record the name of the person who will use the new secondary mailbox. When you have finished, press the [#] key. Voice Mail will play the name announcement back and give you the opportunity to change it if you wish.

Step 4   You will be directed to enter a temporary passcode for the new secondary mailbox. Voice Mail will play back the temporary passcode and give you the opportunity to change it if you wish. Make sure you record the temporary passcode number and provide it to the secondary mailbox user. You cannot change a secondary mailbox passcode without the temporary passcode.

   If subscribers forget the temporary passcode for a secondary mailbox, the main mailbox user will need to delete the secondary mailbox and recreate it with a new temporary passcode.

   Note: Everyone in your household or business must use a different passcode. If you select a passcode that is already used by another member of your household or business, you will be instructed to select a different passcode.

Step 5   You will then be asked if you would like to create another secondary mailbox. Repeat steps 3 and 4 above for each new secondary mailbox to be created.

Step 6   When you are finished creating secondary mailboxes, you will need to change your greeting to inform callers of the secondary mailboxes and their corresponding keys. You may wish to record a greeting like the following sample:

   "You have reached the Clark family.

   To leave a message for Martha, press one.

   To leave a message for Michael, press two.

   To leave a message for Mary and/or Bob Clark [the main mailbox], press 9 or record after the tone."

   Note: If callers do not choose a secondary mailbox, or if they have a rotary phone, their messages will go to the main mailbox, (in this example, "Mary and/or Bob").

Your secondary mailboxes are now created. Give the temporary passcodes to the secondary mailbox users and ask them to follow the secondary mailbox setup below.

Setting Up Secondary mailboxes

The first time your secondary mailbox users access Voice Mail, they will be asked to set up their secondary mailbox. This means they will have to change their passcode, record their own name announcement and greeting. The voice instructions will guide them through the following steps:

Step 1   Dial the Voice Mail access number.

Note: Whenever you call Voice Mail and you are not at your own phone, press [∗]. Voice Mail will ask you to enter a mailbox number. Enter your ten-digit mailbox number.

Step 2   The voice instructions will ask you to enter your temporary passcode created by the main mailbox subscriber.

Step 3   When asked, press the [#] key to begin setting up the secondary mailbox.

Step 4   The voice instructions will ask you to select a new passcode, which must be between six and ten digits long. Enter the passcode and Voice Mail will play back your entry and give you the opportunity to change it if you wish.

Step 5   The voice instructions will ask you to state your name, followed by the [#] key. Simply state your name ("Mary Clark") which will then be used to identify your mailbox to other subscribers on the system who have the Send, Reply, Copy To, and Group Messaging features. After recording your name, Voice Mail will play it back for you and give you the opportunity to change it if you wish.

Step 6   The voice instructions will ask you to record your personal greeting. Press the [#] key when you are finished. Voice Mail will play it back for you and give you the opportunity to change it if you wish. You may want to use a greeting like the following example:

> *"This is Mary Clark. I'm sorry I missed your call, but if you leave your name, number and a detailed message, I'll call you as soon as I can."*

Your secondary mailbox is now set up; you are ready to use Voice Mail. You can change your greeting, name announcement, and passcode at any time by selecting *Mailbox Options* from the Main Menu.

Changing Secondary mailbox Greeting, Name, Announcement, and Passcode

Step 1   Dial the Voice Mail access number and then press [∗].

Step 2   Enter the secondary mailbox passcode.

Step 3   Enter [9] for mailbox options.

Step 4   Follow the voice instructions to maneuver through the secondary mailbox options (greeting, name announcement, etc.).

Deleting Secondary mailboxes

Secondary mailboxes can be created and deleted only from the main mailbox.

Step 1   Log into the main mailbox.

Step 2   From the Main Menu, press [9] for Mailbox Options.

Step 3   From the Mailbox Options menu, press [3] to create or delete secondary mailboxes.

Step 4   Press [2] to delete a secondary mailbox.

Step 5   Follow the voice instructions which will lead you through the process of choosing and deleting a secondary mailbox from existing secondary mailboxes.

Step 6   You are then prompted to change the main mailbox greeting to reflect changes in your secondary mailboxes.

Accessing Secondary mailboxes from the Main Mailbox (Figure 4)

Step 1   From the Main menu, press [8] to find out which secondary mailboxes have new messages. The Voice Mail system will indicate which secondary mailboxes have new messages by the announcement, "the following secondary mailboxes have new messages [name announcement]." *Name announcement* is the subscriber's name recorded during the secondary mailbox initialization.

Step 2   The Voice Mail system then announces, "to access the secondary mailboxes with new messages, press [7] at the Main Menu." The system automatically returns you to the Main Menu. Press [7] to access the secondary mailboxes with new messages.

Figure 4

Accessing Secondary Mailboxes
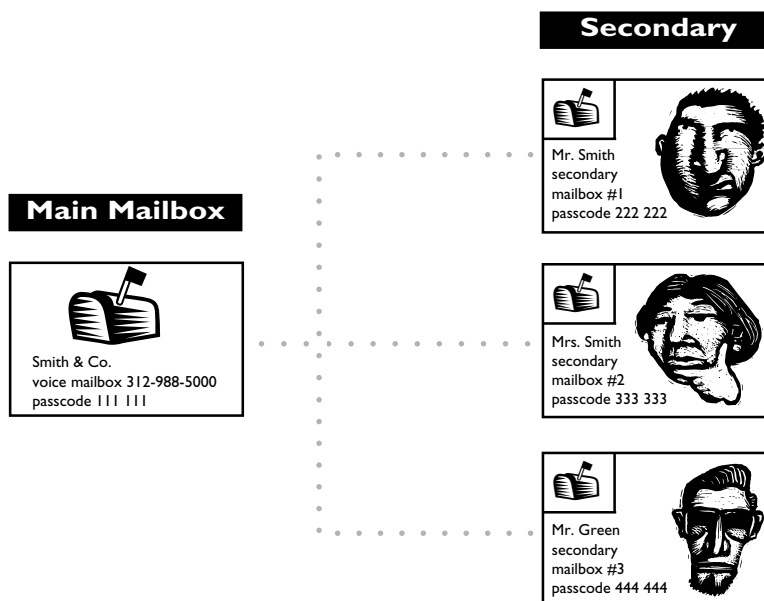
Step 3   The Voice Mail system announces, "please enter the passcode of the second-ary mailbox you wish to access or press [∗] to access another mailbox."

Step 4   Key in the passcode of the secondary mailbox you wish to enter. If you press [∗], you will have to reenter the ten-digit main mailbox telephone number and then the passcode.

Note: *You are now positioned in the secondary mailbox. The Voice Mail system will play the secondary mailbox's Main Menu.*

Mrs. Smith can access her secondary mailbox by:

Calling the Voice Mail Access Number 773-395-3075 then entering her passcode.

Or, if she's not at her own phone, by

pressing [∗] at the generic greeting prompt, entering the mailbox number (312-988-5000) at the prompt, then entering her secondary mailbox passcode (333 333) at the prompt.

Alternately, Mrs. Smith can access her secondary mailbox via the main mailbox by:

Calling the Voice Mail Access Number 773-395-3075, then:

Entering her main mailbox passcode (111 111).

Or, if she's not at her own phone, by

pressing [∗] at the generic greeting prompt.

Entering the mailbox number (312-988-5000) at the prompt.

Entering the main mailbox passcode (111 111) at the prompt, which places her inside the main mailbox.

To hear which secondary mailboxes have messages, Mrs. Smith will press [8] at the main menu prompt.

Note: After pressing [8], only the secondary mailboxes containing new messages are announced.

To enter a secondary mailbox, Mrs. Smith presses [7] then enters the passcode of the secondary mailbox she wishes to enter.

Note: You can move between secondary mailboxes, or between a secondary mailbox and the main mailbox, at any time by repeating the last two steps above.

Recommendations

*   When recording name announcements, subscribers should announce the secondary mailbox number as well as their name, for example, "Sub 1, Mrs. Smith."

*   Always remember that positioning in the mailbox or secondary mailboxes depends upon the passcode entered.

*   Once in the secondary mailbox, the main mailbox can be re-accessed only by entering its passcode.

 To reduce frustration, subscribers might consider writing down passcodes until they have been memorized.

MSTAC Contact and Hours of Operation

The MSTAC can be reached by telephone at 312-867-8926 or by fax at 312-335-7157. The MSTAC's regular business hours are Monday through Friday, 8:00 AM to 5:00 PM CT.

Emergency contact at all other times, including weekends, can be made by calling the MSTAC and leaving a detailed description of the problem and a callback number. A MSTAC analyst will be paged and you will be contacted within one hour.

Message Source®
Voice Mail Access Numbers

Akron

330-376-0509

*Chicago

Bartlett	630-736-7024
Bolingbrook	630-226-2100
Glenview	847-486-7024
Humboldt	773-395-3075
Libertyville	847-247-6024
Merrillville	219-791-2376
Oakbrook	630-472-6824
Palos Park	708-923-9465
Riverdale	708-201-2844

Cleveland

440-546-5784

Columbus

614-222-8336

Dayton

937-586-4382

*Detroit

Plymouth	734-207-3100
Pontiac	248-339-5350
Redford	313-255-6190
Warren	810-825-0550
Wyandotte	734-282-4110

Grand Rapids

616-365-3555

*Lansing

Lansing	517-371-7475
Jackson	517-796-2000

Milwaukee

414-443-7500

Toledo

419-244-1490

* Refer to the NPA/NXX listing on the Passage Web site (https://ebiznet.sbc.com/passage) to determine which Voice Mail Access Number to provide to the subscriber.

Index