Voice Mail
Just press *98 from your home phone to get your messages.
**Set up your voice mailbox first**

- **From your home phone, press **98** or call your Retrieval Number**
  Your retrieval number is shown on the welcome letter you received in this package.

**Voice prompts will guide you through these steps:**

- **Create your own Password**
  It can be any number 4 to 15 digits long.

- **Record a name to identify your Mailbox**
  For instance, “Smith Residence” or “Jason & Kathy.”

- **Choose a Greeting:**
  1. Standard Greeting with phone number
  2. Standard Greeting with name
  3. Record your own Personal Greeting, up to 3 minutes long

**Why three ways to check messages?**

Quick and easy, is for when you’re at home. The other two ways work anywhere, at home or away.

(*98 message retrieval may not be available in all areas.)

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**How to check messages/access your mailbox**

Choose one of these ways to access your mailbox, then follow the prompts you hear.

<table>
<thead>
<tr>
<th>From home phone only</th>
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</thead>
<tbody>
<tr>
<td>PRESS</td>
<td>CALL your home phone number, then press <strong>7</strong> when the greeting starts</td>
<td>CALL your Retrieval Number</td>
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</table>

<table>
<thead>
<tr>
<th></th>
<th>*98</th>
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<tbody>
<tr>
<td>Press</td>
<td>9</td>
<td>9</td>
</tr>
</tbody>
</table>
### Listen to new and saved messages

#### While you’re listening
Move through your messages with the keypad commands shown in **green**. You can rewind to catch something you didn’t hear, change the volume, change the playback speed and more. Press `11` to rewind to the beginning of a message, or `33` to go to the end.

<table>
<thead>
<tr>
<th>Command</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><code>1</code></td>
<td>Rewind 10 sec</td>
</tr>
<tr>
<td><code>2</code></td>
<td>Pause/restart</td>
</tr>
<tr>
<td><code>3</code></td>
<td>Forward 10 sec</td>
</tr>
<tr>
<td><code>4</code></td>
<td>Slower replay</td>
</tr>
<tr>
<td><code>5</code></td>
<td>Date &amp; time</td>
</tr>
<tr>
<td><code>6</code></td>
<td>Faster copy</td>
</tr>
<tr>
<td><code>7</code></td>
<td>Erase</td>
</tr>
<tr>
<td><code>8</code></td>
<td>Save</td>
</tr>
<tr>
<td><code>9</code></td>
<td>Save</td>
</tr>
<tr>
<td><code>0</code></td>
<td>Exit/back up</td>
</tr>
<tr>
<td><code>#</code></td>
<td>Skip</td>
</tr>
</tbody>
</table>

#### After you listen to each message
The commands shown in **blue** are available. You must choose `7` to Erase, `9` to Save or `#` to Skip before the next message will play.

#### Save time with **8**8 Call Return
Just press `88` after listening to a message, and return the call. No more scratch paper or listening to the message over and over to get the number! This time-saver is FREE and is available for most local calls.*

#### The most helpful keys
The keys on the bottom row are everyone’s favorites. Use “pound” (#) to Skip quickly over messages for others, and “star” (*) to Back Up to the previous menu. They’re all available at any time.

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*Not available if the caller has Caller ID Blocking enabled.*
Send a Message
Send a message directly to someone else’s CenturyLink voice mailbox without ringing their phone. Or, you can even record a message for someone in your household and send it to your own number.

Group Message
You can also use the Send feature to send a single message to a group of people at the same time. It’s ideal for those involved in sports leagues or community groups. Refer to the Advanced Features section for instructions.

(Some limitations may apply depending upon customer phone facilities.)

Send a message to another mailbox

- From the main menu, press 2
- Record your message after the tone, then press #
- Enter the Destination Mailbox Number
  This is usually the phone number of the person you’re sending to. If the person doesn’t have CenturyLink Voice Mail, the system will tell you it can’t deliver the message.
- Press # to send now

OR

- Press 0 to add a Delivery Option and follow the prompts
  1. **Private** means your message can’t be copied to anyone else.
  2. **Urgent** places your message first in order in the person’s mailbox.
  3. **Confirmation** automatically sends a message back to you to tell you if and when your message is heard.

Check receipt of a message you sent
To find out if a message you sent to someone was heard, enter the number of the voice mailbox you sent it to. (Hint: you can also use the Confirmation delivery option when you send the message.)
Change your mailbox options

**1 Notification Options**
- Message Waiting Indication: 1 ON, 2 OFF
- Message Notification*: 3 ON, 4 OFF
- Notification Schedule: 5

**2 Shortcuts**
- 1 Change or Skip Password
- 2 Turn Autoplay On and Off
- 3 Turn Date & Time On and Off
- 4 Change Prompt Levels
- 5 Welcome Chimes On and Off

**3 Greetings or Recorded Name**
- 1 Choose a Greeting
- 3 Record a New Name

**4 Group List**
- 1 Create a List
- 2 Edit a List
- 3 Delete a List
- 4 Hear Names on the List

**5 Create Extension Mailboxes* For information, call 1 866-450-6152.**

* Additional fees apply

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**Modem/Internet Access**
Can’t get on the Internet? The interrupted dial tone may be interfering with your dial-up modem. Simply check your new messages or turn the interrupted dial tone off temporarily.

**Get Messages Faster**
Shortcuts for getting your messages faster are: Autoplay, Skip Password, Short Prompts and Date/Time OFF.

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**Access another CenturyLink mailbox**
A handy feature if you’re checking messages away from home. Let’s say you’re dialing your retrieval number from a neighbor’s phone, who also has CenturyLink Voice Mail. As soon as you hear their Voice Mail prompts, simply press 5 and enter your own 10-digit phone number and password to access your mailbox.
Troubleshooting

- If your message waiting indicator (audible or visual) is not working, but you have messages, enter your mailbox, go to Mailbox Options (option 4), select Notification Options (option 1). Follow prompts to make sure Message Waiting Indication is on.

- If your message waiting indicator (audible or visual) remains on after you have cleared your messages, enter your mailbox, go to Mailbox Options (option 4), select Notifications (option 1). Turn the feature on and off two or three times (follow prompts). Be sure you end with Message Waiting Indication ON.

- You can change your ring cycle (the number of rings before a call goes to Voice Mail) or find out your retrieval number by calling our automated help system at 1 800-669-7676.

Advanced features

How to send a Group Message

First, you have to make a list of phone numbers for everyone in your group. You can store up to 15 different groups with up to 25 people in each group.

From the main menu, choose 4 for Mailbox Options, then:

- Choose 4 for Group Lists, then 1 Create a List.
- Number this list 11-25, then record a name for it and press #.
- Enter the phone numbers of your group members one at a time.

Now you can send a message to this group. Go to Main Menu 2 and follow the Send instructions, entering the Group List number (11-25) for the destination, then press #.

Reply to, or Forward a Copy of a Message

- Press 6 to forward a copy of a message to someone else’s voice mailbox.

  For example, you get a message at home that you want to forward to your neighbor, or your children share time in two households. Whenever a message arrives for them, just press 6 to forward it on.

- Press 8 to send a reply message directly back to the person who called you.

  Let’s say it’s late at night and you don’t want to ring the person’s phone. Maybe you just don’t want to talk right now, but you still want to answer their message. No problem! Just press 8 to automatically leave a reply message in that person’s voice mailbox.
Helpful hints

When you first get your service

- Set up your mailbox first. Callers won’t be able to leave you a message until you do.
- Choose a greeting that works well for you. Most people record their own, but if it’s easier, or you’re security-conscious and don’t want to use your own voice, use one of the built-in CenturyLink greetings.
- Take your time and listen to the voice prompts as a guide. Go ahead and experiment! You can always back up, change or erase anything you don’t want.
- Get to know all the keypad commands — Can hardly hear the message? Turn up the volume 9. Someone’s talking too fast? Slow it down 4. Want to skip the messages that aren’t for you? Just press # and cruise on by.

When you’re familiar with Voice Mail

These helpful options can be turned OFF and ON to get your messages faster. Just go to Mailbox Options, Main Menu 4, and follow the prompts.

- **Turn ON Skip Password** and you won’t have to enter your password when you’re checking your messages from your home phone. Remember though, for your protection, you still need to enter your password anytime you’re checking messages away from home.
- **Turn OFF the Date and Time** so you don’t hear them automatically. Whenever you really need to know, you can always press 5 during or after the message.
- **Switch to Short Prompts** when you’re ready for fewer voice instructions.

Need more help with Voice Mail? 1 800-669-7676 or visit centurylink.com/welcome
## Optional Features

### Message Notification
rings your phone or mobile phone, or alerts a pager when you have a new message.

### Extension Mailbox
gives you one Main Mailbox plus three personal “extensions” so that different household members can receive private messages.

If you’d like to add an optional feature, call 1 866-450-6152.
(additional fees apply)
If you’ve ordered one of these optional features, you’ll find the instructions on a separate sheet included in this package.

## Quick reference

### Three ways to Check for Messages / Access your Mailbox

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### Keypad Commands

Commands shown in **green** are available **while** you’re listening to a message.
Use the **blue** commands **after** you listen.

Press Exit (*), Help (0) or Skip (#) at any time.

Interrupted dial tone is sometimes disrupted by certain line conditions, so you may occasionally have messages even if you don’t hear the tone. *98 message retrieval may not be available in all areas. Call Return and Reply available for local calls only that are not blocked.

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Easy Reference

Write your retrieval number and password on these wallet-size reminder cards. Print this page, trim on dotted lines and fold where indicated. Carry them with you, or put one near your phone.

Three ways to listen to your messages:

From home phone only

PRESS

CALL the retrieval number, then press 7 when the greeting starts

From home or away

CALL your Retrieval Number

Voice Mail

Enter your password (if asked) _________________________

New messages will start to play automatically if Autoplay is on.

Use the keypad commands on the back of this card as you listen.

Voice Mail Questions

1 800-669-7676
centurylink.com/welcome

Voice Mail Keypad Commands

3 3 8 8

Forward to end

Call

Return

1 1

Rewind to start

rewind

10 sec

2 1

Forward

10 sec

pause/

restart

3

slower

replay

4
date /
time

5

data

faster

copy

6

erase

7

normal vol

reply

8

louder

save

9

exit/
back up

* 0

skip

message

#