

Quick Start

From your home or business phone:

- Dial your Voice Mail system access number. Follow the prompts.

From another phone:

- Dial your Voice Mail system access number and press #.
- Enter your mailbox number (seven or ten digit telephone number) and your password.

From another phone (with CenturyLink voice mailbox):

- Dial your Voice Mail system access number and press *.
- You will be prompted for your mailbox number and password.

Or:

- Dial your own telephone number and press 2 (or * in some areas) to interrupt your greeting.



YOUR VOICE MAIL SYSTEM ACCESS NUMBER

PRIVATE PASSWORD

- Use these keypad controls to move through your messages. The commands shown in **green** are available while you're listening to a message. Choose the **black** commands after each message plays.

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CenturyLink™ Voice Mail User Guide

Always Get Your Messages.

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Note: An easy-to-follow chart is on the back cover.

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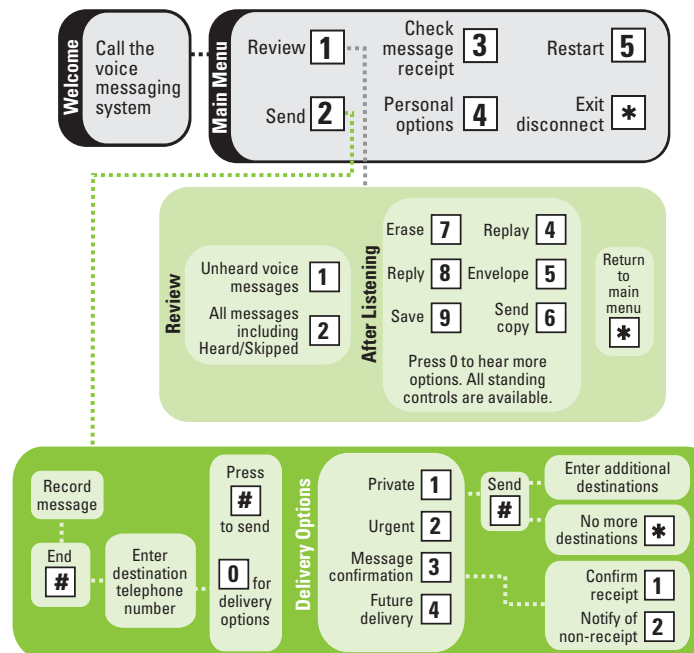
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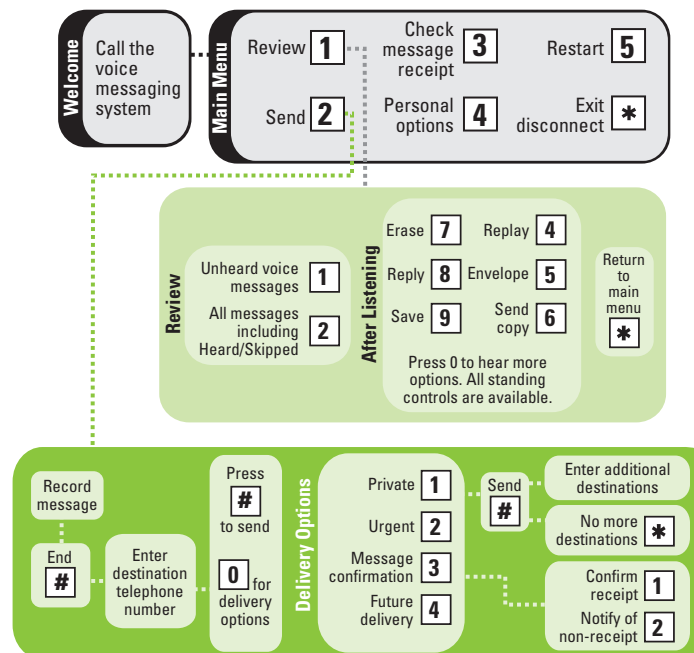
Quick Reference – Voice Mail Quick Guide

Please refer to the brochure for further instructions regarding your Voice Mail System.

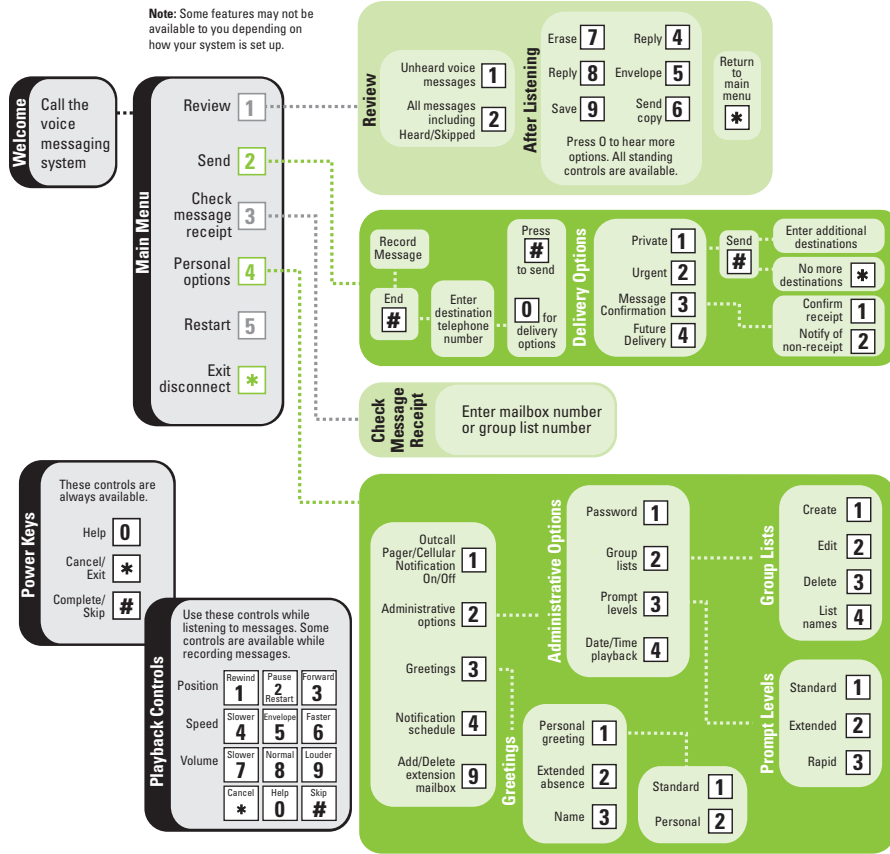


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Voice Mail Quick Guide



Accessing The System

Depending on your phone, when you have messages you will either hear the distinctive 'stutter' dial tone when you pick up your telephone receiver, or your message waiting light will be illuminated.

❖ From your home or business phone which has a CenturyLink voice mailbox:

- Dial your Voice Mail system access number and you will be prompted for your password.

❖ From another phone which does not have a CenturyLink voice mailbox:

- Dial your Voice Mail system access number and press **#**.
- You will be prompted for your mailbox number (your seven or ten digit telephone number) and your password.

❖ From another phone which has a CenturyLink voice mailbox:

- Dial your Voice Mail system access number and press *****.
- You will be prompted for your mailbox number and password.

Or:

- Call your own telephone number.
- When your greeting begins to play, interrupt it by pressing **2** (or ***** in some areas).
- Enter your password.

Setting Up Your Mailbox

▶ Initial set up:

- Access the Voice Mail system by dialing the number provided from CenturyLink.

▶ From your home or business phone which has a CenturyLink voice mailbox:

- Enter the temporary password when prompted, then follow instructions from the Voice Mail tutorial.

▶ **From another phone which does not have a CenturyLink voice mailbox:**

- Press #, then mailbox number (your seven or ten digit telephone number).
- Enter the temporary password when prompted, then follow instructions from the Voice Mail tutorial.

▶ **From another phone which has a CenturyLink voice mailbox:**

- Press *, then mailbox number (your seven or ten digit telephone number).
- Enter the temporary password when prompted, then follow instructions from the Voice Mail tutorial.

▶ **Be prepared to:**

- Set up your personal, 4-15 digit password.

NOTE: Your password cannot begin with the number 0.

- Record your greeting and name.

Personalizing Your Mailbox

▶ **Change your personal password:**

- From the main menu, press **4-2-1**.

▶ **Record a personal greeting:**

- From the main menu, press **4-3-1-2**.

▶ **Record an extended absence greeting:**

(An extended absence greeting is a temporary greeting that can be used when you are away. This allows you to maintain your established personal greeting without re-recording.)

- From the main menu, press **4-3-2**.

Helpful Hints

- To hear pre-recorded online help while using your mailbox, press **0**.
- To cancel a command or back up one menu, press *****.
- To bypass a greeting or interrupt a prompt, press **#**.
- Press multiple-number commands quickly, or the system may misinterpret your input.

Notes:

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Retrieving Group Messages¹

- Call the system access number. When prompted, enter the password for your group or extension mailbox. Follow the system prompts to retrieve messages.

Group Extension Mailbox Options¹

While using your Extension Mailbox:

- ▶ **Listen to messages:**
 - To listen to your messages, press **1**.
- ▶ **Send a message:**
 - To send a message to the Group Mailbox or another extension, press **2**.
- ▶ **Change your personal password:**
 - To change your password, press **4-2-1**.
- ▶ **Record a personal greeting:**
 - For Greetings or Recorded Name, press **4-3-1**.
- ▶ **Re-record name:**
 - To change your recorded name, press **4-3-3**.
- ▶ **Helpful tips:**
 - To exit, press *****.
 - Need Help? Press **0** for pre-recorded help.

- ▶ **Re-record name:**
 - From the main menu, press **4-3-3**.
- ▶ **Change prompt levels:**
 - From the main menu, press **4-2-3**.
 - Choose level:
 - 1** Standard
 - 2** Extended (detailed prompts)
 - 3** Rapid (brief prompts)
- ▶ **Create group lists:**
 - From the main menu, press **4-2-2**.
 - Choose action:
 - 1** Create new list
 - 2** Edit existing list
 - 3** Delete list
 - 4** Hear list names
- ▶ **Turn on/off date and time:**
 - From the main menu, press **4-2-4**.

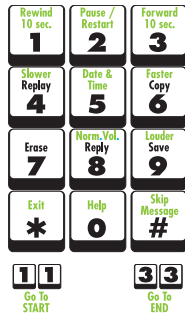
Reviewing & Responding

- ▶ **Listen to messages:**
 - Access the Voice Mail system and enter your password.
 - Press **1-1** to listen to your messages. Voice Mail will play new messages first, then saved messages.
 - After listening to each message, you can:
 - Press **9** to save the message.
 - Press **7** to erase the message.
 - Press **4** to replay the message.

¹**IMPORTANT:** Depending on the Voice Mail plan you have selected and system availability, some features may not be available; you will not be prompted with these options.

▶ Listening controls:

- Use your keypad's playback controls to rewind, pause, or fast forward and to change the speed or volume. (The commands shown in **green** are available while you're listening to a message. Choose the **black** commands after each message plays.)



- Press **5** to hear a message's envelope (the sender, time, length, etc.).
- Press **#** to skip to the next message or press **##** to skip saved messages.

▶ Reply to a message:

- At the end of the message, press **8**.
- Record your reply - when finished, press **#**.
- Send, press **#**.

TIP: You cannot reply to messages from outside callers.

▶ Send a copy:

- At the end of the message, press **6**.
- Record introduction - when finished, press **#**.
- Enter destination and send, press **#**.

residence. To leave a message for Mary, press 1; to leave a message for Bob, press 2; to leave a message for Susie, press 3).

- Follow the prompts to create the Extension Mailboxes to be used by others (see Creating Individual Extensions).

Creating Individual Extensions*

- From the main menu, press **4** for Personal Options. Then press **9** to create new extensions. Enter the desired extension number (1, 2, or 3).
- The system will assign you a temporary password. You can keep the system password by pressing **1** or you can delete the system password by pressing **2** and create a new one. Record the temporary password for the extension you just created so you can inform the person who will use the extension mailbox of that temporary password.
- Follow the prompts to record a name for the extension mailbox and a greeting.
- Repeat this process to set up the additional extensions. Provide temporary passwords to your extension users so they can personalize their password and greeting.

Personalizing Your Group Extension*

- Call the system access number: When prompted, enter your extension mailbox password that has been assigned to you. Follow the system prompts to change the temporary password.
- Follow the voice prompts to change the temporary password and to record your mailbox name and personal greeting.

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Group Mailboxes¹

Group or “family” mailboxes allow up to three members of a household to receive individual messages, even if you share a single telephone number. Everyone who shares a telephone number is a member of the group mailbox, and each member has an individual extension mailbox with individual passwords.

❖ A group mailbox:

- Receives messages for all members of the household to hear.
- Has its own greeting and password.

❖ An extension mailbox:

- Has its own greeting and password
- Ensures that each group member’s messages are confidential.

❖ Group Mailbox Manager

One individual in the household will need to access the group mailbox and initialize it for outside callers and your extension users. The mailbox manager is responsible for:

- Recording the greeting for outside callers to hear.
- Setting up extensions.
- Informing users which extension they are assigned (1, 2 or 3) and providing extension users with their temporary passwords.

Setting Up Your Group Mailbox¹

- Dial your system access number and press #. Enter the group mailbox number (same as your seven or ten digit telephone number). When prompted, enter the temporary password you have been assigned by CenturyLink and press #.
- Follow the system prompts to change the temporary password, record your group mailbox name (Example: “The Smith Family”) and create a personal greeting for your group mailbox (Example: Hello, you have reached the Smith’s

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▶ Check receipt of messages sent:

- From the main menu, press **3-1**.
- Enter recipient’s mailbox number.

TIP: Search for messages by subscriber name, mailbox number or group list.

Sending Messages

▶ Record & send a message:

- From the main menu, press **2**.
- Record - when finished press #. Options: To erase and re-record, press *. To hear your message, press **1**.
- Enter destination mailbox number.
- Optional: Enter delivery options (see below).
- Send, press #.

▶ Destination options:

- Send messages to other subscribers, group lists, guest or home mailboxes.

▶ Delivery options:

- 1 Private
- 2 Urgent
- 3 Message confirmation
- 4 Future delivery

▶ Distribution lists:

- See group distribution list information to create and edit group lists.
- To send a message to a group list, press **2**. Record your message, then press #.
- When you are prompted to enter a mailbox number, enter the two-digit code for the list you have selected.
- Press # to send the message and press * to return to the main menu.

Optional Services¹

Several options are available to help customize your Voice Mail service. The features may vary depending on the Voice Mail plan you have selected.

A monthly fee may apply.

Setting Pager Notification¹

▶ Turn pager notification on/off:

- From the main menu, press **4-1**.
- Turn on notification, press **1**; turn off notification, press **2**.

▶ Set pager notification schedule:

- From the main menu, press **4-4**.
- Enter the weekday notification time period, then enter the weekend notification time period.

NOTE: Enter times as four digits - for example, **0-8-0-0** for 8:00. Enter **1** for a.m. or **2** for p.m. If you don't want to specify a time, spell **NO (6-6)** instead of entering a time.

- Select whether you want notification for all, urgent or group list messages.

NOTE: If you choose to be notified of all messages, you'll need to set separate notification intervals for urgent and non-urgent messages.

- Select how soon the system should call you after a new message arrives.
- Press **1** to confirm the schedule or **2** to change it.
- Record your personal greeting, telling callers how leaving a message in your mailbox will page you (see personalizing your mailbox).

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Using Group Distribution Lists¹

Use group distribution lists when you send messages to the same group of people frequently. You can set up a maximum of 15 group distribution lists with up to 700 mailbox numbers on each list. You then give each list a unique two-digit code and automatically send a message to every destination on the list.

▶ To create a group distribution list:

- From the main menu, press **4-2-2-1**.
- Assign a two-digit number for the list you want to create (begin with **11** and go through **25**). Record the name for the list (i.e., "Marketing Department").
- Enter the mailbox numbers of the people on the list. When you have finished, press ***** to exit and save the complete list.

▶ To edit a group distribution list:

- From the group lists menu, press **2** for edit or **4** for list names. Voice Mail will "read" the names on a list for you so you can decide whether or not to edit.
- If you want to remove a mailbox number from the list, simply enter that number again after entering the edit menu. To add a new number to the list, simply enter the mailbox number.
- Press ***** to return to the main menu.

▶ To delete a group distribution list:

- From the group lists menu, press **3** for delete. Enter the number of the list you want to delete.
- Press ***** to return to the main menu.

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