

SPECIAL EDITION
FOR AMERITECH
EMPLOYEES

KNOW HOW. NOW.

Easy To Use Instructions
for Ameritech Messaging Voice Mail

From Ameritech Messaging



Ameritech®



Setting Up Your Extension Mailbox.

After setting up the main mailbox, you can set up extension mailboxes. Call your phone number, and when you hear your greeting, enter your extension number and press **#**. You are now in the extension mailbox. Press ***** and follow the instructions in “Setting Up The Basics”.

How To Get Around The Voice Mail System.

We’ve outlined the whole system on a chart called “Voice Mail Diagram” which appears in the center of this guide and you are encouraged to look it over any time. But for now, we will take you through, function by function...the way you will use Ameritech Voice Mail. The first level is the Main Menu and you get there by calling your mailbox.

How To Reach Your Mailbox.

The first step varies depending on the type of service you have.

If you are a **DID Mailbox subscriber** dial your mailbox. When you hear your greeting, press *****.

If you are a **Deluxe Mailbox subscriber**, first dial your access number.

DID Extension Mailboxes

Dial your main mailbox number. When you hear your greeting enter the extension number followed by **#**. When you hear your extension greeting, press ***** and enter your password.

The second step is the same for all: enter your password to unlock your mailbox, (for Deluxe voice mail you will be prompted to enter your mailbox number if you are not calling from your phone) and you will hear how many new or saved messages you have.



The Main Menu. Now That I'm There What Can I Do?

Just about everything. And the way to do it is to realize that at the Main Menu, there are really only six choices. These six Main Menu choices are your gateway to the entire Voice Mail system.

Main Menu Choices

- 1** **Review** your messages.
- 1 1** **Scan** messages to hear date, time and subscriber name.
- 2** **Send** a message directly to another mailbox.
- 2 2** **Print Faxes**
- 0** **More options.**
 - 3** **Personal Profile:** review and edit your mailbox features.
 - 4** **Greetings:** review or record name and greeting or select attendant.
 - 5** **Groups:** create, edit and hear group titles.
- 0 0** **Help:** tutorials.
- *** **To exit** any main menu location.

How To Review Your Messages. Main Menu [1]

Press **1** at the Main Menu to review the messages in your mailbox. Urgent messages will be played first, followed by new, saved and future delivery messages. The date and time sent will precede each message.

How To Review Fax Messages

Once you've turned on the Fax capability for your mailbox by pressing **3** to enter Personal Profile, then **6** for Fax services, you can check your mailbox for Voice and Fax messages. When you check your mailbox, the summary of messages will now indicate whether any of the new messages contain a fax. If you have multiple faxes, you'll hear a new option. It is: "Press **2 2** to print all your new fax messages.

When you press **1** at the main menu to review your messages, Voice Mail will state whether a message contains a fax and how many pages that fax contains. As you review, you'll be offered options to repeat the voice portion or to print the fax portion.

Key Presses

- 1** at the Main Menu to Review messages
- 1** to Print Faxes
 - 1** to repeat envelope or voice portion
 - 2** to print on primary Fax machine
 - 3** to print on another Fax machine
 - 4** to print on the Fax machine you are calling from
- 2 2** to print all Faxes (only if multiple Faxes)



How To Respond To Your Messages. Main Menu [1]

Message Response Options

- | | |
|-----------------|--|
| 1 Repeat | 4 Reply |
| 2 Save | 5 Copy |
| 3 Erase | 6 Repeat Date and Time of Message |

How To Scan Your Messages. Main Menu

When you press **1 1**, Voice Mail plays the time and date information of each message. (Subscriber name may also be available). When you hear a time or date of interest, press **1** to hear the message. Press ***** to exit scan and return to the Main Menu.

How To Send A Message. Main Menu [2]

Press **2** at the Main Menu to send a message to other mailboxes or groups of mailboxes. Dial the mailbox or group number and press **#**. Press **#** again when you are finished addressing. Press **5** to record the message and **#** when finished and **#** again to send it, or you can select one or more delivery options.

Message Delivery Options

- 1** marks your message for **private delivery** so that it cannot be copied to other mailboxes.
- 2** specifies **future delivery** so you can record messages for delivery at a later date.
- 3** for **non-receipt notification**. This tells you if your message has not been listened to within 24 hours of time sent.
- 4** marks your message as **urgent** so that this message is played before other new 'non-urgent' messages.

How To Change Your Personal Profile. Main Menu [3]

Press **3** at the Main Menu to choose personal profile. Here, you can change your password, choose to hear long or short instructions (prompts), set up optional pager notification, create guest mailboxes, and turn fax on or off.

How To Have Voice Mail Page You. Main Menu [3]

Ameritech can notify you through your pager when a message reaches your mailbox. You can be notified for all new messages, or only for urgent ones. Here's how it works.



Pager Notification

- 3** at the Main Menu for personal profile
- 3** to select pager notification. Voice Mail will tell you whether this feature is on or off.
 - 1** to turn it on.
 - 2** to turn it off.
- 3** to change the type of messages that notifies you by pager.
 - 1** for pager notification of all new messages or
 - 2** for pager notification of only urgent messages*

*To get paged for urgent messages only, tell callers in your greeting to press **4** when they have finished leaving their message.

NOTE: You will not be paged for messages you send yourself.

NOTE: Once Fax is turned on for your mailbox, if you also have paging notification turned on, then you will have 4 Paging Options:

- Press **1** for all new voice and Fax messages
- Press **2** for Urgent messages only
- Press **3** for new voice messages only
- Press **4** for new fax messages only

How To Let Incoming Callers Transfer To An Attendant Instead Of Leaving A Message. [4] (Optional)

You can give your callers the option of transferring to an attendant instead of leaving a Voice Mail message. Just set up the transfer as described below and callers can transfer to the number you specify as the attendant. (Not available for DID.) This feature can be turned off when no longer required.

To Select An Attendant

To allow your callers to transfer to an attendant:

4 at the Main Menu to reach the Greetings Menu.

3 at the Greetings Menu to select an attendant.

Voice Mail plays the name or telephone number of the current attendant.

to accept the current attendant. Or dial the new attendant's phone number and press **#**.

Voice Mail plays the name or number of the new attendant and returns you to the Greetings Menu.

1 to turn on.

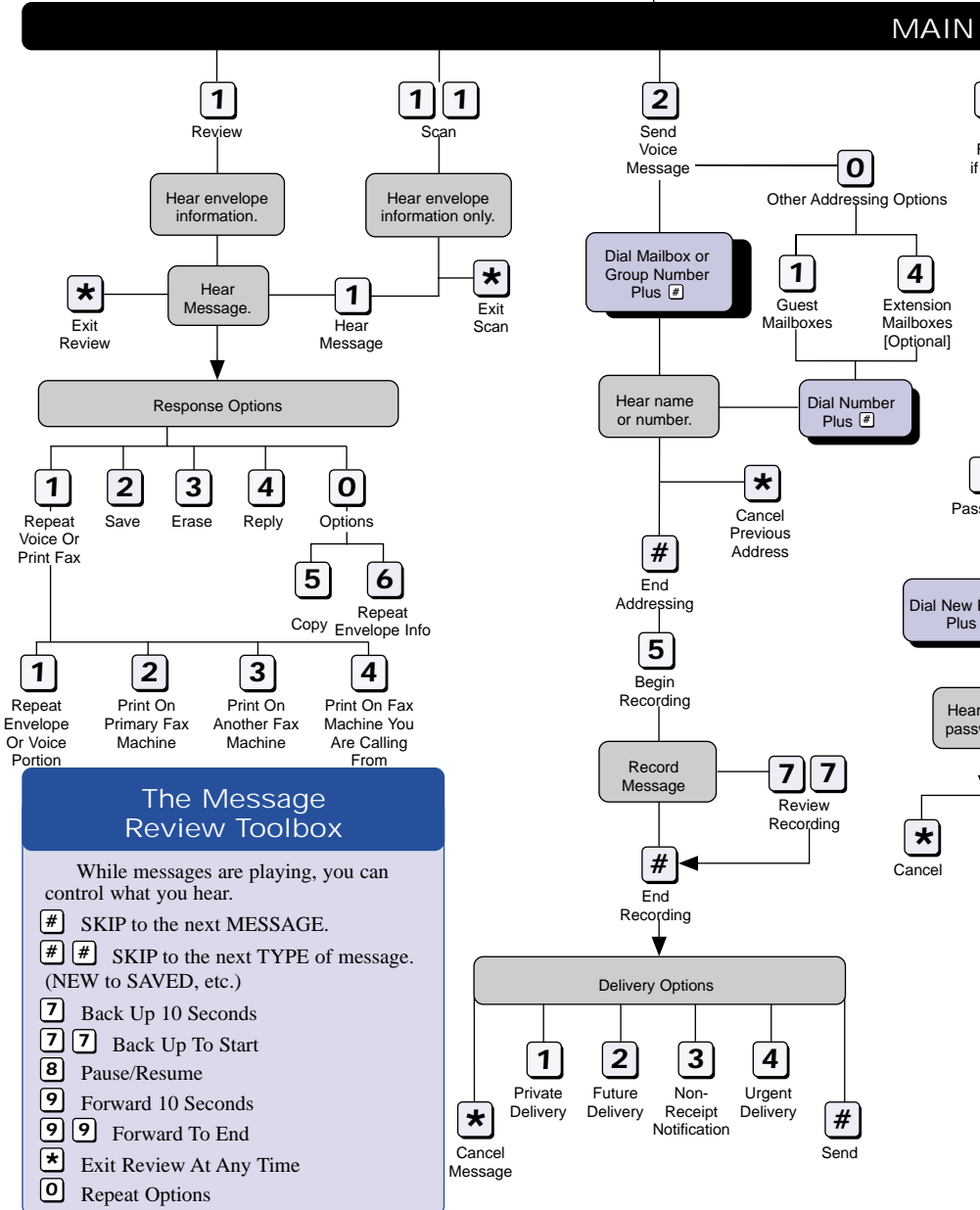
2 to turn off.

***** to return to the Main Menu.

You should re-record your greeting to tell your callers that they can press **0 3** during your greeting to reach an attendant.

VOICE MAIL DIAGRAM

ACCESS FOR DID MAILBOX



The Message Review Toolbox

While messages are playing, you can control what you hear.

- #** SKIP to the next MESSAGE.
- # #** SKIP to the next TYPE of message. (NEW to SAVED, etc.)
- 7** Back Up 10 Seconds
- 7 7** Back Up To Start
- 8** Pause/Resume
- 9** Forward 10 Seconds
- 9 9** Forward To End
- *** Exit Review At Any Time
- 0** Repeat Options



How To Change Your Personal Greeting Main Menu [4]

You have a choice of four types of greetings. A greeting is what your callers hear when they are forwarded to your mailbox.

The first is a personal greeting, recorded in your voice. This will probably be the greeting you use most of the time. The second greeting is an alternate greeting, also recorded in your voice. This alternate greeting can be used as an 'after hours' message or contain special instructions such as what to do when you are out of town. The third is a system greeting that is always available in the Voice Mail system. This greeting is personalized only with your name. The fourth greeting is an Extended Absence greeting and it is described in the following section.

Fax Greeting

You should record a personalized greeting with instructions to the caller about your Voice Mailbox fax capabilities. It may sound something like this: This is John Sanders with Network Operations. I'm sorry I missed your call. If you'd like to send me a fax, please press **6** after the tone and then press the start button on your fax machine. If you have not recorded a personal greeting the following system greeting is played: "-Users recorded name- is not available. Please leave your message after the tone. You can leave a fax message at any time after the tone by pressing **6** and then pressing the start button on your fax machine." The caller can also leave a voice message after the tone, then press **6** to send the Fax.

Key Presses

- 0** at the Main Menu for More Options
- 4** for Greetings
- 2** for Greeting
 - 1** to record your Personal Greeting
 - 5** to begin recording
 - #** to end recording
 - 2** to record your Alternate Greeting
 - 5** to begin recording
 - #** to end recording
 - 3** to activate the System Greeting
 - 5** to activate your Extended Absence Greeting



Recorded Greetings

- 4** at the Main Menu to reach the Greetings Menu.
- 2** to record, review or change your greetings.
 - 1** for personal greeting.
 - 2** for alternate greeting.
 - 3** for system greeting
 - 5** for extended absence greeting.
- 5** to record your greeting. When finished, press **#**. Press **#** again to accept your personal greeting.

When you have finished, Voice Mail will play your new greeting.

How To Use An Extended Absence Greeting.

The Extended Absence Greeting is a convenient feature designed to accommodate users who are away on vacation, on leave of absence or simply away from the office for an extended period for any reason.

In addition to a special greeting, the Extended Absence Greeting feature allows you to decide whether or not you wish Voice Mail to record messages during your absence. This is called 'Message Reception' and with Extended Absence Greeting, you can turn Message Reception on or off.

Recording Your Extended Absence Greeting

- 4** at the main menu to select name or greetings
- 2** to select greetings
- 5** for Extended Absence Greeting
- 1** turns Message Reception on
- 2** turns Message Reception off.
- 5** Record your Extended Absence Greeting by pressing **5**
You may also choose the system Extended Absence Greeting by pressing **1**. It will simply say '(spoken name) is away for an extended period.'

More About The Extended Absence Feature

When callers reach your voice Mailbox, they will hear your Extended Absence greeting. In addition, when someone addresses a message from their mailbox to your mailbox and you have (a) activated your Extended Absence Greeting, and (b) turned message reception off, a system message will be played to inform the sender that messages are not being accepted, or their message will be returned with a system message informing them of the same thing.

How To Set Up A Group. Main Menu [5]

Groups are lists of mailbox addresses that you create and maintain. Once a group is set up, you can send a message simultaneously to everyone in the group just by dialing the group number.



Groups

- 5** at the Main Menu to reach the group menu.
- 1** to create a group
- 2** to edit a group
- 3** to review group titles.

When You're Finished.

Please don't just hang up your telephone when you are finished using Voice Mail. Press ***** until you hear 'goodbye', then hang up.

Numbers You May Need.

Your Voice Mail Access Number

Your Voice Mailbox Number

Your Password

**For Ameritech Messaging
Customer Service and
Tutorials call**
312-930-3800

The Big Picture Voice Mail System Diagram.

Main Menu

- 1 Review**
 - 1** Repeat
 - 2** Save
 - 3** Erase
 - 4** Reply
 - 5** Copy
 - 6** Repeat Envelope
- 2 Send**
 - 2 2** Print Faxes
- 3 Personal Profile**
 - 1** Password
 - 2** Instruction Length
 - 3** Pager Notification
 - 5** Guest Mailboxes
 - 6** FAX
- 4 Greetings**
 - 1** Name
 - 2** Greeting
 - 1** Personal
 - 2** Alternate
 - 3** System
 - 5** Extended Absence
 - 3** To Select An Attendant (opt. Delux Voice Mail only)
- 5 Groups**
 - 1** Create
 - 2** Edit
 - 1** Add/Delete Members
 - 2** Record Title
 - 3** Erase Group
 - 4** Hear Members
 - 3** Hear Titles
- 0 0 Tutorials**

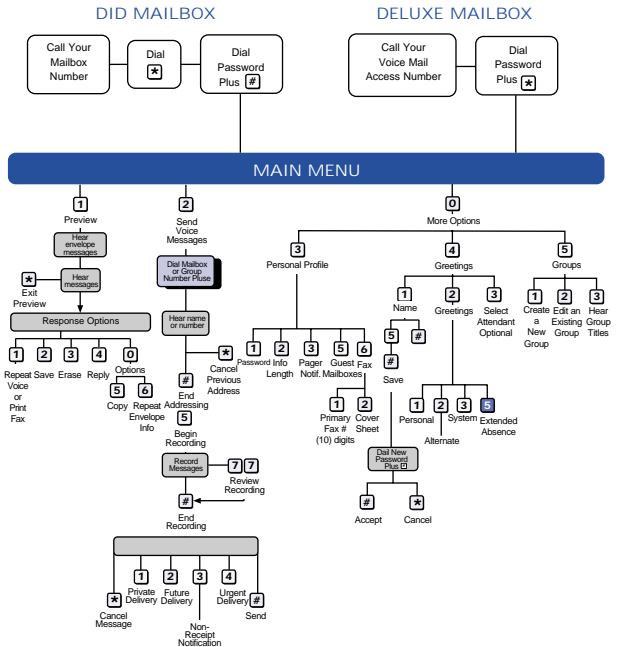
You can press ***** at any time to exit any menu location.



Your Access Card.

Be sure and tear out this handy wallet card and carry it with you. It has important numbers and a handy summary of instructions.

AN AMERITECH VOICE MAIL DIAL-A-GRAM



For Assistance, Please Refer To The Voice Mail Diagram In The Center Of This Booklet.

ACCESS!
Carry The Card And Take Control.

Voice Mail Access #:

Deluxe Mailbox

Voice Mailbox #:

312-930-3800

**For Ameritech Messaging
Customer Service and
tutorials call**



The Message Review Toolbox

While messages are playing, you can control what you hear.

- | | |
|--|---|
| <input type="checkbox"/> # SKIP to the next MESSAGE. | <input type="checkbox"/> 8 Pause/Resume |
| <input type="checkbox"/> # # SKIP to the next TYPE of message. (NEW to SAVED, etc.) | <input type="checkbox"/> 9 Forward 10 Seconds |
| <input type="checkbox"/> 7 Back Up 10 Seconds | <input type="checkbox"/> 9 9 Forward To End |
| <input type="checkbox"/> 7 7 Back Up To Start | <input type="checkbox"/> * Exit Review At Any Time |
| | <input type="checkbox"/> 0 Repeat Options |