

# BellSouth® Voice Mail Service for Business with Wireline–Wireless Mailbox

BellSouth Voice Mail Wireline–Wireless Mailbox helps simplify your busy life. It gives you one voice mailbox for your wireline (office) phone and up to four Cingular® Wireless phones. Unanswered calls to any of the phones go to the same mailbox. Even if you turn off your wireless phone(s), you won't miss calls.<sup>1</sup>

Your mailbox interacts with your wireless number(s) in the same way it interacts with your office (wireline) number. Also, all mailbox administration features are the same for all numbers that are assigned to your integrated mailbox. Changing one feature changes the way all numbers interact with the mailbox. For example, if you engage the "autoplay" feature from your office phone, then the autoplay feature is engaged for all numbers associated with the mailbox.

## RECORD GREETINGS

You can record personal, busy–line, and extended absence greetings for your wireless phone that are different from the greetings for your office phone.<sup>2</sup>

To record greetings, call your voice mail access number, and follow these steps:


1. Press **9** at the main menu.
2. Press **3** for greetings, name, and password options.
3. Follow the voice instructions to select the phone number for which you're recording a greeting.
4. Press **1** to record a personal greeting and busy–line greeting; or Press **2** to record an extended absence greeting.

**NOTE:** If your service includes the voice mail call transfer (dial zero) feature . . .

Greetings for the wireless number should *not* include instructions to dial **0** if the wireless number is where "dial zero" calls will be transferred.

<sup>1</sup> If you are outside the Cingular Wireless calling area, this feature may have difficulty transferring calls from your wireless phone to your mailbox.

<sup>2</sup> Busy–line and extended absence greeting not available with BellSouth Voice Mail service that includes submailboxes.



## BellSouth® Voice Mail Service for Business with Wireline–Wireless Mailbox cont.

### DO I HAVE MESSAGES?

When you have messages in your mailbox, a message–waiting indicator appears on the screen of your Cingular Wireless phone.<sup>3</sup> Depending on the brand of your wireless phone, this indicator could appear as an envelope, a tape reel, or a telephone handset.

### CALLING YOUR MAILBOX

Call your mailbox using one of the following options.

- If you're calling from your office phone and have Star 98 Access service, press **\* 9 8**.<sup>4</sup>
- If you're calling from your office phone or wireless phone, dial the mailbox access number; then enter your password. For easier access from your wireless phone, ensure that the phone is programmed to dial your voice mail access number.
- If you're not calling from your office phone or wireless phone, call your mailbox access number, and press **\*** during the greeting. Enter any of the phone numbers assigned to the mailbox, and then enter your password.
- Call any of the numbers associated with the mailbox. Press **\*** during the greeting; then enter your password.


### WIRELINe–WIReLESS MAILBOX AND DIAL ZeRO FeATure

The Wireline–Wireless mailbox works best when it is combined with the BellSouth Voice Mail Call Transfer (Dial Zero) feature. Here are a few tips to help you maximize the benefits from these services.

- Record a separate greeting for your Cingular Wireless phone that tells callers you are not available.
- Tell your key contacts and associates privately that they can press **0** to reach your wireless phone. Or, if you want all calls transferred, record a greeting for your office phone that tells callers to press **0** to reach your Cingular Wireless phone.
- If you cannot answer a call that has been transferred to your wireless phone, the caller can leave a message in your BellSouth Voice Mail mailbox.

<sup>3</sup> The message–waiting indicator on your wireless phone works only if your office phone service has the message–waiting indicator feature. This feature is optional and is not available on analog wireless phones.

<sup>4</sup> BellSouth Star 98 Access service is an optional service that immediately connects you with your voice mailbox.



# BellSouth® Voice Mail Service for Business with Wireline–Wireless Mailbox cont.

## TROUBLESHOOTING

Having trouble with your wireline–wireless mailbox? Here are some suggestions to help you.<sup>5</sup>

<b>What's happening?</b>	<b>Could be this...</b>	<b>Try this:</b>
When I call my voice mail access number, I hear, "Hello, you have reached BellSouth Voice Mail service. Please enter..."	The voice mail number identification link may be temporarily out of order.	Press *, enter your home number and your password to get to your mailbox.
I have a new message in my mailbox, but I don't see the "message–waiting indicator" on my wireless phone.	Do you have a <b>digital</b> wireless phone? Or The voice mail number identification link may be temporarily out of order.	Only <b>digital</b> wireless phones have a message–waiting indicator.  Dial your home or wireless number and leave a message. When the link is restored, the message you leave resets your message signal.
I see the message–waiting icon on my wireless phone but there are no new messages in my mailbox.	Your wireless phone is not programmed to call your voice mail access number.	Program your wireless phone to dial the new, integrated mailbox access number.
I'm not receiving messages from people who call my wireless phone.	Your wireless phone is not forwarding unanswered calls to your voice mailbox.	Call BellSouth business repair service.

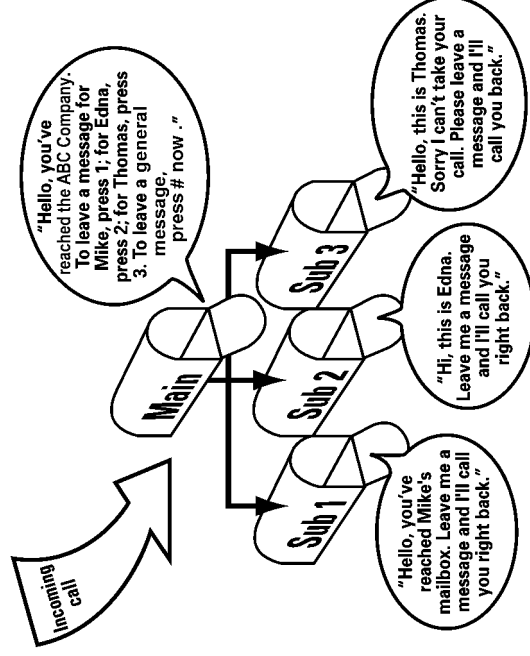
## TIPS

- If you have Caller ID Blocking service on your wireless phone, deactivate blocking (\*82) before calling to retrieve messages.
- Make checking your messages easier; program your wireless phone to dial your mailbox access number. If you need instructions to make this change, see the User's Guide that was provided with your equipment.
- If you have trouble setting up your wireline–wireless mailbox, or have questions, please call the BellSouth Product Support Center at 1–800–448–1110.

<sup>5</sup> If you try the *troubleshooting suggestions*, and you still have trouble with your wireline–wireless mailbox, call your local BellSouth business repair service. The number is provided in the "About BellSouth" section of the Customer Guides pages in the front of your local BellSouth telephone directory.

## **BellSouth® Voice Mail Service for Business Submailbox Feature**


BellSouth Voice Mail with Submailboxes gives you a main mailbox for general messages and up to three submailboxes. Callers hear your main mailbox greeting first, so be sure to tell them in your greeting how to reach other mailboxes. Here's an example.



### CALLING YOUR MAILBOX

Call your voice mail service using one of the following options.

- If you're calling from your office and have Star 98 Access service, press **\* 9 8**. Otherwise, dial the voice mail access number.
- If you're away from your office, dial your voice mail access number, press **\*** when the service answers, then enter your mailbox number (office phone number).
- Call your office phone number, and press **\*** during the greeting.



## BellSouth® Voice Mail Service for Business Submailbox Feature cont.

### CREATING AND SETTING UP SUBMAILBOXES

Submailboxes cannot be used until they have been set up.


Submailboxes share the same ten-digit mailbox number and voice mail access number as the main mailbox.

1. From the main menu, press **9 9** .
2. Enter the number of the submailbox you want to create (1, 2 or 3).
3. Follow the voice instructions to assign a password for the submailbox you're creating.  
To retain the system-assigned password, press **1** .  
To change the password, press **2** .

The system provides voice instructions for recording a name and greeting for this submailbox.

4. Record a name for this submailbox; then press **#** .  
To re-record the name, press **\*** .  
To keep it, press **#** .
5. Select or record a greeting that will be played to callers before they leave a message in this submailbox.  
To select a standard greeting, press **1** .  
To record a personalized greeting, press **2** .

To create additional submailboxes, press **2** and follow the voice instructions to repeat Steps 2 – 5.



# BellSouth® Voice Mail Service for Business Submailbox Feature cont.

## PERSONALIZING SUBMAILBOXES

Give the submailbox password, along with the following instructions, to the people who will be using the submailboxes so they can personalize the name announcement and greeting.

1. Call your voice mail service using one of the methods described in "Calling Your Mailbox."
2. When the system answers and requests the password, enter the submailbox password.  
To keep the temporary password, press **1**.  
To establish a new password, press **2**.
3. To keep the name announcement established during set up, press **1**.  
To change the name recording, press **2**.  
To hear the name announcement again, press **0**.
4. To keep the personal greeting established during set up, press **1**.  
To record a new personalized greeting, press **2**.  
To hear more options, press **0**.

## CHECKING MESSAGES IN THE SUBMAILBOXES

To check for messages, call your voice mail service using one of the methods described in "Calling Your Mailbox." When prompted, enter your password. If you have messages, press **1**.

## MAILBOX HIGHLIGHTS

- Your main and submailboxes together hold up to 80 new and saved messages.
- When your mailbox is full, callers are asked to call again.

## PASSWORDS

If a submailbox user forgets a password, you'll need to delete the submailbox and create it again. The submailbox user will need to set up their mailbox again. All messages will be lost.



## BellSouth® Voice Mail Service for Business FaxMail Feature

FaxMail is an enhancement to your BellSouth Voice Mail service that makes it possible for you to receive faxes in your voice mailbox. When you're ready to retrieve the faxes, print them to any fax machine or fax-capable personal computer (PC) in your local calling area.<sup>1</sup> If you have a pager, BellSouth Voice Mail pages you when you receive a new fax or voice mail message.

### **Be sure to change your voice mail greeting to instruct callers to leave a voice message at the tone, or press 4 to send a fax.**

Callers sending faxes are given the option of leaving a voice message introducing faxes.

#### **DO I HAVE FAXES?**

BellSouth offers three services that notify you when you receive voice or fax mail.

- "Stutter" dial tone. With this service, you hear a broken dial tone when you lift the receiver of the telephone on the primary telephone line to which your voice mail service is attached.
- Lighted message-waiting indicator. With this service, a special indicator lights when you have messages. Special equipment that attaches to the line with the voice mail service is required for this service. Message-waiting indicator service is not available in all areas.
- Pager Notification. With this service, you receive a page if a message is left in your mailbox.

**NOTE:** Some pagers are not compatible with this feature.

All three notification services are optional.

<sup>1</sup> The send, reply, and forward features allow voice mail messages to be sent from one BellSouth Voice Mail mailbox to any other BellSouth Voice Mail mailbox in the nine-state BellSouth area. Calls using such features as FaxMail, Pager Notification and Voice Mail Call Transfer can be made to numbers within your local calling area and to most toll-free numbers in the same calling area. Your basic local calling area may include 7-digit dialing, 10-digit dialing, or both. The local area does NOT include 1+ dialed calls, any toll calls, extended calling area calls, or BellSouth® Area Plus® calls.

# BellSouth® Voice Mail Service for Business FaxMail Feature cont.

## HOW DO I GET MY FAXES?

If the "autoplay" feature is on, your messages will begin to play automatically when you enter the mailbox. For faster access to your fax messages, press **\* \* \*** to get to the main menu. From the main menu, you have the following options:

- Press **1 3** to review your fax messages.
- Press **1 3 4** to print all unprinted faxes.

**NOTES:** Allow the service to completely print your fax before you erase it; otherwise, you cannot print the fax.

You can turn autoplay off so your messages won't play automatically. Just press **9 2 1 6** at the main menu, and follow the voice instructions.

After reviewing a fax message, you have the following options.

To...	Press...
Replay the message.	1
Save the message.	2
Erase the message.	3
Send a copy of this fax message to another mailbox. <sup>1</sup>	5
Get envelope information about the message.	6
Print the message.	8
Cancel message review.	*

## MAIN MENU

With BellSouth Voice Mail FaxMail service, your main menu has the following options.

To...	Press...
Review messages (voice or fax).	1
Send a message (voice or fax). <sup>1</sup>	2
Check receipt status of a voice or fax message that you sent.	4
Go to personal options to change your password, greeting, name announcement, fax options, or other settings.	9
Exit your mail service.	*

## SETTING PRIMARY FAX PRINTING DESTINATION

To establish or change the primary destination where you want to print faxes, start at the main menu and follow these instructions.

1. Press **9 2 3 1**.
2. Enter the telephone number of the fax machine or PC. Include the area code if 10-digit dialing is required in your local calling area.





## BellSouth® Voice Mail Service for Business FaxMail Feature cont.

### SEND A FAX MESSAGE TO AN ALTERNATE FAX NUMBER

To send your fax message to an alternate fax number, follow these steps after reviewing the fax.

1. Press **8** to print the fax image.
2. Press **2** to print at an alternate fax printing destination.
3. Enter the number of the new (alternate) fax machine.<sup>1</sup>

### SEND A COPY OF A FAX MESSAGE TO ANOTHER MAILBOX

You may be able to forward a fax message that you receive, along with an introduction, to other BellSouth Voice Mail subscribers with FaxMail service and others with a fax mailbox. Follow these steps after reviewing the fax you want to forward.

1. Press **5** to forward a copy of a fax message.
2. Enter the destination mailbox number, then press **#**.<sup>1</sup>
3. Press **1** to continue and record an introduction to your message, or press **3** to enter additional destination mailbox numbers.
4. Press **1** to send the fax message with your introduction, or follow the voice instructions to re-record your introduction, to hear your introduction, or to select delivery options.

### MAILBOX HIGHLIGHTS

- Callers can leave verbal introductions up to two minutes long with their faxes.
- Your mailbox holds up to 80 new and saved fax and voice messages. When your mailbox is full, callers are asked to try again later.
- New faxes are stored for 14 days and then erased automatically.
- Saved faxes are stored for seven days and then erased automatically.

### TIPS

- A caller can send a fax to a submailbox by pressing the appropriate submailbox number, then pressing 4 or the start key on their fax machine.



## BellSouth® Voice Mail Service for Business – Call Transfer (Dial Zero)

The BellSouth Voice Mail Call Transfer (Dial Zero) feature allows callers to reach you when you're away from your office. Callers press **0** during your voice mail greeting to be transferred to an alternate number – for example, your Cingular® Wireless telephone. The following information will guide you in customizing the Voice Mail Call Transfer feature to meet your needs.

Initially, the dial zero feature will be turned off. This means that when callers press **0**, they will not be transferred to an alternate number. To allow callers to be transferred to your alternate number, turn Voice Mail Call Transfer on:

1. Press **9** from the main menu for Personal Options.
2. Press **2** for Administrative Options.
3. Press **2** for Voice Mail Call Transfer feature.
4. To turn Voice Mail Call Transfer (Dial Zero) on, press **1**. (Or if on, press **2** to turn off.)

To establish or change the phone number callers will be transferred to when they press **0**, follow these instructions.

1. Press **9** from the main menu for Personal Options.
2. Press **2** for Administrative Options.
3. Press **2** for Voice Mail Call Transfer.
4. Press **3** to establish or change your Voice Mail Call Transfer number.
5. To retain the existing number, press **1**. To change it, press **2**.
6. To change, enter the new phone number, and press **#**.

*Calls can be transferred to numbers within your BellSouth Voice Mail local calling area. This calling area may include 7-digit dialing, 10-digit dialing, or both. The local area does not include 1 + dialed calls except for most toll-free numbers, any toll calls, extended calling area calls, or BellSouth® Area Plus® calls. Voice Mail Call Transfer (Dial Zero) may not be available in all areas.*



## **BellSouth® Voice Mail Service for Business – Call Transfer (Dial Zero) cont.**

### **TIPS**

- Tell callers privately or in your main mailbox greeting that they can press **0** to be transferred to you at another number.
- If you have Wireline–Wireless Mailbox service, you can establish your Cingular® Wireless number as the "transfer to" (dial zero) number. Greetings for the wireless phone should *not* include instructions to dial 0. Callers to the wireless number who dial 0 will not go to voice mail if the call is not answered.
- If your voice mail service includes "transfer mailboxes" (additional office phone numbers that share the mailbox), establishing any of those numbers as a "transfer-to" number is not recommended. (The caller would be transferred back to the same mailbox greeting if the transferred call was not answered.)



## BellSouth® Voice Mail Service for Business Pager Notification Feature

With the Pager Notification feature of BellSouth Voice Mail service, you always know when you receive a message in your mailbox. The service sends a notification to your pager, or to a telephone number at which you can be reached.

### NOTIFICATION SETUP

To use the Pager Notification feature, you must establish a notification schedule. Without a schedule, Pager Notification does not work. Follow these steps to set up your Pager Notification feature.

1. Press **9** from the main menu for personal options.
2. Press **4** to establish or change notification schedules.
3. Press **1** to establish or change your pager notification schedule.  
Press **2** to establish or change your second notification schedule.<sup>1</sup>


**NOTE:** The second notification schedule is also called "out-call" or "out-dial" notification. When you receive a message in your BellSouth mailbox, the system calls you at the telephone number which you specify (not a pager number). If you answer, you are connected automatically to your voice mail service and can enter your mailbox after entering your password. If the notification is not delivered, the message is stored in your mailbox and can be retrieved later.

Press **3** to establish or change your temporary notification schedule.

**NOTE:** A temporary notification schedule is one that you might set up for a holiday weekend.

Your pager schedule overrides your second schedule. The temporary schedule overrides both the pager and second notification schedules.

<sup>1</sup> Special delivery telephone notification operates within the same voice mail service area as your basic local calling area. Your basic local calling area may include 7-digit dialing, 10-digit dialing, or both. The local area does NOT include 1+ dialed calls except for most toll-free numbers, any toll calls, extended calling area calls, or BellSouth® Area Plus® calls.



## **BellSouth® Voice Mail Service for Business Pager Notification cont.**

4. Follow the voice instructions to establish notification options.

For each of the notification schedules (pager, second, or temporary), you'll be asked to provide the following information.

- The telephone or pager number the system calls to notify you when you receive a message in your mailbox.
- The times you want to receive message notifications during weekdays.
- The times you want to receive message notifications on weekends.
- The types of messages for which you want to receive notification (all messages, urgent messages only, or urgent messages from specified callers).
- The time interval by when you want to be notified (immediately, within one hour, within two hours, etc.).

### **TURN NOTIFICATION ON OR OFF**

To turn notification on or off, begin at the main menu and press **9 1**. This "toggles" your notification schedule on or off. Even after you set up your notification schedules, the notification feature must be turned on.

### **TIP**

Your pager display shows all "7s" when a message is left in your mailbox.



# BellSouth® Voice Mail Service for Business

With BellSouth Voice Mail service, managing your calls is easy. The service answers when you can't. You can check for messages from any touch-tone phone. And you can send messages to other BellSouth Voice Mail subscribers and reply to messages they leave you.<sup>1</sup> The main telephone number associated with your BellSouth voice mailbox is shown below. Your temporary password and the voice mail access number you'll call to reach your mailbox are also shown. (See instructions for accessing your mailbox in the "Calling Your Mailbox" section.)

<b>Service Date: 08/04/2002</b>	
<b>Voice Mail Access Number: 555-123-4567</b>	
<b>Main Mailbox Phone Number</b>	<b>Temporary Password</b>
999 111-1111	999 666-6666
999 222-2222	999 777-7777
999 333-3333	999 888-8888
999 444-4444	999 999-9999
999 555-5555	999 101-1111

## QUICK START

You can set up your mailbox from your office or from any other touch-tone telephone. Just follow these steps:

1. Press **\*98** if you're calling from your voice mailbox phone and have Star 98 Access service.<sup>2</sup> Otherwise, see the "Calling Your Mailbox" section for instructions on accessing your mailbox.
2. Enter your temporary password.
3. Follow the voice instructions to create a new password, record personal and busy-line greetings, and record a name announcement.

Congratulations! Your main mailbox has been set up.

**NOTE:** Be sure you wait till the date your voice mail service is scheduled to begin to set up your mailbox.

<sup>1</sup> The send, reply, and forward features allow voice mail messages to be sent from one BellSouth Voice Mail mailbox to any other BellSouth Voice Mail mailbox in the nine-state BellSouth area. Calls using such features as FaxMail, Pager Notification and Voice Mail Call Transfer can be made to numbers within your local calling area and to most toll-free numbers in the same calling area. Your basic local calling area may include 7-digit dialing, 10-digit dialing, or both. The local area does NOT include 1+ dialed calls, any toll calls, extended calling area calls, or BellSouth® Area Plus® calls.

<sup>2</sup> BellSouth® Star 98 Access service is an optional feature that immediately connects you with your voice mail service.



# BellSouth® Voice Mail

## Service for Business cont.

### CALLING YOUR MAILBOX

Call your voice mail service using one of the following methods.

- If you're calling from your office, press **\* 9 3** or dial the voice mail access number.
- If you're away from your office, dial the voice mail access number, press **\*** when the service answers, then enter your mailbox number (office phone number).
- If you're away from your office, call your office phone number, press **\*** during the greeting.

### STEP-BY-STEP SET UP FOR YOUR MAILBOX

Write down a greeting that you want callers to hear and time it. The greeting can be up to 90 seconds. Then take your time and follow the voice instructions.

1. Call your voice mail service using one of the methods described in "Calling Your Mailbox."
2. At the prompt, enter your temporary password.
3. Enter your new 4- to 10-digit password, then press **#**.
4. Select or record a greeting your callers will hear when the line is busy.
5. Select or record a greeting callers hear when their call is not answered.

To select a standard "busy" greeting, press **1**.

To record a personal "busy" greeting, press **2**.

### EXTENDED ABSENCE GREETING

You can record an extended absence greeting for holidays or other times when no one will be available to respond to calls. To record your extended absence greeting, press **9 3 2** at the main menu, and follow the voice instructions. If you have Wireline–Wireless Mailbox service, see the section on the Wireline–Wireless feature for instructions on recording greetings.



## BellSouth® Voice Mail Service for Business cont.

### CHECKING MESSAGES IN THE MAILBOX

To check for messages, call your voice mail service using one of the methods described in "Calling Your Mailbox." If password skip is not on, enter the mailbox password.

If "autoplay" is on, messages begin playing automatically. If autoplay is not on, press **1** to review messages.

### AUTOPLAY

With this feature, the service begins playing new and saved messages as soon as you enter your mailbox. Initially, your "autoplay" feature is turned on.

If you want to go to the main menu, just press **\*** when your messages begin to play. You can also turn autoplay off or on. Press **9** **2** at the main menu. If you hear "General Options," press **1** **6** for autoplay, and follow the voice instructions.

### MAIN MENU

If autoplay is off, the service plays the main menu options instead of your messages when you call your mailbox.

Main menu options are provided in the following table.

To..	Press..
Check unheard messages (if autoplay off).	1-1
Review messages.	1
Send a message.	2
Check receipt of a message sent to another mailbox.	4
Change your personal options.	9
Hear more options.	0
Exit the voice mail service.	*





## BellSouth® Voice Mail Service for Business cont.

### PLAYBACK KEYS

Use these keys while you're listening to a message or after the message has finished playing.

To...	Press...
Replay the message.	1
Save the message.	2
Erase the message.	3
Reply to a message from other voice mail subscribers.	4
Send a copy of the message to other voice mail subscribers.	5
Hear the time and date that the current message was received.	6
Rewind a message 5 seconds.	7
Stop message playback for 20 seconds. (Press 8 again to continue.)	8
Fast forward a message 5 seconds.	9
Return to the previous menu.	*

### REPLY TO A MESSAGE

If you receive a message from another BellSouth Voice Mail subscriber, you may be able to reply directly to that person's mailbox without hanging up and dialing the phone number.<sup>1</sup> If this option is available to you, you'll hear the following voice instructions.

1. Press **4** to reply to the message.
2. Record your message; then press **#**.
3. Follow the voice instructions to select one of the following options.

To send the reply, press **1**.

To re-record the reply, press **2**.

To hear your recorded reply, press **3**.

To choose delivery options, press **4**.

To exit without sending the reply, press **\***.

### SEND A COPY OF A MESSAGE

You may be able to forward a message that you receive, along with an introduction, to other BellSouth Voice Mail subscribers.<sup>1</sup>

1. To forward a copy of a message, press **5**.<sup>3</sup>

<sup>3</sup> Messages marked "private" cannot be forwarded.



## BellSouth® Voice Mail Service for Business cont.

2. Enter the destination number (mailbox, submailbox, or group list number); then press **#**.  
To continue, press **1**.  
To re-enter the destination number, press **2**.  
To exit without sending a copy, press **\***.
4. Record an introduction to the message you're forwarding; then press **#**.
5. Follow the voice instructions to select one of the following options.  
To send the message with your introduction, press **1**.  
To re-record the introduction, press **2**.  
To hear your introduction, press **3**.  
To choose delivery options, press **4**.  
To exit without forwarding the message with your introduction, press **\***.
6. Press **1** to forward the message with your introduction.

### SEND A NEW MESSAGE

BellSouth Voice Mail service allows you to send messages to other voice mail subscribers without ringing their telephone.<sup>†</sup>

1. At the main menu, press **2**.
2. Enter the destination number (mailbox, submailbox, or group list number); then press **#**.
3. Follow the voice instructions to select one of the following options.  
To continue, press **1**.  
To re-enter the destination number, press **2**.  
To enter an additional destination number, press **3**.  
To cancel sending the message, press **\***.
4. Record your message, then press **#**.
5. Follow the voice instructions to select one of the following options.  
To send your message, press **1**.  
To re-record your message, press **2**.  
To review your message, press **3**.  
To choose delivery options, press **4**.  
To exit without sending the message, press **\***.



## BellSouth® Voice Mail Service for Business cont.

### DELIVERY OPTIONS

When you send or reply to a message, or forward a copy of a message, you can mark the message urgent or private, request a return receipt, or schedule a future delivery.

- Urgent messages are played before non-urgent messages.
- Private messages cannot be forwarded to other voice mail subscribers.
- Messages can be delivered at a date and time you specify.
- Return receipt messages notify the sender when the recipient retrieves the message.

After recording your message, choose one of the following delivery options.

To...	Press..
Mark your message urgent.	4-1
Mark your message private.	4-2
Specify future delivery.	4-3
Mark your message for a return receipt.	4-4

You can mark a message with more than one delivery option. After selecting a delivery option, press **2** to add another option.

### SCHEDULE FUTURE DELIVERY

The Schedule Future Delivery feature provides the convenience of recording up to 30 messages for delivery up to a year later. If you don't schedule a delivery time, your message will be sent immediately.

To schedule a message for future delivery, follow these steps:

1. Record your message.
2. Enter **4** for delivery options.
3. Press **3** for future delivery.
4. Press **1** to schedule delivery on a specified date, or Press **2** to spell a day of the week for delivery.

**NOTE:** When scheduling a message for delivery to someone outside your time zone, set the time of delivery based on your time zone, not the recipient's.



# BellSouth® Voice Mail

## Service for Business cont.

### CREATE GROUP LISTS (SEND MESSAGES)

With the "group lists" option, you can create lists of BellSouth Voice Mail mailboxes and send the same message to everyone at the same time. You can create up to 15 lists, with up to 25 entries per list. To create a group list, begin at the main menu, and follow these steps:

1. Press **9 2**. (If you hear "General Options," press **1**.)
2. Press **2** for Group Lists.
3. Press **1** to create a group list.
4. Follow the voice instructions to assign a 2–digit group number (11 – 25), and record a name for the group. Then press **#**.
5. Follow the voice instructions to enter the mailbox or submailbox number of each person in the group. If your local area has 10–digit dialing, be sure to include the area code.
6. Press **1** to listen to the names on your list, or Press **\*** to exit the group lists menu.

**NOTE:** You can make changes or delete a list at any time.

### TRANSFER MAILBOXES

More than one office phone number can share your voice mailbox. These "transfer mailboxes" will use the password assigned to the main mailbox when calling the mailbox. In addition, the same (main mailbox) greeting will be played when calls to "transfer mailboxes" are not answered.

**NOTE:** If you have Wireline–Wireless Mailbox service, see the Wireline–Wireless Mailbox section for information and instructions for wireless phones that share the mailbox.

### MAILBOX HIGHLIGHTS

- Callers can leave messages up to two minutes long.
- Your mailbox holds up to 80 new and saved messages. When your mailbox is full, callers are asked to call again.
- New messages are stored for 14 days and then erased automatically.
- Saved messages are stored for seven days and then erased automatically.



## BellSouth® Voice Mail Service for Business cont.

### DO I HAVE MESSAGES?

You have messages when you pick up your voice mailbox phone and hear a "stutter" dial tone. You also can receive a message—waiting indicator that lights when you have messages.<sup>4</sup> Once you listen to your messages, the short tones or the message waiting light goes off.

**NOTE:** Transfer mailbox numbers do not receive stutter dial tone or message—waiting lights.

### PASSWORDS

Your password is important and private — not even BellSouth knows it. If you forget it, BellSouth will reset your mailbox, but all messages will be lost.

### MANAGING GREETINGS

You can re-record your greeting at any time. Just press **9 3 1** at the main menu, and follow the voice instructions. If you have Wireline—Wireless Mailbox service, see "Recording Greetings" in the Wireline—Wireless Mailbox section.)

### TIPS

- If you dial \*98 or call your voice mail access number from your voice mailbox phone and get a message requesting your mailbox number and password, then the voice mail number identification link may be temporarily out of order. Provide your mailbox number and password and you can enter your mailbox.
- If you have a privacy feature on your telephone line that blocks delivery of your name and number, Star 98 Access cannot connect you directly to your voice mailbox. Dial \*82 to turn off the privacy feature; then dial \*98 to gain easy access to your mailbox.
- Press **0** at any time for "Help" information.

<sup>4</sup> "Stutter" dial tone and a lighted message—waiting indicator are optional services. The lighted message—waiting indicator service is not available in all areas and requires special equipment.



# BellSouth® Voice Mail Service for Business cont.

## TROUBLESHOOTING

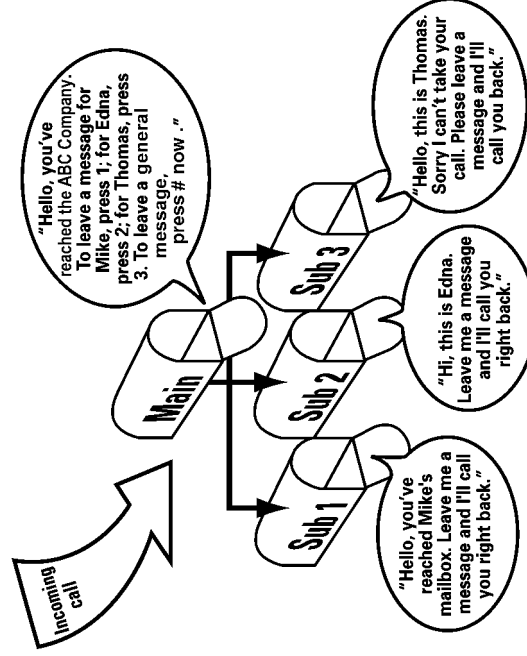
Having trouble with your BellSouth Voice Mail service? Here are some suggestions to help you.

<b>What's happening?</b>	<b>Could be this...</b>	<b>Try this:</b>
I get a busy signal or the line keeps ringing when I call to check BellSouth Voice Mail service.	The system is extremely busy.	Hang up and call again later.
My password doesn't work.	Did you enter the correct password? or Has someone else changed the password without your knowledge?	Re-enter your correct password.  Check with others who use your BellSouth Voice Mail mailbox.
BellSouth Voice Mail service cuts me off before I finish recording my personal greeting.	You might be recording your personal greeting in the recorded name section of the mailbox.	Follow the voice prompts to re-record your greeting and your mailbox name in the right places.
When I pick up my phone, I hear stutter tones before I hear a regular dial tone.	You have messages in your mailbox.	Access your mailbox and listen to your messages.
I have new messages in my mailbox but don't hear any stutter tones when I pick up my phone.	The BellSouth Voice Mail number identification link may be temporarily out of order.	Dial your number and leave a message. When the link is restored, the message you leave resets your message signal.
I hear the stutter tones but there are no new messages in my mailbox.	The BellSouth Voice Mail number identification link may be temporarily out of order.	Dial your number and leave a message. When the link is restored, the message signal is reset.
I can't call the voice mail service with *98 from my office phone.	Your line may not be equipped with this optional feature.	Call the voice mail access number. (See "Calling Your Mailbox.")

## BellSouth® Voice Mail Service for Business with Submailboxes

With BellSouth Voice Mail Service with Submailboxes, managing your calls is easy. The service answers when you can't. You can check for messages from any touch-tone phone. And you can send messages to other BellSouth Voice Mail subscribers and reply to messages they leave you.<sup>1</sup>

BellSouth Voice Mail with Submailboxes gives you a main mailbox and up to three submailboxes. The main and submailboxes share the same telephone number and voice mail access number. Submailboxes work much like the main mailbox; they have passwords, name announcements and greetings. Submailboxes also have the same main menu and message review. Callers hear your main mailbox greeting first, so be sure to tell them in your greeting how to reach other mailboxes. Here's an example.



<sup>1</sup> The send, reply, and forward features allow voice mail messages to be sent from one BellSouth Voice Mail mailbox to any other BellSouth Voice Mail mailbox in the nine-state BellSouth area. Calls using such features as FaxMail, Pager Notification and Voice Mail Call Transfer can be made to numbers within your local calling area and to most toll-free numbers in the same calling area. Your basic local calling area may include 7-digit dialing, 10-digit dialing, or both. The local area does NOT include 1+ dialed calls, any toll calls, extended calling area calls, or BellSouth® Area Plus® calls.

## BellSouth® Voice Mail Service for Business with Submailboxes cont.

The chart below lists the telephone number(s) associated with your BellSouth voice mailbox. Your temporary password and the voice mail access number you'll call to reach your mailbox are also shown. (See instructions for accessing your mailbox in the "Calling Your Mailbox" section.)

**Service Date:** 08/04/2002

**Voice Mail Access Number:** 555-123-4567

**Main Mailbox Phone Number**

999 111-1111

999 222-2222

999 333-3333

999 444-4444

999 555-5555

**Temporary Password**

999 666-6666

999 777-7777

999 888-8888

999 999-9999

999 101-1111

### QUICK START

You can set up your mailbox from your office or from any other touch-tone telephone. Just follow these steps:


1. Press **\*98** if you're calling from your voice mailbox phone and have Star 98 Access service.<sup>2</sup> Otherwise, see the "Calling Your Mailbox" section for instructions on accessing your mailbox.
2. Enter your temporary password.
3. Follow the voice instructions to create a new password, record a personal greeting, and record a name announcement.

Congratulations! Your main mailbox has been set up.

**NOTE:** Be sure you wait till the date your voice mail service is scheduled to begin to set up your mailbox.

<sup>2</sup> BellSouth® Star 98 Access service is an optional feature that immediately connects you with your voice mail service.





## BellSouth® Voice Mail Service for Business with Submailboxes cont.

### CALLING YOUR MAILBOX

Call your voice mail service using one of the following methods.

- If you're calling from your office, press **\* 9 8** or dial the voice mail access number.
- If you're away from your office, dial your voice mail access number, press **\*** when the service answers, then enter your mailbox number (office phone number).
- Call your office phone number, and press **\*** during the greeting.

### STEP-BY-STEP SET UP FOR YOUR MAIN MAILBOX

Call your voice mail service using one of the methods described in "Calling Your Mailbox."

1. At the voice prompt, enter your temporary password; then press **#**.
2. Enter your new password; then press **#**.
3. Record a name used to verify you've reached the correct mailbox when you call to listen to messages. At the tone, record a name; then press **#**.
4. Follow the voice instructions to select one of the following options.

To re-record the name, press **\***.

To keep the name recording, press **#**.

5. Record or select a personal greeting that is played to callers before the system takes their messages.

To select a standard greeting, press **1**.

To record a personalized greeting, press **2**.

### CREATING AND SETTING UP SUBMAILBOXES

Submailboxes cannot be used until they have been set up.

1. From the main menu, press **9 9**.
2. Enter the number of the submailbox you want to create (1, 2 or 3).
3. Follow the voice instructions to assign a password for the submailbox you're creating. (Be sure to write down the submailbox numbers and assigned passwords.)

To retain the system-assigned password, press **1**.

To change the password, press **2**.



## BellSouth® Voice Mail Service for Business with Submailboxes cont.

Next, the system provides voice instructions for recording a name and greeting for this submailbox.

- Record a name for this submailbox, then press **#**.

To re-record the name, press **\***.

To keep it, press **#**.

- Select or record a greeting that will be played to callers before they leave a message in this submailbox.

To select a standard greeting, press **1**.

To record a personalized greeting, press **2**.

To create additional submailboxes, press **2** and follow the voice instructions to repeat Steps 2–5.

### PERSONALIZING SUBMAILBOXES

Give the submailbox passwords, along with the following instructions, to the people who will be using the submailboxes so they can personalize the name announcement and greeting.

- Call your voice mail service using one of the methods described in "Calling Your Mailbox."
- When the system answers and requests the password, enter the submailbox password.
  - To keep the temporary password, press **1**.
  - To establish a new password, press **2**.
- To keep the name announcement recorded during set up, press **1**.
  - To change the name recording, press **2**.
  - To hear the name announcement again, press **0**.
- To keep the personal greeting recorded during set up, press **1**.
  - To record a new personal greeting, press **2**.
  - To hear more options, press **0**.

### CHECKING MESSAGES IN THE MAIN MAILBOX AND SUBMAILBOXES

To check for messages, call your voice mail service using one of the methods described in "Calling Your Mailbox." Enter your password. Your messages will play automatically if autoplay is on.

# BellSouth® Voice Mail Service for Business with Submailboxes cont.

## AUTOPLAY

With this feature, the service begins playing new and saved messages as soon as you enter each mailbox. Initially, the "autoplay" feature is turned on for main and submailboxes.

If you want to go to the main menu, just press **\*** when your messages begin to play. You can also turn autoplay off or on.

Press **9** **2** at the main menu, and follow the voice instructions. If you hear "General Options," press **1**. Press **6** for autoplay, and follow the voice instructions.

## MAIN MENU (MAIN AND SUBMAILBOXES)

If autoplay is off, the service plays the main menu options first – instead of your messages – when you call your mailbox.

When you reach the main menu, you have the following options.

To...	Press...
Check unheard messages.	1-1
Review messages (autoplay off).	1
Send a message.	2
Check receipt of a message sent to another mailbox.	4
Change your personal options.	9
Hear more options.	0
Exit the voice mail service.	*

**NOTES:** Submailboxes can send messages only to the main and other submailboxes, and when sending a message, can continue, re-record, and review only. Submailboxes do not have "delivery options."

The "Check Receipt" feature works only between certain BellSouth Voice Mail mailboxes – for example, between mailboxes that are in the same telephone number "prefix" area.

# BellSouth® Voice Mail Service for Business with Submailboxes cont.

## PLAYBACK OPTIONS

Use these keys while you're listening to a message or after the message has finished playing. These options are not announced if the autoplay feature is turned on.

To...	Press...
Replay the message.	1
Save the message.	2
Erase the message.	3
Reply to a message from other voice mail subscribers.	4
Send a copy of the message to other voice mail subscribers.	5
Hear the time and date that the current message was received.	6
Rewind a message 5 seconds.	7
Stop message playback for 20 seconds.	8
Fast forward a message 5 seconds.	9
Return to the previous menu.	*

## REPLY TO A MESSAGE

If you receive a message from another BellSouth Voice Mail subscriber, you may be able to reply directly to that person's mailbox without hanging up and dialing the phone number.<sup>1</sup> If this option is available to you, you'll hear the following voice instructions.

1. Press **4** to reply to the message.
2. Record your message; then press **#**.
3. Follow the voice instructions to select one of the following options.

To send the reply, press **1**.

To re-record the reply, press **2**.

To hear your recorded reply, press **3**.

To choose delivery options, press **4**.

To exit without sending the reply, press **\***.



# BellSouth® Voice Mail Service for Business with Submailboxes cont.

## SEND A COPY OF A MESSAGE

You may be able to forward a message that you receive, along with an introduction, to other BellSouth Voice Mail mailboxes:<sup>3</sup>

1. To forward a copy of a message, press **5**.<sup>3</sup>
2. Enter the destination number (mailbox, submailbox, or group list number); then press **#**.
3. Follow the voice instructions to select one of the following options.
  - To continue, press **1**.
  - To re-enter the destination number, press **2**.
  - To exit without sending a copy, press **\***.
4. Record an introduction to the message you're forwarding; then press **#**.
5. Follow the voice instructions to select one of the following options.
  - To send the message with your introduction, press **1**.
  - To re-record the introduction, press **2**.
  - To hear your introduction, press **3**.
  - To choose delivery options, press **4**.
  - To exit without forwarding the message with your introduction, press **\***.
6. Press **1** to forward the message with your introduction.

<sup>3</sup> Messages marked "private" cannot be forwarded.



## **BellSouth® Voice Mail Service for Business with Submailboxes cont.**

### **SEND A NEW MESSAGE**

BellSouth Voice Mail service allows you to send messages to other voice mail subscribers without ringing their telephone.<sup>1</sup>

1. At the main menu, press **2**.
2. Enter the destination number (mailbox, submailbox, or group list number); then press **#**.
3. Follow the voice instructions to select one of the following options.
  - To continue, press **1**.
  - To re-enter the destination number, press **2**.
  - To enter an additional destination number, press **3**.
  - To cancel sending the message, press **\***.
4. Record your message; then press **#**.
5. Follow the voice instructions to select one of the following options.
  - To send your message, press **1**.
  - To re-record your message, press **2**.
  - To review your message, press **3**.
  - To choose delivery options, press **4**.
  - To exit without sending the message, press **\***.



## BellSouth® Voice Mail Service for Business with Submailboxes cont.

### DELIVERY OPTIONS

When you send or reply to a message, or forward a copy of a message, you can mark the message urgent or private, request a return receipt, or schedule a future delivery.

- Urgent messages are played before non-urgent messages.
- Private messages cannot be forwarded to other voice mail subscribers.
- Messages can be delivered on the date you specify.
- Return receipt messages notify the sender when the recipient retrieves the message.

After recording your message, choose one of the following delivery options.

To...	Press...
Mark your message urgent.	4-1
Mark your message private.	4-2
Specify future delivery.	4-3
Mark your message for a return receipt.	4-4

You can mark a message with more than one delivery option. After selecting a delivery option, press **2** to add another option.


### SCHEDULE FUTURE DELIVERY

The Schedule Future Delivery feature provides the convenience of recording up to 30 messages for delivery up to a year later. If you don't schedule a delivery time, your message will be sent immediately.

To schedule a message for future delivery, follow these steps:

1. Record your message.
2. Enter **4** for delivery options.
3. Press **3** for future delivery.
4. Press **1** to schedule delivery on a specified date, or Press **2** to spell a day of the week for delivery.

**NOTE:** When scheduling a message for delivery to someone outside your time zone, set the time of delivery based on your time zone, not the recipient's.



## BellSouth® Voice Mail Service for Business with Submailboxes cont.

### CREATE GROUP LISTS (SEND MESSAGES)

With the "group lists" option, you can create lists of BellSouth Voice Mail mailboxes and send the same message to everyone at the same time. You can create up to 15 lists, with up to 25 entries per list. To create a group list, begin at the main menu, and follow these steps:

1. Press **9 2**. (If you hear "General Options," press **1**.)
2. Press **2** for Group Lists.
3. Press **1** to create a group list.
4. Follow the voice instructions to assign a 2–digit group number (11 – 25), and record a name for the group. Then press **#**.
5. Follow the voice instructions to enter the mailbox or submailbox number of each person in the group. If your local area has 10–digit dialing, be sure to include the area code.
6. Press **1** to listen to the names on your list, or Press **\*** to exit the group lists menu.

**NOTE:** You can make changes or delete a list at any time.

### TRANSFER MAILBOXES


More than one office phone number can share your voice mailbox. These "transfer mailboxes" will use the password assigned to the main mailbox when calling the mailbox. In addition, the same (main mailbox) greeting will be played when calls to "transfer mailboxes" are not answered.

**NOTE:** If you have Wireline–Wireless Mailbox service, see the Wireline–Wireless Mailbox section for information and instructions for wireless phones that share the mailbox.

### MAILBOX HIGHLIGHTS

- Callers can leave messages up to two minutes long.
- Your mailbox holds up to 80 new and saved messages. When your mailbox is full, callers are asked to call again.
- New messages are stored for 14 days and then erased automatically.
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## BellSouth® Voice Mail Service for Business with Submailboxes cont.

### DO I HAVE MESSAGES?

You have messages when you pick up your voice mailbox phone and hear a "stutter" dial tone. You also can receive a message—waiting indicator that lights when you have messages.<sup>4</sup> Once you listen to your messages, the regular dial tone returns or the message—waiting light goes off.

**NOTE:** Transfer mailbox numbers do not receive stutter dial tone or message—waiting lights.

### PASSWORDS

Your password is important and private — not even BellSouth knows it. If you forget it, BellSouth will reset your mailbox, but all messages will be lost.


### MANAGING GREETINGS

You can re-record your greeting at any time. Just press **9 3 1** at the main menu, and follow the voice instructions. If you have Wireline—Wireless Mailbox service, see "Recording Greetings" in the Wireline—Wireless Mailbox section.)

### TIPS

- If you dial \*98 or call your mailbox access number from your voice mailbox phone and get a message requesting your mailbox number and password, then the voice mail number identification link may be temporarily out of order. Provide your mailbox number and password and you can enter your mailbox.
- If you have a privacy feature on your telephone line that blocks delivery of your name and number, Star 98 Access cannot connect you directly to your voice mailbox. Dial \*82 to turn off the privacy feature. Then dial \*98 to gain easy access to your mailbox.
- Press **0** at any time for "Help" information.

<sup>4</sup> "Stutter" dial tone and a lighted message—waiting indicator are optional services. The lighted message—waiting indicator service is not available in all areas and requires special equipment.



## BellSouth® Voice Mail Service for Business with Submailboxes cont.

### TROUBLESHOOTING

Having trouble with your BellSouth Voice Mail service? Here are some suggestions to help you.

<b>What's happening?</b>	<b>Could be this...</b>	<b>Try this:</b>
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My password doesn't work.	Did you enter the correct password? or Has someone else changed the password without your knowledge?	Re-enter your correct password.  Check with others who use your BellSouth Voice Mail mailbox.
BellSouth Voice Mail service cuts me off before I finish recording my personal greeting.	You might be recording your personal greeting in the recorded name section of the mailbox.	Follow the voice prompts to re-record your greeting and your mailbox name in the right places.
When I pick up my phone, I hear stutter tones before I hear a regular dial tone.	You have messages in your mailbox.  The voice mail number identification link may be temporarily out of order.	Access your mailbox and listen to your messages.  Dial your number and leave a message. When the link is restored, the message you leave resets your message signal.
I hear the stutter tones but there are no new messages in my mailbox.	The voice mail number identification link may be temporarily out of order.	Dial your number and leave a message. When the link is restored, the message signal is reset.
I can't call the voice mail service with *98 from my office phone.	Your line may not be equipped with this optional feature.	Call the voice mail access number. (See "Calling Your Mailbox.")