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1 Introduction

1.1 Voice Mailbox

- In this manual, Level 3 explains how you can set up and use the following services.
- Voicemail and Unified Messaging, which manage subscribers’ messages
- Reminders, an alarm-call service which delivers recurring or one-off audio messages a predetermined time.
- Level 3’s AutoAttendant, an advanced automated call-answering service with multiple menus, more call handling options as well as finer scheduling control.

It also describes how to use advanced features that might be available in your deployment

1.2 Additional Voice Mailbox customer information

When you set up your service, you will be provided with the following:

1) An access number to dial to connect to the service and a PIN.

1.3 About this manual

This manual details how to set up, manage, and use your Voice Mailbox account, when you access it using your phone. Chapter 1 explains the purpose and structure of this manual.

- Chapter 2 gives an overview of how to use Voice Mailbox’s telephone interface.
- Chapter 3 explains how to set up your account when you first use it.
- Chapter 4 explains how to use your mailbox, introducing the main menu, and how to then listen to, reply to, and forward your messages.
- Chapter 5 explains how to send messages.
- Chapter 6 explains how to set up and manage the greetings played to callers when they reach your mailbox.
- Chapter 7 explains how to change your mailbox settings, including a number of additional features.
- Chapter 8 explains how to set and manage your reminders.
- Chapter 9 explains how to use the AutoAttendant (TUIs) to turn the feature on and off, and to record menu announcements.
- Chapter 10 explains how to use the Help feature.
- Appendix A explains what the caller hears when dialing in to the TUI and includes instructions on how to leave a message for a Voice Mailbox subscriber when you call them.

2 How to use your account

The following sections describe how to

- find out whether someone has left you a message
• access your account
• navigate through the menus presented in your account.

2.1 How do I know if someone has left me a message?

Level 3's Voice Mailbox has a number of methods of letting you know that you have a new message. It can:

• depending upon your network configuration, you may be able to use your telephone's message waiting indicator (MWI), which may be a flashing light or an interrupted dial tone.
• send a notification message to your pager
• send a notification message to a separate email address
• call another phone number to let you know you have a message

When you answer the out dial notification to your phone you will hear:

A long tone followed by, “Hello, this is the voicemail service with a message for (recorded name on the mailbox). If you need to transfer the call, do so now. If this person is not available or cannot be reached at this time, please press 1. To sign into the mailbox and listen to the message, please press 2.

Under some circumstances, Voice Mailbox may not be able to set or clear your message waiting indicator, so it is worth checking for messages occasionally by accessing your mailbox. In particular, if your account is suspended for any reason, be sure to check for messages when it is re-enabled.

When you access your mailbox, you hear how many messages are waiting for you. Depending on the type of account you have, you may also hear whether there are messages waiting in other mailboxes associated with your account – for example, mailboxes belonging to other members of your family.

2.2 How do I access my mailbox or change my settings?

Level 3 will give you your access number, which is the number you need to dial in order to access your mailbox or change your settings. If you are in a business group, and are calling in from a phone that is associated with that business group, you can use your extension number as an alternative.

Level 3 will also give you the initial PIN for your account, which you will change the first time you use Level 3 Voice Mailbox.

The first time you access your account, you will be asked to take a moment to record some personal settings. Instructions for this first-time set-up are given in chapter 3, Setting up your account.

After you have set up your account for the first time you can access your mailbox from any phone by dialing your own number and pressing the * button. (If you share your line with other members of your business, you may need to select your own mailbox – as though you were leaving yourself a message – before you press *).
2.3 Telephone navigation map

The following map details the main menu of Voice Mailbox. It shows you the keys you need to press to navigate to the various sections of the Level 3 Voice Mailbox service.

Once you become familiar with Level 3’s Voice Mailbox and know which buttons to press, you can save time by making your choice straight away. You do not have to wait for your chosen option to be read out before you select it.

Level 3 may not offer all the features described in this manual, and some of the options may require payment of an additional fee. Contact your Account Executive for more information on the services available to you.

Note that AutoAttendant uses a separate menu structure, described in Chapter 9.
Quick key reference

In addition to the keys you press to navigate through each of the menus, you can use the following keys to help you when using Voice Mailbox.

Some of these keys work whenever they are pressed during the call, and some work only during playback of messages. The tables below explain the behavior of these keys.

If you press a key or a combination of keys that is not used on that menu, you will hear the following error message: “That selection is invalid. Please try again”.

2.3.1 Common Keys

You can press the following common keys at any point in the self-care TUI. They behave in the same way whichever menu you are listening to.

Table 1 – Common Keys

<table>
<thead>
<tr>
<th>Key</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>Wait a while</td>
</tr>
<tr>
<td></td>
<td>Pauses all activity for 30 seconds, and then returns you to the beginning of the section you are listening to. While the activity is paused, you can also press any key to return to the beginning of the section without having to wait for 30 seconds.</td>
</tr>
<tr>
<td>*</td>
<td>Back up</td>
</tr>
<tr>
<td></td>
<td>This key performs one of two functions, depending on what you are doing at the time.</td>
</tr>
<tr>
<td></td>
<td>When recording a message or entering numbers, it cancels the current input, and you are prompted to enter the input again. Otherwise, it takes you up a level of the menu system. Pressing * repeatedly is one way to cancel operations by working your way back up through the menus until you reach the Main menu.</td>
</tr>
<tr>
<td>#</td>
<td>Move on</td>
</tr>
<tr>
<td></td>
<td>This key performs one of two functions, depending on what you are doing at the time.</td>
</tr>
<tr>
<td></td>
<td>When recording a message or entering numbers, # is used to indicate the end of your input. Otherwise, it is used to move forward in a list of options.</td>
</tr>
</tbody>
</table>
2.3.2 Playback keys

The playback keys, listed below, are only active during the playback of a message. They are designed to help you listen to your messages, for example by skipping back a few seconds to repeat an important detail.

Table 2 – Playback keys

<table>
<thead>
<tr>
<th>Key</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>Increases the volume of the message. You can press this several times to incrementally increase the volume. However, you should not press 6 repeatedly in quick succession, otherwise rather than increase the volume you will hear details of the date and time of the message – as for 66 described in section 4.3.2.</td>
</tr>
<tr>
<td>7</td>
<td>Slows the playback of the message. You can press this several times to incrementally reduce the speed of the message. However, you should not press 7 repeatedly in quick succession, otherwise you will skip back 5 seconds – as for 77 described below.</td>
</tr>
<tr>
<td>8</td>
<td>Pauses the playback of the message for up to 20 seconds. A recurring &quot;ping&quot; sound informs you that the message is paused. Pressing 8 again resumes playback.</td>
</tr>
<tr>
<td>9</td>
<td>Speeds the playback of the message. You can press this several times to incrementally increase the speed of the message. However, you should not press 9 repeatedly in quick succession; otherwise you will skip forwards 5 seconds – as for 99 described below.</td>
</tr>
<tr>
<td>77</td>
<td>Skips back 5 seconds.</td>
</tr>
<tr>
<td>99</td>
<td>Skips forwards 5 seconds.</td>
</tr>
<tr>
<td>#</td>
<td>Skips to the next message, if pressed during the playback of the message body.</td>
</tr>
</tbody>
</table>

2.4 Dialing Rules

Some Voice Mailbox features allow you to enter a telephone number. When using Voice Mailbox, you must always enter the full telephone number including the area code.

- In North America, use the 10-digit number (for example 8005550123).
• In other countries, contact Level 3 if you are unsure how to enter a number.

3 Setting up your account

Before you can make full use of Voice Mailbox, you will need to set up your account. Level 3 will have given you an access number and a PIN; you will need both of these to complete the set-up.

To set up your account you must call into Voice Mailbox from your own telephone, by dialing the access number given to you by Level 3. When you will first log in, you will be prompted to select the number of the mailbox you wish to use. You will then need to enter your PIN when requested.

3.1 First-Time Sign-in

The first time you log in to your mailbox, you will be asked to configure it. This first-time sign-in involves three steps:

• change your PIN
• record your recorded name
• choose a greeting to play to callers before they leave a message.

The greeting and recorded name are played each time a caller accesses your mailbox to leave a message.

You may skip first-time sign-in once by pressing the * key twice, but after skipping it once, you must complete all three steps the next time you call in.

You can also end the setup process at any point by ending the call. If you do so, you are asked to complete the remaining setup steps the next time you enter your mailbox.

3.1.1 Changing your PIN

First, to secure your account, you must set up a new PIN. A prompt asks you to enter a new PIN, and explains the length of PIN allowed by Level 3. Further checks may be imposed on the new PIN, for example to prevent you from using part or all of your telephone number, sequential numbers in either ascending or descending order, or repeated digits.

1. Enter a new PIN, pressing # when finished.
   • If the new PIN you have chosen fails any of the checks that may be imposed, you will hear an error message explaining why this PIN cannot be allowed. You will then be returned to the menu that will prompt you to enter a different PIN.
   • If the PIN passes these checks, setup continues as normal.

2. Confirm the new PIN by re-entering it and pressing # when finished.

3. Your PIN will expire in 90 days.
3.1.2  Recording your name

Next, you are prompted to record your name. This is used by Voice Mailbox for some system-generated announcements, for example when greeting your callers or when your leave messages for others.

*Your recording should be less than ten seconds long. If it is too long, you will be asked to re-record a shorter version.*

1. Record your name and press # when finished.
2. An announcement plays your recording back to you.
   - If you want to re-record it, press 1.
   - If you want to keep it, press #.

3.1.3  Choosing a greeting

Once you have successfully recorded your name, you are prompted to select a greeting. You can use a number of different types of greetings.

- To record your own personal greeting, press 1. Then record your personal greeting, pressing # when finished.
- To use a system-generated greeting that announces your recorded name, press 2.
- To use a system-generated greeting that reads out your phone number, press 3.
- To use a system-generated greeting that neither announces your name nor reads out your phone number, press 4.
- An announcement plays back your selected greeting.
- To record or select a different greeting, press 1.
- To save it and use it as your greeting, press #.

This is the last step in setting up your mailbox. Once you have finished, you are transferred to the main menu, described in the next chapter.

4 Collecting your messages

This section explains how to collect messages from your Voice Mailbox account, including:
• how to log in
• an introduction to the main menu
• how to listen to and manage your messages
• how to reply to or forward your messages
• how to switch between your accounts, if you have more than one.

4.1 Logging into your account

To sign into Voice Mailbox from your own telephone, dial the access number or extension number given to you by Level 3.

You will need to enter your PIN when requested.

You can also sign into Voice Mailbox by calling your own phone number. The exact login method depends on the settings associated with your account, and whether you dial in from your own phone, or another phone unassociated with your account.

• You may or may not hear your voicemail greeting message. If you do, press * to log in to your account.
• You will need to enter a PIN. If you are not calling from your own phone you will always have to enter a PIN.
• When you sign in to your mailbox, you are directed to one of two places.
• If you have activated the auto play feature from your Mailbox Settings menu (as described in section 7.2.1, Changing your auto play settings for messages), you go straight to your messages.
• Otherwise you go to the main menu.

4.1.1 Problems logging in

If you enter the wrong PIN, you will have three more attempts, before Voice Mailbox terminates the call. If this happens, you can then redial immediately and try again.

However, if you fail to log on seven times in a row, Voice Mailbox will lock you out for an hour. This is to protect the security of your account. You will hear a message informing you that you have been locked out and any attempts to sign in during this period will be rejected.

Contact your system administrator if you have difficulty signing in to Level 3 Voice Mailbox.

4.2 Main menu

The main menu is the starting point for using your mailbox.

When you enter the main menu, you hear a welcome message, then a summary of the messages in your mailbox. Depending on the type of account you have, you may hear whether there are any unheard messages in other mailboxes associated with your account – for example, mailboxes belonging to others in your business.
If your mailbox is full or almost full, the system will warn you by reading out a short message. You should then delete some of your messages; otherwise callers may not be able to leave new messages for you.

If you have a group mailbox with a shared message quota, and the mailbox is full or almost full, you may hear a warning even if you have few or no messages of your own. In this case, the other subscribers who use the mailbox will need to delete messages in order to ensure that callers can continue to leave new messages.

The following options are available from the main menu.

- To listen to your messages (see section 4.3, Listening to your messages), press 1.
- (The system only reads out this option if you have messages in your mailbox).
- To record a new message for another Voice Mailbox subscriber (see chapter 5, Sending messages), press 2.
- To work with your greetings (see chapter 6, Greetings menu), press 3.
- To change your mailbox settings (see chapter 7, Changing your mailbox settings), press 4.
- To manage your reminders settings (see chapter 8, Setting up Reminder calls), press 5.
- To manage any erased messages (see section 4.6, Managing erased messages), press 6.
- To log in again as a different subscriber (see section 4.7, Logging on as a different subscriber), press 7.
- To listen to helpful hints (see chapter 10, Helpful Hints), press 0.
- To end the call hang up, or press *.

4.3 Listening to your messages

To begin reviewing your messages, press 1 from the main menu.

4.3.1 Selecting the message you want to listen to

The first step is to select the type of message you want to review.

To listen to your voicemail, press 1.

Once you select the type of message you want to listen to, the messages are played in the following order:

- urgent messages, followed by
- other new messages, followed by
- saved messages (which you have listened to before)
Before each message, you will hear information including the time it was received and the sender's telephone number or name (if not withheld). After the message details are read out, the message itself is played.

To hear only brief details about each message, disable the Time and Date Stamp feature as described in section 7.2, Hands Free and Timesaver menu.

Remember that you can control the playback of your messages – for example, you can rewind and play back an important point, or pause playback if you are interrupted. To do this, use the playback keys as described in section 2.3.2, Playback keys.

4.3.2 Message options

After each message has played, Level 3 Voice Mailbox announces the following options. You can also, with one exception as described below, select these options at any time during the playback of the message; Voice Mailbox will carry out the action selected immediately.

- To play the message again from the beginning, press 1.
- To save the message and go to the next message, press 2. This will store the message and mark it as a saved message.
- If you are reviewing a message that you had previously saved, pressing 2 will instead mark the message as a new message.
- To erase the message, press 3. If you change your mind, you can still get the message back until the end of this call. See section 4.66, Managing erased messages.
- To reply to the message, press 4. See section 4.4, Replying to messages.
- To forward the message to another Level 3 Voice Mailbox subscriber, press 5. See section 4.5, Forwarding a message to someone else.
- To hear the telephone number and the device (for example, your landline or cell phone) that was called to leave this message, press 7. You will only hear this menu option if you have more than one device configured in your account.

Note that you must wait until the menu options are played at the end of the message to hear this information: pressing 7 during message playback will slow the playback of the message following the standard behavior for this key, as described in section 2.3.2.

- If Voice Mailbox cannot determine the device type, for example because you have changed your telephone number since the message was sent you will only hear the called number and not the device type.
- To return to the previous message, press 11.
• To leave the message as new and go to the next message, press #. This will still keep the message in your inbox, and it will be played back with other new messages if you listen to your messages again later.

• If you are reviewing a message that you had previously saved, pressing # will leave the message as saved.

• To hear details of the date and time of the message, and the caller’s name or number, press 66. This option is useful primarily if you have turned off the automatic playback of these details, as described in section 7.2.2, Changing the playback of message headers and bodies.  
  
  *If you use this option during message playback, you should press 66 in quick succession. If you leave too long a gap between the digits, you will instead increase the volume of the message being played.*

• To go back to the Main menu, press *.

After selecting an option, the next message in your inbox is then played (unless you chose to go back to the Main menu).

4.4 Replying to messages

When another Voice Mailbox subscriber leaves you a message, you can reply to it – either by leaving a voicemail or by having Voice Mailbox call the person directly.

*If the person leaving the message is not a Voice Mailbox subscriber, you cannot reply by sending a voicemail. However, you can still call the sender directly.*

You cannot call the sender directly if they withheld their telephone number, unless you know their number by other means.

*If, because of these restrictions, only one of the following reply options is available to you, it is selected automatically and the menu does not play.*

To reply to a message that someone else has left for you, take the following steps.

1. After listening to the message, press 4.

2. Then:
   • To call the sender directly, press 1. If the sender withheld their number, you will be given the option of entering a telephone number. See section 2.4, Dialing Rules, for information about how to enter the number. If you do not know the number, pressing * cancels the call and returns you to the previous menu.
   • To record a voicemail message to send back in reply, press 2.
• If the voicemail message was originally sent to multiple recipients, to record a voicemail message to send back to the sender and all the original recipients of the message, press 3.

• To forward the message to someone else, press 4.

• To send an entirely new voice message – for example, if the original voicemail reminds you to call someone else – press 5. See chapter 5, Sending messages, for detailed instructions.

4.5 Forwarding a message to someone else

You can forward a message that someone else has left for you to a third party, as long as the person who left the message did not mark the message private.

1. After listening to the message, press 5.

2. Enter the telephone number of the person you wish to receive the message, and then press #. See section 2.4, Dialing Rules, for information about how to enter the number.

3. You hear the person's number or recorded name if available.
   • If you made a mistake and need to re-enter or erase the number you just entered, press * to cancel and start again.
   • If you want to add additional recipients, enter the additional number followed by #. You can do this as many times as required.
   • If you want to finish entering numbers and move to the next step, just press #.

4. You then have the option to record an introductory message, which will be played to the recipient before the forwarded message.
   • If you want to record an introduction, speak after the tone. When you have finished recording your introduction, press #.
   • If you do not want to record an introduction, press 1.

5. Press # to send the message immediately. Alternatively, for more delivery options (as described in section 5.2, Delivery options) press 1.
   When you have finished choosing the delivery options, press # to send your message. You can also press # to send your message without changing any options.

6. When your message has been sent, you return to the original message.

4.6 Managing erased messages

After you have erased a message, you can still play, restore, reply to, and forward it until you disconnect from your mailbox.

To manage your erased messages, press 6 from the main menu.

At any time while listening to your erased messages, you can press # to skip to the next erased message. You can also press * to return to the main menu.

1. The erased messages play in order.
2. Once the message has played, you can choose similar message options to those available to new and saved messages, as described in 4.3.2, Message options. There are the following differences.
   • Pressing 2 restores the erased message. The message is returned to your mailbox as a saved message.
   • Pressing 3 will permanently delete the message. The message is removed from your account completely.

4.7 Logging on as a different subscriber

You may have a number of Voice Mailbox accounts (for example, separate department and business accounts), or you may have a group account used by a number of people, but accessed from the same number (for example in a department). If this applies to you, Voice Mailbox allows you to log into another account without the need to hang up and dial in again.

To do this, take the following steps.

1. Press 7 while you are at the main menu.
2. Depending on the type of account you have, you will hear one of the following options.
   • Either you can select another mailbox in your group account, in which case you have the following options.
   • You can transfer straight to the primary mailbox by pressing 1. There is no need to enter a PIN in this case.
   • You can select a mailbox that has unheard messages by pressing the number associated with that mailbox. (You cannot transfer straight to mailboxes without any unheard messages.)
     You will then be asked to enter the PIN for that mailbox followed by #.
   • You can select another mailbox by pressing #. You must then enter the full number as described below.
   • Or, you cannot select a mailbox and must enter the telephone number or extension instead.
   • You must enter the telephone number, followed by #, of the subscriber account you wish to use. See section 2.4, Dialing Rules, for information about how to enter the number.
   • Enter the PIN for that account, followed by #.
3. You are then transferred to that account and presented with the main menu, announcing any new messages as normal.
5 Sending messages

When you are logged into Voice Mailbox, you may be able to send messages to other Level 3 Voice Mailbox subscribers. Sending messages while logged on gives you access to advanced features, which are not available if you simply call the recipient's line.

If you are a member of a business group, you may only be allowed to send messages in this way to other members of your business group. This does not affect your ability to make calls outside the business group, or leave voicemail messages if your call is not answered.

- As well as sending a normal voicemail, you can record one message and send it to several subscribers at the same time.
- If you regularly need to send messages to a number of people, you can create a group list to avoid entering the numbers each time.
- You can even schedule the delivery of your message on a future date.

5.1 Sending a message when you are logged into Voice Mailbox

Throughout the process of sending a message, until the point when you have finished recording, you may return to the main menu by pressing *. You can also press * to cancel a message if you make a mistake.

To send a message to one or more numbers, press 2 from the main menu.

1. When prompted, enter a group list number (see section 7.1, Creating and managing your group lists) or the telephone number of the person you wish to receive the message. Press # when finished

See section 2.4, Dialing Rules, for information about how to enter the number. If you have configured a group list number that is the same as an extension number, the group list number is used.

2. An announcement plays back the number of the recipient, or the recipient's name if it is available.

   • If you have entered the telephone number of a group mailbox, you will next be prompted to select the mailbox to which you want to send your message.
   • If you made a mistake and need to re-enter the number, press * to cancel and start again.
   • If you want to add a further recipient, enter their number followed by #. You are then returned to the start of step 2 above.
   • If you have finished entering numbers and want to continue with sending a message, just press #.
3. After the tone, record your message and press # when finished.

4. An announcement states that the message has been recorded.
   - To hear delivery options (see section 5.2, Delivery options for messages), press 1.
   - To send the message without changing delivery options, press #.

5. When your message has been sent, you return to the main menu.

5.2 Delivery options for messages

There are a number of delivery options available to you once you have added recipients and finished recording a message.

- To review the message again, press 1. Your recording is then played back.
- To re-record the message, press 1.
- To keep the current recording and add to it with a further recording, press 2. This feature allows you to add more information to your message without having to re-record it entirely.
- If you are happy with the recording as is, press #.
- To switch whether or not the message is marked as urgent, press 2.
  Marking your message urgent ensures the recipient hears that message before any other nonurgent messages – even if your message was sent after those non-urgent messages.
- To switch whether the message is marked as private or not, press 3.
  Marking your message private will prevent the recipient from forwarding your message to anyone else.
- To re-record the message, press 4. The original message is discarded and you start recording a new message.
- To switch whether or not you request a delivery report, press 5. If you request a delivery report, you will receive a notification in your mailbox when your message is successfully delivered and available for the recipient to pick up.
- To switch whether or not you request a report when the message has been read, press 6. If you request a read report, you will receive a notification in your mailbox when the recipient listens to your message.
- To add a further recipient, press 7.

1. Enter a telephone number or group list number, followed by #. See section 2.4, Dialing Rules for information about how to enter the number.

2. The number or, where available, the recipient's name, is then played back.
   - If you made a mistake and need to re-enter the number, press * to cancel and start again.
   - If you want to add additional recipients, enter the additional number followed by #.
   - If you want to continue with sending a message, just press #.
5.3 Future Delivery

You can schedule the delivery of voicemail messages so that they are sent at a future date, rather than immediately as normal. You can schedule your messages to be delivered up to ten days in the future (note: up to yesterday’s date, 10 days).

To schedule a message for future delivery, follow the instructions for creating a new voicemail message shown in section 5.1, Sending a message when you are logged into, then:

- press 1 for delivery options
- press 9 to schedule future delivery.

There is a limit to the number of messages you are allowed to schedule for future delivery. If you reach this limit, you will hear a message and then be sent back to the Delivery Options menu.

You are then prompted to schedule the date and time you want Voice Mailbox to deliver your message.

1. As a shortcut, to schedule the message for delivery later today, press 0. In this case you will move straight to confirming the date as described at step 4 below.

2. Alternatively, enter the day of the month (from 1-31 as applicable), on which you want to schedule the message for delivery.
   - After entering the day, wait for the next announcement, or press # to proceed immediately.
   - If you make a mistake, press * to cancel and start again.

3. Next enter the number of the month (from 1-12) during which you want the message to be delivered. Again as a shortcut, you can schedule the delivery for later today by pressing 0 and skip to step 4 below.
   - After entering the month, wait for the next announcement, or press # to proceed immediately.
   - If you make a mistake, press * to cancel and start again.

4. You will then hear an announcement stating the date you have selected.
- If you want to change the delivery date, press 1.
- If the date of delivery is correct, press #.
- If you want to cancel the future delivery and return to the Delivery Options menu, press *.

5. Finally, enter the time of day when you want the message delivered.

1. You must first enter the hour (from 0-24) during which you want the message to be delivered.

   If you entered a number that is between 1 and 12, you are asked to confirm whether you want am or pm.

   • To select am, press 1. • To select pm, press 2.

   If you made a mistake, press * to select the hour again.

2. You must then enter the minute of that hour (from 0-59) on which you want the message to be delivered.

   • After entering the minute, wait for the next announcement or press # to proceed immediately.

   If you made a mistake, press * to select the minute again.

3. Your selected date and time is then read back.

   • To confirm the future delivery, press #. You are then returned to the Delivery Options menu as described in section 5.2, Delivery options for messages, where you can set other options for this message.

   • If you instead want to send the message immediately, press 1.

   • If you would like to start the future delivery process again, press 2.

   • To cancel Future Delivery and return to the Delivery Options menu, press *.

6. The message is now ready for future delivery, and you are returned to the Delivery Options menu.

   • If there is a problem, you will hear a set of specific instructions that you should follow. You can either select immediate delivery, or delete the message.

5.3.1 Notes on making messages for future delivery

When scheduling a future delivery message, you should note the following details.

- If you are sending the message to a group list (see section 7.1, Creating and managing your group lists), the message will be sent to the list of subscribers as it stood when the message was scheduled. If you subsequently make changes to the members of that group list, the message will still be delivered to the original members of that group, even if you have deleted or added members.

   If you do make changes to a group list for which you have a future delivery message scheduled, you should edit that message by following the instructions in section 5.3.2, Checking your future delivery messages.
• If the recipient of the message is in a different time zone, note that the message is scheduled according to the local time for your account.

• It is possible to select a time which is omitted because of the start of daylight savings time. If this happens, the message will be delivered at the start of the following hour, meaning the message is delayed at most by one hour.

5.3.2 Checking your future delivery messages

When you sign into your mailbox, you will hear a message if you have scheduled any messages for future delivery that are still awaiting delivery.

If you want to make any changes to the delivery options for these messages, listen to your messages, press 9.

1. You will first hear an announcement stating the number of messages you have pending for future delivery.

2. For each message, in order of scheduled times for delivery, you will hear the message header. The message header includes the time and date that the message is scheduled for delivery, the recipients, and settings for any delivery reports and urgency flags.

3. You have the following options when a message header is read out.
   • To select the message for editing, press 1.
   • Follow the instructions included in 5.3.3, Editing a message pending future delivery.
   • To delete the message, press 2.
   • The message is deleted and you move on to the next message.
   • If you change your mind, you can get the message back (within the same call) by following the instructions in section 4.6, Managing erased messages.
   • To skip to the next message, press 9.
   • To return to the Review Messages menu without making any changes, press *.

5.3.3 Editing a message pending future delivery

Once you have selected the message you had scheduled for future delivery by following the procedure detailed in section 5.3.2, Checking your future delivery messages, you are offered the following options.

• To reschedule the message, press 1.
• You are then taken to the Future Delivery menu detailed in section 5.3, Future Delivery.
• To re-record the content of the message, press 2.
• Record your new message and press # when you are finished.
• When you have finished re-recording the message, you return to the Edit Future Delivery Message menu.
• To change other delivery options for this message, press 3.
• To switch whether or not the message is marked as urgent, press 3. Marking your message urgent ensures the recipient hears that message before any other non-urgent messages – even if your message was sent after those non-urgent messages.

• To switch whether the message is marked as private or not, press 4. Marking your message private will prevent the recipient from forwarding your message to anyone else.

• To switch whether or not you request a delivery report, press 5.

• To switch whether or not you request a report when the message has been read, press 6.

• To save current changes, press 4.

• To select a different message, press *.

You cannot change the telephone numbers within a message that has already been scheduled. Instead, delete the message and re-create it.

6 Greetings menu

Your greeting is the message played to callers when they reach your voicemail. You can choose from a selection of different greetings, as detailed in the following list.

• Your personal greeting is your normal message. You recorded your personal greeting when you set up your account.

• If you are a member of a business group, your internal greeting is used to greet other members. Your personal greeting is used for external callers.

• If you do not want to use a personal greeting or an internal greeting, you can choose a system greeting instead.

Depending on the features available with your account, you may also be able to select from the following advanced greetings.

• An extended absence greeting can be turned on when you are out of the office for a long period of time. The extended absence greeting can also be set to announcement-only, which means that callers will not be able to leave a message for you.

• An internal extended absence greeting is similar to the standard extended absence greeting, but is used when receiving calls from other members in your Business Group.

• An out of hours greeting plays automatically during the times when it is outside your normal working hours.

• A busy greeting plays when your phone is already in use when the caller tries to call you.

• Finally, you may set your telephone to immediately forward all calls to your voicemail. In this case, you can set up an all calls forwarded greeting to play when this feature is active.
To work with your greetings, press 3 from the main menu. When you enter this menu you will hear an announcement stating what greeting you are currently using, and whether or not you are accepting messages.

6.1 About recording greetings

Whichever of your greetings you work with, the way you record and review it is the same.

6.1.1 Recording a greeting for the first time

The first time you select any type of greeting, you will be asked to record a message. This automatic recording happens whenever you enter a greeting menu and you do not already have a recorded message for that type of greeting.

An announcement will prompt you to record your new greeting message.

1. Record your new greeting, pressing the # key when finished.

2. An announcement then plays back your recording.
   • To use your new recording, press 1.
   • To re-record it, press 2.
   • To exit without saving any changes, press 3.

3. You are then taken to the normal menu for managing this type of greeting.

6.1.2 Changing a greeting

Whenever Voice Mailbox asks you to re-record a greeting, you will hear the following prompts.

1. An announcement asks you to record the new greeting and to press # when you are finished.
   • On some versions of Voice Mailbox, you will hear a warning (either a beep or a system announcement) as you approach the maximum length for a greeting.

2. Your recording is then played back for you to review.
   • To accept the new greeting, press 1.
   • To re-record it, press 2.
   • To exit without saving, press 3. This will leave you using the greeting message that was in place before you attempted to re-record it.

6.2 Managing your personal greeting

Your personal greeting is a message that you will have recorded when you set up your account (see section 3.1.3, Choosing a greeting). It is played to callers when they reach your voicemail.

If you do not want to use a personal greeting, you can use any of a number of system generated greetings. See section 6.4, Managing your system-generated greetings and name recording.
If you are a member of a business group, you can create an internal greeting that is used when other members of your business group contact you.

To change your personal greeting, press 1 from the greetings menu.

- An announcement plays back your current personal greeting.
- To re-record your personal greeting, press 1. See section 6.1.2, Changing a greeting, for details about recording a new greeting message.

Only if you are a member of a business group, to manage your internal greeting, press 2.

- If you haven't recorded an internal greeting, you are immediately prompted to do so as described in section 6.1.1, Recording a greeting for the first time.
- If you have recorded an internal greeting, you are presented with the following options.
- To re-record your internal greeting, press 1. See section 6.1.2, Changing a greeting, for details about recording a new internal greeting message.
- To switch your internal greeting message on or off, press 2.
- To exit without making any changes, press *.

6.3 Managing your extended absence greeting

You can set up an extended absence greeting for occasions when you are going to be unable to answer your phone for a long time. If you also know that you are going to be unable to pick up any messages that are left, you can even set Voice Mailbox so that it does not allow callers to leave you messages. You can also record a separate internal extended absence greeting to be played when members of your business group call.

To set up an extended absence greeting, press 2 from the greetings menu.

The first time you enter the extended absence greeting menu, in addition to being asked to record the greeting, you are also asked to decide whether or not you want to receive messages when the extended absence greeting is active.

- To prevent message delivery, press 1.
- To leave the setting off, and to allow callers to leave you messages, press #.

If you choose not to receive messages, callers will be played your extended absence greeting and then the system will say goodbye and hang up.

If you have previously set up an extended absence greeting, you are told whether it is active or not. Then:

- To switch your extended absence greeting on or off, press 1.
- To review or change your extended absence greetings, press 2.
- To re-record your extended absence greeting, press 1. See section 6.1.2, Changing a greeting, for details about recording a new greeting message.
• Only if you are a member of a business group, to re-record your internal extended absence greeting, press 2. See section 6.1.2, Changing a greeting, for details about recording an internal extended absence greeting message.

• To exit without making any changes, press *.

• If the extended absence greeting is enabled, to switch whether you want to accept messages or not, press 3.

• Only if you are a member of a business group, to review or change your internal extended absence greetings, press 4.

• To re-record your internal extended absence greeting, press 1. See section 6.1.2, Changing a greeting, for details about recording an internal extended absence greeting message.

• To switch your internal extended absence greetings on or off, press 2.

6.4 Managing your system-generated greetings and name recording

Rather than using a personal greeting, you can use one of Voice Mailbox's system-generated greetings. Optionally, to help callers determine that they have reached the right account, the system-generated greetings can include a recording of your name.

To set up your system-generated greetings and name recording, press 3 from the greetings menu.

• An announcement states the type of greeting you are currently using.

• To select the type of and to activate system-generated greetings, press 1.

• To review or re-record your recorded name, press 2.

6.4.1 To use a system-generated greeting

An announcement states the current greeting that you are using.

• If you are currently using a personal greeting and want to use a system-generated greeting, you must first press 1 to confirm that you want to select a system-generated greeting instead. The system initially chooses a system-generated greeting that includes your recorded name.

• After confirming, or if you are already using a system-generated greeting, you are offered the following options.

• To use a greeting that includes your recorded name, press 1.

• To use a greeting that includes your number, press 2.

• To use a greeting that includes neither your name, nor your number, press 3.

• To review or re-record your recorded name, press 4, and then refer to section 6.4.2 below.

• In each case above, an announcement plays the new greeting.

• To select and use this greeting, press 1.

• To change your mind and select a different greeting, press 2.
6.4.2 To review or re-record your spoken name

An announcement plays your current recorded name.

- To re-record it, press 1.
  1. Record your new name, pressing # when finished.
  2. An announcement plays back your recording.
- To accept it, press 1.
- To re-record it, press 2.
- To exit without saving your any changes, press 3.
- To exit to the previous menu, press *. 

6.5 Managing your busy greeting

If a caller attempts to contact you while your phone line is in use, you can set Voice Mailbox to play a different greeting to that used when you simply do not answer.

To manage your busy greeting, press 5 from the greetings menu.

- An announcement states whether or not your busy greeting is active.
- To change whether or not you use your busy greeting, press 1.

Each time your press 1 in the Busy Greeting menu, the busy greeting is either activated or deactivated and you are returned to the start of the menu.

- To review or re-record your busy greeting, press 2.
- An announcement plays your current busy greeting.
- To re-record it, press 1. See section 6.1.2, Changing a greeting, for details about recording a new greeting message.
- To leave the busy greeting as it was played to you, press 2.
- To return to the previous menu without making any changes, press *.

6.6 Managing your out of hours greeting

If you have a phone that you use primarily for business, you can set Voice Mailbox to play callers a special greeting message if you are called when you are not working.

**Level 3** Voice Mailbox offers a number of standard schedules that include common working hours, but you can also create a custom schedule where you can set your own working hours for each day of the week.

Once you activate your out of hours greeting, Voice Mailbox will then play a specific message *outside of these times* to let your callers know that you are no longer working. You might like to explain in the greeting what your working hours are, to offer alternatives, or to say that you may not be able to answer their message until you are next at work.
Setting an out of hours greeting does not stop your phone ringing. If you are in the office after all, you can pick up and answer a call as normal.

To manage your out of hours greeting, press 6 from the greetings menu.

- An announcement states whether or not your out of hours greeting is currently active.
- If your out of hours greeting is currently turned off, you can make the following choices.
  - To turn the greeting on, press 1.
  - You are then returned to the start of the Out Of Hours menu.
  - To exit to the previous menu, press *.
- If your out of hours greeting is active, you can make the following choices.
  - To review or re-record your out of hours greeting, press 1, then refer to section 6.6.1.
  - To review or change your working hours, press 2, then refer to section 6.6.2.
  - To turn off the greeting, press 3.
  - You are then returned to the start of the Out of Hours menu as above.
  - To exit to the previous menu, press *.

### 6.6.1 Reviewing and re-recording your out of hours greeting

An announcement plays back your out of hours greeting.

- To re-record it, press 1. See section 6.1.2, Changing a greeting, for details about recording a new greeting message.
- To leave it as is, press 2.
- To return to the previous menu, press *.

### 6.6.2 Reviewing or changing the schedule used for your out of hours greeting

*Remember that Level 3’s Voice Mailbox plays the out of hours greeting outside of the times you set up in your standard or custom schedule. Your schedule details your standard working hours.*

An announcement plays back the current schedule used for your out of hours greeting.

If you are using a *standard schedule* and you want to

- use another standard schedule, press 1
- use a custom schedule, press 2
- exit, press *.

If you are using a *custom schedule* and you want to

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• use a standard schedule, press 1
• review or modify your custom schedule, press 2
• exit, press *.

Choosing a standard schedule

You can select from the following standard working hours schedules.

• To use Monday to Friday, nine to five, closed on holidays, press 1.
• To use Monday to Friday, nine to five, working on holidays, press 2.
• To use Monday to Friday, eight to four, closed on holidays, press 3.
• To exit without making any changes, press *.

In each case above, pressing a key activates the selected schedule and returns you to the Review Schedules menu.

Reviewing or modifying a custom schedule

For custom working hours schedules, your out of hours greeting will play all day on public holidays.

You can select from the following options.

• To review your current schedule, press 1. Your current schedule is announced.
• To modify your current schedule, press 2.
• To select the day whose schedule you want to change, press the number of that day (for Monday, press 1; for Tuesday, press 2, and so on).
• To clear your schedule for every day of the week, press 9.
• To finish modifying your schedule, press *.

Changing the custom schedule used on a selected day

• To add a new period, press 1.
  1. Enter the start time in 24-hour clock format.
  2. Enter the end time in 24-hour clock format.
  3. An announcement states the day and times you selected.
• To use the schedule as announced, press 1.
• To change the times, press 2.

4. You will then be asked if you want to copy to the schedule to another day.

• Enter the number of the day to which you want to copy the schedule (for Monday, press 1, for Tuesday, press 2, and so on).
• If you do not want to copy the schedule, press #.
To change or delete the current schedule, press 2.
To change it, press 1.
To delete it, press 2.
To select the next period, press #.
To exit without deleting your schedule, press *.
To clear your schedule for every day of the week, press 9.
An announcement asks you to confirm your decision.
To confirm your decision, press 1.
To return to the previous menu without making any changes, press *.
To finish modifying the schedule for this day, press *.

6.7 Managing your shared greeting options

If you have a number of phones associated with your account, Voice Mailbox will deliver all messages into the same mailbox, no matter which phone they are sent to. So, for example, you can pick up messages left on your business phone when you are out using your mobile phone.

Voice Mailbox can even send message alerts to all your phones, whichever phone has a message left on it. See section 7.4, Managing your notification options, for more details.

6.7.1 Setting all additional numbers to use the primary greeting

Note that this option is only available if at least one additional number is using its own greetings. The default behavior is for additional numbers to use the same greeting as the primary line, so this option will not be available at first.

To set all of your additional phones to use the same greeting message as your primary phone, you must first log on to Level 3 VoiceMailbox from your primary phone. Then:

1. To alter your shared greeting settings, press 7 from within the Greetings Option Menu.
2. You will hear an announcement asking you whether you want all your additional lines to use the primary phone’s greeting.
   • To accept, press 7.
   • To leave those additional numbers using their own greetings, press * to exit to the previous menu.
6.7.2 Changing the greeting options for a specific phone

To change the greeting option for a particular phone, you must first log on to Level 3 Voice Mailbox from that phone.

- When you enter the Greetings Option menu, if this phone is using the primary greeting you will hear an announcement stating that this is the case.
- To allow this phone to use its own greeting, press 7.
- If this phone is not using the primary greeting, you will be presented with the standard Greetings Option menu.
- You can manage greetings for this phone as described throughout this chapter.
- Alternatively, to make this number use the primary greeting again, press 7. An announcement states that this phone will now use the primary greeting.
- To change your mind switch back to using the phone's own greeting, press 7 again.
- To confirm and exit to the previous menu, press *.

6.8 Managing your all calls forwarded settings

Level 3's Voice Mailbox allows you to set your phone to forward all incoming calls straight to your voicemail, without ringing. If you use this feature, you can optionally set a different greeting, the all calls forwarded greeting, to play in this case.

To activate or deactivate this functionality, contact Level 3.

7 Changing your mailbox settings

The Mailbox Settings menu allows you to change your mailbox settings, such as your PIN, and other options that help you save time while using Voice Mailbox.

You can reach the Mailbox Settings menu by pressing 4 from the main menu. From this menu, you can:

- create and manage your group lists
- manage your hands free and time saver options
- change your security settings
- update your notification settings
- access additional settings
- access advanced call feature settings

Each option is described in its own section below.
7.1 Creating and managing your group lists

If you regularly need to send messages to a group of contacts, rather than entering each number in turn every time, Voice Mailbox allows you to set up a group list that contains all these numbers. You can start a list, record a name for the list (for example "sales team", or "group leaders") and then add numbers to it. Then, when you want to send a message, you only need to enter the group list number.

You can even add existing group lists to a new group list – for example to include the sales team, engineering team and maintenance team in a single group list.

To manage your group lists, press 1 from the Mailbox Settings Menu. From the Group Lists menu, you can:

• add a new group list
• edit an existing group list
• review existing group lists

Adding new group lists

If you want to create a new group list, press 1 from the Group List menu.

1. Enter a number (from 1-99) for the new group list, followed by #.
   • If you have entered an available number, you hear a message stating the number of the group list you have chosen.
   • To accept the number, press 1.
   • To select another number, press 2.
   • If the number is already in use, you hear a message telling you so, and you are prompted to enter a new number.

If you are a member of a business group, note that if you configure a group list that matches an existing extension number, the group list number will be used in preference to the extension number when addressing messages. To avoid confusion, we recommend you select a different group list number.

2. After the tone plays, record a name for the new group list, and then press #. The name you have recorded plays back to you.
   • To save the name, press 1.
   • To record a new name, press 2.
   • To continue without saving, press 3. This will leave the group list without a recorded name and continue to the next step. You can record a name for this group list later.

3. You can now add members to your group list. Enter either a subscriber’s telephone number, or the number of another group list, and then press #. See section 2.4, Dialing Rules, for information about how to enter telephone numbers.
4. When you have added the group list or subscriber, you are then taken into the Edit Group List menu at the point where the options available are played. Refer to section 7.1.2, Editing existing group lists.

7.1.2 Editing existing group lists

If you want to edit your existing group lists, press 2 from the Group List menu.

1. Enter the number of the group list you want to edit, and then press #.
   
   If you are not sure of the number of the group list you want to change, you can review your group lists as described in section 7.1.3, Reviewing existing group lists.

2. If you change your mind and you want to keep the group list as it is, press *.

   Otherwise, you can then select from the following options, each detailed in the following sections.
   
   • To add members to the group list, press 1.
   • To remove members from the group list, press 2.
   • To delete the group list, press 3.
   • To play the list of members, press 4.
   • To record a new name for the group list, press 5.
   • To exit, press *. This saves any changes you have made and finishes editing this group list.

Adding new members to the group list

To add members to the group list, press 1.

1. Enter the number of another group list or the subscriber's telephone number that you want to add to your new group list, and then press #. See section 2.4, Dialing Rules, for information about how to enter the number.

2. The spoken name of the person or group list that you have chosen plays.
   
   • To add the person or group list, press 1.
   • To change the number you entered, press *. You are prompted to enter a different number.
   • To cancel adding a new member altogether, press **.

3. When you have finished, you are returned to the Editing Group Lists menu.

Removing members from the group list
To remove members from the group list, press

2.

1. The first member's spoken name plays.
   • To remove the member, press 1.
   • To keep the member and go on to the next member, press #.
   • To finish removing members, press *.

2. When you have finished removing members, you return to the Editing Group Lists menu.

Deleting the group list
To delete the group list, press 3.

• You are asked to confirm that you want to delete the group list.
• To permanently delete the group list, press 1.
• The group is deleted, and you return to the Group List menu.
• To cancel this option and keep the group list, press *.
• You return to the group list's options.

Hearing the members of the group list
To hear the members of the group list, press 4.

• The members' spoken names play in order, and you return to the Editing Group Lists menu.

Recording a name for the group list
To record a new name for the group list, press 5.

1. After the tone plays, record a name for the new group list, then press #. The name you have recorded plays back to you.
   • To save the name, press 1.
   • To cancel the recording and record a new name, press 2.
   • To cancel the recording, keep the old recorded name, and return to the Editing Group Lists menu, press 3.

7.1.3 Reviewing existing group lists
If you want to review your group lists, press 3 from the Group List menu.

1. A message tells you how many group lists you currently have set up.

2. Each group list is read out in turn.
   • To select this group list, press 1. You are then taken to the Edit Group Lists menu (described in section 7.1.2, Editing existing group lists).
7.2 Hands Free and Timesaver menu

Using Voice Mailbox’s Hands Free and Timesaver options, you can make the most of your time by changing what parts of a message are played back to you, or make using hands-free navigation easier.

To manage your hands-free and timesaver settings, press 2 from the Mailbox Settings Menu. From the Hands Free and Timesaver menu, you can:

• change your auto play settings
• change how urgent messages are played
• change how voicemail messages are played

7.2.1 Changing your auto play settings for messages

By default, your account is set to play the main menu after you log on.

**Auto play** allows you instead to go directly to your messages as soon as you enter your mailbox. It is described as a hands-free feature, because you do not have to press any buttons to hear your messages.

From the Hands Free and Timesaver menu:

• if you want to change the auto play settings of your standard messages, press 1
• if you want to change the auto play setting of your urgent messages, press 2.

In each of the cases above the following options are then played.

1. An announcement states whether or not your voicemail messages are automatically played when you log in.
   • To switch this setting for voicemails, press 1.
   • To exit without making any changes, press *.

2. After you have chosen an option:
   • An announcement states the new auto play setting.
   • To confirm the change, press 1.
   • To return to the Auto Play Settings menu without saving your changes, press *.

3. Once you have made your changes, you are then returned to the Hands Free menu.

7.2.2 Changing the play back of message headers and bodies

The time and date of each message is always recorded when someone leaves a message for you. This information is called the message header. You can choose whether the message header is played before each message.

If you wish, you can also prevent the content of your messages from being played automatically. This content is called the message body.
From the Hands Free and Timesaver menu, to change whether or not the message headers or bodies are played for your voicemails, press 3.

An announcement states whether the message header or body are set to play.

- To switch the playback of the message headers on or off, press 1.
- An announcement asks you to confirm the change.
- To confirm, press 1.
- To change your mind, press *.
- To switch the playback of the message body on or off, press 2.
- An announcement asks you to confirm the change.
- To confirm, press 1.
- To change your mind, press *.
- You are then returned to the Hands Free and Time Saver Settings menu.

You cannot turn off both the playback of message headers and message bodies. If you turn off the playback of one, Level 3’s Voice Mailbox will automatically enable the other.

7.3 Managing your security options

To change the security features of your account, press 3 from the Mailbox Settings Menu. From the Security Options menu, you can:

- change your PIN
- activate or deactivate the fast login feature

7.3.1 Changing your PIN

If you want to change your PIN, press 1 from the Security Options menu.

1. At the prompt, using your telephone keypad, enter a new PIN, and then press #.
   - Your service provider may impose checks on your new PIN to ensure that you are setting a PIN that could not easily be guessed by someone else. For example, checks may be in place to set a maximum or minimum length for your PIN, or to prevent you including part or all of your telephone number, or an ascending or descending series of numbers, or repeated digits in the PIN.
   - If your new PIN fails one of these checks, you will hear an error message explaining why your PIN is being rejected. You will then be returned to the Security Options menu, where you can enter another PIN. PIN setup will continue once you have entered a PIN that satisfies these checks.
2. At the next prompt, re-enter your new PIN, then press #.

3. You return to the Security Options menu.

7.3.2 Using the Fast Login feature

When you log into your account from another phone, such as a hotel phone or public payphone, you are asked to enter your telephone number and PIN. By default, if you are dialing in from the phone with which the account is associated, you do not have to enter the telephone number before entering your PIN. This feature is known as Fast Login.

If you prefer, you can set your account such that you must always enter the telephone number, no matter which phone you are using.

To change whether or not you use the Fast Login feature, press 2 from the Security Options menu.

1. An announcement states whether or not Fast Login is active.
   - To switch the setting, press 1.
   - To keep the setting as it is, press *.

2. Once complete, you return to the Security Options menu.

7.4 Managing your notification options

How do I know if someone has left me a message? Level 3’s Voice Mailbox has a number of ways of telling you when you receive a new message. These methods are known as notifications.

- Depending on your network configuration, you may be able to utilize MWI. The Message Waiting Indicator (MWI) is a signal displayed on your main phone. Your MWI could be a blinking light on your telephone or an interrupted dial tone.
- If you have requested that Level 3 enable the email notification option, you will receive an email every time a new message is deposited in your mailbox.
- If you have requested that Level 3 have a pager gateway email address, you can use this feature to get a message on your pager.
- If you have requested that Level 3 set up out dial notifications, Voice Mailbox will call you on another phone to tell you that a message has been left for you on this phone. For example, you can configure Level 3 Voice Mailbox to call you on your mobile number if a message is left on your business number.

If you do not answer the out dial call, Voice Mailbox will try again a short while later. MWI is automatically enabled. Once Level 3 has set up the notification options, you can enable and disable notification using your phone.

To manage your notification settings by phone, this needs to be setup by Level 3. Please contact Level 3 for this option.

1. An announcement states your current settings for MWI, email, pager and out dial notifications. If you have activated the override schedule, the announcement will include the date at which it expires.
• To change whether or not you receive notifications through MWI (for example, a light on your phone or stutter dial tone), press 1.

• To change whether or not you receive notifications on your pager, press 2.

• To change whether or not you receive notifications by email, press 3.

• To change whether or not you receive notifications by calling another phone line, press 5.

When you answer the out dial notification to your phone you will hear:

A long tone followed by, “Hello, this is the voicemail service with a message for (recorded name on the mailbox). If you need to transfer the call, do so now. If this person is not available or cannot be reached at this time, please press 1”. To sign into the mailbox and listen to the message, please press 2.

• To deactivate the temporary out dial schedule, press 6.

2. In each case, an announcement states that the setting has been switched and you are returned to the Notification Settings menu.

7.5 Additional Settings

To access the Additional Settings menu, press 6 from the Mailbox Settings menu. The Additional Settings menu contains a number of options you can use to:

• change the attendant number

• choose whether to hear marketing announcements

7.5.1 Attendant Number

If permitted by your type of account, you can set up a number to which callers can divert instead of leaving a voicemail message. This number is known as the attendant number and might be the number of your reception desk, or secretary. The caller can press 0 to transfer to the attendant number.

An attendant is sometimes also referred to as an operator, or a receptionist. These terms all mean the same thing.

You can add an attendant number by pressing 1 from the Additional Settings menu on the Mailbox Settings Menu.

1. You will hear an announcement either stating your current attendant number, or that you do not have an attendant number selected.

2. To enter a new attendant number, press 1.

1. Enter the attendant number followed by #. See section 2.4, Dialing Rules, for information about how to enter the number.
2. The number you entered is played back to you for review.
   - To accept it, press 1.
   - To re-enter it, press 2.

3. Alternatively, to delete your attendant number, press 2.

8 Setting up Reminder calls

Using the Reminders service, you can set Voice Mailbox to call your phone at a pre-arranged time. You can record a message to be played back during the reminder call, and you can set a one-off alarm call, or have them recur daily or just on weekdays.

Reminder calls are delivered to the phone you use to set them up. If you want to deliver a Reminder to another phone associated with your account, log into your account from that phone and carry out the following instructions.

To reach the Reminders menu, press 5 from the Main Menu.

The Reminders menu tells you whether you have any active reminders and then presents a list of options. You can:

- switch whether or not reminders are active
- add a new reminder
- maintain your existing recurring reminders
- maintain your existing one-off reminders

Each option is described in its own section below.

8.1 Activating and deactivating reminders

If you wish, you can turn off the delivery of reminders altogether. For example, you might do this if you are on vacation and do not wish to be disturbed with regular scheduled reminder calls.

1. Whenever you enter the Reminders menu, you will hear an announcement telling you whether reminders are active or not.

2. To activate or de-activate your reminders, press 1 from the Reminders menu.

3. You are then returned to the start of Reminders menu, which will announce the new state of your reminders.

8.2 Adding a new reminder

To set up a new Reminder, press 2 from the Reminders menu.

1. You are prompted to record your new reminder and to press # when complete.
• If you make a mistake, press * to cancel and start again.
• On some versions of Voice Mailbox, you will hear a warning (either a sound or a system announcement) as you approach the maximum recording length for a reminder.

2. Once you press #, the reminder message will be played back to you for review.
   • If you are happy with the message, press 1.
   • If you want to re-record the message, press 2.

3. You are then asked whether you want to make this a recurring or one-time reminder.
   • To make it a one-time reminder, press 1.
   • To make it a recurring reminder that is delivered every weekday, press 2.
   • To make it a recurring reminder that is delivered every day, press 3.

4. If you have selected a one-time reminder, you must now select a date.

6. First enter the number of the month (from 1-12) during which you want the reminder to be delivered.
   • After entering the month, wait for the next announcement, or press # to proceed immediately.
6. Then enter the day of the month (from 1-31 as applicable), on which you want the reminder to be delivered.
   • After entering the day, wait for the next announcement, or press # to proceed immediately.

6. Your selection is then read back.
   • If the date of delivery is correct, press 1.
   • If you want to change the delivery date, press 2.

5. Finally, enter the time of day when you want the reminder delivered.

1. First enter the hour (from 1-12) during which you want the reminder to be delivered.
   • After entering the hour, wait for the next announcement, or press # to proceed immediately.
2. Next enter the minute of that hour (from 0-59), on which you want the reminder to be delivered.
   • After entering the minute, wait for the next announcement, or press # to proceed immediately.
3. You are asked whether the time you selected is am or pm.
   • To select am, press 1. • To select pm, press 2.
4. Your selection is then read back.
6. The reminder is now ready for delivery, and you are returned to the Reminders Menu.

8.3 Changing your reminders

If you have already set up one or more reminders, you can change them using the Reminders menu.

• To change your recurring reminders, press 3 from the Reminders menu.
• To change your one-time reminders, press 4 from the Reminders menu.

Whether you are working with recurring or one-time reminders, the process is the same.

• The recording associated with each reminder is played back, in sequence.
• To change the reminder, press 2.
• To move on to the next reminder in the list, press #.
• To return to the start of the list of reminders, press 1.

Once you have selected a reminder to change, you can choose from the following options.

• To delete the reminder, press 1.
• The details of the reminder are played again.
• To confirm the deletion, press 1.
• To return to the previous menu, press 2.
• To change the date or time of the reminder, press 2.
• The details of the reminder are repeated.
• To change the date of the reminder (for one-time reminders only), press 1.
• To change the time of the reminder, press 2.
• You are then taken to the relevant step in section 8.2, Adding a new reminder.
• To re-record the message associated with the reminder, press 3.
• The details of the reminder are played again.
• To re-record the message, press 1.
• To return to the previous menu, press 2.
• You are then taken to the relevant step in section 8.2, Adding a new reminder.

9 AutoAttendant

Level 3’s AutoAttendant is an automatic call answering service that provides callers with an easy-to-use and interactive menu of actions to take upon reaching your business. AutoAttendant can be customized to
support the unique ways businesses operate today, during and after hour normal business hours. This includes:

- Playing recorded announcements (i.e. business hours, directions, etc.)
- Allowing callers to enter the extension of the person they wish to speak
- Providing different menus for business and non-business hours
- Allowing callers to direct themselves to the department they wish to connect
- Directing callers to an “after-hours” menu with unique options
- An easy to use and manage Telephone User Interface (TUI)
- Allowing callers the option of leaving a voicemail message by selecting extension or name
- Answering calls from non-dual tone multi-frequency (DTMF) phones or plays an announcement to the caller if they are uncertain which option to choose
- Offering multiple time periods in the schedule

A given AutoAttendant menu can be configured so that it is active all the time or active according to a schedule containing up to three predefined time periods.

This allows you to vary the menus presented by your AutoAttendant at different times of the day. A further period is available that determines the menus presented on special days of the year like national or state/local holidays.

Once the AutoAttendant is set up, you can subsequently use the self-care TUI to turn the AutoAttendant on or off, to record announcements, and to record the names of contacts if you are using ‘dial by name’ or ‘voicemail by name’.

This section describes the configuration tasks that you can perform on an AutoAttendant using the selfcare telephone user interface (TUI). The TUI uses the same global keys as the other Voice Mailbox selfcare TUIs.

9.1 Accessing the AutoAttendant self-care TUI

You can access the AutoAttendant self-care TUI main menu

- by dialing in to the caller TUI and pressing *6
- using the call forwarding number that redirects to the caller TUI, and then pressing *6

You can use *6 after dialing into the caller TUI whether the tree is turned on or off.

Once you have accessed the AutoAttendant self-care TUI, you will be prompted to enter the telephone number and the PIN for the account.

You will then hear the main menu, prompting you to choose one of the following keys:

- Press 1 to change your configuration.
• Press 2 to change your other settings, for example to reset the PIN.

• Press 3 to log in as another subscriber. You will then be prompted to enter a telephone number including the area code and the appropriate PIN.

9.1.1 AutoAttendant configuration menu

• Press 1 if you want to change the status of your AutoAttendant. This will turn AutoAttendant off if it is currently on, and vice versa. You will then hear the AutoAttendant configuration menu again, which will also tell you the new status of AutoAttendant.

If you attempt to activate your AutoAttendant but the menus have not yet been configured correctly, you will hear an error message telling you why your AutoAttendant cannot be turned on.

You can make the necessary recordings using the TUI, as described below.

• Press 2 to record or edit announcements. You will then hear the recording selection menu described below.

• Press 3 to record names for extensions in the extensions list. The extensions list contains those extensions that callers can access from the AutoAttendant number using the dial by name, voicemail by name, dial by extension or voicemail by extension menu options. Extensions must have a spoken name recording before they can be accessed using dial by name or voicemail by name.

Selecting option 3 will take you to the name recording menu described below.

9.1.2 AutoAttendant announcement recording menus

This section describes how to select extension numbers and announcements, and how to make recordings for both of these.

Selecting an extension number

The following is the procedure for selecting an extension number for the AutoAttendant.

• Enter the extension number for whom you want to record a name, followed by the # key.

• Remember that callers cannot access an extension using dial by name or voicemail by name until it has a name recording associated.

• You are taken to the "Recording the new name" menu.

Selecting an announcement

The procedure for selecting an announcement is as follows:

• Enter the announcement ID followed by the # key.

  If you enter a valid announcement ID, you will be invited to edit the recording associated with it on the "Recording the new announcement" menu.

  If you enter an announcement ID that is not valid, you will hear an error message, before hearing the announcement selection menu again.
Recording the new name

Depending on whether or not the extension you selected already has a recording associated with it, you will hear the following menus.

*Recording exists*

- If you already have a recording, you can review it, or re-record the recording.
- To review it, press 1. You will then hear the name recording or existing announcement.
- To re-record it, press 2. You will then be asked to make a recording as described in "Recording menu".
- To exit, press *. No recording exists

If no recording exists you will be taken straight to the recording menu described in "Recording menu".

*Recording the new announcement*

Depending on whether or not the announcement you selected already has a recording associated with it, you will hear the following announcements.

*Recording exists*

- On selecting the announcement, you will hear current recording associated with it.
- To re-record it, press 1. You will then be asked to make a recording as described in "Recording menu".
- To exit, press *. No recording exists

If no recording exists you will be taken straight to the recording menu described in "Recording menu".

*Recording menu*

- Record the name for the extension or announcement as appropriate and press # when finished.
- You are then asked whether you are happy with the recording.
- To accept it, press 1.
- To re-record it, press 2.
- To cancel without saving the recording, press 3.
- For announcements only, to add additional material to the recording, press 4.

9.2 AutoAttendant settings menu

You can use the TUI to change some of the settings for your AutoAttendant line. You may be able to select the following keys to change the settings on your AutoAttendant.

From the AutoAttendant Settings menu, you can do the following.
• Press 3 to access the Security Options menu.
• You can then press 1 to change the PIN used to access the AutoAttendant line on the TUI.
• Press 6 to access the Additional Settings menu. You can then choose from the following options.
• Press 4 to change broadcast preferences.

10 Helpful Hints
The Helpful Hints menu tells you about many of the features of Level 3’s Voice Mailbox, and the keys you can use to move around within it.

The menu is broken up into a number of sections. You can move around the Helpful Hints menu in the following way:

1. Enter the Helpful Hints menu by pressing 0 from the main menu or while retrieving your messages.
2. To step forward one hint, press #.
3. To return to the first hint, press 1.
4. To return to the Mailbox Settings menu, press *.

The hints that you can listen to are as follows.

• Using the pound or hash (#) key.
• Using the star (*) key.
• Using the playback cueing option keys and time saver options.
• Changing the playback volume of voice messages.
• Changing the speed of message playback.
• Replying to, forwarding and sending messages.

A (APPENDIX A)
What callers hear when they reach your mailbox

This section explains how Level 3’s Voice Mailbox from a third-party caller’s perspective, to help you understand what callers hear when they reach your mailbox.

Depending on how you have configured your account, Voice Mailbox will play its announcements.

If you do not answer your phone or your line is busy, the Voice Mailbox system starts.
• Your selected greeting plays.

• Once the caller has selected a mailbox they will then hear the greeting configured for that mailbox.

• If you have configured your account to use an extended absence greeting with "announce only" turned on, the caller cannot leave a message. The call ends.

• If you have configured an attendant number, the caller can press 0 to transfer to it instead of leaving a message.

• Otherwise, the caller is asked to record a message after the tone. They can also press the # key during the greeting to hear the tone right away.

• When they have finished recording, the caller can either hang up to send the message, or press # to end the recording and hear more options.

A.1 Changing voicemail message options

If the caller presses # to hear further options, the following choices are available.

• To review the message they have left, the caller can press 1. The recording is then played back.

• To re-record the message, the caller can press 1 again.

• To keep the current recording and add to it with a further recording, the caller can press 2. This feature allows them to add more information to their message without having to rerecord it entirely.

• If the caller is happy with the recording as it is, they can press #.

• To switch whether or not the message is marked as urgent, the caller can press 2. Marking a message urgent ensures you hear it before any other non-urgent messages – even if it was sent after those non-urgent messages.

• To switch whether the message is marked as private or not, the caller can press 3. Marking a message private will prevent you from accidentally forwarding it to anyone else.

A.2 Cancelling the voicemail message

To cancel the message after recording it, the caller can take the following steps.

1. Press # on the telephone keypad at any time while recording the message.

2. Press * to cancel the message. This returns the caller to the start of the call, with a prompt to record a new voicemail.

3. Hang up during the prompt.

The original message is discarded and, because the caller hung up before beginning to record a new one, no message is deposited in your mailbox.