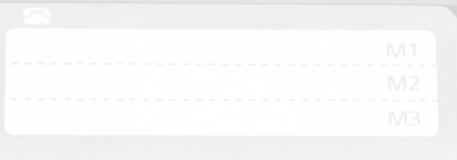


CENTREX VOICEMAIL

User Guide

Dedicated Access
Centrex



FairPoint
communications



Welcome to Centrex Voicemail

With Centrex Voicemail from FairPoint, there's no reason to ever miss a phone call again. Combined with the powerful call management features that come with your service, Centrex Voicemail will give you complete control of how you manage your voicemail traffic.

VOICEMAIL BASICS

You may interact with your Centrex™ Voicemail Service from any Touch-Tone™ telephone. You can receive messages 24 hours a day, 7 days a week. You may have a total of 30 or 60 messages (new as well as saved messages) in your mailbox at one time, depending on the type of mailbox you have. The maximum length of each message is 4 to 6 minutes and you may save new messages for a maximum of 30 to 60 days (again depending on the type of mailbox you have).

Getting Started

The first time you use your mailbox, you must personalize it using the following steps:

1. Dial your access number.

Prompts will guide you through setting up your mailbox. When calling from a remote telephone, you will need to press the # key, dial your 10 digit mailbox number, then press the # key again.

2. Dial your starter password.

The starter password is the last 4 digits of your Centrex number. Dial your starter password, then press #.

3. Dial a new password.

When prompted, enter an easy-to-remember **4 to 10** digit number, then **press the # key**. Since you **MUST** remember this number, the service will recite it back. **Press 1** to keep it, **press 2** to cancel and change

YOUR PASSWORD CANNOT BE:

- any part of your telephone (mailbox) number, including the last four digits of your phone number
- a series of the same digit (e.g. 33333)
- a sequence of digits (e.g. 23456)

4. Record your name.

When prompted, record your name and **press the # key**. The service will play it back.

Press 1 to keep it, **press 2** to cancel and re-record.

5. Record your greeting

When prompted, you will have 30 seconds to record the greeting callers will hear when you are not available; then **press the # key**. The service will play it back. **Press 1** to keep it, **Press 2** to cancel and re-record.

RETRIEVING YOUR MESSAGES

Using a TouchTone™ telephone:

1. Dial your access number.

When calling from your own number, you'll hear a prompt to enter your password. When calling from a remote telephone, you will need to press the # key, dial your 10 digit mailbox number, then press the # key again.

2. Dial your password.

The system tells you how many messages you have new and saved.

3. To hear your messages.

Press 1 from the Main Menu. When the message ends:

- Press 1 to **play** the message again
- Press 2 to **save** the message
- Press 3 to **erase** the message
- Press 4 to **reply** to the message sender
- Press 5 to **forward** a copy of the message to someone else
- Press 6 to **hear** the date, time and sender of the message
- Press # to **skip** the message

After the last message is played, you may:

- Press 1 to **save** deleted messages
- Press 2 to **go back** to the main menu

4. Anytime during the message, you may:

- Press 4 to **slow** the message down
- Press 5 to make the message **louder**
- Press 6 to play the message **faster**
- Press 7 to **rewind** the message 5 seconds
- Press 7, 7 to **rewind to the beginning** of the message
- Press 8 to **pause** and restart the message
- Press 9 to **fast forward** the message 5 seconds
- Press 9, 9 to **fast forward to the end** of the message

SENDING MESSAGES

You may record and send messages to other voicemail subscribers on the system individually or as part of a group list.

1. To send a message, press 2 from the main menu.

Dial a 10 digit mailbox number or group list number, then **press the # key**. If you want to send a message to more mailboxes, press 1 and continue to add numbers.

2. Record your message after the tone, and press the # key.

3. You will hear the Send Options, including delivery options;

- Press 1 to **send** your message
- Press 2 to **hear** your message
- Press 3 to **re-record** your message
- Press 4 to mark your message **private**
- Press 5 to select **future delivery**
- Press 6 to request a **return receipt**
- Press 7 to mark your message **urgent**
- Press * to **cancel**

DELIVERY OPTIONS

Private - Private messages can't be forwarded to anyone by the recipient.

Future Delivery - Allows you to choose a time and date for a message to be sent. The system allows you to record a message for delivery up to 365 days in advance. You will be prompted for the month, day, time, AM or PM for each message to be delivered. Each message recorded counts towards the maximum storage allowance in your mailbox until it is sent.

Return Receipt – You will receive a confirmation message when your message has been heard.

Urgent – Urgent messages are heard before regular messages.

PERSONAL OPTIONS

The Personal Options menu provides you with the flexibility to change your greetings, name, and password; change notification options, establish group lists, set message preferences and create Individual mailboxes.

To change your greeting or name:

- From the main menu, press 3 to go to Personal Options, then press 2 to reach the Greetings menu.
- To change your Name Recording, press 1 and follow the prompts.
- To change your Greeting:
 - Press 3 to change your Personal Greeting
 - Press 4 to record and schedule your Extended Absence Greeting

GREETING OPTIONS

Personal Greeting – You can record a greeting in your own voice asking callers to leave a message.

System Greetings – If you don't want to record a Personal Greeting, you can choose a System Greeting that plays your Recorded Name, your telephone number or simply asks callers to leave a message without providing identifying information.

Extended Absence Greeting – If you will be away from the office for a period of time, you may want to schedule this greeting. Unlike the Personal and System Greetings, callers cannot bypass it by pressing the # key. Callers must listen to the entire greeting. When this greeting is active, you can choose to allow messages to be accepted into your mailbox or not.

To change your password or prompt level or personal receptionist number:

- From the main menu, press 3 to go to Personal Options, then press 1 to reach the Personal Profile menu.
- To change your password, press 1 and follow the prompts.
- To change prompt level, press 2, then:
 - Press 1 to select the standard Full Prompts
 - Press 2 to select the expert level Quick Prompts
- To change Notification Options, press 3 and follow the prompts.
- To set-up and change personal receptionist, press 4 and follow the prompts.

NOTIFICATION OPTIONS

After you receive a message in your mailbox, you can set up your mailbox to send you notification of the new message in three ways: Special Delivery (outcall to a telephone), Pager, or SMS (text notification to cell phone). You may also choose for the service to notify you of all or only urgent messages.

To set up notifications:

- From the Main menu, press 3 to reach Personal Options, press 1 to reach Personal Profile menu, then press 3 for Notification Options.
- To set up **Special Delivery**, press 2. Follow the prompts to enter the telephone number to be called, set up a schedule and choose notification for all messages or urgent only.
- To set up **Wireless SMS**, press 4. Follow the prompts to enter your service provider, cell phone number and choose notification for all messages or urgent.
- To set up **Pager**, press 5. Follow the prompts to enter your service provider, pager number and choose notification for all messages or urgent only.

GROUP LISTS

Group Lists allow you to quickly send a message to a group of people all at once. You may create up to 3 Group Lists with a maximum of 25 mailboxes per list or up to 6 Group Lists with maximum of 50 mailboxes per list (depending on type of mailbox).

To use your Group List Options:

- From the Main menu, press 3 for Personal Options, then press 3 to reach the Group List menu.
- To **create** a Group List, press 1. Follow the prompts to enter a 1- or 2-digit group list number, record a title for the group list, and add members.
- To **change** a Group List, press 2. Follow the prompts to add a mailbox number to a list, review mailbox numbers already on a list, delete mailbox numbers from a list, and record a new name for a list.
- To **erase** a Group List, press 3. Follow the prompts to enter a 1- or 2-digit number and confirm deletion of the list.
- To **hear an inventory** of a Group List, press 2, then press 0 #.
- To **send a message** using a Group List, see information in the **Sending Messages** section of this guide.

MESSAGE PREFERENCES

The Message Preferences menu allows you to customize how you hear your messages. You can choose to hear date, time and calling/sending number for each message. You can set up your mailbox so that new messages will start playing automatically, as soon as you log into your mailbox. You can also choose for messages to be played with oldest first, newest first, or priority/urgent messages first.

To manage your Message Preference Options:

- From the Main menu, press 3 for Personal Options, then press 5 to reach the Message Preferences Menu.
- To review or change your Envelope options, press 1. Your mailbox is initially set to play the date and time stamp for all messages. To turn it off/on, press 1.
- To review or change your Autoplay option, press 2. Your mailbox is initially set so that messages are not played automatically when you enter your mailbox. To turn it on/off, press 1.
- To review or change the Sort Order of your messages, press 3. Your mailbox is initially built so that urgent messages are played first and remaining messages are ordered by date with the oldest message first. To change, press 2, then press:
 - 1 to hear messages ordered by date with newest message first
 - 2 to hear messages ordered by date with oldest message first
 - 3 to hear urgent messages first followed by new message
 - 4 to hear urgent messages first followed by oldest message
- To enable or disable Voice of Sender's Caller ID, press 4. Your mailbox is initially set to not play sender's Caller ID for all messages. To turn it on/off, press 1.

HINTS & TIPS

At most menus:

- Press the * key to cancel or back up
- Press the # key to accept or move forward
- Press zero for Help about a menu or feature

- If you know what key to press, you can make your selection at any time. No need to wait for the system to finish speaking the prompts or menus.
- Once you are familiar with the system, use the Personal Profile to change your prompt level to Quick Prompts.
- When in the office or on the road, save time by setting up one of the Notification Options. No need to call the system until you have a message to retrieve.
- Use the Autoplay feature under Message Preferences so your new messages will start playing as soon as you log into your mailbox.
- When you will have limited time/access to voicemail, use the Extended Absence Greeting option to block callers from leaving messages.
- With Special Delivery, when you have messages, the system will call you at the number you select. If you do not answer, the system will try to call you two additional times, in 15 minute intervals.

MAIN MENU

1 Listen to messages

- MESSAGE PLAY (during playback)**
- [1] Replay
 - [2] Save message
 - [3] Erase message
 - [4] Slower
 - [5] Louder
 - [6] Faster
 - [7] Rewind five seconds
 - [7] [7] Rewind to beginning
 - [8] Pause/unpause
 - [9] Fast forward five seconds
 - [9] [9] Fast forward to end of message
 - [0] Help
 - [*] Exit messaging
 - [#] Skip to next message

- POST PLAYBACK (Function Menu)**
- [1] Replay
 - [2] Save message
 - [3] Erase message
 - [4] Reply to sender
 - [5] Forward message
 - [6] Date, time & sender
 - [*] Exit messaging
 - [#] Next message
 - [0] Replay menu
- If last message played
- [1] Save deleted messages
 - [2] Main menu

2 Send message to another subscriber

Select recipient/record #

- SEND OPTIONS (post record)**
- [1] Send now
 - [2] Hear message
 - [3] Rerecord
 - [4] Mark/Remove privacy
 - [5] Future delivery
 - [6] Return receipt
 - [7] Mark/Remove urgent
 - [*] Cancel
 - [0] Help

- PERSONAL PROFILE**
- [1] Change password
 - [2] Change prompt level
 - [3] Notification options
 - [4] Personal receptionist
 - [*] Previous menu

3 Personal Options

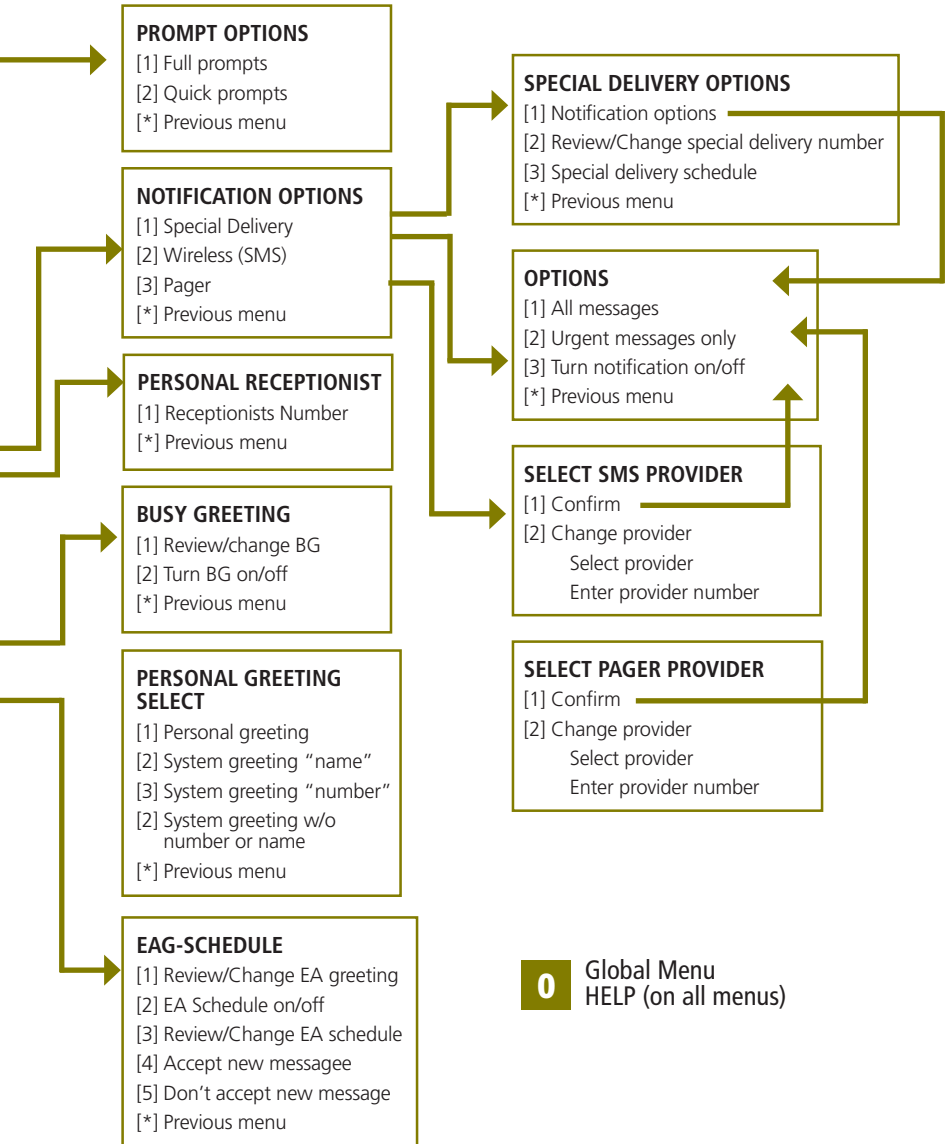
- PERSONAL OPTIONS**
- [1] Personal profile
 - [2] Greetings
 - [3] Group lists
 - [4] Multiple mailbox
 - [5] Message preferences
 - [*] Previous menu

- GREETINGS**
- [1] Name recording
 - [2] Busy greeting
 - [3] Personal greeting
 - [4] Extended absence greeting
 - [*] Previous menu

- GROUP LIST**
- [1] Create
 - [2] Change
 - [3] Delete
 - [*] Previous menu

- MULTIPLE MAILBOX**
- [1] Create sub-mailbox
 - [2] Delete sub-mailbox
 - [*] Previous menu

- MESSAGE PREFERENCES**
- [1] Envelope
 - [2] Autoplay
 - [3] Sort order
 - [4] Voice of senders Caller ID
 - [*] Previous menu



QUICK REFERENCE INSTRUCTIONS

FairPoint Centrex Voice Mail

Once you are in your mailbox:

To listen to your messages **1**

To send messages **2**

To change your password **3 1 1**

To change prompt level **3 1 2**

To change your personal greeting **3 2 3**

To review or change your Extended Absence Greeting **3 2 4**

To create Group Lists **3 3**

To set up SMS notification **3 1 3 4**

To set up Pager Notification **3 1 3 5**

To turn Envelope information on/off **3 5 1**

To turn Auto play of messages on/off **3 5 2**

To turn hearing sender's caller ID on/off **3 5 4**



INTERNET ■ VOICE ■ DATA