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About qHome™ Message Manager

What is Message Manager?

Message Manager is a Qwest product that integrates certain features of your Qwest home phone with the web and your e-mail. Through Message Manager, you get the convenience of one single place to view, listen to and manage all of your call logs and Voice Mail!

Plus, you'll be able to place phone calls through your computer, keep track of your home Caller ID activity from wherever you have an Internet connection, create a master contact list from multiple applications, link to your Qwest account, and so much more.

Message Manager is not only incredibly handy, it's easy and fun to use, too. Access to your voice mails requires subscription to Voice Mail Service.

What does Message Manager cost?

Message Manager is offered at no additional charge to Qwest customers who have the following:

- Qwest home phone service, with Caller ID

How do I begin using Message Manager?

Once your order for Message Manager has completed, you can access your voice mail messages, calls and contacts at www.qwest.com/mymessagemanager. Access to your voice mails requires subscription to Voice Mail Service.

What User Name and Password do I use with Message Manager?

To check any of the information provided by Message Manager, you will be asked for a user name and password you have established with Qwest to access Qwest MyAccount.

If you have not already established a MyAccount user name and password, please go to <http://www.qwest.com/myaccount> and set up a new account.

What are the system requirements for Message Manager?

- A computer with one of the following browsers: Internet Explorer 7.0 and above; Firefox 3.0 and above; Google Chrome 4.0 and above; and Safari 3.0 and above.
- A computer that supports one of the above browsers and has the sound card, speakers and software that can play audio files such as Windows Media Player or Apple QuickTime
- A Qwest MyAccount or Qwest Live or Windows Live user ID and password (q.com, msn.com or hotmail.com e-mail address, or Windows Live ID)

E-mail and Message Manager

What is the relationship between Message Manager and my e-mail?

Message Manager integrates your home phone services with your e-mail by sending a copy of the Voice Mail messages and call logs you receive at home to your preferred e-mail account.

How do Voice Mail messages arrive in my e-mail?

Whenever a Voice Mail message is left on your home phone, an audio copy of the message will be sent to your e-mail inbox. Each message will be in two places: the original message on your home phone Voice Mail system, and a copy in your e-mail.

The message appears just like an e-mail message, with an audio attachment that you can listen to on your computer speakers.

Within your e-mail, these Voice Mail messages can be played as many times as you like, saved, filed and deleted just like any normal e-mail message. From your computer, you'll also be able to delete the voice message from your home phone Voice Mail system.

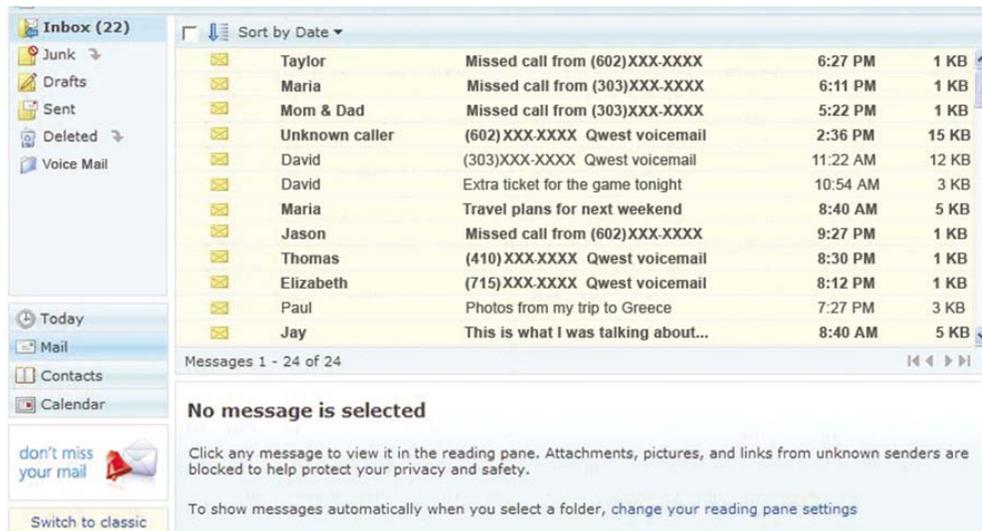
Think of the advantages. You can keep track of the voice messages you receive at home while you're away during the day. It's also a convenient way to replay, delete, forward and save your messages without using the phone.

Besides Voice Mail, are there other types of messages that may arrive in e-mail?

Besides Voice Mail messages, Message Manager can also send a brief e-mail of each incoming and outgoing phone call that occurs on your home phone line. These call details or call log events can easily be filed into a folder for later review. If call details are generating more e-mail than you would prefer, you can turn off this option using your **Preferences** on the Message Manager page.

What do Voice Mail messages and Call Logs look like in my e-mail inbox?

Here is an example of a Qwest Mail by Windows Live inbox containing several different types of messages. Unread and unheard new messages are typically shown in bold type.



How are the Voice Mail messages in my e-mail synchronized with my home phone?

The Voice Mail messages you receive in your preferred e-mail are copies of the same messages on your home phone Voice Mail system. Most of the actions that you take with a voice message in your e-mail are not synchronized with the original message in your Voice Mail at home.

Also, while you're in your email, you can delete a Voice Mail message without even picking up the phone by clicking on "Delete from Phone". This action will remove the message from your home phone, and keep the e-mail copy. If you simply delete the e-mail copy of your voice mail, the message will remain on your home phone Voice Mail System and online.

How do I play a Voice Mail message in my Message Manager?

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Home Voice Mail Contacts Call Logs Preferences

Quick Dial Phone Number: (303) XXX-XXXX Quick Help

0 New, 17 Total Voice Mails [My Account](#) | [Log Out](#)

Dial From (303) XXX-XXXX
Dial To [Clear](#)
Talk Now

Voice Mail				
Name	Number	Date/Time <small>Mountain Time (GMT-7)</small>	Length <small>min : sec</small>	
NADIA	(303) XXX-XXXX	Apr 5, 1:01 PM	01:06	
No Name Provided	(303) XXX-XXXX	Apr 5, 12:25 PM	00:21	
ARIANA	(303) XXX-XXXX	Apr 5, 11:28 AM	01:06	
DENVER, CO	(720) XXX-XXXX	Apr 5, 10:56 AM	01:14	
ANDREAS	(303) XXX-XXXX	Apr 5, 9:53 AM	01:05	
LITTLETON, CO	(303) XXX-XXXX	Apr 5, 9:42 AM	01:40	
HEATHER	(720) XXX-XXXX	Mar 30, 7:36 PM	00:29	
PETER	(303) XXX-XXXX	Feb 24, 12:42 PM	01:54	
DENVER, CO	(303) XXX-XXXX	Feb 19, 10:41 AM	00:20	
LITTLETON, CO	(303) XXX-XXXX	Feb 10, 3:18 PM	01:51	
No Name Provided	(303) XXX-XXXX	Jan 25, 9:37 AM	01:32	

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ALICIA KEYS
FREE ONLINE CONCERT!
Video On Demand Now Available
Watch Through the World's ONLY Five-Screen HD Player
Billboardlive

In your Message Manager, new Voice Mail messages are shown in bold type, with a phone and recorder icon . The voice message will be in an audio format. You can either:

- Click on the message to open a playback window. Make sure your speakers are on.
- Or, save the attachment to your computer and use whatever audio player you prefer.

If I listen to and delete a message on my home phone, what happens to the message in Message Manager?

Once a copy of a voice message is sent from the Qwest Voice Mail system to your preferred e-mail account, it can be deleted from your phone Voice Mail System without affecting the copy you have online.

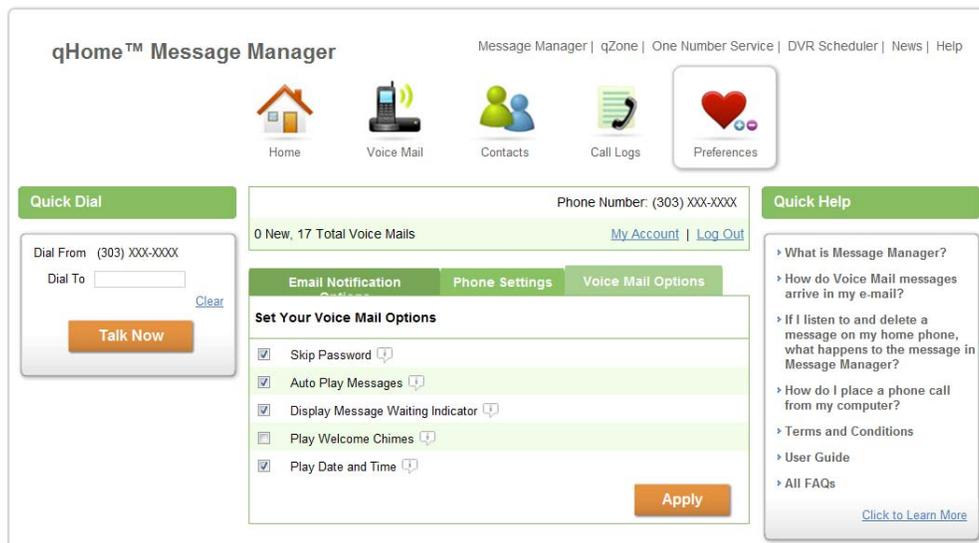
However, it's important to know that if you do not set-up forwarding of voice mails to your preferred email, and you delete a voice message from the Qwest Voice Mail system, it will clear the message entirely from the system and– the original voice message will no longer be on your phone Voice Mail System.

What if I accidentally delete a Voice Mail message in Message Manager before I listen to it?

When the e-mail message containing a Voice Mail is deleted from Message Manager, the original voice message on your home phone Voice Mail System is also deleted permanently. If you set up email notifications and you have not delete that message, you may still be able to recover the message from there.

Can I manage my Voice Mail preferences through Message Manager?

The Voice Mail option in the Preferences tab lets you modify, from your computer, how your Voice Mail Service works on your home phone.



When you view the Preferences, it will reflect the current settings you have on your phone. Simply check the box in front of each feature to make a change. Make sure to click Apply to complete your choice, or cancel if you change your mind.

- Skip Password takes you directly to your messages, without entering a password first. You can only skip your password when you're calling to check messages from your home phone.
- Auto Play starts playing messages immediately, without requiring you to press 1 to listen.
- Play Date & Time announces when each message is received.
- Welcome Chimes is the “ding-dong” that callers hear when they reach your Voice Mail.
- Short Prompts changes the instructions you hear from the normal explanation to briefer reminders.
- Message Waiting Indicator plays the “stutter” dial tone when you have a message.

What can I do with the other Qwest services listed in the Preferences?

Under the General Settings, you can also manage up to five popular Qwest calling features online. Make sure to click **Apply** whenever you make a change to your current settings. Only the features you already have on your account will be active in the General Settings. The inactive features will be grayed out. If you would like to add any of these features, call us for assistance.

- Call Following – Enter the telephone number you want incoming calls forwarded to.
- Selective Call Waiting ID – Set up and manage your Privileged Caller List. Only incoming calls from telephone numbers you enter will signal you with a Call Waiting alert if they call.
- Security Screen – Turn on Security Screen to block unidentified callers before they ring through to your phone.
- Call Rejection – Set up and manage a list of telephone numbers of callers you want to reject.
- Selective Call Forwarding – Set up your Call Forwarding number and manage your list of Privileged Callers. Only calls from the telephone numbers on your list will forward to another phone. To build a Privileged Caller list, click to bring up a window where you can easily type in and edit a list of telephone numbers for your feature.

The screenshot shows the 'qHome™ Message Manager' interface. At the top, there are navigation icons for Home, Voice Mail, Contacts, Call Logs, and Preferences. Below this is a 'Quick Dial' section with a 'Talk Now' button. The main content area is titled 'Set Your General Settings Preferences' and includes tabs for 'Email Notification', 'Phone Settings', and 'Voice Mail Options'. The 'Phone Settings' tab is active, showing a list of features with checkboxes and input fields:

- Call Following: Includes a text input field and 'Add to list' and 'Delete from list' buttons.
- Security Screen: Includes a checkbox and a 'Delete from list' button.
- Call Rejection: Includes a checkbox, a text input field, and 'Add to list' and 'Delete from list' buttons.
- Selective Call Forwarding: Includes a checkbox, a text input field, and 'Add to list' and 'Delete from list' buttons.
- Selective Call Waiting ID: Includes a checkbox, a text input field, and 'Add to list' and 'Delete from list' buttons.

An 'Apply' button is located at the bottom right of the settings section. On the right side, there is a 'Quick Help' section with links to various help topics like 'What is Message Manager?', 'How do Voice Mail messages arrive in my e-mail?', etc.

I have too many Call Logs in my inbox. Can I turn off that option?

If you are receiving more Call Logs in your preferred e-mail account than you want to manage, it's easy to turn off that option.

- In the Preferences, click on the Email Notifications Options tab.
- Uncheck the box for call details.
- Make sure to click the Apply button to complete your choice.
- Return to the Email Notifications Options tab any time you want to turn Call Detail back on.

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Home Voice Mail Contacts Call Logs Preferences

Quick Dial

Phone Number: (303) XXX-XXXX

0 New, 17 Total Voice Mails [My Account](#) | [Log Out](#)

Quick Help

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FREE ONLINE CONCERT!!
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Set Your EMail Notification Settings

Email addresses:

myname@myemail.com

Send voice mail attachments to above email addresses:

Send notifications of each missed, incoming, and outgoing call to above email addresses:

Apply

Placing Calls and Managing Contacts

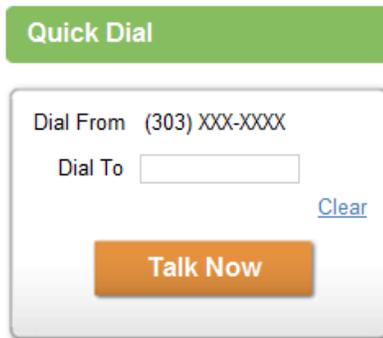
How do I place a phone call from my computer?

The ability to initiate telephone calls while you're busy on the computer is one of the many exciting features of Message Manager! Select a number from your Contacts list, get the call started right on your screen, and then pick up the phone when you're ready to talk.

To place a telephone call:

- Go to the Quick Dial gadget and enter the number you wish to call.
- Your home phone will ring.
- Pick up your home phone handset and dial 1 to complete the call.
- If you started a call by mistake, simply hang up. The call will not go through.

(charges may apply for long distance/toll calls)



A green header bar with the text "Quick Dial". Below it is a white box containing a "Dial From" field with the value "(303) XXX-XXXX", a "Dial To" text input field, a "Clear" link, and an orange "Talk Now" button.

If you accidentally called while you're doing something else, simply ignore your phone when it rings. The call will not go through.

How do I create my Contacts list?

To add new Contacts, or to update existing Contacts:

- Sign in to your Message Manager account.
- Open your Contacts tab.
- Choose a contact from your list to edit, or click the New button to add a contact.
- Enter the Contact information as usual, making sure to include the person's 10-digit phone number (area code + 7 digits).
- When you're done, click Save.



- Your new Contact(s) should now appear in the Contacts tab. Remember, each contact must include a 10-digit phone number.

How much information does each Contact need to contain?

Contacts you intend to call via Message Manager MUST be listed with a 10-digit telephone number (area code + prefix + 1234). Otherwise, you can include as much or as little information as you want, just like any address book.

Aren't all the phone calls I place through Message Manager free of charge?

The Quick Dial option is simply a convenient link to your ordinary home telephone service. The local and long-distance phone calls you initiate in Message Manager are not conducted over the Internet, and are billed according to the calling plan(s) you have set up on your home phone account. Long-distance charges may apply.

Troubleshooting

I was told Message Manager would be installed by 11:30 pm yesterday? I don't have access to my Message Manager yet. What do I do now?

Please call 1 888-777-9569 for assistance.

Why can't I access Message Manager at my office?

Many companies put corporate firewalls, proxies and smart filters in place to block inappropriate Web sites, applications with high virus potential, and so on. These protective measures often block public portals and webmail services such as those from Microsoft, Google, Yahoo, and AOL. If you are experiencing difficulties accessing Message Manager or your email, we suggest you investigate the following within your work environment:

- Contact your Internet security administrator to find out about your firewalls/proxies/smart filters/ email policies.
- Check your company policy to determine whether you are allowed to access your personal e-mail services within the company's secure network.
- Other rules may apply, so we encourage you to check with your management on using Message Manager in a work environment.

How do I change or add an e-mail address in Message Manager?

Click on the Preferences tab, then the Email Notifications Options tab. Add or change the email address you wish to send notifications to and click Apply.

Who do I call for help with qHome Message Manager?

Please call 1 888-777-9569 anytime, day or night, for customer support.