

Qwest® Business Voice Mail Service



# User Guide



# Welcome!

Increased efficiency, productivity and professionalism start right here, right now. With Qwest® Business Voice Mail Service, staying connected couldn't be easier.

This user guide provides step-by-step instructions on how to use your Business Voice Mail Service features. Instructions are organized according to the telephone keypad buttons used to access them. Each set of instructions outlines the voice prompts that you will hear when you use the service.

To get started, just use your special Retrieval Number or use our Easy Retrieval feature (if your mailbox is built on your phone number, dial your own phone number and press [7] to interrupt your greeting). Then follow the voice prompts. Whenever you need help, instructions and hints are at your fingertips—just press [0] for help, or press [\*] to back up to the previous menu. An index is provided in the back of this guide for quick reference to each feature.

This entire User Guide, along with instructions for the optional features listed below, can be found online at [qwest.com/userguides](http://qwest.com/userguides). It's a handy way to print out as many guides as you need, save the instructions onto your computer for reference and e-mail PDFs to others.

**For questions about using your Qwest Business Voice Mail Service, please call 1 800-776-2777.**

**To order additional features, call 1 800-603-6000**

(If you have a DID Mailbox, dial your mailbox number instead of your phone number for Easy Retrieval, then press [7] to interrupt your greeting.)

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Message Notification	
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Extension Mailbox	
Call Routing	
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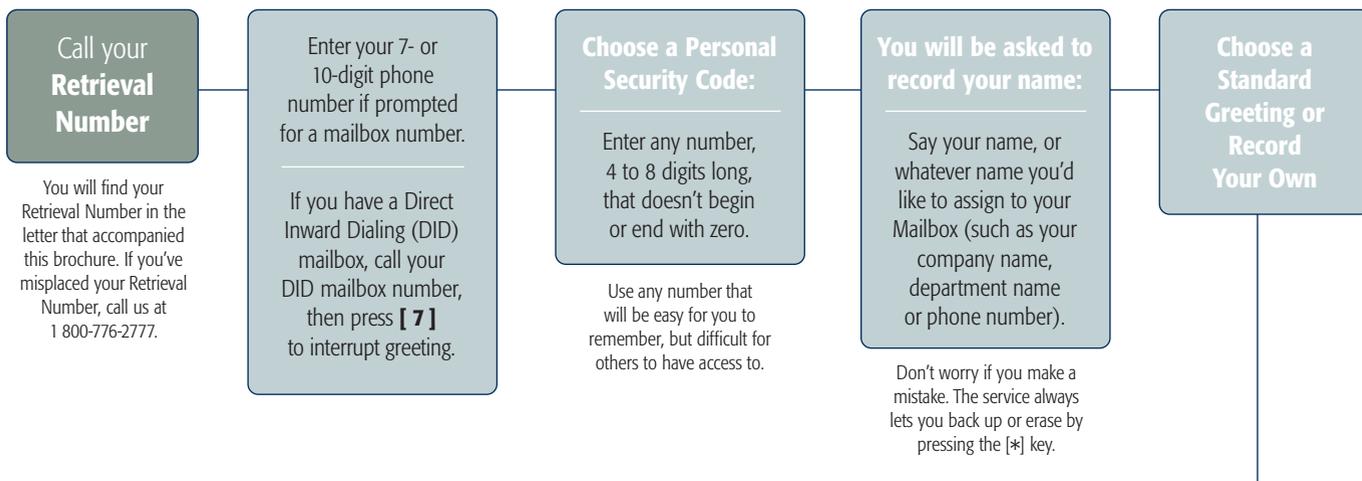
\* These optional features can be added at a small additional cost at any time to enhance your Business Voice Mail Service. Just call 1 800-603-6000.

## Setting Up Your Mailbox

**Set-up takes just a few minutes.** Friendly voice prompts will guide you through the entire process. You can always erase anything you've recorded or programmed. However, you must listen to the entire tutorial before you may proceed. To go back to the previous menu at any point along the way, press [\*].

### SETTING UP INCLUDES:

- First-time set-up
- Choosing your personal security code
- Choosing an outgoing greeting
- Recording your outgoing greeting



### YOU WILL BE ASKED TO CHOOSE A GREETING:

Greetings Options	Press this key
<b>Standard Greeting with your number.</b> Our Standard Greeting with your number says: "You have reached (your mailbox number). At the tone, please record your message. At the end of your message press [ 1 ]."	<b>1</b>
<b>Standard Greeting with your name.</b> Our Standard Greeting that allows you to insert your name says: "You have reached (your name). At the tone, please record your message. At the end of your message, press [ 1 ]."	<b>2</b>
<b>Personal Greeting</b> up to 90 seconds in length. (If you have the Call Routing to Number feature, you may want your Personal Greeting to include "If you need to speak to someone right away, press [ 0 ] for assistance." Call your Qwest® consultant to set this up.). Go to <a href="http://qwest.com/userguides">qwest.com/userguides</a> for more information on Call Routing to Number.	<b>3</b>

# Menu Guide At-A-Glance

These two pages provide an overview of your Qwest® Business Voice Mail features and functions, identifying which keys to press to access each feature.

Call your Retrieval Number

Or, call your own phone number and press [ 7 ] to interrupt your greeting. This is also known as Easy Retrieval.

If you have a DID mailbox, call your DID mailbox number, then press [ 7 ] to interrupt your greeting.

**Enter your Security Code to access your mailbox**

MAIN MENU	
	Press this key
<b>TO LISTEN TO NEW MESSAGES</b> Pages 8-9	<b>11</b>
<b>TO SEND A MESSAGE</b> Pages 10-11	<b>2</b>
<b>TO CHECK MESSAGE RECEIPT</b>	<b>3</b>
<b>FOR PERSONAL OPTIONS</b> Pages 12-15	<b>4</b>
<b>TO ACCESS ANOTHER MAILBOX</b>	<b>5</b>
<b>FOR HELP</b>	<b>0</b>
<b>TO EXIT/DISCONNECT</b>	<b>*</b>

Enter the **recipient's mailbox number**

Press [ # ], followed by the **mailbox number** you want to access

Help messages are always available at any point when using the service

Wait to hear "goodbye" before you hang up

If you have questions, call 1 800-776-2777.

**Record your message**

Press this key	
When finished recording	#
To review your message	1

Enter **destination number**

Option	Press this key
Send now	#
Delivery options	0

See Page 10 for more detailed instructions

Option	Press this key
Message Notification on*	1
Message Notification off*	2
Interrupted dial tone on	3
Interrupted dial tone off	4

If you're using a modem, you may have trouble dialing out when there's an interrupted dial tone. There may be times when you don't want to be distracted by a pager or an interrupted dial tone. If so, either listen to current messages to cancel the tone, or temporarily turn the interrupted dial tone off. Changing the settings takes seconds.

Option	Press this key
Security Codes	1
Group Lists	2
Prompt Levels	3
Date & Time	4
Autoplay	6

See Page 13 for more detailed instructions

**While listening to messages**

Feature...	Press this key
Rewind 10 sec.	1
Rewind to beginning of message	11
Pause/Restart	2
Fast forward 10 sec.	3
Fast forward to end of message	33
Slow down	4
Access Date & Time	5
Speed up	6
Normal volume	8
Louder volume	9
Return to main menu	*
Skip message	#

**After listening to messages**

Feature...	Press this key
Replay	4
Access Date & Time	5
Send Copy	6
Erase message	7
Reply to message	8
Save message	9
Return to main menu	*
Skip message	#

Option	Press this key
Change your greeting	1
Record an extended absence greeting	2
Record a new name	3

If you have the optional Scheduled Greetings\* feature, refer to [qwest.com/userguides](http://qwest.com/userguides) for specific instructions.

\*This optional feature can be added at a small additional cost at any time to enhance your Business Voice Mail Service. See page 16 for more information.

# Listen To Messages – Main Menu One

**When you pick up the phone, you will hear an “interrupted” dial tone that will let you know when you have new messages.\*** When you hear it, just follow the steps below to retrieve and listen to your new messages. When you’re away from your desk, you can check for new messages by following the same simple steps.

## LISTEN TO MESSAGES INCLUDES:

- Retrieve new messages
- Options while listening
- Replay a message
- Find out the date and time a message was sent to you
- Send a copy of a message
- Erase a message
- Reply to a message
- Save a message
- Skip a message

Call your **Retrieval Number**

Or, call your own phone number and press **[ 7 ]** to interrupt your greeting. This is also known as **Easy Retrieval**.

If you have a DID mailbox, call your DID mailbox number, then press **[ 7 ]** to interrupt your greeting.

Enter your **Security Code** to access your mailbox

MAIN MENU**	
	Press this key
<b>TO LISTEN TO NEW MESSAGES***</b>	<b>11</b>
** To bypass the Main Menu and go directly to your messages, activate Autoplay by pressing [ 4261 ] at the Main Menu. To deactivate Autoplay, press [ 4262 ] at the Main Menu.	
*** To temporarily interrupt messages and access the Main Menu, press [ * ] while messages are playing.	

If you have questions, call 1 800-776-2777.

While listening to messages	
Feature...	Press this key
Rewind 10 sec.	1
Rewind to beginning of message	11
Pause/Restart	2
Fast forward 10 sec.	3
Fast forward to end of message	33
Slow down	4
Access Date & Time	5
Speed up	6
Normal volume	8
Louder volume	9
Return to main menu	*
Skip message	#

After listening to messages	
Feature...	Press this key
Replay	4
Access Date & Time	5
Send Copy	6
Erase	7
Reply to message	8
Save message <sup>1</sup>	9
Return to main menu	*
Skip message	#

<sup>1</sup> Messages can be saved for 100 days. On the 101st day, the service will tell you that a message is going to be deleted, and give you the option of resaving it.

Record an introduction

Record your reply

	Press this key
Send copy	#
Use the Copy feature to make sure others hear important messages firsthand. Any messages in your voice mailbox (except those marked as private) can be copied and shared with other QwestVoice Mail subscribers.	

	Press this key
Send reply	#
With the Reply feature, you can respond immediately to any voice message sent by another QwestVoice Mail subscriber without hanging up and redialing.	

\*Specially equipped phones may also have a light that flashes. Interrupted dial tone is sometimes affected by certain line conditions, so you may occasionally have messages even when you don't hear the tone. Interrupted dial tone is not available in all areas or with routers or Direct Inward Dialing (DID) mailboxes. Message waiting indicators are optional features; e.g. interrupted dial tone, flashing light.

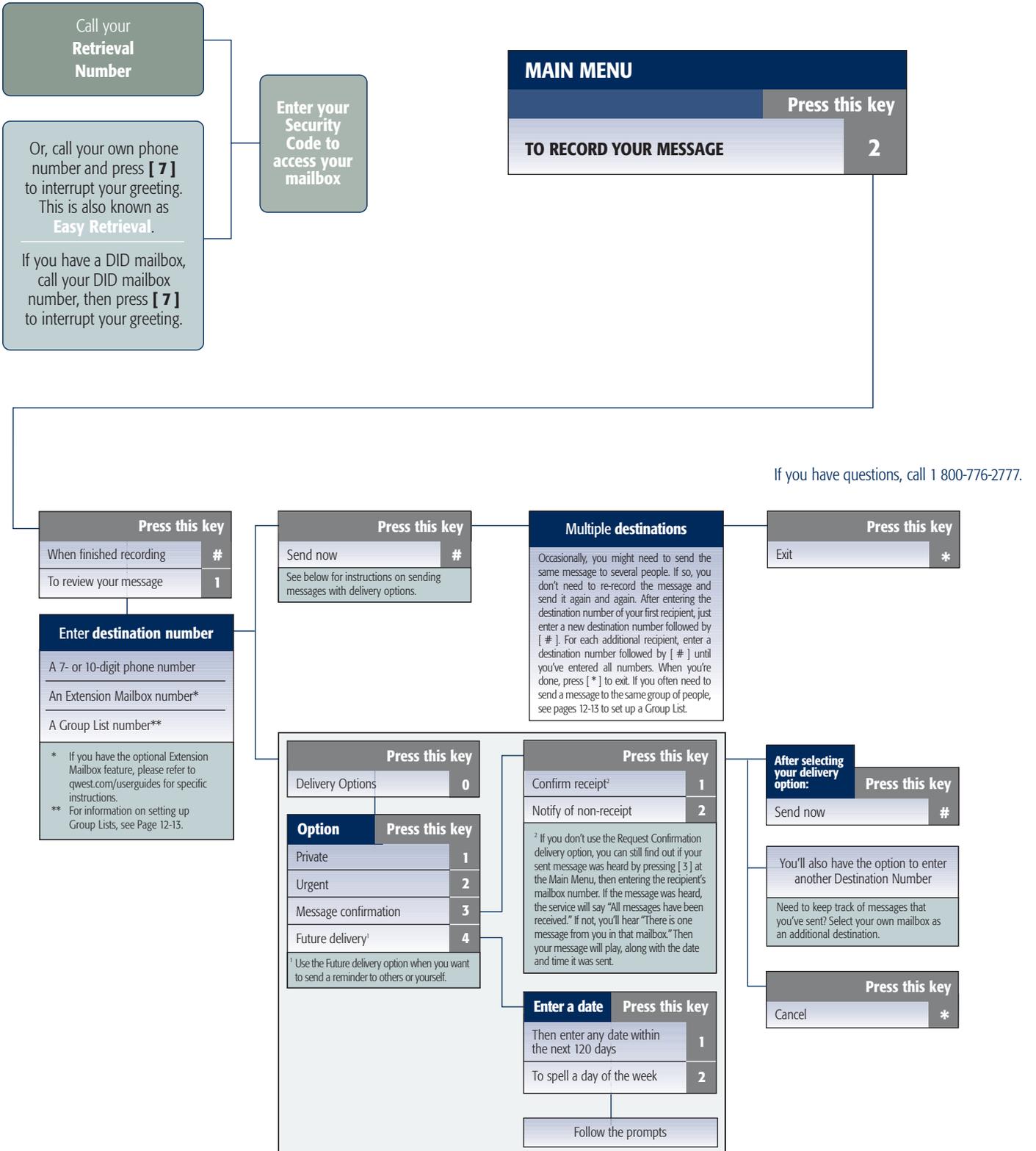
# Send Messages – Main Menu Two

**With Qwest Business Voice Mail Service, you can send voice messages to individuals, groups of individuals (from lists that you create, according to your needs), and your own extension mailboxes.\***

You can also send messages to anyone in your local calling area who subscribes to Qwest Business Voice Mail Service.

## SEND MESSAGES INCLUDES:

- Sending messages
- Sending messages to multiple destinations
- Sending messages on a future date



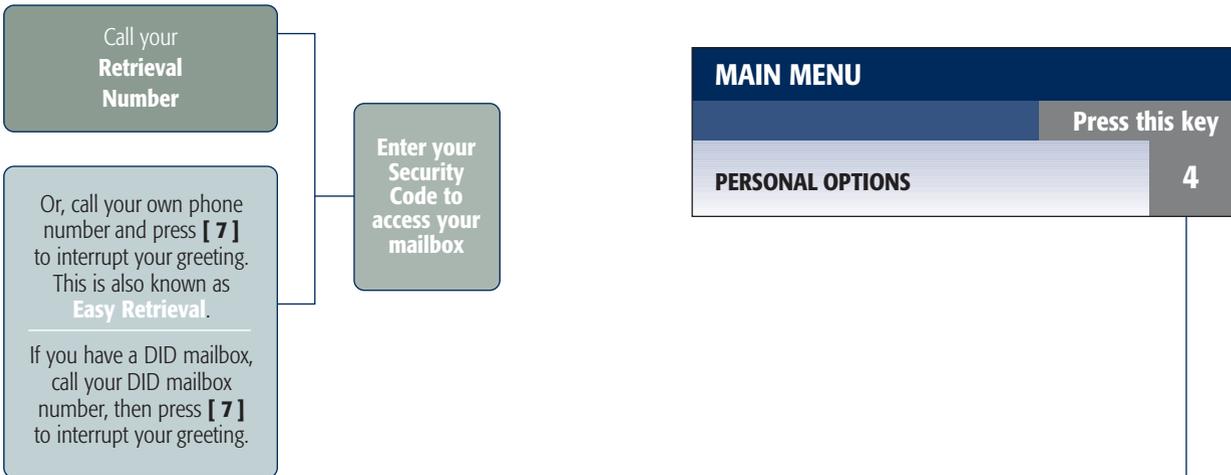
\*This optional feature can be added at a small additional cost at any time to enhance your Business Voice Mail Service. See page 16 for more information.

# Personal Options: Administrative – Main Menu Four

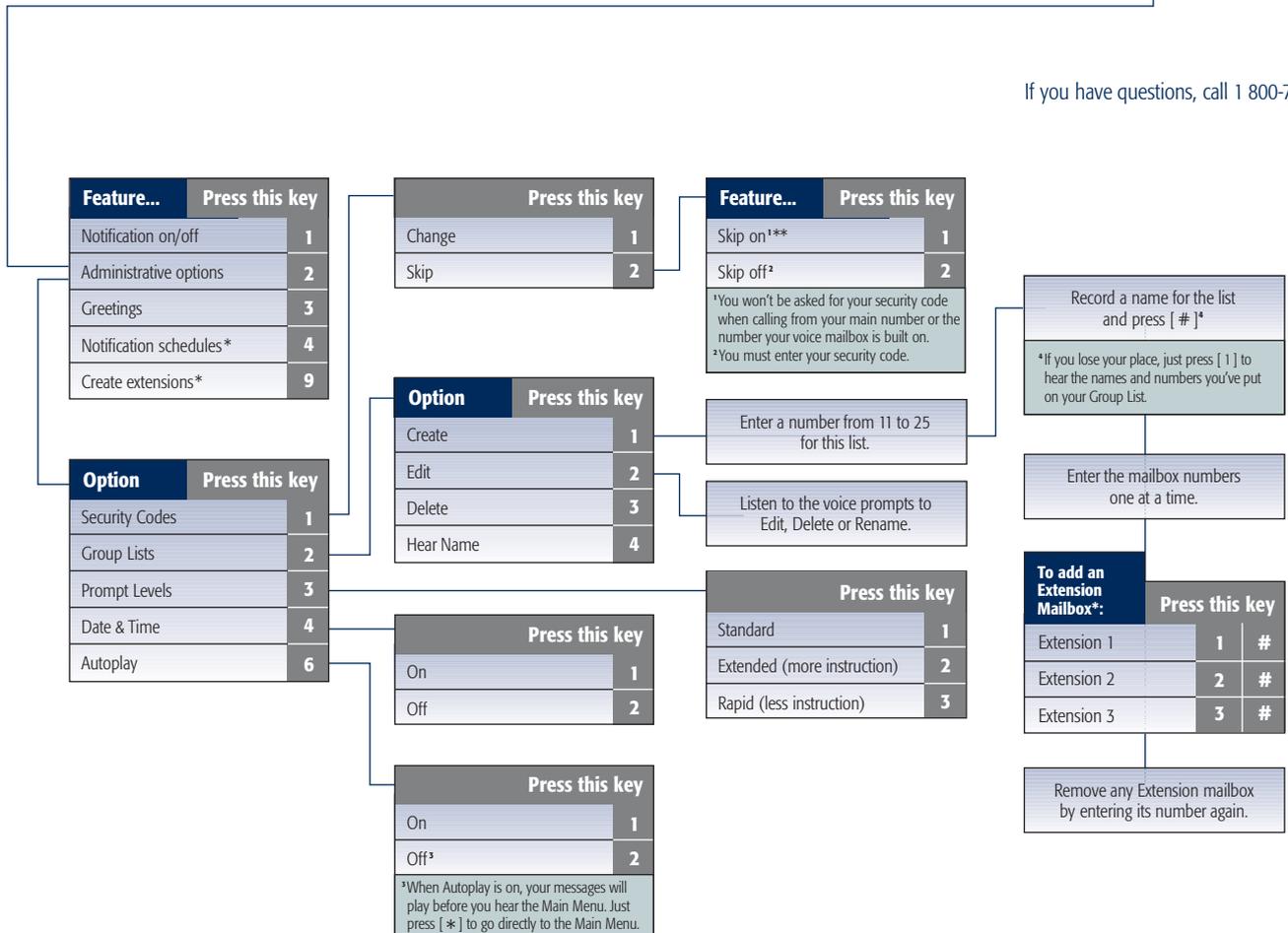
**Administrative Settings streamline the management of your calls and give you more control over your time and communications.** The Settings let you assure the privacy of your messages by allowing you to assign a personal security code to your mailbox. You can save time by creating up to 15 Group Lists for various teams or departments, allowing you to record and send a single message to as many as 25 people simultaneously. Further customize the prompts you hear, the date & time stamp and message playback.

## ADMINISTRATIVE OPTIONS INCLUDE:

- Security codes
- Group distribution lists
- Prompt levels
- Date/Time stamping
- Autoplay



If you have questions, call 1 800-776-2777.



\* This optional feature can be added at a small additional cost at any time to enhance your Business Voice Mail Service. Just call 1 800-603-6000.

\*\* Skip On is not available with a DID mailbox, Call Routing or Call Routing to Number.

# Personal Options: Standard Greetings – Main Menu Four

**Business Voice Mail lets you customize each voice mailbox with a greeting that’s appropriate for that mailbox.**

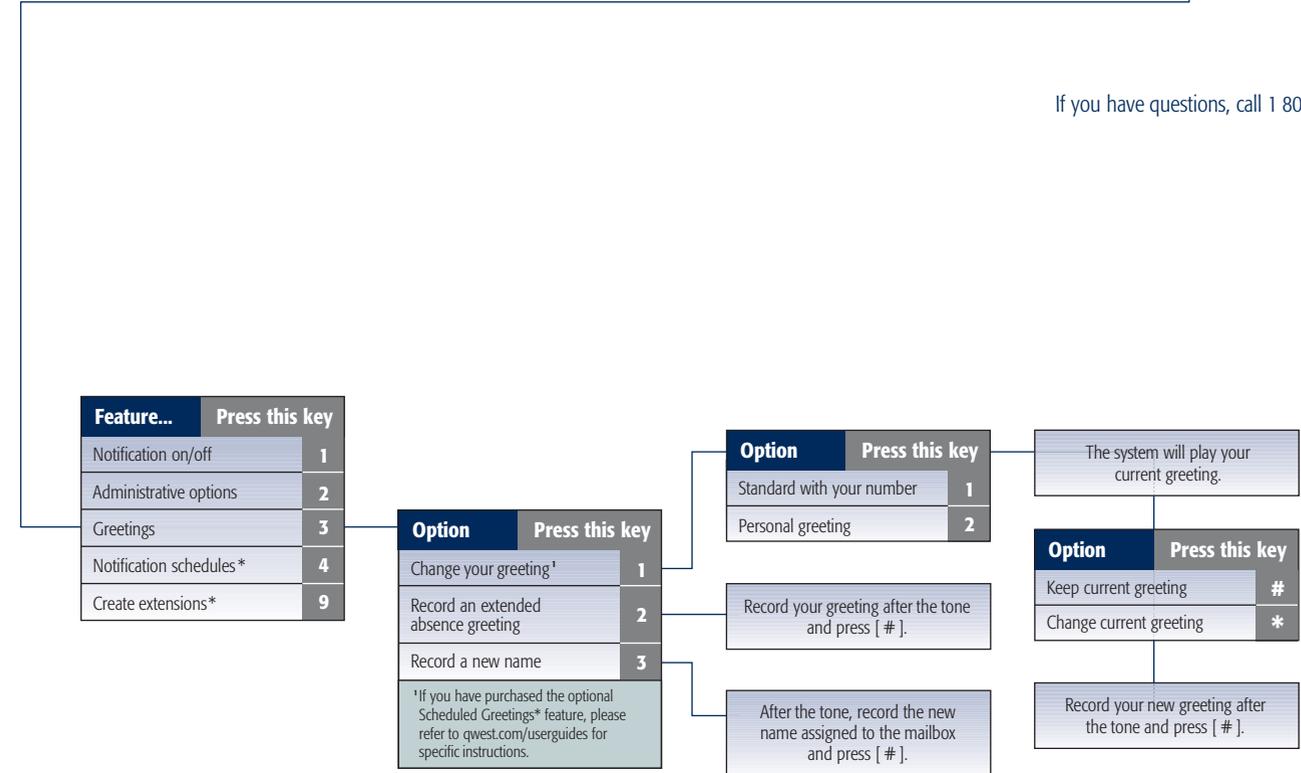
The Standard Greeting with Number reassures callers that they have dialed the correct number. The Standard Greeting with your Name is ideal for phones assigned to departments or information centers, as well as those assigned to individuals. The Personal Greeting lets you greet callers with a customized message. You can switch from one type of greeting to another quickly.

## STANDARD GREETINGS INCLUDES:

- Change greeting or recorded name
- Extended absence greeting
- Recording mailbox name



If you have questions, call 1 800-776-2777.



\*This optional feature can be added at a small additional cost at any time to enhance your Business Voice Mail Service. See page 16 for more information.

## Optional Features

Qwest offers several optional Business Voice Mail features to customize your service for your unique business needs.

### MESSAGE NOTIFICATION

**Waiting for an important message or need to know the moment a new one has arrived?** Message Notification will alert you on your pager or by ringing any local phone number you choose, including your work phone, home phone or wireless phone. You can use your Personal Greeting to tell callers that you'll be notified when they leave a message.

### SCHEDULED GREETINGS

**The Scheduled Greetings option lets callers know immediately if they've called outside your regular business hours.** If you choose this option, it will replace the Standard Greeting feature. Scheduled Greetings are helpful if your hours or availability change temporarily, for instance, during the holidays. You also have the option of setting up an Extended Absence Greeting to override your usual greeting if you are going to be away for an extended period of time.

### EXTENSION MAILBOX

**This optional feature adds up to three additional "extensions" to your main mailbox.** It's ideal for small companies with just a few employees or businesses with multiple departments. Each extension can have its own security code to keep messages private, and mailbox "owners" can go directly to their own messages without sifting through everyone else's.

### CALL ROUTING

Your business can have one main business phone number for as many as nine different departments or affiliates. Callers will hear your greeting, and then be invited to leave a message in the appropriate "mailbox." Callers can only leave messages—Call Routing does not ring through to individual phones.

### CALL ROUTING TO NUMBER

Allows calls to be routed to other local phone numbers, to 800, 877 or 888 numbers, or to a Qwest® Voice Mailbox. You can have up to nine destination numbers, as long as at least two of them are equipped with Qwest Business Voice Mail Service and billed to the same number as your service. Here's an example of how Call Routing to Number can work:  
 "Thanks for calling Metro Electricians. To reach an electrician in your area, press one of these numbers: In Lakeville, press [ 1 ]; In Pineville, press [ 2 ]; In City Center, press [ 3 ]. To speak to an attendant, press [ 0 ]."

### LISTEN ONLY MAILBOX

**A Listen Only Mailbox lets you record an announcement for your callers to hear.** It's a great way to easily communicate information that does not require a reply, such as your company's hours of operation, a list of the services you provide, directions on how to find you, or details on special offers and promotions. Although callers cannot leave a message, they can press [ 0 ] to be connected to another mailbox or telephone number, or simply hang up after listening to your announcement.

**For more information, or to add features to your service, call us at 1 800-603-6000.**

**For optional features instructions, visit [qwest.com/userguides](http://qwest.com/userguides).**

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To order additional features, call 1 800-603-6000

[www.qwest.com/bvms](http://www.qwest.com/bvms)

## SERVICE AGREEMENT

Some services offered by Qwest® Communications are not regulated by the State Public Utility regulatory agency. These services are governed by these Terms and Conditions, so be sure to keep this agreement. By using or paying for the Service, you agree to these Terms and Conditions.

**SERVICES:** One of the Services which is governed by these Terms and Conditions is: Business Voice Mail Service. It is offered only to business customers in areas where we are able to provide it. Business Voice Mail Service will only work with telephone sets that provide touch-tone signaling.

**BILLING AND SUSPENSION OF SERVICE:** Qwest will bill you each month, in advance, on the page of your bill marked "unregulated" for the Service(s) you have selected. If payment is not received for the Service, then we may discontinue the Service after notifying you in writing. We may also suspend or discontinue the Service, without notice, if no telephone service is being provided to the business, if any abuse or misuse of the Service occurs, or if a hazard or danger to person or property exists.

**CANCELLATION/AGREEMENT:** Subject to any initial service period, you may cancel your Service, without further charge, as of the date you call us. But we will continue to provide the Service you have ordered and we will expect you to pay for it until you do cancel the Service.

**DEPOSIT:** Subject to any applicable laws or rules, if we hold a deposit for your account, we may apply it to any unpaid amount that you owe us when any Service is terminated for any reason.

**LIMITATION OF LIABILITY/SOLE REMEDY "OUT-OF-SERVICE" CREDIT:** If your Service is interrupted for 24 hours or more, and if it is not due to your own actions or instruments in your business, nor due to actions of your customers or employees, you will be entitled to an "out-of-service" credit. It is your responsibility to contact us and

request a credit within a reasonable time, generally 30 days, or we may not give you this credit. THIS IS YOUR SOLE REMEDY FOR ERRORS, OMISSIONS AND OUT-OF-SERVICE CONDITIONS, EVEN IF IT IS OUR FAULT. IN OTHER WORDS, OUR ONLY LIABILITY TO YOU IS TO GIVE THE "OUT-OF-SERVICE" CREDIT. WE ARE NOT LIABLE FOR ANY OTHER DAMAGES, REGARDLESS OF THE THEORY, WHETHER DIRECT, INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL. WE ARE NOT MAKING ANY WARRANTIES TO YOU, AND WE EXPRESSLY EXCLUDE AND DISCLAIM ANY IMPLIED WARRANTIES SUCH AS WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE OR MERCHANTABILITY.

**REPORTING/REPAIRS:** If you have any problems with your Service or if you believe you are entitled to an "out-of-service" credit, please contact us at the telephone number on your bill or in the Customer Guide part of the White Pages. It is our obligation to repair our facilities, but if you or your customers or employees damage our facilities, we may charge you for the cost of the repair.

**CHANGES:** We may change or stop offering any Service, and we may change any of the Terms and Conditions and the price for any Service, but only after we give you 30 days notice. The notice may be included with your monthly bill. Any change in these Terms and Conditions must be in writing. Continued use of the Service after change(s) in Terms and Conditions constitutes acceptance by you of the change(s).

**TAXES:** We will add applicable sales, use, and other taxes, assessments, and charges to your bill.

**BAD CHECKS:** We will charge you a bad check fee if your check is returned by your bank.

**DISPUTE RESOLUTION:** Any claim, controversy or dispute arising out of this Agreement shall be settled by arbitration in accordance with the applicable rules of the American Arbitration Association. The

arbitrator shall have authority to award compensatory damages only, and judgment upon the award is binding and may be entered in any court having jurisdiction.

**ADDITIONAL INFORMATION:** Service descriptions and any limitations may be described in product literature. These descriptions and limitations are part of these Terms and Conditions. Please call us if you need copies or have any questions.

**MESSAGING INFORMATION:** While the functionality of Business Voice Mail Service makes it easy for you to send messages to your groups, it also makes it easier for others to send you unwanted messages. We do not want your voice mailbox to become cluttered with "Junk Mail" messages; therefore, we have made the following addendum to your Business Voice Mail Terms and Conditions:

1. Obscene, abusive or offensive messages sent or forwarded from one Voice Mail mailbox to another are prohibited.
2. Neither Business nor Residential Voice Mail customers may send unsolicited promotional, advertising, or commercial messages to other Voice Mail customers unless:
  - A. The recipient had requested messages from the sender, OR
  - B. The sender has signed authorization to send messages to the recipient.
3. All commercial messages sent must clearly identify the sender's name and a phone number at which the sender can be contacted.

Qwest has the right to determine compliance or non-compliance with these rules, and it may take into account customer complaints and comments. Qwest may or may not warn a violator of a violation. In addition to any other remedy, Qwest may interrupt or disconnect service of an offender, temporarily or permanently, with or without warning.

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[www.qwest.com/bvms](http://www.qwest.com/bvms)