TERMS AND CONDITIONS

1. AT&T Voice Mail Service (the Service) is provided in accordance with the terms and conditions set forth in this AT&T Voice Mail User Guide (the Guide). This Guide sets forth the entire terms and conditions for the Service and supersedes any prior written or oral statements concerning the Service.

2. You are responsible for payment of all charges including taxes and surcharges, if applicable, for the Service. You will pay AT&T Connecticut (Us or We) our established rates or any revised rates for the Service. The charges for the Service will appear on your AT&T monthly telephone bill and will be due upon receipt of the bill. If payment is not received within thirty (30) days of the bill date, you may be charged a late charge of 1% per month on the unpaid balance.

3. If required, you are responsible for obtaining and paying for any equipment for the Service. A touch-tone telephone is required for mailbox access and to utilize the available features.

4. We may, at our discretion, revise the rates, change the customer interface such as the recorded prompts and directions, the length of time available for leaving messages, the number of messages which may be left, the length of time a message will be stored and other aspects of the Service without notice.

5. WE DISCLAIM ALL WARRANTIES WITH RESPECT TO OUR PROVISION OF THE SERVICE, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. Our sole liability for any failure, defect, error, loss or omission in the provision of the Service is limited to the proportionate charge for the period during which the Service was affected. WE WILL NOT BE LIABLE, NOR WILL OUR AFFILIATES, FOR INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND WHATSOEVER. Service is subject to availability.

6. You are solely responsible for the content of any transmission including messages over the Service, as well as any connection of any equipment to the Service, if applicable, and will not use the Service for any unlawful purpose. If any claims are made against us arising out of any transmission over the Service, or the connection of any equipment to the Service (such as patent infringement claims arising out of such connection), or any other acts or omissions on your part, you shall indemnify us, defend and hold us harmless from and against any and all claims, damages and expenses (including our attorney's fees) incurred in defending any such claim.

AT&T local service and Voice Mail is provided by AT&T Connecticut. If your AT&T local service is billed on a per-call, per-minute or measured service basis, you will be charged for all local calls associated with the use of your Voice Messaging Service. You will be charged for a local call every time you retrieve a message or otherwise access your mailbox using your local business telephone number. You will also be charged for a local call every time a caller leaves or attempts to leave you a message. For customers on calling plans, such calls will be counted against your monthly allowance. If you access your mailbox from outside your local calling area, you will incur applicable in-state toll, long distance or other usage charges. Voice Mail services use Complementary Network Services such as Call Forwarding and Messaging Indicator.
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<td>Replying to a Message</td>
<td>27</td>
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## Introduction

Welcome to your new voice mail system. With Voice Mail service, your calls can be answered automatically if you’re not there to take the call or even if you’re already on the phone. Callers will be greeted by your personalized greeting and can leave a message up to 3 minutes long. You can listen to your messages any time, from any touch-tone phone. To check for new messages, just pick up your phone and listen for an intermittent dial tone. (If you have compatible equipment, a light will alert you of new messages.)
Voice Mail for Type 2 & 3 Customers

Setting Up Voice Mail for the First Time

1. Dial *98 (where available) from your business phone. If *98 is not available in your area or you are away from your office, dial your Voice Mail access number.

2. If you are calling from a phone other than your office phone, you will be prompted to press { # } and enter your mailbox – this is always your area code + 7-digit telephone number.

3. Enter your temporary password – this is also your area code + 7-digit telephone number.


5. Record your name as personal identification.

6. Record your personal greeting.

YOUR MAILBOX IS NOW SET UP!

Note: For your security, you should change your temporary password immediately, even if you are not yet using your mailbox. When choosing a password, do not use your telephone or mailbox number (or any part of the telephone or mailbox number) as part of the password. Do not repeat digits (e.g., 444444), do not use sequential digits (e.g., 123456) and do not use easily identifiable numbers (e.g., ZIP code, street address, etc.). Treat your password as you would your ATM PIN. We recommend that you select a password of at least 6 digits, up to a maximum of 15. For added security, you should change your password periodically and check your greetings to make sure they have not been changed.

Using Voice Mail

1. Dial *98 (where available) from your business phone. If *98 is not available in your area or you are away from your office, dial the local Voice Mail access number.

2. If you hear your recorded name skip to step 5.

3. Press {#} to indicate you have a mailbox on the system.

4. Enter your mailbox number.

5. Enter your password.

6. You are now at the Main Menu.

Main Menu

<table>
<thead>
<tr>
<th>OPTIONS</th>
<th>PRESS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check NEW, unheard messages</td>
<td>{ 1 }{ 1 }</td>
</tr>
<tr>
<td>Listen to ALL messages</td>
<td>{ 1 }</td>
</tr>
<tr>
<td>Enter Personal Options</td>
<td>{ 2 }</td>
</tr>
<tr>
<td>RESTART</td>
<td>{ 5 }</td>
</tr>
<tr>
<td>DISCONNECT</td>
<td>{ * }</td>
</tr>
</tbody>
</table>

Easy Access Via Telephone Answering Mode

Easy Access allows subscribers the option to access their mailbox messages when away from the office by dialing the subscribing telephone number or the hub number. A subscriber can call the subscribing phone number, and if no one answers live, they can choose to enter the mailbox to check messages. (It works similarly to remote access on telephone answering machines – but there is no machine to maintain or replace!)

Easy Access will not work with the following:

- Type 1 or Type 3 services
- Type 2 mailbox that has extension mailboxes

* Easy Access will not work if the subscriber presses "9" AFTER they hear the beep.

FOLLOW THESE STEPS

<table>
<thead>
<tr>
<th>FOLLOW THESE STEPS</th>
<th>PRESS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Dial the telephone number on which Voice Mail is subscribed.</td>
<td></td>
</tr>
<tr>
<td>2. As soon as the greeting begins press { 9 }*</td>
<td></td>
</tr>
<tr>
<td>3. The caller will hear “Please enter your password.”</td>
<td></td>
</tr>
<tr>
<td>4. From this point the customer would continue as usual.</td>
<td></td>
</tr>
</tbody>
</table>
When Listening to Messages

<table>
<thead>
<tr>
<th>OPTIONS</th>
<th>PRESS</th>
</tr>
</thead>
<tbody>
<tr>
<td>To hear a NEW message</td>
<td>{ 1 } { 1 }</td>
</tr>
<tr>
<td>To REVIEW all messages</td>
<td>{ 1 }</td>
</tr>
<tr>
<td>To SAVE a message</td>
<td>{ 9 }</td>
</tr>
<tr>
<td>To EXIT mailbox</td>
<td>{ * }</td>
</tr>
<tr>
<td>To ERASE a message</td>
<td>{ 7 }</td>
</tr>
<tr>
<td>To ERASE a message without listening to the complete message</td>
<td>{ 3 } { 3 } { 7 }</td>
</tr>
<tr>
<td>To SKIP a message</td>
<td>{ # }</td>
</tr>
<tr>
<td>To CANCEL message review</td>
<td>{ * }</td>
</tr>
<tr>
<td>To obtain envelope information</td>
<td>{ 5 }</td>
</tr>
</tbody>
</table>

Note: New and saved messages will be stored for a total of 15 days. Messages will be automatically deleted from your mailbox after the allotted storage period.

Undelete
Voice Mail has the deleted message recovery feature which allows you to review messages that you have previously marked for deletion during your mailbox session. To review messages you have erased while using your mailbox, go to the Main Menu and press 1-9. While listening to messages marked for deletion, you can use any of the available message review options. If you erase a message from the erased-message queue, it is permanently removed from your mailbox. When you exit your mailbox, all messages marked for deletion are permanently removed.

Playback Features

<table>
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<tr>
<th>WHILE LISTENING TO A MESSAGE</th>
<th>PRESS</th>
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<tbody>
<tr>
<td>To REWIND 10 seconds</td>
<td>{ 1 }</td>
</tr>
<tr>
<td>To rewind to BEGINNING</td>
<td>{ 1 } { 1 }</td>
</tr>
<tr>
<td>To PAUSE for 15 seconds</td>
<td>{ 2 }</td>
</tr>
<tr>
<td>To RESTART the message</td>
<td>{ 2 }</td>
</tr>
<tr>
<td>To FAST FORWARD 10 seconds</td>
<td>{ 3 }</td>
</tr>
<tr>
<td>To fast forward to END</td>
<td>{ 3 } { 3 }</td>
</tr>
<tr>
<td>To play message SLOWER</td>
<td>{ 4 }</td>
</tr>
<tr>
<td>To play message FASTER</td>
<td>{ 6 }</td>
</tr>
<tr>
<td>NORMAL volume</td>
<td>{ 8 }</td>
</tr>
<tr>
<td>LOUDER volume</td>
<td>{ 9 }</td>
</tr>
</tbody>
</table>

Personal Options
Features under Personal Options allow you to “customize” your mailbox. These options give you the flexibility to change your password, greeting or prompt levels, establish Outcall to Pager Schedule and activate date and time playback. By referring to the steps outlined on the following pages and listening to the prompts, you can move easily through these options.
Changing Your Password
You recorded a personal password when you entered Voice Mail for the first time to set up your mailbox. To change your password, enter the Personal Options Menu by pressing { 2 } at the Main Menu. You can change your personal password at any time and as often as you like. Choose a password that you can remember but is hard for others to guess. Passwords can be between 6 and 15 digits in length. Each password you create must be different. Your password cannot begin with “0.” If you forget your password, call AT&T repair service at 1-203-420-3131 to have it reset.

FOLLOW THESE STEPS | PRESS
---|---
1. Select Personal Options | { 2 }  
2. Select Administrative Options | { 1 }  
3. To CHANGE your password | { 1 }  
4. Follow the voice prompts |  
5. When done, to EXIT | { * }  

Greetings
Your greeting is the message your callers hear when Voice Mail answers for you. You may choose one of the following greeting types:

• Standard Greeting
Voice Mail will play a greeting which says, “At the tone please record your message to (recorded name). At the end of your message press { 1 }.”

• Personalized Greeting
This type allows you to record your own greeting that your callers will hear. When recording your greeting, keep in mind that Voice Mail will automatically add at the end of your greeting, “At the tone please record your message. At the end of your message press { 1 }.”

Changing Your Greeting
To change your greeting and name or to record an extended absence greeting:

FOLLOW THESE STEPS | PRESS
---|---
1. Select Personal Options | { 2 }  
2. To CHANGE your greeting | { 2 }  
3. CHOOSE:  
record your personal GREETING | { 1 }  
record your NAME | { 2 }  
record your extended absence greeting | { 3 }  
5. When done, to EXIT | { * }  

Notification On/Off
Voice Mail can notify you of messages in several ways:

Message Waiting Indicator
Either a message waiting light on your phone (if you have compatible equipment) or intermittent dial tone tells you that you have new unheard messages. Voice Mail has been set up with the message waiting indicator turned on.
Changing Your Voice Prompt Levels

While you are in Voice Mail, voice prompts will advise you of your choices and provide assistance. Here’s how to change the voice prompt levels:

Voice Mail – TYPE 2&3 CUSTOMERS

FOLLOW THESE STEPS PRESS
1. Select Personal Options { 2 }
2. Select Administrative Options { 1 }
3. To CHANGE voice prompt levels { 2 }
4. CHOOSE:
   for STANDARD prompts { 1 }
   for EXTENDED (long) prompts { 2 }
   for RAPID (short) prompts { 3 }
5. When done, to EXIT { * }

Activating Date and Time Feature

The date and time feature is used to hear the date and time each message was received. Here’s how to activate the date and time feature:

Voice Mail – TYPE 2&3 CUSTOMERS

FOLLOW THESE STEPS PRESS
1. Select Personal Options { 2 }
2. Select Administrative Options { 1 }
3. To ACTIVATE date and time option { 3 }
4. CHOOSE:
   To turn ON date and time option { 1 }
   To turn OFF date and time option { 2 }
5. When done, to EXIT { * }

Sending a Message

With the sending function, you can record a message and send it to other Voice Mail customers. You may re-record all or part of your message, if desired, as well as choose from a variety of Delivery Options.

Voice Mail – TYPE 2&3 CUSTOMERS

FOLLOW THESE STEPS PRESS
1. To RECORD a message { 3 }
2. When FINISHED recording { # }
3. To REPLAY { 1 }
4. To RE-RECORD { * }
5. Enter destination mailbox number: The mailbox number is the same as the area code + 7-digit telephone number.
6. Select Delivery Options { 0 }
7. SEND message { # }

Voice Mail – TYPE 2&3 CUSTOMERS

Delivery Options

Voice Mail gives you a number of options for delivering a message. Delivery Options are selected after you enter the destination mailbox number but before you send the message. You may cancel any option for a particular destination by pressing its number again (e.g., pressing { 2 } the first time marks a message urgent; pressing { 2 } again removes the urgent marking). When sending a message to multiple destinations, you can cancel the previously selected option before sending the message by pressing the number of that option again. Otherwise, options assigned to the previously entered destination (e.g., private, urgent, etc.) will also apply to the next destination.
Private Messages
A private message prevents the recipient from sending a copy of your message to anyone else. You can designate a message private by pressing {1} after recording it. Then press {#} to send it.

Urgent Messages
A message marked “urgent” is available for review before non-urgent messages. Use the urgent delivery option with discretion because some Voice Mail customers may have Outcall to Pager Notification set to call them immediately for urgent messages. Do not use urgent for routine messages. You can designate a message urgent by pressing {2} after recording it. Then press {#} to send it.

Message Confirmation
The Message Confirmation option allows you two choices:

- Confirmation of Receipt
- Notification of Non-Receipt

When you select Confirmation of Receipt, Voice Mail sends a message to your mailbox telling you when the recipient has listened to your entire message. When you select Notification of Non-Receipt, Voice Mail sends a message to your mailbox if the recipient does not review the message within five days.

For Message Confirmation:

<table>
<thead>
<tr>
<th>FOLLOW THESE STEPS</th>
<th>PRESS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. After recording message</td>
<td>{3}</td>
</tr>
<tr>
<td>2. CHOOSE:</td>
<td></td>
</tr>
<tr>
<td>For CONFIRMATION of Receipt</td>
<td>{1}</td>
</tr>
<tr>
<td>For NOTIFICATION of Non-Receipt</td>
<td>{2}</td>
</tr>
<tr>
<td>3. To SEND</td>
<td>{#}</td>
</tr>
</tbody>
</table>

Future Delivery
With Voice Mail, you can choose to deliver your message at a specific time in the future. A mailbox can have up to five future delivery messages waiting to be delivered. To request future delivery:

<table>
<thead>
<tr>
<th>FOLLOW THESE STEPS</th>
<th>PRESS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. After recording message</td>
<td>{4}</td>
</tr>
<tr>
<td>2. To SPECIFY THE DATE</td>
<td>{1}</td>
</tr>
<tr>
<td>3. Select the MONTH</td>
<td></td>
</tr>
<tr>
<td>Jan. = {1}, Dec. = {1}{2}, etc.</td>
<td></td>
</tr>
<tr>
<td>4. Select the DATE</td>
<td></td>
</tr>
<tr>
<td>{1} to {3}{1}</td>
<td></td>
</tr>
<tr>
<td>5. Select the HOUR AND MINUTES</td>
<td></td>
</tr>
<tr>
<td>2:00 as {2}{0}{0}, 10:15 as {1}{0}{1}{5}</td>
<td></td>
</tr>
<tr>
<td>6. Select A.M. or P.M.</td>
<td></td>
</tr>
<tr>
<td>{1} for a.m. {2} for p.m.</td>
<td></td>
</tr>
</tbody>
</table>
Sending the Message

After choosing your delivery option(s), you must press { # } to send the message. Your message will be lost if you do not do so. After sending a message, you have the option of entering another destination or pressing { * } to return to the Main Menu.

Remember, once you’ve sent a message, you cannot get it back.

Check Receipt*

Any time after you have sent a message to a subscriber, you can check to see whether the recipient has listened to your message. Voice Mail plays each message you’ve sent that has not been listened to by the recipient.

<table>
<thead>
<tr>
<th>FOLLOW THESE STEPS</th>
<th>PRESS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Select Check Receipt</td>
<td>{ 4 }</td>
</tr>
<tr>
<td>2. Enter RECIPIENT’S MAILBOX NUMBER</td>
<td></td>
</tr>
<tr>
<td>3. To CANCEL Check Receipt</td>
<td>{ * }</td>
</tr>
</tbody>
</table>

*This option is available to host mailbox only.

Replying to a Message

You can reply to a message sent to you by another Voice Mail customer within Connecticut immediately after reviewing it without hanging up and re-dialing. Your reply is received by that person like any other message. While recording your reply, you can use the playback controls to review and edit your response before sending it. You can also use Delivery Options such as private and urgent. To reply to a message:

<table>
<thead>
<tr>
<th>FOLLOW THESE STEPS</th>
<th>PRESS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. To RECORD your reply</td>
<td>{ 8 }</td>
</tr>
<tr>
<td>2. To indicate END of message</td>
<td>{ # }</td>
</tr>
<tr>
<td>3. To select Delivery Options</td>
<td>{ 0 }</td>
</tr>
<tr>
<td>4. To send your REPLY</td>
<td>{ # }</td>
</tr>
</tbody>
</table>

Sending a Copy of a Message

You can send a copy of a message you have received to another Voice Mail customer, adding your introductory comments so the person receiving the copy will know it has been forwarded by you. This feature is useful when you receive a message that can be handled or should be heard by another subscriber. You can send a copy of any message unless it has been marked private by the sender.

Sending a Copy to Someone Else

<table>
<thead>
<tr>
<th>FOLLOW THESE STEPS</th>
<th>PRESS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. To send a COPY</td>
<td>{ 6 }</td>
</tr>
<tr>
<td>2. RECORD your introductory comments</td>
<td></td>
</tr>
<tr>
<td>3. To indicate END of comments</td>
<td>{ # }</td>
</tr>
<tr>
<td>4. To REVIEW your comments (if desired)</td>
<td>{ 1 }</td>
</tr>
<tr>
<td>5. Enter destination mailbox number: The mailbox number is the same as the area code + 7-digit telephone number.</td>
<td></td>
</tr>
<tr>
<td>6. To SEND the copy</td>
<td>{ # }</td>
</tr>
<tr>
<td>7. CHOOSE (if desired): To ERASE original message</td>
<td>{ 7 }</td>
</tr>
<tr>
<td>To SAVE original message</td>
<td>{ 9 }</td>
</tr>
</tbody>
</table>
Group Distribution Lists
When sending messages to the same group of people regularly (e.g., to set up a weekly meeting), group distribution lists can save you time. Each list can store up to 25 mailbox numbers. Messages can be sent to all members of the list using a two-digit destination number. You can create new group distribution lists, delete lists, or review and modify existing lists at any time.

Note: You can have as many as 15 group distribution lists (numbered from 11 through 25), each with up to 25 mailbox numbers. Voice Mail tells you when you have exceeded your allowable number.

Setting Up a Group Distribution List

FOLLOW THESE STEPS  |  PRESS
---|---
1. Select Personal Options  | { 2 } 
2. Select Administrative Options  | { 1 } 
3. Select Group Lists  | { 4 } 
4. To CREATE a list  | { 1 } 
5. ASSIGN a 2-digit number (between 11 and 25) to the list you want  
6. RECORD the NAME for the list  
7. Enter mailbox number (area code + 7-digit telephone number) of each person you want on the list.  
8. REVIEW all names on list (if desired)  | { 1 } 
9. EXIT and SAVE completed list  | { * } 

Editing an Existing Group List

FOLLOW THESE STEPS  |  PRESS
---|---
1. Select Personal Options  | { 2 } 
2. Select Administrative Options  | { 1 } 
3. Select Group Lists  | { 4 } 
4. Then, to select EDIT  | { 2 } 
5. Then follow voice prompts  

Deleting an Existing Group List

FOLLOW THESE STEPS  |  PRESS
---|---
1. Select Personal Options  | { 2 } 
2. Select Administrative Options  | { 1 } 
3. Select Group Lists  | { 4 } 
4. Then, to select DELETE  | { 3 } 
5. Then follow voice prompts  

Reviewing or Renaming Lists

FOLLOW THESE STEPS  |  PRESS
---|---
1. Select Personal Options  | { 2 } 
2. Select Administrative Options  | { 1 } 
3. Select Group Lists  | { 4 } 
4. Then, to select LIST NAMES  | { 4 } 
5. Then follow voice prompts  

Voice Mail: the easy solution with exceptional features.
Voice Mail for Type 3 Customers

Voice Mail Type 3 service provides additional features not available to Type 2 customers.

Customers with Type 3 service must also read the Type 2 section of this user guide.

“0” Out to Attendant*

The “0” Out to Attendant feature* allows callers who need assistance either before, during or after leaving a message to press { 0 } and be redirected to an attendant. The attendant’s telephone number was programmed when Voice Mail was ordered. If you need to change the attendant’s number, call the AT&T Business Office to have your mailbox reprogrammed. The number used for the “0” Out to Attendant feature must be toll free or local to the Voice Mail Access Number.

Voice Mail customers with the “0” Out to Attendant feature can include this as a choice in their personal greeting. For example, “Hello, this is Matt Smith. I’m not available right now, but please leave me a detailed message, or if you need to speak to someone immediately, please press { 0 } and your call will be transferred to an attendant.”

*Can be purchased as an optional feature on a Type 2 Mailbox for an additional charge.

Alpha Paging on “0” Out to Attendant*

“0” Out to Attendant is a feature that allows the subscriber to designate a telephone number that calls can be transferred to if the caller presses { 0 } as prompted by the subscriber greeting.

The Alpha Paging application allows the subscriber’s alpha paging company to be the recipient of the “0 Out.” The paging center number used by the customer must be local or toll free to the serving voice mail hub in order for the customer to take advantage of this service.

*Can be purchased as an optional feature on a Type 2 Mailbox for an additional charge.

The subscriber should be advised to include in the greeting:

- Any PIN/reference number for the paging company
- That the caller must press 0 to access the alpha paging company

Important Reminder: The customer must choose from one of two schedules for “0” Out to Attendant: 8 a.m.–5 p.m. Monday–Friday, or 24 hours a day, 7 days a week.

Note: Customers who do not already subscribe to “0” Out to Attendant will incur installation and monthly recurring charges to initiate the feature. Alpha Paging is simply an application for subscribers of “0” Out to Attendant.

Outcall to Pager*

With Outcall to Pager,* Voice Mail can call you at your pager number to notify you when there are new messages in your mailbox.

You can control the hours when outcalling is in effect. You can set up the outcall schedule in your mailbox to have Voice Mail call you immediately when a message is delivered, or you can select intervals of time between when a new message reaches your mailbox and when Voice Mail calls to notify you. You can also be more selective and have Voice Mail call you only when you have urgent messages.

Voice Mail allows you to set up one Pager Notification Schedule. Outcall to Pager is most often used by subscribers who are frequently out of the office and want to be notified of new messages. It is also helpful if a subscriber wishes to be notified of messages after hours or on weekends. If you change pager companies or pager telephone number, call the AT&T Business Office to have your mailbox reprogrammed. The number used for the Outcall to Pager feature must be toll free or local to the Voice Mail Access Number.

*Can be purchased as an optional feature on a Type 2 Mailbox for an additional charge.
Cut Thru Paging on Outcall to Pager

Outcall to Pager allows the subscriber to be notified of messages deposited in their mailbox via their pager. The subscriber sets up a schedule that allows them to choose when (time of day and day of week) and which calls (urgent or all) trigger the notification.

Cut Thru Paging on Outcall to Pager allows the caller to:

- Send page with a callback number after the greeting is heard
- Leave a voice message for the subscriber (which will also page the subscriber, depending on how the outcall is set up)
- Both

A voice prompt offers the customer the option of leaving a callback number by pressing the designated key on their touch-tone pad. The subscriber’s pager is notified with the callback number if the option is selected. A special code appears after the callback number if a voice message was deposited along with the callback number. When a voice message is left by itself, the existing notification process occurs. The subscriber uses the “Pager Notification Schedule” to control this feature.

Note: Customers who do not already subscribe to Outcall to Pager will incur installation and monthly recurring charges to activate the feature. Cut Thru Paging is a free enhancement for Outcall to Pager.

FOLLOW THESE STEPS (cont.)

<table>
<thead>
<tr>
<th>PRESS</th>
</tr>
</thead>
<tbody>
<tr>
<td>4. If the caller enters a callback number</td>
</tr>
<tr>
<td>- Caller will hear “You entered xxxxxxx.</td>
</tr>
<tr>
<td>If this is correct press”</td>
</tr>
<tr>
<td>- To re-enter press”</td>
</tr>
<tr>
<td>- To cancel press”</td>
</tr>
<tr>
<td>5. If the caller presses ( 1 )</td>
</tr>
<tr>
<td>- Caller will hear “Thank you. Your</td>
</tr>
<tr>
<td>callback number has been entered.</td>
</tr>
<tr>
<td>You may hang up or to leave a voice</td>
</tr>
<tr>
<td>message, please wait for the tone.”</td>
</tr>
<tr>
<td>The caller can then leave a voice</td>
</tr>
<tr>
<td>message (which will follow the setup</td>
</tr>
<tr>
<td>of the Outcall to Pager).</td>
</tr>
<tr>
<td>6. If the caller presses 2</td>
</tr>
<tr>
<td>- Caller will hear “Please enter your</td>
</tr>
<tr>
<td>callback number, then press”</td>
</tr>
<tr>
<td>7. If the caller presses 3</td>
</tr>
<tr>
<td>- Caller will hear subscriber’s greeting</td>
</tr>
</tbody>
</table>

Important Reminder: The Outcall to Pager setup remains the same as today; this enhancement will follow the same settings.

The table on the following page illustrates what the subscriber will see displayed on their pager depending on:

- The presence or absence of a PIN on the subscriber’s pager
- What the caller chooses to leave

Voice Mail makes it easy to listen to your messages from anywhere.
Voice Mail – TYPE  

**CUSTOMERS**

**Time Periods for Pager Notification**

You can control the hours when you will be accepting calls. You will be prompted to enter a start and stop time for the Pager Notification Schedule from your mailbox. You can decide whether the schedule applies on weekdays, weekends or both. For example, you can use the schedule for daytime notification to your pager from 9 a.m. to 5 p.m., and you can specify a limited time on the weekend (e.g., 5:00–7:00) on Saturday and Sunday. On holidays, your weekend schedule will automatically apply.

### IF THE CALLER...

<table>
<thead>
<tr>
<th>AND THE SUBSCRIBER...</th>
<th>THEN THE SUBSCRIBER WILL RECEIVE...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leaves a message</td>
<td>Has no PIN</td>
</tr>
<tr>
<td>Leaves a message</td>
<td>Has a PIN</td>
</tr>
<tr>
<td>Leaves a callback number</td>
<td>Has no PIN</td>
</tr>
<tr>
<td>Leaves a callback number</td>
<td>Has a PIN</td>
</tr>
<tr>
<td>Leaves both a callback number and a message</td>
<td>Has no PIN</td>
</tr>
<tr>
<td>Leaves both a callback number and a message</td>
<td>Has a PIN</td>
</tr>
</tbody>
</table>

### FOLLOW THESE STEPS  

<table>
<thead>
<tr>
<th>PRESS</th>
</tr>
</thead>
<tbody>
<tr>
<td>For 7:00</td>
</tr>
<tr>
<td>For 10:30</td>
</tr>
<tr>
<td>To select a.m.</td>
</tr>
<tr>
<td>To select p.m.</td>
</tr>
<tr>
<td>For 24-hour notification:</td>
</tr>
</tbody>
</table>

#### Voice Mail – TYPE  

**CUSTOMERS**

**Setting Up a Pager Notification Schedule**

### FOLLOW THESE STEPS  

<table>
<thead>
<tr>
<th>PRESS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Select Personal Options</td>
</tr>
<tr>
<td>2. Select Notification Options</td>
</tr>
<tr>
<td>You will hear “Pager Schedule”</td>
</tr>
<tr>
<td>3. Enter weekday notification time period</td>
</tr>
<tr>
<td>4. To CONTINUE or CHANGE the schedule</td>
</tr>
<tr>
<td>5. Enter weekend notification time period</td>
</tr>
<tr>
<td>6. To CONTINUE or CHANGE the schedule</td>
</tr>
<tr>
<td>7. Select whether you want to be notified of all messages or only urgent messages</td>
</tr>
<tr>
<td>8. Select how soon Voice Mail should call you after a new message arrives. (It can be different for urgent and non-urgent.)</td>
</tr>
<tr>
<td>9. CONFIRM the schedule or CHANGE the schedule</td>
</tr>
</tbody>
</table>

Important Reminder: Even if a schedule has been set, Voice Mail will not place calls to your pager unless notification has been turned ON. See below to turn on a Pager Notification Schedule.

Note: Outcall to Pager is for host mailbox only; it does NOT apply to extension mailboxes.
Outcall to Pager Notification

Even though a schedule is set, the system does not place calls unless Outcall Notification is turned ON. You can turn the Outcall to Pager Notification schedule ON or OFF at your convenience. Your schedule will not be erased.

When you press {4} in Personal Options, the system tells you whether Outcall Notification is turned ON or OFF and that your message waiting indicator is on. If Outcall Notification is on, press {2} to turn it off; if it is off, press {1} to turn it on.

Extension Option*

The Extension Option provides individual, personal mailboxes for up to four individuals, while ensuring complete privacy and security for each user.

The Extension Option is composed of one host mailbox and three extension mailboxes. Each mailbox is individual and has complete privacy.

A host with three extension mailboxes can hold a total of 45** messages. You can add or delete an extension mailbox at any time. Extension users can check who has messages simply by pressing {0} at the Main Menu. Both the host and extension users must review the entire guide.

* Can be purchased as an optional feature on a Type 2 Mailbox for an additional charge.

** An AT&T Type 2 customer who purchases Extensions as an optional feature will be able to hold a total of 35 messages.

Extension Mailboxes

You need to set up your host and extension mailboxes only once. You will not be able to receive messages until you do. First you must set up your host mailbox, then each extension mailbox.

Setting Up an Extension Mailbox

1. Follow steps 1-6 on page 2 for SETUP
   This will bring you to the MAIN MENU
2. Enter the host mailbox password
3. Select Personal Options {2}
4. Select Extension Mailboxes {9}
5. Select number of extension users to add: {1}, {2} or {3}
6. Voice Mail assigns a password for your extension user. You can change or retain this password. (Write this password down. You must give it to extension user.)
7. Record name of person using the extension
8. Record PERSONALIZED GREETING or Select STANDARD GREETING
9. Change personal greeting recorded earlier
   If you add more extension users, remember to re-record your personal greeting to tell callers how to reach you and each extension user. You have the option of recording a personalized greeting or using the standard greeting.
10. Return to PREVIOUS MENU {*}

Note: Extension mailbox passwords cannot be reset. If you forget your extension mailbox password, the host user will need to delete and rebuild that extension. The mailbox will need to be reinitialized and messages in the mailbox extension will be lost.
Personalizing an Extension Mailbox

**Greetings**

Listed below are examples of personal greetings for the host’s and extension users’ mailboxes. Remember, your greeting must not exceed 45 seconds in length.

**Host’s Personal Greeting**

“Hello, you have reached the ABC Company. We are unable to take your call at the moment. If you wish to leave a message for Amy, press {1}. If you wish to leave a message for Doug, press {2}. If you wish to leave a message for ABC Company or if you are calling from a rotary telephone, please stay on the line. We will get back to you as soon as we can. Thank you.”

**Extension’s Personal Greeting**

“Hello, this is Amy. I am either on the phone or unable to take your call right now, but please leave a message and I will get back to you as soon as I can. Bye.”

If you do not wish to record a personal greeting, you may use the standard greeting.

**Deleting an Extension Mailbox**

If a user name changes or leaves the business, you will want to be sure to delete their mailbox.

**Delivery Options**

Extension mailboxes can send a message, send a copy of a message, or reply to a message from the other extensions within the mailbox or the host mailbox only. The host mailbox can send messages to other Voice Mail users.
Sending a Message within Your Mailbox

FOLLOW THESE STEPS | PRESS
---|---
1. SEND a message | { 3 }
2. RECORD your message at the TONE then, to CONTINUE | { # }
3. Enter the extension user’s destination number then, to CONTINUE | { # }
4. If sending a message to: HOST MAILBOX: Enter YOUR area code + 7-digit telephone number EXTENSION USER: Enter extension number: | { 1 }, { 2 } or { 3 }
5. SEND your message | { # }
6. Return to PREVIOUS MENU | { * }

FOLLOW THESE STEPS (cont.) | PRESS
---|---
6. SEND a copy of your message | { # }
7. Enter the NEXT DESTINATION or if there are no more destinations | { * }
8. ERASE original message or REPLY to original message or SAVE the original message | { 7 }, { 8 }, { 9 }

Replying to a Message

FOLLOW THESE STEPS | PRESS
---|---
1. Listen to the ENTIRE message |   
2. To REPLY | { 8 }
3. RECORD your reply then, to CONTINUE | { # }
4. SEND your message Your reply will be sent to the extension user who originally sent you the message. | { # }
5. ERASE original message or SAVE the original message | { 7 }, { 9 }

Sending a Copy of a Message

FOLLOW THESE STEPS | PRESS
---|---
1. Listen to the ENTIRE message |   
2. SEND a copy of the message | { 6 }
3. RECORD your introductory comments then, to CONTINUE | { # }
4. Enter destination number of extension user to whom you wish to forward the message then, to CONTINUE | { # }
5. If sending a copy of a message to: HOST MAILBOX: Enter YOUR area code + 7-digit telephone number EXTENSION USER: Enter extension number: | { 1 }, { 2 } or { 3 }

Voice Mail... an easy way to keep in touch with co-workers anywhere in the state.
Quick Reference Chart for Type 2 & 3 Customers

**From Another Phone...**
1. Dial your access number.
2. Listen to the introductory system greeting.
3. Press {#}.
4. Enter your mailbox number. This is also your telephone number.
5. Enter your password. For your first time this is also your telephone number.

**From Office Phone...**
Dial *98 (where available) from your business phone. If *98 is not available in your area or you are away from your office, dial your access number and enter your passcode.

**Playback Controls AFTER Listening**
- Replay {4}
- Envelope {5}
- Send Copy {6}
- Erase {7}
- Reply {8}
- Save {9}
- Return to Main Menu {*}

**Playback Controls WHILE Listening**
- Rewind {0}
- Pause/Restart {1}
- Forward {2}
- Position (1) (2) (3)
- Slower {4}
- Envelope {5}
- Faster {6}
- Speed (4) (5) (6)
- Normal {7}
- Louder {8}
- Volume (7) (8) (9)

---

### Main Menu
- Check Status† {0}
- Check Unheard Messages (1)|1|
- Listen (1)
- Personal Options {2}
- Send {3}
- Check Receipt†† {4}
- Restart {5}
- Exit {*}

### Personal Options
- Administrative Options {1}
- Greetings (2)
- Notification ON/OFF {4}
- Extension Mailboxes† {9}
- Notification Options** {5}
- Exit {*}

### Administrative Options
- Password (1)
- Voice Prompt Levels (2)
- Date & Time Option {3}
- Group Lists {4}
- Exit {*}

### Delivery Options
- Private (1)
- Urgent (2)
- Message Confirmation (3)
- Future Delivery (4)
- Cancel Delivery {*}

### Greetings
- Personal Greeting (1)
- Name (2)
- Extended Absence§ (3)
- Exit {*}

### Voice Prompt Levels
- Standard (1)
- Extended (2)
- Rapid (3)

---

† Only available with Extension Option feature
‡ This option is available to host mailbox only
* If turned on through Personal Options
** Applies only to customers who have purchased Outcall to Pager
§ Not available with Extension Option feature

---

**Enter SBC Voice Mail...**

**Enter Mailbox Number**

**Send**

**Send**

**End {#}**

**Enter Destination**

**Replay {1}**

**Send {#}**

**No More Destinations {*}

---

Enter Extension Number  Add or Delete
**Helpful Hints for You**

1. To disconnect, press { * } until Voice Mail says “Good-bye.” Do not just hang up.

2. The star key { * } can be used to cancel a command, to return to the previous menu, or to exit. For example, you can return to the Main Menu by pressing { * } until you hear the Main Option Menu.

3. The pound key { # } is used to skip a message or complete an option. Skipped messages are held and can be reviewed later.

4. If you are calling to retrieve your messages from another Voice Mail customer’s telephone, dial your access number, press { * } (not { # }) and then enter your mailbox number.

5. You may override most Voice Mail prompts by pressing the correct key for the option you want before the prompt is completed. This will save you time once you are familiar with Voice Mail.

6. If you forget your password, call the AT&T repair service at 1-203-420-3131 to have it reset. The repair service will reset your password and call you back. Your messages will not be lost. Please protect your password and any other information pertaining to your Voice Mail. Extension mailbox passwords cannot be reset. If you forget your password, the host will need to delete and rebuild that extension. The mailbox will need to be reinitialized and any messages in that extension mailbox will be lost.

7. If you have Call Waiting and are on the phone, you can choose not to answer the second call. If you choose not to answer, the caller will be forwarded to Voice Mail.

8. If your telephone is equipped with memory keys, you may store your Voice Mail access number on one of the memory keys for quick and easy access to Voice Mail.

9. To exit your mailbox without reviewing the messages you have marked for deletion during that mailbox session, press { * }{ * } after listening to the system prompt.

**Helpful Hints for Your Callers**

1. Callers may skip your greeting by pressing the { # } key.

2. Callers may leave you an urgent message by pressing { 1 }{ 1 }{ 2} after leaving you a message (before hanging up). Urgent messages are always heard first and are announced as urgent messages.

3. Callers may delete their message by pressing { * } before hanging up. Voice prompts then give them the option of recording another message.

4. A touch-tone phone is required to access Voice Mail. However, a touch-tone phone is not needed to leave a message.

5. If your mailbox is full, a caller will hear an announcement that a message cannot be left.

**Helpful Telephone Numbers**

<table>
<thead>
<tr>
<th>For User Instructions:</th>
<th>AT&amp;T Helpline</th>
<th>1-800-575-5552</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>For example, to initialize the mailbox or create greeting.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>For Service Problems:</th>
<th>AT&amp;T Repair</th>
<th>1-203-420-3131</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>For example, forgot password, need to reset password or no message waiting indication.</td>
<td></td>
</tr>
</tbody>
</table>
Useful Definitions

Access Number – the number you call to listen to your messages and change your mailbox options.

Intermittent Dial Tone – a series of short dial tones indicating that you have new, unheard messages.

Mailbox – where Voice Mail stores your messages.

Mailbox Number – this is the same as your area code + 7-digit telephone number.

Password – a series of 6 to 15 numbers you select to gain access to your Voice Mail mailbox. (Your temporary password the first time you access your mailbox is your area code + 7-digit telephone number.)

Voice Prompts – automated voice instructions that guide you through using Voice Mail.

This is the “pound” key { # }

This is the “star” key { * }

Other Sources of Information

AT&T website: TheNewATT.com

AT&T Helpline: 1-800-575-5552

In the front of the AT&T white pages under AT&T Products and Services

Wallet cards (attached on the bottom of your welcome letter)
Business User Guide

AT&T
Voice Mail
How to Put Voice Mail to Work for You

Easy to Use
Reliable
Convenient
Private

TERMS AND CONDITIONS

1. AT&T Voice Mail Service (the Service) is provided in accordance with the terms and
   conditions set forth in this AT&T Voice Mail User Guide (the Guide). This Guide sets
   forth the entire terms and conditions for the Service and supersedes any prior written
   or oral statements concerning the Service.

2. You are responsible for payment of all charges including taxes and surcharges, if
   applicable, for the Service. You will pay AT&T Connecticut (Us or We) our established
   rates or any revised rates for the Service. The charges for the Service will appear on
   your AT&T monthly telephone bill and will be due upon receipt of the bill. If payment is
   not received within thirty (30) days of the bill date, you may be charged a late charge
   of 1% per month on the unpaid balance.

3. If required, you are responsible for obtaining and paying for any equipment for the
   Service. A touch-tone telephone is required for mailbox access and to utilize the
   available features.

4. We may, at our discretion, revise the rates, change the customer interface such as the
   recorded prompts and directions, the length of time available for leaving messages,
   the number of messages which may be left, the length of time a message will be
   stored and other aspects of the Service without notice.

5. WE DISCLAIM ALL WARRANTIES WITH RESPECT TO OUR PROVISION OF THE SERVICE,
   INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A
   PARTICULAR PURPOSE. Our sole liability for any failure, defect, error, loss or omission
   in the provision of the Service is limited to the proportionate charge for the period
   during which the Service was affected. WE WILL NOT BE LIABLE, NOR WILL OUR
   AFFILIATES, FOR INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND
   WHATSOEVER. Service is subject to availability.

6. You are solely responsible for the content of any transmission including messages over
   the Service, as well as any connection of any equipment to the Service, if applicable,
   and will not use the Service for any unlawful purpose. If any claims are made against
   us arising out of any transmission over the Service, or the connection of any
   equipment to the Service (such as patent infringement claims arising out of such
   connection), or any other acts or omissions on your part, you shall indemnify us,
   defend and hold us harmless from and against any and all claims, damages and
   expenses (including our attorney's fees) incurred in defending any such claim.

AT&T local service and Voice Mail is provided by AT&T Connecticut. If your AT&T local
service is billed on a per-call, per-minute or measured service basis, you will be charged
for all local calls associated with the use of your Voice Messaging Service. You will be
charged for a local call every time you retrieve a message or otherwise access your
mailbox using your local business telephone number. You will also be charged for a local
call every time a caller leaves or attempts to leave you a message. For customers on
calling plans, such calls will be counted against your monthly allowance. If you access
your mailbox from outside your local calling area, you will incur applicable in-state toll,
long distance or other usage charges. Voice Mail services use Complementary Network
Services such as Call Forwarding and Messaging Indicator.