Voicemail Setup Information:

Voicemail Box Number:
The telephone number to which the voicemail box is assigned — typically the end user’s phone number.

Pilot Number:
Local number programmed into the local service switch where inbound “busy” or “no answer” calls are redirected and prompted to leave a voicemail message. These numbers can also be dialed for message retrieval from the platform. **tw telecom** provides local Pilot Numbers in each of its 75 markets.

Temporary Password:
5892 — Must be changed upon first login
VOICEMAIL SERVICE OVERVIEW

The IP Voicemail service provided by **tw telecom** is a full featured Voicemail service provided via **tw telecom**’s next generation softswitch infrastructure. The service comes standard with the following attributes:

Voicemail Box Specifications

Capacity
Each voicemail box comes standard with 200 megabytes of storage. This is approximately equivalent to 60,3 minute voicemail messages. Messages older than 50 days are classified EXPIRED by the system. End users will be prompted for action on any expired messages. Messages can be resaved.

Features
- Message Waiting Indicator
- Local message retrieval numbers in 75 US markets
- Multiple Greetings (Standard, Internal, Extended Absence, After Hours)
- Working Hours (System set to 7am to 6pm Monday through Friday)
- Broadcast Messaging / Distribution Lists
- Message forward or reply (only available to other voicemail box subscribers in the same organization)
- Secure password
- Telephone User Interface for Message Access or voicemail box administration
- Future delivery
- Capacity quota notification
- Full functioning Telephone User Interface
- Secure password
- Message Timestamp
- Message sender’s name capture (only available to other voicemail box subscribers in the same organization)

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Recording Your Name
The first step in personalizing your voice mail account is to record your name. Recording your name gives callers a name to identify your voicemail box.

To record your name:
1. At the main menu, press 4 (Personal Options).
2. At the Personal Options menu, press 4 (Record Name).
3. Record your name at the tone.
4. After recording your name, press #. The system plays back your recording.
   • To accept your recording press #.
   • To replay the recording, press 1.
   • To cancel and return to Step 3, press *.

Recording Your Personal Greeting
The next step in personalizing your voice mail account is to record your personal greeting. This gives callers a definite response when they reach your voicemail box, and allows you to give instructions on leaving informative messages.

To record your personal greeting:
1. At the main menu, press 4 (Personal Options).
2. At the Personal Options menu, press 1 (Personal Greeting).
3. To record your personal greeting, press 2.
4. Record your greeting at the tone.
5. After recording your personal greeting, the system plays back your recording.
   • To accept the recording, press #.
   • To replay the recording, press 1.
   • To cancel and return to Step 3, press *.
MESSAGES

Message Types

New:
Messages that have not been reviewed and messages that have been marked as unread after review are marked as New messages.

Old:
Messages that have been reviewed are marked as Old messages.

Saved:
Messages that have been reviewed and then saved are marked as Saved messages.

Deleted:
Messages that have been reviewed and then deleted are marked as Deleted messages. You can opt to review a deleted message only in the same message review session that it was deleted in. You cannot access a deleted message after the review session in which it was deleted has ended.

Expired:
Messages in your voicemail box that are 50 days old are marked as Expired messages. At every log on, the system will prompt you for action on any expired messages that you might have. You can then opt to either delete all of them or review them one by one and decide what you want to do with the messages.

Future Delivery:
Voice messages that have been composed and set to be delivered to their recipients at a future date and time are marked as Future Delivery messages.
Message Order
All new voice mail messages are played in the following order:
- New urgent voice mail messages
- All other new voice mail messages
When reviewing Other messages the following message types are played per selection:
- **Old Messages:** Plays all old messages that are not expired
- **Deleted Messages:** Plays deleted messages that are still available
- **Future Delivery:** Plays future delivery messages

Message Playback Options

**Skipping Back**
1. While listening to a message, press 1 to rewind the message 10 seconds.
2. To play the message from the beginning, press 1 again.

**Skipping Forward**
1. While listening to a message, press 3 to skip forward 10 seconds.
2. To skip forward to the next message, press 3 again.

**Pause**
1. While listening to a message press * to pause the message.
2. To reply to the message during pause, press 4.
3. To forward the message during pause, press 6.
4. To delete the message during pause, press 7.
5. To get envelope information during pause, press 8.
7. To skip to the next message during pause, press #.
8. To resume playing the message, press * again.

Using Message Options After Playback

**Reply to Message**
After playback, you can reply to messages from within your Organization, but messages from outside callers cannot be replied to.

To reply to a message after playback:
1. After listening to a message
2. Follow instructions to compose and send your reply message.

**Return call from sender of message**
You can call and talk to the sender of a message, if the caller was from within your organization. The system will only offer you this option if the call back number is available. For messages left by subscribers within the organization, the call back number is the phone number associated with their voicemail box number.

To call the sender of a message:
1. After listening to a message, press 5.
2. The system will confirm the number to dial.
3. To continue dialing this number, press #.
4. To return to the voice mail system, press ** at the end of the call.

**Forwarding Messages After Playback**
You can forward voicemail messages to other voicemail boxes within your organization.

To forward a message after playback:
1. After listening to a message.
2. Follow the instructions to address and forward the message.
Deleting Messages After Playback
Once a message is played the user can select the message to be deleted at the end of the session.

To delete a message after playback:
1. After listening to a message, press 7.
   The message will be deleted when you hang-up.

Replaying Messages After Playback
To Replay a message after playback:
1. After listening to a message, press 11.
   The message is replayed from the beginning.

Obtaining Envelope Information After Playback
To get envelope information after playback:
1. After listening to a message, press 8.
   The system plays the From, Date, and Time information for the message.

Saving Messages After Playback
To save a message after playback:
1. After listening to a message, press 9.
   The message is saved and the system plays the next message.

Skipping Messages After Playback
To skip a message after playback:
1. After listening to a message, press #.
   The message is skipped and the system plays the next message.

Message Recording Options

Basic Commands
The following options are available when recording messages:

- **Pause Recording, press 1**: Pauses the current recording
- **End Recording, press #**: Ends the current recording
- **Cancel Recording, press ***: Cancels the current recording

Recording Options while on Pause
The following message options are available during a recording pause:

- **Review Recording, press 1**: Plays back the current recording
- **Resume Recording, press 2**: Resumes and appends the current recording
- **Enter Addresses, press #**: Allows you to enter addresses to forward the message
- **Cancel Recording, press ***: Cancels the current recording

Recording Options After Message Review
The following message options are available after ending a message recording:

- **Review Recording, press 1**: Plays back the current recording
- **Append Recording, press 2**: Resumes and appends the current recording
- **Accept Addresses, press #**: Allows you to enter addresses for the message
- **Stop and Re-record, press ***: Restarts the recording

Deleting Messages After Playback
Once a message is played the user can select the message to be deleted at the end of the session.

To delete a message after playback:
1. After listening to a message, press 7.
   The message will be deleted when you hang-up.

Replaying Messages After Playback
To Replay a message after playback:
1. After listening to a message, press 11.
   The message is replayed from the beginning.

Obtaining Envelope Information After Playback
To get envelope information after playback:
1. After listening to a message, press 8.
   The system plays the From, Date, and Time information for the message.

Saving Messages After Playback
To save a message after playback:
1. After listening to a message, press 9.
   The message is saved and the system plays the next message.

Skipping Messages After Playback
To skip a message after playback:
1. After listening to a message, press #.
   The message is skipped and the system plays the next message.

Message Recording Options

Basic Commands
The following options are available when recording messages:

- **Pause Recording, press 1**: Pauses the current recording
- **End Recording, press #**: Ends the current recording
- **Cancel Recording, press ***: Cancels the current recording

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- **Enter Addresses, press #**: Allows you to enter addresses to forward the message
- **Cancel Recording, press ***: Cancels the current recording

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The following message options are available after ending a message recording:

- **Review Recording, press 1**: Plays back the current recording
- **Append Recording, press 2**: Resumes and appends the current recording
- **Accept Addresses, press #**: Allows you to enter addresses for the message
- **Stop and Re-record, press ***: Restarts the recording
Recording a Message to be Sent from the Platform
A message can be created on the platform and then sent to one or more other voicemail box recipients in the same organization.

To record a message:
1. ABC  At the main menu.
2. Record your message at the tone.
   •  #  To end recording, press #.
   •  *  To cancel and record again, press *.

Reviewing Recorded Messages
To review a recorded message:
1. ABC  At the main menu, press 2 (Record/Address).
2. Record your message at the tone.
   •  #  To end recording, press #.
   •  1  To review the recording, press 1.
   •  ABC  To append to the recording, press 2.

Addressing Messages
To address a recorded message:
1. #  Press # to end recording.
   •  #  To address by voicemail box number or distribution list, press #.
   •  DEF  To address by name, press 3 #.
2. #  To end addressing, press #.

Sending Urgent Messages
To mark a message as urgent:
1.  #  After specifying the address for the message, press #.
2.  1  To mark the message as urgent, press 1.
3.  #  To send the message, press #.

Sending Private Messages
To mark a message as private:
1.  #  After specifying the address for the message, press #.
2.  ABC  To mark the message as private, press 2.
3.  #  To send the message, press #.

Creating Future Delivery Messages
To mark a message for future delivery:
1.  #  After specifying the address for the message, press #.
2.  DEF  To mark the message for future delivery, press 4.
3.  #  To add the message to the future delivery queue, press #.

Requesting Return Receipts
To mark a message for receipt notification:
1.  #  After specifying the address for the message, press #.
2.  DEF  To request return receipt notification, press 3.
3.  #  To send the message, press #.
Adding Additional Recipients

After you press [('#) to specify addresses for a message, you can add additional recipients for the message.

To add additional recipients for a message:

1. [6) To add additional addresses, press 6.
2. Follow instructions to add additional voicemail box numbers.
3. [#] To end addressing, press #.

MANAGING GREETINGS

With tw telecom IP Voicemail you can manage your spoken name and various greetings from your telephone. You can record your name or greetings directly from the telephone.

The VM system provides different personal recording options based on your personal schedule. Besides the standard personal greeting, you have the option to record an Extended Absence Greeting (EAG) and an After Hours greeting.

An EAG is played when you expect to be out for a long period of time, for example, a vacation. By default, the system does not allow the caller to leave voice messages when an EAG is enabled. An EAG can be one of two kinds:

- Internal EAG for all calls from within your organization—co-workers or callers in the same voice mail system
- External EAG for all calls from outside your organization

You also have the option to play an After Hours greeting. This will be enabled based on a standard work schedule, and will be played (for example) when your office is closed. Your administrator will have defined a common work schedule for all voice mail users in your organization. You can enable or disable greetings using the phone.

Greeting Options:

1. [4) Personal Greetings, press 1: To access Name and Personal Greeting options.
2. [4) Other Greetings, press 6: To access Extended Absence and After Hours Greeting options.

Recording Greetings

Recording Your Name

Recording your name gives an identifying name for your voicemail box.

To record your name:

1. [4) At the main menu, press 4 (Personal Options).
2. [4) At the Personal Options menu, press 4 (Record Name)
3. Speak your name at the tone.
4. [#] After recording your name, press #. The system plays back your name.
   - [#] To accept the recording, press #.
   - [3] To cancel and rerecord (back to Step 3), press *.

Recording Personal Greeting

The first step in personalizing your voice mail account is to record a personal greeting. This gives callers a definite response when they reach your voicemail box and allows you to give instructions on leaving informative messages.

To record your personal greeting:

1. [4) At the main menu, press 4 (Personal Options)
2. At the Personal Options menu, press 1 (Personal Greetings)

3. To record your personal greeting, press 2.

4. At the tone, speak out your greeting.

5. After recording your greeting, press #. The system plays back your personal greeting.
   - # To accept the greeting, press #.
   - 1 To replay the greeting, press 1.
   - * To cancel and rerecord the greeting (back to Step 3), press *.

Recording Extended Absence Greeting
You can record a special greeting to use during extended absences.

To record an Extended Absence Greeting (EAG):

1. At the main menu, press 4 (Personal Options).

2. At the Personal Options menu, press 6 (Other Greetings)

3. To choose EAG, press 1.

4. To record your EAG, press 2.

5. At the tone speak out your greeting.

6. After recording your greeting, press #. The system plays back your greeting.
   - # To accept the greeting, press #.
   - 1 To replay the greeting, press 1.
   - * To cancel and rerecord the greeting (back to Step 4), press *.

Recording Internal Greeting
To record a greeting only for internal callers:

1. At the main menu, press 4 (Personal Options).

2. At the Personal Options menu, press 6 (Other Greetings).

3. To choose Internal Greeting, press 2.

4. To record your Internal Greeting, press 2.

5. At the tone speak out your greeting.

6. After recording your greeting, press #. The system plays back your recording.
   - # To accept the greeting, press #.
   - 1 To replay the greeting, press 1.
   - * To cancel and rerecord the greeting (back to Step 4), press *.

Recording Internal EAG
To record an EAG only for Internal callers:

1. At the main menu, press 4 (Personal Options).

2. At the Personal Options menu, press 6 (Other Greetings)

3. To choose Internal EAG, press 3.

4. To record your Internal EAG, press 2.

5. At the tone speak out your greeting.

6. After recording your greeting, press #. The system plays back your greeting.
   - # To accept the greeting, press #.
   - 1 To replay the greeting, press 1.
   - * To cancel and rerecord the greeting (back to Step 4), press *.
**Distribution List Options**

The following options are available to manage distribution lists:

- **Create New List**, press 2: Create a new distribution list
- **Review**, press 1: List members in a distribution list
- **Delete**, press 3: Delete a distribution list
- **Modify**, press 4:

Allows you to make the following changes:

- **Add Members**, press 1: Add members to a distribution list
- **Delete Members**, press 2: Delete members from a distribution list
- **Cancel**, press *: Cancel changes to a distribution list

**Creating Personal Distribution Lists**

To create a personal distribution list:

1. **At the main menu**, press 4 (Personal Options)
2. **At the Personal Options menu**, press 3 (Personal Distribution Lists)
3. **To choose After Hours Greeting**, press
4. **To record your after hours greeting**, press
5. **At the tone speak out your greeting.**
6. **#** After recording your greeting, press #. The system plays back your recording.
   - **#** To accept the greeting, press #.
   - **1** To replay the greeting, press 1.
   - ***** To cancel and rerecord the greeting (back to Step 4), press *.

**MANAGING DISTRIBUTION LISTS**

The follow section provides instructions for how to create and manage personal distribution lists (PDL) from the telephone interface.

A distribution list is a collection of voice message recipient addresses. When you address a voice message to a distribution list, all recipients on the list receive your message.

- **Personal Distribution List (PDL):**

  If you frequently send similar messages to the same set of people, you can create a Personal Distribution List (PDL) to address them all in one go. You can create and manage up to 19 PDLs to which only you can send voice messages. To send messages to a distribution list, you have to call and log on to the voice mail system.
MANAGING PERSONAL OPTIONS

Capacity Quota Notifications
The administrator manages capacity limits for your account. When the usage quota reaches or exceeds configurable threshold, the system will notify you to delete some of your messages. This notification is by e-mail or voice mail, depending on the threshold(s) reached. You may not be able to send or receive messages until the capacity conflict is resolved.

Personal Options Summary
The following options are available from the personal options menus on the telephone interface:

1. Personal Greeting, press 1:
   A personal message that will be played to calling parties

2. Change Password, press 2

3. Manage Distribution Lists, press 3:
   Adds a new or changes an existing distribution list.

4. Record Name, press 4:
   To play to internal callers dialing or forwarding a call to an extension, or add members to a distribution list.

5. Other Greetings, press 6:
   • Extended Absence Greeting
   • Internal Caller Greeting
   • Internal Extended Absence Greeting
   • After Hours Greeting

6. Manage Notification Options, press 7:
   • Message Waiting Notification by phone
   • Message Waiting Notification to email address

Modifying Personal Distribution Lists
To modify a personal distribution list:

1. At the main menu, press 4 (Personal Options)
2. At the Personal Options menu, press 3 (Personal Distribution Lists)
3. To modify an existing PDL, press 4.
4. Press the number of the PDL you want to modify.
5. Press a voicemail box number to add to or delete from the PDL.
6. You can continue to add or delete more voicemail box numbers as necessary.
7. To address by name, press #.
8. To stop adding or deleting voicemail box numbers, press *.
Recording Your Name
Recording your name gives the caller an identifying name for your voicemail box.

To record your name:
1. At the main menu, press 4 (Personal Options)
2. At the Personal Options menu, press 4 (Record Name)
3. Record your name at the tone.
4. After recording your name, press #. The system plays your recording.
   - # To accept the recording, press #.
   - 1 To replay the recording, press 1.
   - # To cancel and rerecord (Step 3), press *.

Changing Your Password
When you first access the voice mail system, you will be given a password, which must be changed at first log on. You may also be prompted to change your password at a time interval specified by your administrator. Follow these steps to change your password at a later time.

To change your password:
1. At the main menu, press 4 (Personal Options)
2. At the Personal Options menu, press 2 (Change Password)
3. Key in your new password.
4. # To accept the new password, press #
   - * To cancel and rerecord (Step 3), press *
5. Enter your new password again to confirm.

Recording Your Personal Greeting
Recording your Personal Greeting gives callers a definite response when they reach your voicemail box, and allows you to give instructions on leaving informative messages.

To record your personal greeting:
1. At the main menu, press 4 (Personal Options)
2. At the Personal Options menu, press 1 (Personal Greeting)
3. To record your personal greeting, press 2. Record your greeting at the tone.
4. # After recording your personal greeting, press #. The system plays your personal greeting.
   - # To accept the greeting, press
   - 1 To replay the greeting, press
   - * To cancel and return to Step 3, press *

Recording Other Greetings
This gives callers an informative response that is more personal based on the scenario, when they reach your voice mailbox.

To record other greetings:
1. At the main menu, press (Personal Options)
2. At the Personal Options menu, press 6 (Other Greetings)
3. Select the greeting type to record:
   a. 1 To record an extended absence greeting to play to outside callers, press 1.
   b. DEF To record an extended absence greeting to play to internal callers, press 3.
   c. ABC To record a greeting to play to internal callers, press 2.
   d. GHI To record a greeting to play to callers after hours, press 4.

4. To record your greeting, press 2. Record your greeting at the tone.

5. After recording your personal greeting, press #. The system plays your personal greeting.
   • ABC To accept the greeting, press #.
   • 1 To replay the greeting, press 1.
   • * To cancel and return to Step 3, press *.

HELP
If you have any questions or concerns, please contact tw telecom Customer Service Center at:

800.829.0420