

## Alternate Voice Messaging Telephone Number

Thank you for choosing Cincinnati Bells Alternate Number service for your enhanced Voice Messaging service. Alternate Numbers allow your callers to reach your mailbox directly without ringing the telephone line at your home or business location. This means fewer interruptions for you and ensures the privacy of your mailbox. Your messages are still available for you to access from anywhere on the road, at work, or anyplace in between. Just dial your Voice Messaging access number and enter your mailbox information. \*

\* Your mailbox number and your mailbox password have been provided to you in your Voice Messaging user guide.

Share your Alternate Number with friends and business associates who may want to leave messages in your Voice Mailbox.

Your Alternate Number is provided to you at the time you place your order

**For assistance or questions, call the Voice Messaging Help Desk at 513-397-1581.**

### Getting Started

To access your mailbox

1. Call your Alternate/Stand Alone mailbox number : **XXX-XXX-XXXX**
2. Listen to the introductory prompt.
3. Press #. (You can interrupt the introductory prompt by pressing the # key.)
4. Enter your ten-digit mailbox number.
5. Enter your temporary password: **1111**
6. Enter new password (**4-15** digits) and press #
7. Re-enter password and press #

You are now signed on to the voice mail system. You can bypass listening to your messages by pressing \*, which will also take you back to the Main Menu. If you have no messages, you will hear, "You have no unheard messages," followed by "Main Menu." Now you are ready to use the commands on the voice mail system.

#### Options Available to You while Listening to Your Messages

- |   |           |
|---|-----------|
| ➤ Rewind 10 Seconds                           | <b>1</b>  |
| ➤ Rewind to Beginning                         | <b>11</b> |
| ➤ Pause or Restart Message                    | <b>2</b>  |
| ➤ Forward 10 seconds                          | <b>3</b>  |
| ➤ Forward to End of Message                   | <b>33</b> |
| ➤ Hear Date, Time, Sender, and Message Length | <b>5</b>  |
| ➤ Cancel                                      | <b>*</b>  |
| ➤ Skip to Next Message                        | <b>#</b>  |

#### Options Available to You at the End of Your Message

- |   |          |
|---|----------|
| ➤ Replay                                      | <b>1</b> |
| ➤ Hear Date, Time, Sender, and Message Length | <b>5</b> |
| ➤ Send Copy with introduction                 | <b>6</b> |
| ➤ Erase                                       | <b>7</b> |
| ➤ Save  | <b>9</b> |

### The Main Menu

The Main Menu is the first menu presented to you after you access your mailbox. The Main Menu serves as the "entryway" to your mailbox. From this menu, you can access all your Voice Messaging features.

- **Password**

To change your password, from the Main Menu:

- Press **4,2,1**.
- Enter your new password. (Note: your password may contain from 4 to 15 digits.)
- Press #.

- **Greeting**  
To record a new greeting, from the Main Menu:  
➤ Press **4,3,1**
- **Recorded Name**  
To record a new name, from the Main Menu:  
➤ Press **4,3,3**.

**Notification to a Pager or a Local Telephone Number**

A Notification Schedule enables the system to call you at a designated telephone number to notify you when a message is delivered to your mailbox. You can control the days of the week and the hours of the day when notification is in effect.

- **Time of Day for Weekday Setup:**  
From the Main Menu choose the following:
  - Press **4** for Personal Options
  - Press **4** for Notification
  - Press **1** to establish or change the **Weekday** Notification schedule.
    - Enter the time when you want the notification to begin.
      - Enter 1 for a.m.
      - Enter 2 for p.m.
    - Enter the time when you want notification to end.
      - Enter 1 for a.m.
      - Enter 2 for p.m.
    - For notification of all messages press **1**
    - For notification of urgent messages press **2**
    - Enter the telephone number to be notified XXX-XXX-XXXX
    - Press # to accept or \* to reenter number.
- **Time of Day for Weekend Setup:**  
From the Main Menu choose the following:
  - Press **4** for Personal Options
  - Press **4** for Notification
  - Press **2** to establish or change the **Weekend** Notification schedule.
    - Enter the time when you want the notification to begin.
      - Enter 1 for a.m.
      - Enter 2 for p.m.
    - Enter the time when you want notification to end.
      - Enter 1 for a.m.
      - Enter 2 for p.m.
    - For notification of all messages press **1**
    - For notification of urgent messages press **2**
    - Enter the telephone number to be notified XXX-XXX-XXXX
    - Press # to accept or \* to reenter number.

**Exiting Your Mailbox**

When you are finished with the voicemail system, you must “sign-off.” To “sign-off,” simply press \* until you hear “Good-Bye.”

**\*\*\*For Technical Assistance, or to make a change or order new service call 513-397-1581.**