

## Welcome to Choicemail!

Cincinnati Bell's Voice Messaging services are the best way for you to keep in touch with family and friends. We're pleased you have chosen Choicemail as your voice messaging solution.

Choicemail is a group of unique, password-protected voice mailboxes that take messages for designated persons in your household or business. Choicemail allows callers to leave private messages for specific persons so you don't have to worry about undelivered, misrouted, or miscommunicated messages.

### Choicemail is easy to use.

Your mailbox offers automated prompts to guide you through setting up your mailbox, retrieving your messages and using any of the advanced features Choicemail provides. If you need help, press 0 for further instructions or press the \* key to back up to the previous menu.

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

## How to Set Up Your Mailboxes

Envision Choicemail as a front-end main mailbox with back-end extension mailboxes to which your greeting directs callers.

Your main mailbox – which is where messages will be routed if callers stay on the line and do not press 1, 2, or 3 for an extension mailbox - is the default "Mailbox Number 0" for the Choicemail system.

### Extension Mailbox Worksheet

Fill out the worksheet below for use in the "How to Set Up Extension Mailboxes" section.

Mailbox Number	Person/Name	Use Individual Voice on Greeting?	Setup Complete?
0	_____	_____	_____
1	_____	_____	_____
2	_____	_____	_____
3	_____	_____	_____

To set up your mailbox and retrieve your messages, you will need the following information:

Your Choicemail access number: **XXX-XXX-XXXX**

Your mailbox number: **10 digit mailbox number**

Your temporary password for Mailbox Number 0: **1111**

Your temporary password for Mailbox Number 1: **1000**

Your temporary password for Mailbox Number 2: **2000**

Your temporary password for Mailbox Number 3: **3000**

**\*\*\*Note: As you add additional extension mailboxes the temporary password will be the extension number plus three zeros's (i.e. extension 4 would be 4000).**

## How to Set Up Your Main Mailbox

1. Dial the access number and press #.
2. Enter your ten digit mailbox number.
3. Enter your temporary password, followed by the # sign.
4. You will hear the “New Subscriber Tutorial,” an automated lesson in setting up your main mailbox. This tutorial will guide you through:
  - **Changing your password.**  
Your password ensures the privacy of your mailbox. Your password can contain between 4 and 15 digits.
  - **Recording your name.**  
Your recorded name is what other Voice Messaging customers will hear when you send them a message.
  - **Establishing a greeting.**  
Your greeting is what your callers will hear before they leave a message in one of your mailboxes. When recording your main mailbox greeting, you may want to use this sample script as a guideline: “Hello. You have reached the Smith family. Press 1 to leave a message for Pauline, press 2 to leave a message for Brian, press 3 to leave a message for Sean, or stay on the line and leave a message for Mike.”
5. When finished with your main mailbox setup, you can continue listening to the tutorial for helpful information. When you are ready to set up your extension mailboxes, go on to the next section.

## How to Set Up Your Extension Mailboxes

1. Press 4 for Personal options.
2. Press 9 for Multi-user Mailbox Administration option.
3. Press 1 to create a new sub-mailbox. Follow the voice prompts and then press #. Press 1 to specify a new password and press #, reenter new password and press #.
4. To record a name for the sub mailbox and press #. After recording name press #. To accept press #, to replay press 1, to rerecord press 2, to cancel press \*.
5. Press 2 to disable the active sub mailbox. Follow the voice prompts and then press #.
6. Press 3 to turn the new message announcement on/off. Follow the voice prompts and then press #.

**NOTE:**           **The first time you access each extension you will receive the New Subscriber Tutorial which will step you through creating a password, a name and a greeting.**

## Disabling a Submailbox

To delete a submailbox, from the main menu:

1. Press 4 for Personal options.
2. Press 9 for Multi-user Mailbox Administration option.
3. Press 2 to disable the active submailbox.  
Select one of the following:  
a Enter the submailbox number.  
b Press [#] to disable all submailboxes.

## Toggling New Message Announcements

To toggle new message announcements on or off, from the main menu:

1. Press [4] for Personal options.
2. Press [9] for Multi-user Mailbox Administration option.
3. Press [3] to turn the new message announcement on/off.