

What is Message Center?

Message Center will answer your telephone calls when you are away from your primary phone or when you are busy. Message Center will greet the caller and allow them to leave you a voice message. By pressing 0 instead of leaving a message, callers also have the option of sending you a page message. Alternatively, when required, Message Center can immediately forward all of your calls to another telephone number.

The messages left in your voice mailbox can be accessed at any time using a push-button telephone.

Note: Your voice mailbox has a number which is the same number as your primary telephone number.

Voice Mailbox Access Using a Telephone

The first time you use your telephone to access your voice mailbox you will be required to conduct an initial setup which includes entering a PIN for the voice mailbox, recording your Name, and recording a Greeting.

If you are located outside of Massachusetts, the toll-free number you will access to retrieve your messages is 1-866-844-0445.

If you are located in Massachusetts, the toll-free number you will access to retrieve your messages is 1-866-844-0443.

When you dial the access number, you will be prompted to enter a mailbox number. Enter your telephone number and press *. You will then be prompted to enter your PIN. Your initial PIN is the last four digits of your telephone number. You will be prompted to change your PIN after your initial login.

Note: The recording of your Name is automatically attached to the messages that you leave in the voice mailboxes of others.

Initial Menu

To retrieve your messages, press 1.

To send a message, press 2.

To work with your greetings, press 3.

To change your mailbox options, press 4.

For Help, Press 0

Initial Menu

1 Access Messages	2 Send Message	3 Select and Record Greetings
4 Change Mailbox Options	5	6
7	8	9
*	0 Help	#

Main Menu

Whenever you access your voice mailbox you are told how many messages you have, and then you will hear the main menu.

Message Center says:

To retrieve your messages, press 1.

To send a message, press 2.

To work with your greetings, press 3.

To change your mailbox options, press 4.

To hear the number of New and Saved messages, press 5

To disconnect, press 6

Main Menu

1 Access Messages	2 Send Message	3 Select and Record Greetings
4 Change Mailbox Options	5 Number of Messages in Mailbox	6 Disconnect
7	8	9
*	0 Help	#

Listening to Your Messages

To listen to your messages, press **1** at the Main Menu.

The messages in your voice mailbox will be played to you, starting with the New messages and then followed by any Saved messages (messages which you have already listened to and have decided to save rather than delete). With both New and Saved messages, you will hear the Urgent messages before you hear the Normal priority messages.

Tip: While a message is playing you can press **1** to begin again, **7** to skip back, **8** to pause, **9** to skip forward, or you can press **#** to stop.

When a message has finished playing Message Center says:

To move to the next message, press #.

To listen to the message from the beginning, press 1.

To save the message, press 2.

To delete the message, press 3.

To reply to the message, press 4.

To forward this message to another mailbox, press 5.

To skip to the next message, press 6

To hear the end of the message again, press 7.

To hear when the message was sent, press 8.

To access your deleted messages, press 9.

For help, press 0

For control menu, press 0

To go to the next message, press #

Message Menu

1 Listen to Message	2 Save Message	3 Delete Message
4 Reply to Message	5 Forward Message	6 Next Message
7 Listen to End of Message	8 Message Header	9 Access Deleted Messages
* Control Menu	0 Help	# Next Message

When you have listened to a message, use this Message menu to determine what happens next. For example, press **1** to listen to the message again or press **#** to move to the next message.

Saving a Message

A New message is only kept in your voice mailbox for 14 days so you will need to access your voice mailbox regularly. When you have fully listened to a message it automatically becomes a Saved message, so you don't usually have to save it yourself. If you don't want to fully listen to a message but still want to save it, press **2** at the Message Menu.

Tip: Saved messages are also automatically deleted after 14 days. If you want to keep a Saved message for longer you will have to access the message at some later time and re-save it.

Deleting a Message

If you don't want to keep a message after you have listened to it you should delete it. To delete a message, press **3** at the Message Menu.

Replying to a Message

If the person who left you a message also has a Message Center voice mailbox you can send a reply. To reply to a message, press **4** at the Message Menu.

If your reply is important you can mark it as urgent. If you want to prevent the recipient from being able to forward the reply to others you can mark it as private.

Forwarding a Message

You can forward a message to anyone who also has a Message Center voice mailbox. To forward a message, press **5** at the Message Menu.

You will be instructed to address the message by entering a number. To send the message to a single voice mailbox, enter the voice mailbox (telephone) number. To send the message to multiple voice mailboxes, enter the distribution list number. See below for more information about distribution lists.

Before the message is sent, you are given an opportunity to add your own message before or after the original message. If your message is important you can mark it as urgent. If you want to prevent the recipient(s) from being able to forward the message to others you can mark it as private.

Un-Deleting a Message

If you delete a message by mistake, press **9** at the Message menu to access the messages you have deleted during the telephone call.

Tip: You can also access your deleted messages by pressing **9** at the Main Menu.

The first of the deleted messages will be played to you, and when it has finished playing Message Center says:

To move to the next message, press #.

To listen to the message from the start, press 1.

To undelete the message, press 2.

To hear the end of the message again, press 7.

To hear when the message was sent, press 8.

To return to your new and saved messages, press 9.

Deleted Message Menu

1 Listen to Message	2 Undelete Message	3
4	5	6 Next Message
7 Listen to End of Message	8 Message Header	9 New and Saved Messages
* Control Menu	0 Help	# Next Message

Tip: While a deleted message is playing you can press **1** to begin again, **7** to skip back, **8** to pause, **9** to skip forward, or you can press **#** to stop.

When you have listened to a deleted message use this Deleted Message Menu to determine what happens next. For example, press **2** to un-delete the message, or press **9** to return to your New and Saved messages. If you do not un-delete a message it will be deleted when you end your telephone call to Message Center.

Tip: When you un-delete a message it becomes a Saved message.

Sending a Message

To send a message, press **2** at the Main Menu.

You will be instructed to record your message.

You will then be instructed to address the message by entering a number. To send the message to a single voice mailbox, enter the voice mailbox (telephone) number. To send the message to multiple voice mailboxes, enter the distribution list number. See below for more information about distribution lists.

If your message is important you can mark it as urgent. If you want to prevent the recipient(s) from being able to forward the message to others you can mark it as private.

Selecting and Recording Your Greetings

When a caller reaches your Message Center voice mailbox they are greeted by one of five different greetings. To record these greetings and to select the greeting to be active, press **3** at the Main Menu.

You are told which greeting is currently active and Message Center says:

To select your “In The Office And Available” greeting, press 1.

To select your “In The Office And Not Available”, greeting press 2.

To select the “Not Accepting Messages” greeting, press 3.

To select the “System” greeting, press 4.

To change your Recorded Name, press 5.

To work with your “Busy” greeting, press 6.

To return, press 7.

Greetings Menu

1 Available Greeting	2 Not Available Greeting	3 No Messages Greeting
4 System Default Greeting	5 Change Recorded Name	6 Busy Greeting
7 Return	8	9
* Control Menu	0 Help	#

Selecting a Greeting

If you select either of your “In The Office” greetings as your currently active greeting, then callers are able to leave you a message once they have listened to the greeting. If you select the “Not Accepting Messages” greeting as your currently active greeting, then callers can listen to the greeting but are not able to leave you a message.

Note: You can not select your “Busy” greeting as the currently active greeting since this greeting is only played to callers if you are on the phone when they call. Callers are able to leave you a message once they have listened to the “Busy” greeting.

Recording Greetings

You will need to record both of the “In The Office” greetings and the “Busy” greeting. You can re-record them as many times as you wish. When you choose these greetings from the Greetings Menu you are given the choice of re-recording the greeting or simply listening to the current recording.

What you say is up to you, but at a minimum, you should tell callers who you are, how to contact another person, and how to leave a message for you. Try something like the following:

“In The Office And Available” greeting:

Hello, this is David Jones.

I'm available and working at the office, but I can't take your call right now.

Please leave a message after the tone and I'll return your call within two business hours.

If you want to listen to your message, press # when you have finished speaking.

or (if you have configured additional caller options):

Hello, this is David Jones.

I'm available and working at the office, but I can't take your call right now.

Press 0 for other ways to contact me or leave a message after the tone and I'll return your call within two business hours.

If you want to listen to your message, press # when you have finished speaking.

“In The Office But Not Available” greeting:

Hello, this is David Jones.

I'm working at the office but I am unable to take any calls.

Please leave a message after the tone.

If you want to listen to your message, press # when you have finished speaking.

“Busy” greeting:

Hello, this is David Jones.

I'm busy on the phone right now.

Please leave a message after the tone.

If you want to listen to your message, press # when you have finished speaking.

Note: You can not record the “Not Accepting Messages” greeting. If you select this greeting as your currently active greeting then callers will hear:

The party you have called <Recorded Name> is not accepting messages at this time. You will now be disconnected. Goodbye.

Recording Your Name

By pressing **5**, the Greetings menu also enables you to re-record (and listen to) your Name.

The recording of your Name is automatically attached to the messages that you leave in the voice mailboxes of others.

Changing Your Voice Mailbox Options

Your voice mailbox can work in several different ways. To change the way it works, press **4** at the Main Menu.

Message Center says:

To change your PIN, press 1.

To change your Find-Me Follow-Me Options, press 2.

Message Headers are On. To turn Off Message Headers, press 3.

PIN Security is On. To turn PIN Security Off, press 4.

To work with your Distribution Lists, press 5.

To return, press 7.

Mailbox Options Menu

1 Change PIN	2 Find-Me Follow-Me Options	3 Toggle Message Headers
4 Toggle PIN Security	5 Work with Distrib. Lists	6
7 Return	8	9
* Control Menu	0 Help	#

Changing Your PIN

To change your voice mailbox PIN, press **1** at the Mailbox Options Menu.

The PIN must be a minimum of 4 digits and a maximum of 8 digits.

Message Headers

When you listen to your messages, the playing of the message header before each message is optional. The message header includes information about who sent the message and when. Use the Message Headers toggle choice (3) of the Mailbox Options Menu to turn the playing of message headers on and off.

Tip: Even when Message Headers are not played, you can still access the Message Header by pressing 8 at the Message menu.

PIN Security

When you use your primary phone, whether or not you need to enter your PIN before you can access your voice mailbox is optional. Use the PIN Security toggle choice (4) of the Mailbox Options Menu to turn PIN Security on and off.

Changing Your Find-Me Follow-Me Options

To change your Find-Me Follow-Me Options, press 2 at the Mailbox Options Menu.

Message Center says:

To change your 1st Find-Me number, press 1.

To change your 2nd Find-Me number, press 2.

To change your 3rd Find-Me number, press 3.

Find-Me is off. To turn Find-Me on, press 4.

To return, press 7.

Find-Me Follow-Me Options Menu

1 Change 1 st Find-Me Number	2 Change 2 nd Find-Me Number	3 Change 3 rd Find-Me Number
4 Toggle Find-Me	5	6
7 Return	8	9
* Control Menu	0 Help	#

When Message Center answers your calls, it can immediately transfer the caller to where you have gone, or allow the caller to leave a message. Callers can also be given additional options which, when configured, they can access by pressing 0 when greeted by the “In The Office And Available” greeting.

Use the Find-Me On/Off toggle choice (**4**) of the Find-Me Follow-Me Options menu to turn immediate caller transfer On and Off. When Find-Me is turned Off callers can manually request to be transferred to where you have gone by pressing 0 (and then 2) when greeted by the “In The Office And Available” greeting.

When Message Center transfers your calls, the first telephone number it tries is Find-Me Number 1. If the call to this number is un-successful for any reason then it tries Find-Me Number 2, and if this is un-successful it tries Find-Me number 3. To specify or change your Find-Me Numbers, press **1**, **2** or **3** at the Find-Me Follow-Me Options menu.

If you do not want callers to be immediately transferred or be able to request to be transferred, then do not specify any Find-Me Numbers.

Distribution Lists

To be able to send the same voice message to multiple mailboxes then you need to create distribution lists. Each distribution list has a numeric ID (for example, 1).

To work with your distribution lists, press **5** at the Mailbox Options Menu.

Message Center says:

To review your Distribution Lists, press 1.

To create a new list, press 2.

To delete a list, press 3.

To work with one of your lists, press 4.

To return, press 7.

Distribution Lists Menu

1 Review All Lists	2 Create New List	3 Delete List
4 Change List	5	6
7 Return	8	9
* Control Menu	0 Help	#

Reviewing Your Distribution Lists

To review your distribution lists, press **1** at the Distribution Lists Menu.

Creating a New Distribution List

To create a new distribution list, press **2** at the Distribution Lists Menu.

Deleting a Distribution List

To delete a distribution list, press **3** at the Distribution Lists Menu.

Changing a Distribution List

To add and delete distribution list members, press **4** at the Distribution Lists Menu.

Number of Messages in Your Mailbox

When you first access your voice mailbox you are told how many messages you have. To hear this information again, press **5** at the Main Menu.

More Hints and Tips

Most Message Center menus are self-explanatory. However, if you require further assistance you can access additional help by pressing the **0** (Help) key. In most cases, if you just want to return to the previous menu, then you can press the **7** (Return) key.

Once you have become familiar with Message Center, then you can use a sequence of key presses to navigate through the menus without having to listen to the prompts. For example, to create a new Distribution List, press **4** then **5** then **2**.

Accessing the Control Menu

At any point, you can access the Control Menu by pressing the ***** (Control Menu) key. The Control Menu is very similar to the Main Menu. This means that whatever you are doing you can easily start over again.

Whenever you press the ***** key, Message Center says:

To retrieve your messages, press 1.

To send a message, press 2.

To select or record greetings, press 3.

To change your mailbox options, press 4.

For recap, press 5.

To disconnect, press 6.

To cancel what you were doing, press 7.

To pause, press 8.

To access your deleted messages, press 9.

For help, press 0.

*To go to the main menu, press *.*

To carry on with what you were doing, press #.

Control Menu

1 Access Messages	2 Send Message	3 Select and Record Greetings
4 Change Mailbox Options	5 Number of Messages in Mailbox	6 Disconnect
7 Cancel	8 Pause	9 Access Deleted Messages
* Main Menu	0 Help	# Continue

Tip: If you access the Control Menu and decide you want to continue with what you were doing (or accessed the Control Menu by mistake), press the # key.

The Control menu can be used to cancel what you were doing, and to pause the Message Center prompts.

Canceling what you are doing

To cancel what you are doing, access the Control menu and press **7**.

Pausing prompts

If you are listening to a menu and someone needs to talk to you, you can pause the prompts by pressing **8** at the Control Menu. When you are ready to continue with the menu, press the # key.

Main Menu

1 Access Messages	2 Send Message	3 Select and Record Greetings
4 Change Mailbox Options	5 Number of Messages in Mailbox	6 Disconnect

1 - Message Menu

1 Listen to Message	2 Save Message	3 Delete Message
4 Reply to Message	5 Forward Message	6 Next Message
7 Listen to Msg. End	8 Message Header	9 Access Deleted Msgs.
* Control Menu	0 Help	# Next Message

3 - Greetings Menu

1 Available Greeting	2 Not Available Greeting	3 No Messages Greeting
4 System Default Greeting	5 Change Recorded Name	6 Busy Greeting

4 - Mailbox Options Menu

1 Change PIN	2 Find-Me Options	3 Toggle Message Headers
4 Toggle PIN Security	5 Distrib. Lists	6

42 - Find-Me Options Menu

1 Change 1 st FM Number	2 Change 2 nd FM Number	3 Change 3 rd FM Number
4 Toggle Find-Me	5	6

45 - Distribution Lists Menu

1 Review All Lists	2 Create New List	3 Delete List
4 Change List	5	6

