

Welcome to Voice Mail!

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 Voice Mail as your voice messaging solution.

Voice Mail is the most flexible way to receive your messages and communicate with other Cincinnati Bell Voice Messaging customers. Voice Mail lets you retrieve your messages from home, work, or anyplace in between. With Voice Mail, you're sure to get all your messages – even when you're online. You can even send messages to other Cincinnati Bell Voice Messaging customers without ringing their phone.

Voice Mail 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 Voice Mail 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) 397-0900**.

How to Set Up Your Mailbox

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

Your Voice Mail access number **291-1234** or ***966**
Your mailbox number Your home telephone number
Your temporary password XXXX

- 1 You may dial *966 to access your Voice Mail from any local Cincinnati Bell telephone (excluding wireless telephones, payphones, and some business telephone systems).

1. Dial the access number.
2. You will hear the "New Subscriber Tutorial," an automated lesson in setting up your 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 10 digits.
 - **Establishing a greeting.**
Your greeting is what your callers will hear before they leave a message in your mailbox.
 - **Recording your name.**
Your recorded name is what other Voice Messaging customers will hear when you send them a message.
3. Your mailbox setup is complete. You may retrieve your messages at any time.

The Main Menu

The Main Menu is the first menu presented to you after you access your mailbox. It consists of the following options:

Listen	1
Administrative Options	2
Send	3
Restart	5
Quick Retrieve	8 8
Disconnect from Mailbox	*

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

When Do You Have New Messages?

Voice Mail uses a special dial tone known as “stutter” dial tone. If, when you hold the handset to your ear, you hear a stutter dial tone instead of a solid dial tone, then you have new messages waiting. Along with stutter dial tone, Voice Mail sends a signal to your house to light your message waiting light.² That way, you know if you have new messages just by looking at your telephone or Caller ID box.

How Do You Retrieve Your Messages?

Voice Messaging offers you the convenience of retrieving your messages from anywhere. You simply dial one of the following access numbers:

Local calling area, dial **291-1234** or ***966**

You may dial *966 to access your Voice Mail from any local Cincinnati Bell telephone (excluding wireless telephones, payphones, and some business telephone systems).

To retrieve messages from your telephone line with Voice Messaging:*

* If you have purchased Cincinnati Bell’s Per-Line Privacy feature, dial *82 + the access number to release your number to the Voice Mail system.

- 1 Dial the access number.
- 2 Enter your password and press #.
- 3 You are at the Main Menu. Follow the prompts. Messages marked “Urgent” will be presented first.

To retrieve messages from a telephone without Voice Messaging:

- 1 Dial the access number.
- 2 Press *.
- 3 Enter your mailbox number.
- 4 Enter your password and press #.
- 5 You are at the Main Menu. Follow the prompts. Messages marked “Urgent” will be presented first.

To retrieve messages from another Cincinnati Bell Voice Messaging customer’s phone:

- 4 Dial the access number.
- 5 Press * * to bypass that Voice Messaging user’s password prompt.
- 6 Enter your mailbox number.
- 6 Enter your password and press #.
- 7 You are at the Main Menu. Follow the prompts. Messages marked “Urgent” will be presented first.

Options Available to You While Listening to Your Message

Rewind to Beginning	11
Rewind 8 Seconds	1
Pause/Resume (toggle)	2
Fast Forward to End	33
Fast Forward 8 Seconds	3
Delete Message	77
Lower Volume	7
Reset Volume to Normal	8
Save	99
Higher Volume	9
Skip to Next Message	#
Return to Main Menu	*

Options Available to You at the End of Your Message

Replay this Message	4
Hear Date/Time/Sender's Number Stamp	5
Send a Copy	6
Delete Message	7
Reply	8
Save	9
Other Options	0
Skip to next Message	#
Return to Main Menu	*

How Do You Send Messages to Other Voice Messaging Customers?

Now it's easier to connect to other Cincinnati Bell Voice Messaging customers. Cincinnati Bell's Voice Mail allows you to send messages to other Voice Messaging customers without ringing their phone. Since it only works with other Cincinnati Bell Voice Messaging customers, ask your friends and family if they have Voice Messaging.

- You can review and edit your message before you send it.
- You can schedule your message to be delivered in the future.
- You can mark your message as:
 - Urgent (presented to the recipient prior to messages with normal status)
 - Confidential (recipient cannot forward message to other Voice Messaging customers)
 - Receipt Requested (you receive a confirmation notice in your mailbox when your message is heard)

Sending a Message to One Person or a Group of People

From the Main Menu:

Press 3 and follow the prompts.

*If you regularly communicate with a group of people, you should create a **Group List**. When you send a message to people in a group list, you simply enter the group list number as the message recipient. Ask the members of your sports team or community group to sign up for Voice Messaging. It makes communication easier.*

If you wish to send a message to someone with a Choice Mail extension mailbox, add the number of the extension mailbox (0-9) at the end of the message recipient's mailbox number.

Replying to a Message

After you have listened to a message:

Press 8 and follow the prompts.

Forwarding a Message

After you have listened to a message:

Press 6 and follow the prompts.

Administrative Options

From the Main Menu, Administrative Options allows you to make changes to the following:

Group Lists

Voice Messaging allows you to create, edit, and delete Group Lists. Each mailbox can have up to 10 Group Lists with up to 25 people in each list. Your group lists can be numbered from 11 - 20.

From the Main Menu:

Press 2 4 and follow the prompts.

Message Waiting Notification

Message Waiting Notification is the signal that is sent to your home when you have new messages in your mailbox. Since this signal can interfere with modem use, Voice Mail allows you to turn it off or on as needed.

From the Main Menu:

Press 2 1 and follow the prompts.

Greetings

Your mailbox greeting is what your callers hear before they leave a message in your mailbox. You may choose to record a Personal Greeting or use the Standard Greeting⁵. If you use the Busy Greeting option, your callers will hear the Busy Greeting when your line is busy and your Personal Greeting when your line is not answered. Voice Mail provides you with the option to change your greetings at any time.

From the Main Menu:

Press 2 2 2 and follow the prompts.

- 3 If you choose the Standard Greeting, your callers will hear “You have reached the mailbox of a Cincinnati Bell Voice Messaging customer. Please leave a message after the tone.”

Urgent Messages

Voice Mail allows you to turn on prompts that will enable your callers to mark a message as “Urgent”. “Urgent” messages are presented to you first when you are retrieving your messages. You can turn these prompts on and off as needed.

From the Main Menu:

Press 2 5 and follow the prompts.

Recorded Name

Your recorded name is what other Voice Messaging customers hear before they listen to a message you have sent to them. You may change your recorded name as needed.

From the Main Menu:

Press 2 2 3 and follow the prompts.

Password

Your password is the unique code number that you use to ensure the privacy of your mailbox. Voice Mail allows you to change your password as needed.

From the Main Menu:

Press 2 2 1 and follow the prompts.

How Can You Get Your Messages Faster?

If you would like to get your messages faster, you can do the following:

Turn On Skip Password

Skip Password allows you to access your mailbox without giving your password when you are calling from your telephone line with Voice Mail assigned to it.

From the Main Menu:

Press 2 1 and follow the prompts.

Turn Off the Message Header

Voice Mail allows you to turn off the time/date/Sender’s Number stamp at the beginning of each message.

From the Main Menu:

Press 2 2 5 and follow the prompts.

Use Quick Retrieve

The Quick Retrieve listening option allows you to listen to your messages without having to delete, save, or skip each one. Your messages are played to you one after the other and are automatically saved unless you specify differently.

From the Main Menu:

Press 8 8.

For assistance or questions, call the Voice Messaging Help Desk at (513) 397-0900.

Who has Cincinnati Bell Voice Messaging?

Write down the name and home telephone number of people with Voice Messaging and keep this near your telephone. It makes it easier to send messages.

Name

Telephone Number

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Group Lists

Group Name

Group List Number (from 11 – 20)

_____	_____
_____	_____
_____	_____