

# Notification Service Guide

## Welcome to Notification Service

We're pleased you have chosen to enhance your Voice Messaging solution by adding Notification services. With Notification services, you know immediately when you have new messages whether you are at home, work, or any place in between. Cincinnati Bell's Notification service works with any pager service and/or any Cincinnati Bell Wireless phones.

When a message is left in your voice mailbox, Notifications are sent up to three times per message, at 30-minute intervals. In other words, your notification schedule is set to notify you immediately upon receiving a new message, then again 30 minutes later, then again 30 minutes from the last notification - for a total of three notifications within about an hour's time.

## How to Set Up Notification Services

To set up Notification services, you will need the following information:

Your Voice Mailbox Number           XXX-XXX-XXXX  
Your Pager/cell phone Number           (10-digit number)

## How to Know When You Have Messages Waiting

- If you have a display pager, your mailbox number will appear when you have a message waiting.
- If you have a cell phone, your cell phone will be called displaying your mailbox number.

To retrieve your messages after being notified and/or paged, simply dial the access number and follow the prompts.

## How to Change Your Notification Services Options

Notification services allow you to access and make changes to your advanced features.

## Notification of Messages

Notification services allow you to choose which messages generate notification pages. You can choose from the following options:

- Receive notification of all messages
- Receive notification of urgent messages (only)

## Setting Your Notification Schedule

Notification services allow you to set a schedule for receiving notifications. You may set your schedule by **Weekday** and/or **Weekend**. Follow the instructions below for setup.

- **Time of Day for Weekday Setup:**  
From the Main Menu choose the following:
  - **4** for Personal Options
  - **4** for Notification Schedule Options
  - **1** for **Weekday** Schedule
    - Enter hour to start, press 1 for a.m. or 2 for p.m.
    - Enter hour to stop, press 1 for a.m. or 2 for p.m.
    - Choose **1** for all messages
    - Choose **2** for urgent messages only
    - Enter the phone number to be notified XXX-XXX-XXXX.
    - To accept press #
- **Time of Day for Weekend Setup:**  
From the Main Menu choose the following:
  - **4** for Personal Options
  - **4** for Notification Schedule Options
  - **2** for **Weekend** Schedule
    - Enter hour to start, press 1 for a.m. or 2 for p.m.
    - Enter hour to stop, press 1 for a.m. or 2 for p.m.
    - Choose **1** for all messages
    - Choose **2** for urgent messages only
    - Enter the phone number to be notified XXX-XXX-XXXX.
    - To accept press #

\*\*\*For Technical Assistance, or to make a change or order new service call 859-767-1205