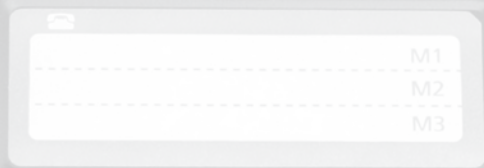


BUSINESS  
VOICEMAIL  
-----  
User Guide



**FairPoint**  
communications



## Welcome to Business Voicemail

With Business Voicemail from FairPoint, there's no reason to ever miss a phone call again. Calls are answered whether you're on the phone, online, away from your desk or simply too busy to pick up. You can check your messages using a touchtone or wireless phone.

## VOICEMAIL BASICS

You may interact with your Voicemail Service from any Touch-Tone™ telephone. You can receive messages 24 hours a day, 7 days a week. You may have a total of 40 or 50 messages (new as well as saved messages) in your mailbox at one time, depending on the type of service you have. The maximum length of each message is 2 minutes and you may save new messages for a maximum of 30 days.

### Getting Started

The first time you use your mailbox, you must personalize it using the following steps:

**1. Dial your access number.**

Prompts will guide you through setting up your mailbox. When calling from a remote telephone, you will need to press the # key, dial your 10 digit mailbox number, then press the # key again.

**2. Dial your starter password.**

The starter password is the last 4 digits of your telephone number. Dial your starter password, then press #.

**3. Dial a new password.**

When prompted, enter an easy-to-remember **4 to 10** digit number, then **press the # key**. Since you **MUST** remember this number, the service will recite it back. **Press 1** to keep it, **press 2** to cancel and change.

**YOUR PASSWORD CANNOT BE:**

- any part of your telephone (mailbox) number, including the last four digits of your phone number
- a series of the same digit (e.g. 33333)
- a sequence of digits (e.g. 23456)

**4. Record your name.**

When prompted, record your name and press the # key. The service will play it back. Press 1 to keep it, press 2 to cancel and re-record.

**5. Record your greeting.**

When prompted, you will have 30 seconds to record the greeting callers will hear when you do not answer; then press the # key. The service will play it back. Press 1 to keep it, press 2 to cancel and re-record.

## RETRIEVING YOUR MESSAGES

Using a TouchTone™ telephone:

### 1. Dial your access number.

When calling from your own number, you'll hear a prompt to enter your password. When calling from a remote telephone, you will need to press the # key, dial your 10 digit mailbox number, then press the # key again.

### 2. Dial your password.

The system tells you how many messages you have new and saved.

### 3. To hear your messages.

Press 1 from the Main Menu. When the message ends:

- Press 1 to play the message again
- Press 2 to save the message
- Press 3 to erase the message
- Press 4 to reply to the message sender
- Press 5 to forward a copy of the message to someone else
- Press 6 to hear the date, time and sender of the message
- Press # to skip the message

After the last message is played, you may:

- Press 1 to save deleted messages
- Press 2 to go back to the main menu

### 4. Anytime during the message, you may:

- Press 4 to slow the message down
- Press 5 to make the message louder
- Press 6 to play the message faster
- Press 7 to rewind the message 5 seconds
- Press 7, 7 to rewind to the beginning of the message
- Press 8 to pause and restart the message
- Press 9 to fast forward the message 5 seconds
- Press 9, 9 to fast forward to the end of the message

## SENDING MESSAGES

You may record and send messages to other voicemail subscribers on the system individually or as part of a group list.

### 1. To send a message, press 2 from the main menu.

Dial a 10 digit mailbox number or group list number, then press the # key. If you want to send a message to more mailboxes, press 1 and continue to add numbers.

### 2. Record your message after the tone, and press the # key.

### 3. You will hear the Send Options, including delivery options;

- Press 1 to **send** your message
- Press 2 to **hear** your message
- Press 3 to **re-record** your message
- Press 4 to mark your message **private**
- Press 5 to select **future delivery**
- Press 6 to request a **return receipt**
- Press 7 to mark your message **urgent**
- Press \* to **cancel**

## DELIVERY OPTIONS

**Private** - Private messages can't be forwarded to anyone by the recipient.

**Future Delivery** - Allows you to choose a time and date for a message to be sent. The system allows you to record a message for delivery up to 365 days in advance. You will be prompted for the month, day, time, AM or PM for each message to be delivered. Each message recorded counts towards the maximum storage allowance in your mailbox until it is sent.

**Return Receipt** – You will receive a confirmation message when your message has been heard.

**Urgent** – Urgent messages are heard before regular messages.

## PERSONAL OPTIONS

The Personal Options menu provides you with the flexibility to change your greetings, name, and password; change notification options, establish group lists, set message preferences and create Individual mailboxes.

### To change your greeting or name:

- From the main menu, press 3 to go to Personal Options, then press 2 to reach the Greetings menu.
- To change your Name Recording, press 1 and follow the prompts.
- To change your Greeting:
  - Press 3 to change your Personal Greeting
  - Press 4 to record and schedule your Extended Absence Greeting

## GREETING OPTIONS

**Personal Greeting** – You can record a greeting in your own voice asking callers to leave a message.

**System Greetings** – If you don't want to record a Personal Greeting, you can choose a System Greeting that plays your Recorded Name, your telephone number or simply asks callers to leave a message without providing identifying information.

**Extended Absence Greeting** – If you will be away from the office for a period of time, you may want to schedule this greeting. Unlike the Personal and System Greetings, callers cannot bypass it by pressing the # key. Callers must listen to the entire greeting. When this greeting is active, you can choose to allow messages to be accepted into your mailbox or not.

### To change your password or prompt level:

- From the main menu, press 3 to go to Personal Options, then press 1 to reach the Personal Profile menu.
- To change your password, press 1 and follow the prompts.
- To change prompt level, press 2, then:
  - Press 1 to select the standard Full Prompts
  - Press 2 to select the expert level Quick Prompts

## NOTIFICATION OPTIONS

After you receive a message in your mailbox, you can set up your mailbox to send you notification of the new message in two ways: Pager (the system will page you for messages received) or SMS (text notification to cell phone). You may also choose for the service to notify you of all or only urgent messages.

### To set up notifications:

- From the Main menu, press 3 to reach Personal Options, press 1 to reach Personal Profile menu, then press 3 for Notification Options.
- To set up **Wireless SMS**, press 4. Follow the prompts to enter your service provider, cell phone number and choose notification for all messages or urgent.
- To set up **Pager**, press 5. Follow the prompts to enter your service provider, pager number and choose notification for all messages or urgent only.

## GROUP LISTS

Group Lists allow you to quickly send a message to a group of people all at once. You may create up to 3 Group Lists with a maximum of 25 mailboxes per list.

### To use your Group List Options:

- From the Main menu, press 3 for Personal Options, then press 3 to reach the Group List menu.
- To **create** a Group List, press 1. Follow the prompts to enter a 1- or 2-digit group list number, record a title for the group list, and add members.
- To **change** a Group List, press 2. Follow the prompts to add a mailbox number to a list, review mailbox numbers already on a list, delete mailbox numbers from a list, and record a new name for a list.
- To **erase** a Group List, press 3. Follow the prompts to enter a 1- or 2-digit number and confirm deletion of the list.
- To **hear an inventory** of a Group List, press 2, then press 0 #.
- To **send a message** using a Group List, see information in the [Sending Messages](#) section of this guide.

## MESSAGE PREFERENCES

The Message Preferences menu allows you to customize how you hear your messages. You can choose to hear date, time and calling/sending number for each message. You can set up your mailbox so that new messages will start playing automatically, as soon as you log into your mailbox. You can also choose for messages to be played with oldest first, newest first, or priority/urgent messages first.

### To manage your Message Preference Options:

- From the Main menu, press 3 for Personal Options, then press 5 to reach the Message Preferences Menu.
- To review or change your Envelope options, press 1. Your mailbox is initially set to play the date and time stamp for all messages. To turn it off/on, press 1.
- To review or change your Autoplay option, press 2. Your mailbox is initially set so that messages are not played automatically when you enter your mailbox. To turn it on/off, press 1.
- To review or change the Sort Order of your messages, press 3. Your mailbox is initially built so that urgent messages are played first and remaining messages are ordered by date with the oldest message first. To change, press 2, then press:
  - 1 to hear messages ordered by date with newest message first
  - 2 to hear messages ordered by date with oldest message first
  - 3 to hear urgent messages first followed by newest message
  - 4 to hear urgent messages first followed by the oldest message
- To enable or disable Voice of Sender's Caller ID, press 4. Your mailbox is initially set to not play sender's Caller ID for all messages. To turn it on/off, press 1.

## MULTIPLE MAILBOX

Multiple Mailbox allows you to create additional mailboxes for your line so external callers can direct their messages to the appropriate person or department. You can create up to eight (8) Sub-mailboxes using this feature.

### How Multiple Mailbox works:

When someone calls your telephone and the line is busy or no one can answer, they will hear the personalized greeting that you have recorded in your base mailbox. This greeting should provide direction to your callers so they can leave a message directly in the sub-mailbox of the person or department they are trying to reach.

**For example:** "Hello, you have reached ACME Enterprises. We are not able to take your call at the moment. To leave a message for Jim Smith, press 1. To leave a message for Sally Jones, press 2. To leave a message for Accounts Payable, press 3. For Mr. Johnson (base), press # or wait for the tone."

Once a caller chooses a sub-mailbox number (1, 2, 3, etc.), he/she will then hear the personal greeting for that mailbox. The message the caller leaves is private for that sub-mailbox owner and can be retrieved only by that owner with his/her password. If the caller does not choose a sub-mailbox number, or presses the # key, the message will automatically be placed in the base mailbox. Care should be taken in selecting which person or department is assigned to the base mailbox since callers will be automatically directed to it if they do not make another selection.

## USING YOUR MULTIPLE MAILBOX

### To set up a Multiple Mailbox:

- From the Main Menu, press 3 for Personal Options, then press 4 to reach the Multiple Mailbox menu.
- To **create** a Multiple Mailbox sub-mailbox, press 1. Follow the prompts to record a name for the sub-mailbox. The password will be a 1-digit number automatically generated by the system. This 1-digit password is also the sub-mailbox number.
- To **delete** a Multiple Mailbox sub-mailbox, press 2. Follow the prompts to confirm deletion of the sub-mailbox you select.

### To retrieve messages from a Multiple Mailbox:

- Dial your access number. When calling from another telephone, you will need to press the # key, dial your 10-digit mailbox number, then press # again.
- Enter the password for the sub-mailbox, then press #.
- Enter the single-digit number of the sub-mailbox you want to access, then press the # key. Use 0 to access the base mailbox. The system will tell you how many messages you have. In the base mailbox, the system will also tell you which sub-mailboxes have new messages.

### To access more than one mailbox per call:

- From the main menu, press 5.
- Enter the password and the single-digit sub-mailbox number of the mailbox you wish to access. Press 0 to access the base mailbox.

### Some things to remember about Multiple Mailbox:

- The maximum storage allowed for your mailbox is shared across all mailboxes, the base plus all Individual mailboxes.
- Message Waiting (interrupted dial tone and/or light) will remain on until all new messages from all mailboxes are saved or deleted.
- Each sub-mailbox holder can set their own notification options to their own pager and/or cell phone.
- Mailbox-to-mailbox messages can be sent through the system to each sub-mailbox. Address the message using 11-digits. For example, use 20755512341 for sub-mailbox 1 of mailbox 2075551234. Messages addressed to the 10-digit mailbox number will be deposited in the base mailbox.

## TERMS AND CONDITIONS

### of FairPoint Voice Messaging Services

These Terms and Conditions will govern your FairPoint Voice Messaging Services ("the Services") and replace any prior Terms and Conditions for the Services.

**CHARGES** - In addition to the monthly recurring charges for the Services, application and/or service order charges may apply. Such telephone service charges may include, but are not limited to, (i) for Message Rate or Measured Service customers, message unit or usage charges for calls forwarded to your mailbox and for calls made from your telephone service location to listen to, send, reply to, or copy messages, or to perform any other activities in connection with the Services, (ii) local or toll service charges if you call your mailbox while away from your telephone service location, (iii) charges for any call forwarding or related functions required to forward calls from any of your telephone numbers to your voice mailbox, or (iv) charges assessed by an alternate carrier if you forward numbers provided by a carrier other than FairPoint. In addition to the charges for the Services, you are solely responsible for payment of long distance, toll and other telecommunications charges incurred through use of the Services. FairPoint shall not be liable for any such charges. You may not charge any calls to the service access number or mailbox number, or otherwise use the Service(s) in a fraudulent manner. You are solely responsible for selection, implementation and maintenance of security features for defense against unauthorized use of the Services, as well as all charges for associated telephone services. Payment for all charges will be due according to the terms stated on your bill.

**ALTERNATIVE NUMBERS** - The Services may not be compatible with numbers provided by a carrier other than FairPoint, or such numbers may require that a caller re-enter your telephone number in order to utilize the voice mail service.

**CHANGES IN CHARGES, TERMS AND CONDITIONS OR YOUR SERVICES** - FairPoint shall have the right (i) to determine the availability of the Services, and (ii) to add, withdraw or change the Services and their features, their functions, and the manner in which they are provided, at any time. Provision of the Services is also subject to availability of facilities. FairPoint may change the Terms, Conditions and/or charges for the Services at any time. Use of, or payment for, the Services after the changes become effective will be deemed to be assent by you to the change(s).

**TARIFF APPLICATION** - In the event that the Services are at any time subject to tariffs filed with, or regulations of, an applicable state or federal commission, then such tariffs and regulations shall govern the provision of such Services and in the event of any conflict, shall take precedence over any inconsistent Terms, Conditions or charges.

**LIMITED WARRANTY** - If the Services do not perform substantially as described to you in the written information provided by FairPoint to you, FairPoint will repair the Services, at its expense. This warranty does not apply to failures in performance due to acts of God or other causes beyond the reasonable control of FairPoint or misuse or abuse of the Services by you or other persons. THE FOREGOING WARRANTY IS EXCLUSIVE AND NONTRANSFERABLE. FAIRPOINT DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE.

**MAINTENANCE** - At various times, FairPoint will perform routine maintenance on its equipment and facilities that will temporarily render the Services unavailable for use by you. FairPoint will attempt to notify you in advance of performing such maintenance by leaving a voice message in your voice mailbox, or otherwise. FairPoint shall have no liability as a result of the unavailability of any Services due to the performance of such routine maintenance.

**SERVICE INTERRUPTIONS** - Except for routine maintenance, if Services that are subject to a monthly charge are interrupted, due to any cause other than the act or omission of you, a member of your household, your employees or agents, or a failure of facilities provided by you, for a period exceeding twenty-four (24) consecutive hours, FairPoint shall credit you the monthly charges for the Services, pro-rated, for the period of time of the interruption in excess of the twenty-four (24) consecutive hour period. Service interruptions begin at the time you notify FairPoint of the interruption.

**LIMITATION OF LIABILITY** - FairPoint's liability for any claim or damages arising in connection with the Services (including, but not limited to, claims or damages arising in connection with any interruption or other fault, failure, error or deficiency, in the Services), shall not exceed \$25.00, plus a refund of the pro-rated charges actually paid for the Services which give rise to the claim or damages. FairPoint shall not be liable for any special, indirect, incidental, or consequential damages, including, but not limited to, loss of use, business, profits, data, or messages, or other commercial or economic loss. FairPoint shall not be liable for any delay or failure to perform its obligations if such delay or nonperformance arises in connection with any requirement of law or government regulation or order, any action of a governmental entity, acts of God, acts of third parties, fires, floods, epidemics, strikes or other labor disputes, inability to obtain necessary equipment, parts or repairs thereof, freight embargoes, unusually severe weather, or any cause beyond the reasonable control of FairPoint. The limitations of and exclusions from liability stated in this section "Limitation of Liability" shall apply whether claims are brought in contract, warranty, tort (including FairPoint's negligence), or otherwise.

**INDEMNIFICATION** - You agree to indemnify and hold FairPoint harmless from and against any and all liability, claims, damages, fines or penalties (including attorney fees) that may be sustained by reason of your failure to comply with federal, state and local laws, regulations and codes.

**TERMINATION** - You are responsible for payment of all charges incurred for Services provided prior to termination. You may notify FairPoint at any time that you wish to terminate the Services. FairPoint will terminate the Services within thirty (30) days of receiving notification. FairPoint may terminate its provision of Services at any time, without cause, upon notice to you. Unlawful, fraudulent or abusive use of the Services may result in the discontinuance of the Services.

**GENERAL PROVISIONS** - These Terms and Conditions shall be governed by the laws of the state in which the Services are provided. In the event that any provision of these Terms and Conditions shall be invalid or unenforceable, such invalidity or unenforceability shall not invalidate or render unenforceable any other provision of these Terms and Conditions, and these Terms and Conditions shall be construed as if they did not contain such invalid or unenforceable provision. The Services may not be used to make communications which are unlawful or harassing, or to make unsolicited communications to persons with whom you do not have an established relationship or who have notified you that they do not wish to receive communications from you.

YOU ACKNOWLEDGE THAT YOU HAVE READ THESE TERMS AND CONDITIONS AND AGREE THAT IF, AFTER YOU RECEIVE THEM, YOU ORDER, USE OR PAY FOR ANY OF THE SERVICES, THE TERMS AND CONDITIONS AND ANY SUBSEQUENT CHANGES SHALL CONSTITUTE OUR ENTIRE AGREEMENT WITH YOU. THESE TERMS AND CONDITIONS GIVE YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE-TO-STATE.

## QUICK REFERENCE INSTRUCTIONS

### FairPoint Business Voice Mail

Once you are in your mailbox:

To listen to your messages **1**

To send messages **2**

To change your password **3 1 1**

To change prompt level **3 1 2**

To change your personal greeting **3 2 3**

To review or change your Extended Absence Greeting **3 2 4**

To create Group Lists **3 3**

To set up or erase a Multiple Mailbox **3 4**

To set up SMS notification **3 1 3 4**

To set up Pager Notification **3 1 3 5**

To turn Envelope information on/off **3 5 1**

To turn Auto play of messages on/off **3 5 2**

To turn hearing sender's caller ID on/off **3 5 4**

To skip to the next message **#**

## HINTS AND TIPS

### At most menus:

Press the \* key to cancel or back up

Press the # key to accept or move forward

Press 0 for some helpful information

- If you know what key to press, you can make your selection at any time. No need to wait for the system to finish speaking the prompts or menus.
- Once you are familiar with the system, use the Personal Profile to change your prompt level to Quick Prompts.
- When in the office or on the road, save time by setting up one of the Notification Options. No need to call until you have a message to retrieve.
- Use the autoplay feature under Message Preferences so your new messages will start playing as soon as you log into your mailbox. If you press no keys after hearing a message, the message will automatically be saved then the next message will play.
- When you will have limited time/access to voice mail, use the Extended Absence Greeting option to block callers from leaving a message.
- After a saved message expires, the next time you log into your mailbox you must take action on that messages before you can hear new messages or make any changes to your mailbox.

**MAIN MENU**

**1** Listen to messages

**MESSAGE PLAY (during playback)**

- [1] Replay
- [2] Save message
- [3] Erase message
- [4] Slower
- [5] Louder
- [6] Faster
- [7] Rewind five seconds
- [7] [7] Rewind to beginning
- [8] Pause/unpause
- [9] Fast forward five seconds
- [9] [9] Fast forward to end of message
- [0] Help
- [\*] Exit messaging
- [#] Skip to next message

**POST PLAYBACK (Function Menu)**

- [1] Replay
- [2] Save message
- [3] Erase message
- [4] Reply to sender
- [5] Forward message
- [6] Date, time & sender
- [\*] Exit messaging
- [#] Next message
- [0] Replay menu

If last message played

- [1] Save deleted messages
- [2] Main menu

**2** Send message to another subscriber

Select recipient/record #

**SEND OPTIONS (post record)**

- [1] Send now
- [2] Hear message
- [3] Rerecord
- [4] Mark/Remove privacy
- [5] Future delivery
- [6] Return receipt
- [7] Mark/Remove urgent
- [\*] Cancel
- [0] Help

**PERSONAL PROFILE**

- [1] Change password
- [2] Change prompt level
- [3] Notification options
- [\*] Previous menu

**GREETINGS**

- [1] Name recording
- [2] Busy greeting
- [3] Personal greeting
- [4] Extended absence greeting
- [\*] Previous menu

**3** Personal Options

**PERSONAL OPTIONS**

- [1] Personal profile
- [2] Greetings
- [3] Group lists
- [4] Multiple mailbox
- [5] Message preferences
- [\*] Previous menu

**GROUP LIST**

- [1] Create
- [2] Change
- [3] Delete
- [\*] Previous menu

**MULTIPLE MAILBOX**

- [1] Create sub-mailbox
- [2] Delete sub-mailbox
- [\*] Previous menu

**4** Wake-up & Reminder menu

**WAKE-UP AND REMINDER**

- [1] Schedule wake-up call
- [2] Schedule reminder message

**5** Direct Sub-Mailbox Transfer

*Login to another member's sub-mailbox*

**MESSAGE PREFERENCES**

- [1] Envelope
- [2] Autoplay
- [3] Sort order
- [4] Voice of senders Caller ID
- [\*] Previous menu

**PROMPT OPTIONS**

- [1] Full prompts
- [2] Quick prompts
- [\*] Previous menu

**NOTIFICATION OPTIONS**

- [1] Special Delivery
- [2] Wireless (SMS)
- [3] Pager
- [\*] Previous menu

**BUSY GREETING**

- [1] Review/change BG
- [2] Turn BG on/off
- [\*] Previous menu

**PERSONAL GREETING SELECT**

- [1] Personal greeting
- [2] System greeting "name"
- [3] System greeting "number"
- [2] System greeting w/o number or name
- [\*] Previous menu

**EAG-SCHEDULE**

- [1] Review/Change EA greeting
- [2] EA Schedule on/off
- [3] Review/Change EA schedule
- [4] Accept new messagee
- [5] Don't accept new message
- [\*] Previous menu

**SPECIAL DELIVERY OPTIONS**

- [1] Notification options
- [2] Review/Change special delivery number
- [3] Special delivery schedule
- [\*] Previous menu

**OPTIONS**

- [1] All messages
- [2] Urgent messages only
- [3] Turn notification on/off
- [\*] Previous menu

**SELECT SMS PROVIDER**

- [1] Confirm
- [2] Change provider
- Select provider
- Enter provider number

**SELECT PAGER PROVIDER**

- [1] Confirm
- [2] Change provider
- Select provider
- Enter provider number

**0** Global Menu  
HELP (on all menus)

For questions about your voicemail service  
Please contact Customer Service  
at 1.866.984.3001





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