Bell

MessageManager™ Service

User Guide

for the Alcatel-Lucent Converged Messaging System

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Welcome to MessageManager

MessageManager is an advanced messaging capability that can significantly improve your competitive position. MessageManager ensures that you never miss important calls, allows your customers to leave you messages 24 hours a day, seven days a week and enables greater mobility while still allowing you to stay in touch.

The best way to learn how to use MessageManager is to experiment with your new service. Nothing you can do will break it.

Your MessageManager Access Number is the number you call to get your messages from your own telephone: _____.

Your mailbox number is your 10 digit telephone number.

Your temporary password for first time access is _____

MessageManager at a glance

- Flashing visual message waiting lamp or short (intermittent) dial tones indicate that you have messages. This will not prevent you from making or receiving calls.

- Your personal greeting can be up to 60 seconds in length

- Callers can leave you a message up to 5 minutes in length

- Your mailbox can hold up to 25 messages at a time. When your mailbox is full, callers will hear a message that they cannot leave a message

- New messages will be stored for 21 days

- Telephone Answer, Voice Mail and the Additional Features are all included in the basic monthly rental price

- MessageManager mailboxes include in the monthly rate either 220 or 150 minutes of usage time per month depending on your requirements.

- A per minute charge applies for usage time in excess of the total aggregated usage time provided for all MessageManager mailboxes associated with the same system .For example, 10 MessageManager mailboxes in the same system with 220 minutes each of usage time will only incur usage charges when the total usage for all mailboxes exceeds 2200 minutes in a month.

Setting up MessageManager

You only have to set up your MessageManager once. Simply dial your MessageManager Access Number. Then follow the voice prompts and the instructions in this guide to personalize your service.

Before starting, locate the star * and pound # keys on your telephone. You will use them frequently when you use MessageManager. You will use these keys when you need to cancel what you are doing, go back to a previous menu, erase and re-record, complete a step, or skip a message.

To set up MessageManager:

1. Dial the MessageManager Access Number. Voice prompts will guide you to complete the following steps

2. If you are calling from a telephone other than your own, you will be prompted to enter your mailbox number on your keypad – this is always your 10 digit telephone number

3. Using your keypad, enter your temporary password

4. Change your temporary password by entering a new password that is between 4 and 15 digits in length. For your security, your new password should be one that is easy for you to remember but hard for others to guess

5. Record your name or telephone number as a personal identification

6. Record your personal greeting (maximum 60 seconds)

7. Exit by pressing the * key

Your service is now personalized and MessageManager is ready to answer your calls automatically!

Accessing MessageManager

From your telephone number

1. Dial your MessageManager Access Number. Alternatively, If you have a message waiting button and it is flashing (there is a message waiting), you can press the message waiting button to access your mailbox.

2. Enter your password. MessageManager will tell you how many new and saved messages you have waiting

3. You are now at the **Main Menu**

From another telephone number

1. Call your own number and press "9" as soon as your greeting starts to play or

   When calling from a phone that is long distance to your Centrex phone, call the new Toll Free number 1-877-235 5777 (1 877 BELL 777) and follow the prompts.

2. Enter your password. MessageManager will tell you how many new and saved messages you have waiting

3. You are now at the **Main Menu**

   Note: You can also dial your MessageManager Access Number from another number however, be aware that the initial system answering prompts will always be in English first and French second. Press the # key when prompted and enter your mailbox number, which is always your 10 digit telephone number – you will hear your recorded name or identification.

Note: Long distance charges will apply if you are calling from outside your local calling area. To avoid LD charges, you can use the toll-free access number 1-877-BELL777.

If you are calling to retrieve your messages from another MessageManager customer's telephone, call your own number and press "9" as soon as your greeting starts to play. Enter your password.

Telephone Answer

The MessageManager service from Bell automatically answers your calls if you are not available or if you are already on the line. This service offers the following features:

- You can record a personalized greeting for your callers

- Each caller can leave you a message up to 5 minutes in length

- If you have the optional Message Waiting feature, you will hear a special, intermittent dial tone when you lift your telephone receiver if there is a message waiting for you. Certain telephone sets also have a message lamp that flashes if you have messages

- You can pick up your messages at your convenience, day or night

- No one else can listen to your messages since your mailbox is password protected

More information can be found in the Voice Mail and Additional Features sections of this User Guide.

Main menu

Main Menu	
Check Unheard Messages	**1**
Review	**1**
Send	**2**
Check Receipt	**3**
Personal Options	**4**
Restart	**5**
Exit	*****

Menus list the options available to you when you use your mailbox. The first menu is the **Main** menu, which includes options to review your messages and personalize the mailbox features.

Select the menu choice that you want and follow the easy voice instructions.

At the **Main** menu:

- Press **1, 1** to hear new, unheard messages first or

- Press **1** to listen to all your messages

- Press **2** to send a message

- Press **3** to check receipt of message

- Press **4** - **Personal Options** to record or change your:

    o Message notifications/Outcall notifications

    o Administrative options

    o Greetings

    o Notification schedule

- Press **5** to restart

- Press * to disconnect/exit from the system.

Reviewing messages

Main Menu	
Check Unheard Messages	**1**
Review	**1**
Send	**2**
Check Receipt	**3**
Personal Options	**4**
Restart	**5**
Exit	*****

After Review

Delete	**7**
Reply	**8**
Save	**9**
More Options	**0**

Replay	**4**
Envelope	**5**
Send Copy	**6**
Cancel Review	*****
More Options	**0**

Return to Main Menu	*****
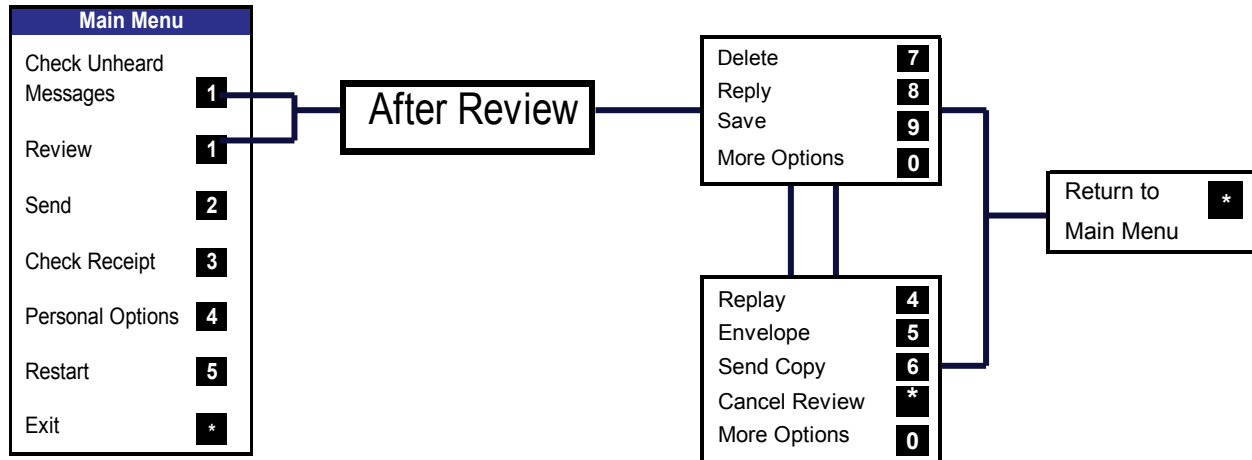
MessageManager plays your messages one at a time – new messages are played first; then saved messages are played. A message once saved, will be saved for 14 days from the day that it was placed in your mailbox. At the end of 14 days, you have the option of resaving the message.

To review messages:

1. To check unheard messages, press **1, 1**

2. To listen to your messages, press **1**

After reviewing each message:

3. To **erase** the message, press **7**

4. To **reply** to a message from another subscriber, press **8.** Note that you cannot use the system to reply to non-subscribers

5. To **save** the message, press **9**

6. To hear more options, press **0**

7. To **replay** a message, press **4**

8. To obtain **date, time and length** (envelope information),of the message, press **5**

9. To **send a copy** of the message to someone else, press **6**

MessageManager tells you when all messages have been played.

While listening to messages

Playback Controls		
	Pause/	
Rewind	**Restart**	**Forward**
Position **1**	**2**	**3**
Slower	**Envelope**	**Faster**
Speed **4**	**5**	**6**
	Normal	**Louder**
Volume **7**	**8**	**9**

Skip	**#**
Cancel Review	*****

While listening to a message, you can perform the following actions:

- To **rewind 10 seconds**, press **1**

- To **rewind to the beginning**, press **1, 1**

- To **pause** the message, press **2**; to **restart**, press **2** again

- To **fast forward 10 seconds**, press **3**

- To **fast forward to the end**, press **3, 3.** Note that if you wish to quickly erase an unwanted message you can press **3, 3, 7.**

- To make the message speed **slower**, press **4**; to return, press **6**

- To obtain the **date, time and length** of the message, press **5**

- To **speed up** the playing of a message, press **6**; to **return**, press **4**

- To **increase** the **volume** of a message, press **9**; to return, press **8**

- To **skip** a message you are listening to, press **#**

- To **cancel** message review, press *****

Personal Options

You can use Personal Options to make changes to:

- Message notifications/Outcall notifications

- Administrative options

  - Passwords

  - Group lists

  - Prompt levels

- o Date/time
- o Autoplay
- o Mailbox Language
- o Answering Language
- Greetings
  - o Personal greetings
  - o Extended absence
  - o Name
- Notification schedule
  - o 1st/2nd/temporary

Changing your password

Main Menu	
Check Unheard Messages	**1**
Review	**1**
Send	**2**
Check Receipt	**3**
Personal Options	**4**
Restart	**5**
Exit	*****

Personal Options	
Notification On/Off	**1**
Administrative Options	**2**
Greetings	**3**
Notification Schedule	**4**
Exit	*****

Administrative Options	
Passwords	**1**
Group Lists	**2**
Prompt Levels	**3**
Date/Time	**4**
Autoplay On/Off	**6**
Mailbox Language	**8**
Answer Language	**9**
Exit	*****

Passwords	
Personal	**1**
Home	**2**
Guest 1	**3**
Guest 2	**4**
Secretary	**5**
Exit	*****

You may change your password any time and as often as you like. Choose a password you can remember, such as a number that is meaningful to you. Your password can be between 4 and 15 digits in length.

To change your password:

1. At the Main Menu, Press **4** to access **Personal Options**
2. Press **2** - **Administrative Options**
3. Press **1** - **Passwords**
4. Press **1** for **Personal Password**
5. Enter your new password (4 – 15 digits)
6. Press **#**. MessageManager repeats your new password
7. Press ***** to return to the previous menu

Recording/changing your name

Main Menu	
Check Unheard Messages	**1**
Review	**1**
Send	**2**
Check Receipt	**3**
Personal Options	**4**
Restart	**5**
Exit	*****

Personal Options	
Notification On/Off	**1**
Administrative Options	**2**
Greetings	**3**
Notification Schedule	**4**
Exit	*****

Greetings	
Personal Greeting	**1**
Extended Absence	**2**
Name	**3**
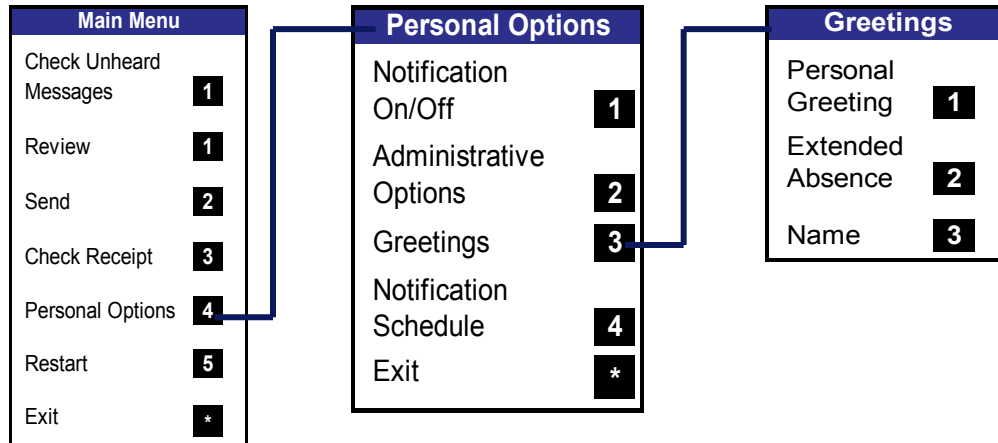
Your name is used to verify your mailbox number when you call to check messages and will be played to other MessageManager subscribers when you send them messages.

To record or change your name:

1. At the Main Menu, Press **4** to access **Personal Options**

2. Press **3** - **Greetings**

3. Press **3** - **Name**

4. MessageManager will prompt you to say your name at the sound of the tone

5. Speak your name and then press **#**. MessageManager repeats your name.

6. To accept the name you have recorded, press **#**

7. To record your name again, press *****

8. To return to the previous menu, press *****

Recording/changing your greeting

Main Menu		Personal Options		Greetings		Personal Greetings	
Check Unheard Messages	1	Notification On/Off	1	Personal Greeting	1	System	1
Review	1	Administrative Options	2	Extended Absence	2	Record	2
Send	2	Greetings	3	Name	3		
Check Receipt	3	Notification Schedule	4				
Personal Options	4	Exit	*				
Restart	5						
Exit	*						
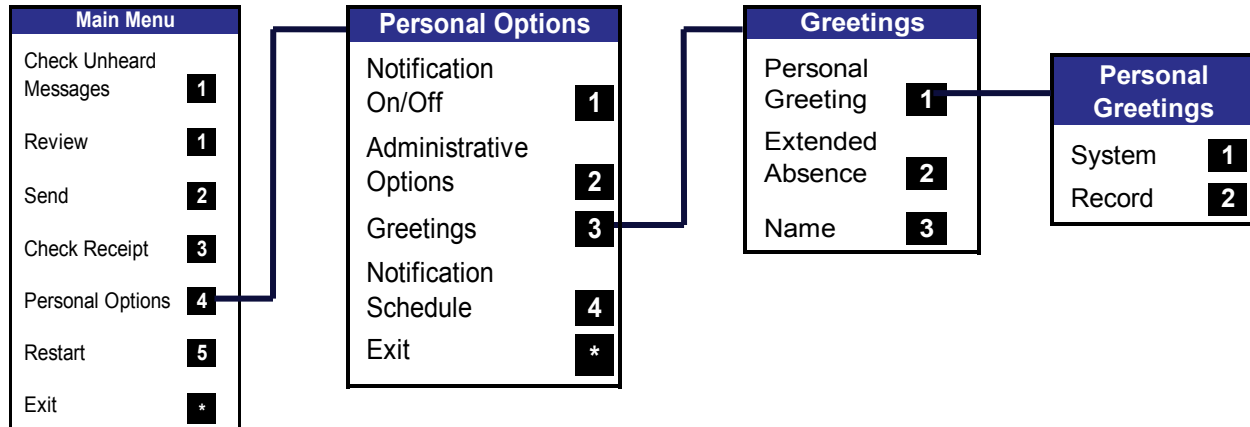
Your greeting is the message callers hear when MessageManager answers for you. Although most people like to personalize their greeting, you may choose to use the system greeting, which says, "Your call has been forwarded to an Automatic Voice Message System. (Recorded name) is not available. At the tone, please record your message."

System greeting

To select the system greeting:

1. At the **Main** menu**,** press **4** – **Personal Options**

2. Press **3** - **Greetings**

3. Press **1** - **Personal Greetings**

4. To select standard System Greeting press **1**

5. To return to the previous menu, press *****

6. To **listen** to the system greeting, hang up and call yourself

Personal greeting

You can change your greeting any time and as often as you like.

Your personalized greeting cannot exceed 60 seconds. You might want to write it down before recording it. Speak clearly and slowly when recording.

To record your personal greeting:

1. At the **Main** menu**,** press **4** – **Personal Options**

2. Press **3** - **Greetings**

3. Press **1** - **Personal Greetings**

4. To record your Personal greeting, press **2**

5. MessageManager will prompt you to record your greeting at the tone. See **Sample greetings** below for examples of greetings that you can record

6. Say your greeting and then press **#**

7. To listen to your greeting, press **1**

8. To accept the greeting you have recorded, press **#**

9. To record your greeting again, press *****

10. To return to the previous menu, press *****

Sample greetings

"Hello, this is (your name). I'm not available right now, but please leave me a detailed message and I'll get back to you as soon as I can."

Note: It is a good idea to change your greeting each day to inform callers of your schedule so they will have an idea of when you are available. For example:

 "Hello, this is (your name). Today is Tuesday, April 2nd. I'll be in the office this morning, but in meetings all afternoon. Please leave me a detailed message and I'll return your call as quickly as possible."

Extended absence greeting

You may record an extended absence greeting in place of the personal greeting. This message advises callers that you are away from the office and will be checking your mailbox infrequently. They may leave you a message or you could use the greeting to refer them to someone else. Callers cannot skip your extended absence greeting.

Note: You are reminded that your extended absence greeting is on each time you enter the system. You will then be prompted to delete or retain it. Your personal greeting is reinstated as soon as the extended absence greeting is deleted.

To record an extended absence greeting:

1. At the **Main** menu**,** press **4** – **Personal Options**

2. Press **3** - **Greetings**

3. Press **2** - **Extended Absence Greetings**

4. MessageManager will prompt you to record your greeting at the tone

5. Say your greeting and then press **#**

6. To listen to your greeting, press **1**

7. To accept the greeting you have recorded, press **#**

8. To record your greeting again, press *****

9. To return to the previous menu, press *****

Changing your prompt levels

=

Main Menu		
Check Unheard Messages	**1**
Review	**1**
Send	**2**
Check Receipt	**3**
Personal Options	**4**
Restart	**5**
Exit	*****

Personal Options	
Notification On/Off	**1**
Administrative Options	**2**
Greetings	**3**
Notification Schedule	**4**
Exit	*****

Administrative Options	
Passwords	**1**
Group Lists	**2**
Prompt Levels	**3**
Date/Time	**4**
Autoplay On/Off	**6**
Mailbox Language	**8**
Answer Language	**9**
Exit	*****

Prompt Levels	
Standard	**1**
Extended	**2**
Rapid	**3**

When you access your mailbox, voice prompts will advise you of your menu choices and provide assistance. As you become familiar with MessageManager, you may find it convenient to change your prompt levels (lengthen or shorten). Your mailbox has been set with Standard Prompts.

To change your prompt levels:

1. At the **Main** menu**,** press **4** – **Personal Options**

2. Press **2** - **Administrative Options**,

3. Press **3** - **Prompt Levels**

4. Select one of the following:

   a) Standard prompts, press **1**

   b) Extended prompts (long), press **2**

   c) Rapid prompts (short), press **3**

Changing your message notifications

Main Menu	
Check Unheard Messages	**1**
Review	**1**
Send	**2**
Check Receipt	**3**
Personal Options	**4**
Restart	**5**
Exit	*****

Personal Options	
Notification On/Off	**1**
Administrative Options	**2**
Greetings	**3**
Notification Schedule	**4**
Exit	*****

On or Off	**1**
Exit	*****

Outcall Notification/MWI	
Outcall Notification On	**1**
Outcall Notification Off	**2**
MWI On	**3**
MWI Off	**4**
Exit	*****
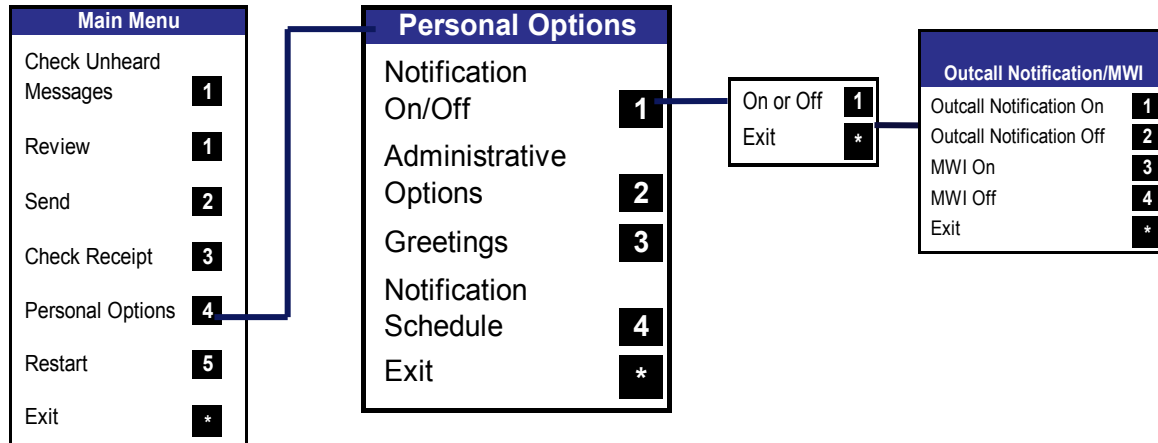
MessageManager indicates if you have messages:

- When you pick up the receiver, you will hear a series of short intermittent dial tones

- If your telephone is equipped with a message lamp feature, the lamp will flash slowly – check your local Business Office to see if this feature is available in your area

You can also use **Personal Options** to turn your message waiting indicator and/or your **Outcall Notification** schedule On or Off. Your mailbox has been set up with message waiting indicator set to On as the default.

1. At the **Main** menu**,** press **4** – **Personal Options**

2. Press **1 – Notification On/Off**

3. Press **1** to turn **Outcall** or **Message Waiting Notification** On or Off, then:

   a) To turn **Outcall Notification On**, press **1**

   b) To turn **Outcall notification Off**, press **2**

   c) To activate **Message Waiting**, press **3**

   d) To disable **Message Waiting**, press **4**

4. To return to the previous menu, press *****

Notes:

Message Waiting Notification: **Outcall Notification**: You may turn **Outcall Notification** On or Off at your convenience. Your Outcall Notification schedules (time periods, phone numbers, etc.) are not erased when turned off. Even though an Outcall Notification schedule is set, MessageManager does not place calls unless the **Outcall Notification** is turned on.

Activating Date and Time playback

Main Menu	
Check Unheard Messages	1
Review	1
Send	2
Check Receipt	3
Personal Options	4
Restart	5
Exit	*

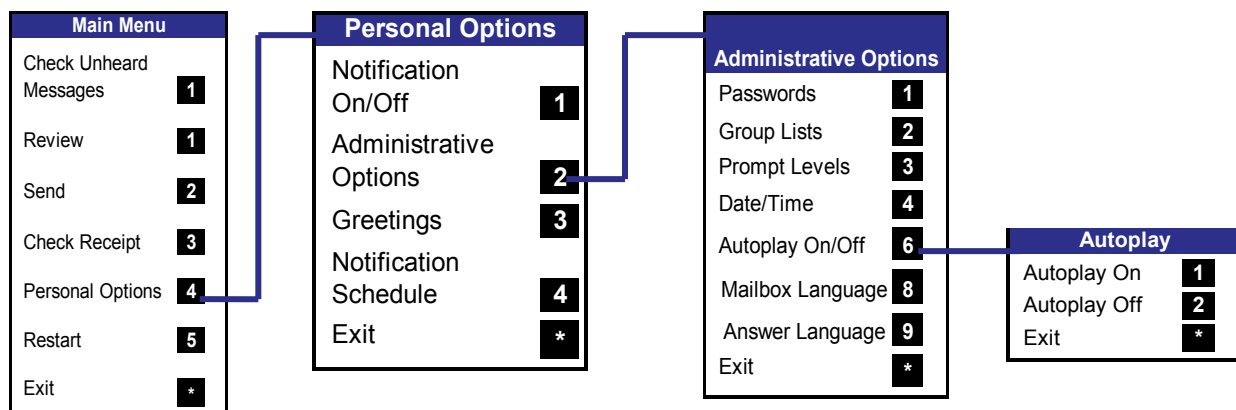| Personal Options	
Notification On/Off	1
Administrative Options	2
Greetings	3
Notification Schedule	4
Exit	*

Administrative Options	
Passwords	1
Group Lists	2
Prompt Levels	3
Date/Time	4
Autoplay On/Off	6
Mailbox Language	8
Answer Language	9
Exit	*

Date/Time	
On	1
Off	2
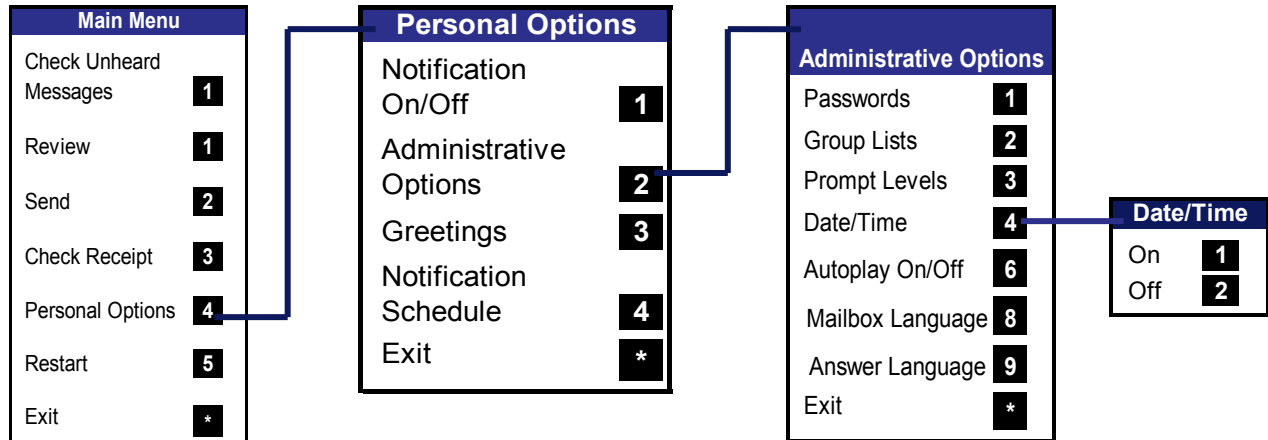
You can use this feature to hear the date and time when each message was received before listening to the message.

1. At the **Main** menu**,** press **4** – **Personal Options**

2. Press **2** - **Administrative Options**

3. Press **4** - **Date and Time Playback**

4. To select **On**, press **1**

5. To select **Off,** press **2**

Autoplay

Main Menu	
Check Unheard Messages	1
Review	1
Send	2
Check Receipt	3
Personal Options	4
Restart	5
Exit	*

Personal Options	
Notification On/Off	1
Administrative Options	2
Greetings	3
Notification Schedule	4
Exit	*

Administrative Options	
Passwords	1
Group Lists	2
Prompt Levels	3
Date/Time	4
Autoplay On/Off	6
Mailbox Language	8
Answer Language	9
Exit	*

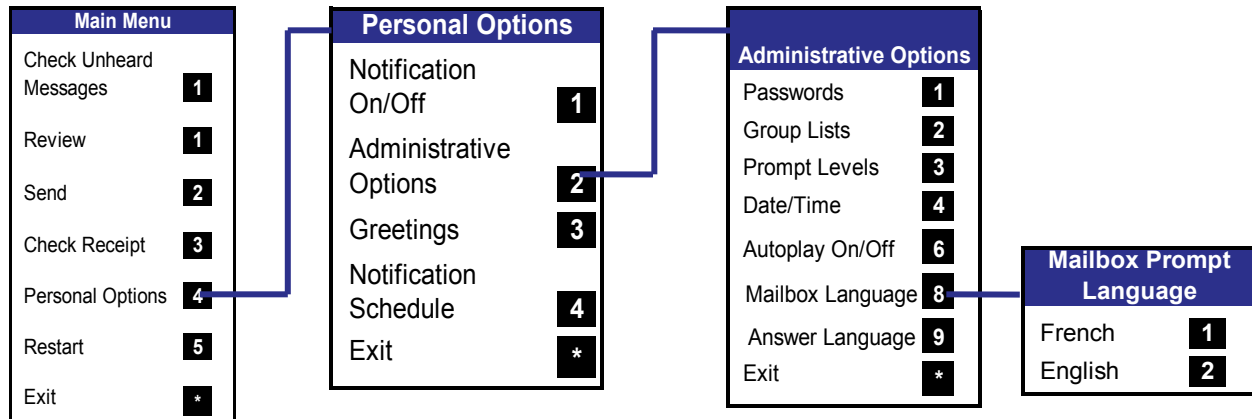| Autoplay	
Autoplay On	1
Autoplay Off	2
Exit	*

You can use this feature to set Autoplay on or off. When Autoplay is on, your unheard messages will be automatically played as soon as you access your mailbox.

1. At the **Main** menu**,** press **4** – **Personal Options**

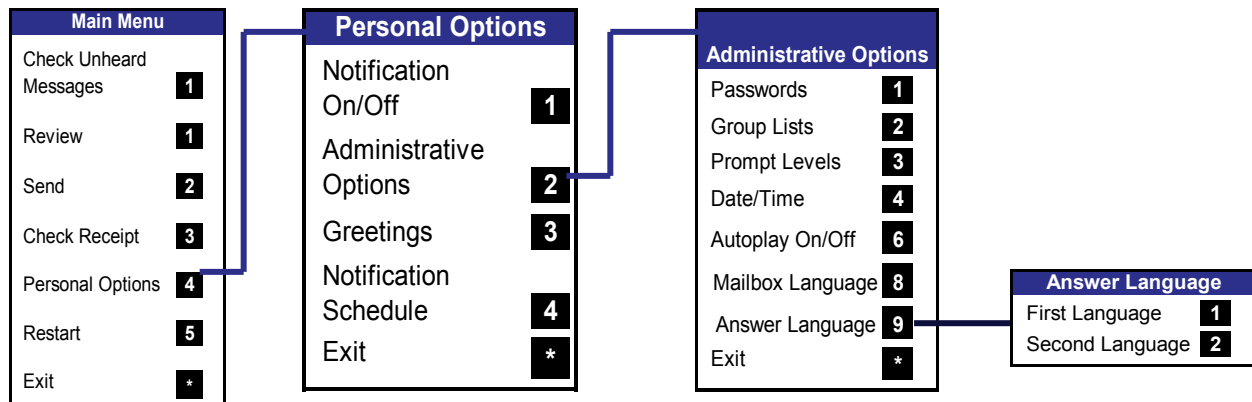2. Press **2** - **Administrative Options**

3. Press **6** – **Autoplay**

Mailbox Language

Main Menu	
Check Unheard Messages	1
Review	1
Send	2
Check Receipt	3
Personal Options	4
Restart	5
Exit	*

Personal Options	
Notification On/Off	1
Administrative Options	2
Greetings	3
Notification Schedule	4
Exit	*

Administrative Options	
Passwords	1
Group Lists	2
Prompt Levels	3
Date/Time	4
Autoplay On/Off	6
Mailbox Language	8
Answer Language	9
Exit	*

Mailbox Prompt Language	
French	1
English	2

You can use this feature to establish or change the prompt language that you will hear when in your mailbox.

1. At the **Main** menu**,** press **4** – **Personal Options**

2. Press **2** - **Administrative Options**

3. Press **8** – **Mailbox Language**

Answer Language

Main Menu	
Check Unheard Messages	1
Review	1
Send	2
Check Receipt	3
Personal Options	4
Restart	5
Exit	*

Personal Options	
Notification On/Off	1
Administrative Options	2
Greetings	3
Notification Schedule	4
Exit	*

Administrative Options	
Passwords	1
Group Lists	2
Prompt Levels	3
Date/Time	4
Autoplay On/Off	6
Mailbox Language	8
Answer Language	9
Exit	*

Answer Language	
First Language	1
Second Language	2

You can use this feature to establish or change the prompt language that callers will hear when leaving you a message. This feature also allows you to create a bilingual mailbox with a choice of first and second language. Your callers will then be prompted to select their preferred language before hearing your greeting.

1. At the **Main** menu**,** press **4** – **Personal Options**

2. Press **2** - **Administrative Options**

3. Press **9** – **Answer Language** and follow the prompts

Helpful hints

Hints for you

- To disconnect, press ***** until MessageManager says "Good bye." Do not just hang up.

- The Star key is also used to cancel a command, to return to the previous menu, or to exit. To return to the **Main** menu, continue pressing ***** until you hear the **Main** menu options.

- The Pound key **#** is used to skip a message or complete an option. Skipped messages will be available for you to review later.

- While you are in your mailbox:

  o For more information on the available options, press **0**

- To retrieve your messages from another MessageManager subscriber's telephone:

  o Call your own number and press "9" as soon as your greeting starts to play

  o Enter your password

- You can override most MessageManager prompts by pressing the correct key for the option that you want before the prompt is completed. This will save you time once you are familiar with the system.

- Make sure your password is a number that is easy to remember. If you forget your password, your mailbox will have to be re-established by Bell and **all your messages will be lost.** No one can access your password.

- If someone calls when you are not there or while you are on the telephone, calls will be forwarded automatically to your MessageManager mailbox

- If your telephone set is equipped with memory keys, you may store your MessageManager Access Number on one of the memory keys for quick and easy access to your MessageManager system. You may also store your password, if appropriate.

Hints for your callers

- If you have a bilingual mailbox, callers to your bilingual mailbox will be prompted to select their preferred language before hearing your greeting. All subsequent prompts will be in the language selected by the caller. Callers should make a selection or the system will wait 6.5 seconds before assuming the caller does not have a touch tone telephone and routing the caller to the first language.

- Callers can skip your greeting by pressing the **#** key.

- Callers can also leave you an urgent message by pressing **1**, **1**, **2** after leaving you a message and before they hang up. Urgent messages are always heard first and are marked urgent.

- During your greeting, callers may press **0** to reach a "live" person. Note that this feature must be pre-programmed by Bell

- Callers can delete messages they have recorded by pressing ***** before they hang up. A voice prompt will ask them to re-record

- Although you need a touch-tone telephone to access MessageManager, your callers do not have to use a touch-tone telephone to call you or leave a message

- Callers who reach your mailbox when it is full (maximum capacity of 25 messages) will hear an advisory message that they cannot leave a message

- Callers will hear one more ring than your chosen ring cycle

Voice mail

Voice mail enables you to compose and send messages to other local MessageManager customers without ringing their telephone sets. You can even send a message simultaneously to a group of local MessageManager customers without having to call each one directly. To do this, you compose the message in your mailbox and then send it directly to the recipients' mailbox(es).

Voice mail messages can be sent as:

1) Private

2) Urgent

3) With message confirmation

4) Future delivery

These features are also available with MessageManager Networking.

In a single call to MessageManager you can send messages to others, pick up messages sent to you by subscribers or outside callers, reply to messages and send a copy of a message to someone else. Your productivity will benefit because you can take advantage of the uninterrupted work time, yet still have a continuous flow of complete and confidential information at your command.

Note: Once you have sent a voice mail message, you cannot get it back**.**

Customers are encouraged to also read the **Telephone Answer** and **Additional Features** sections of this User Guide.

Sending a voice mail message
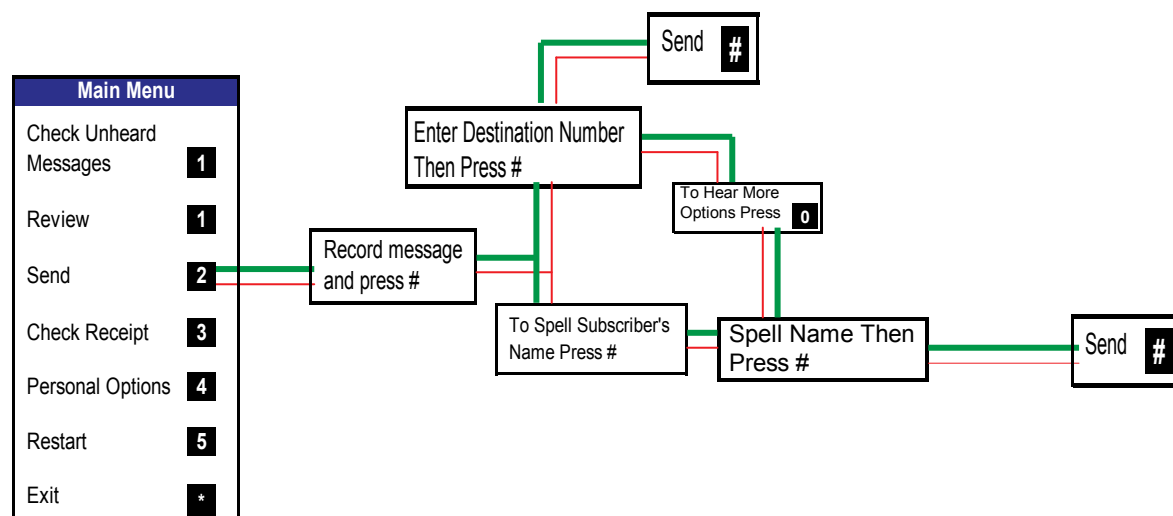
1. At the **Main** menu**,** press **2 to send a message**

2. At the tone, **record** your message and press **#**.

3. At the prompt:

    a) enter the 10 digit destination mailbox number and press **#** or

    b) enter the Group List number and press **#**. See the Group lists section for more information or

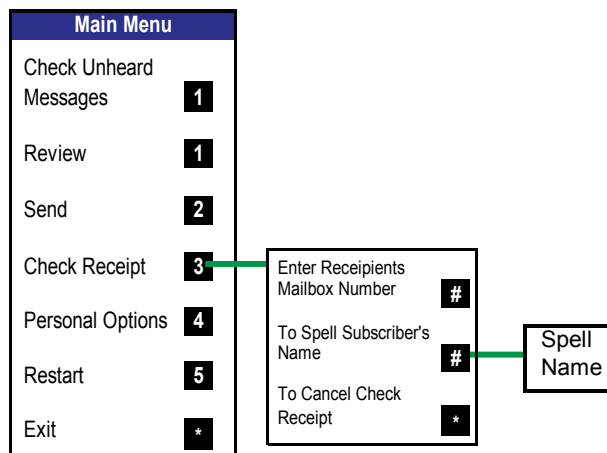   c) press **#** to indicate that you wish to spell a subscriber's name then spell the name of person you wish to reach (last name first) and press **#**

4. Then:

    a) To send your message, press **#**

        Or

    b) To access **Delivery Options**, press **0**, select your delivery option and then press **#** to send the message

For more information, see the **Delivery Options** section of this guide

Check receipt

Main Menu		
Check Unheard Messages	**1**	
Review	**1**	
Send	**2**	
Check Receipt	**3**	Enter Receipients Mailbox Number **#**
Personal Options	**4**	To Spell Subscriber's Name **#** → Spell Name
Restart	**5**	To Cancel Check Receipt *****
Exit	*****	

Any time after you have sent a message to a subscriber, you can check the recipient's mailbox to confirm that they have listened to your message.

Note: The **Check receipt** feature is only available for customers served by the same MessageManager system.

1. At the **Main Menu**, press **3** to select **Check receipt**

2. To identify the recipient's mailbox, enter their mailbox number

3. To cancel **Check receipt**, press *****

Group lists

Main Menu	
Check Unheard Messages	**1**
Review	**1**
Send	**2**
Check Receipt	**3**
Personal Options	**4**
Restart	**5**
Exit	*****

Personal Options	
Notification On/Off	**1**
Administrative Options	**2**
Greetings	**3**
Notification Schedule	**4**
Exit	*****

Administrative Options	
Passwords	**1**
Group Lists	**2**
Prompt Levels	**3**
Date/Time	**4**
Autoplay On/Off	**6**
Mailbox Language	**8**
Answer Language	**9**
Exit	*****

Group Lists	
Create	**1**
Edit	**2**
Delete	**3**
List Names	**4**

Group lists are used to send the same message to a group of MessageManager subscribers without having to enter each person's mailbox separately.

You can have up to 15 group lists, and each list can contain up to 25 destinations. You can add, change or delete your group lists at any time. Your group lists are numbered 11 through 25.

To create a group list:

1. From the **Main** menu**,** press **4** – **Personal Options**

2. Press **2** - **Administrative Options**

3. Press **2** - **Group Lists**

4. To create a list, press **1**

5. At the prompt, enter the group list number (any number between 11 and 25)

6. At the prompt, record the name of the Group List and press **#**

7. At the prompt, enter the mailbox numbers (10 digit telephone numbers) of each person included in the group list

8. To review all names on the list, press **1**

9. To return to the **Personal Options** menu, press *****

Forwarding and replying to messages

Main Menu	
Check Unheard Messages	**1**
Review	**1**
Send	**2**
Check Receipt	**3**
Personal Options	**4**
Restart	**5**
Exit	*****

After Review

Delete	**7**
Reply	**8**
Save	**9**
More Options	**0**

Return to Main Menu	*****

Replay	**4**
Envelope	**5**
Send Copy	**6**
Cancel Review	*****
More Options	**0**
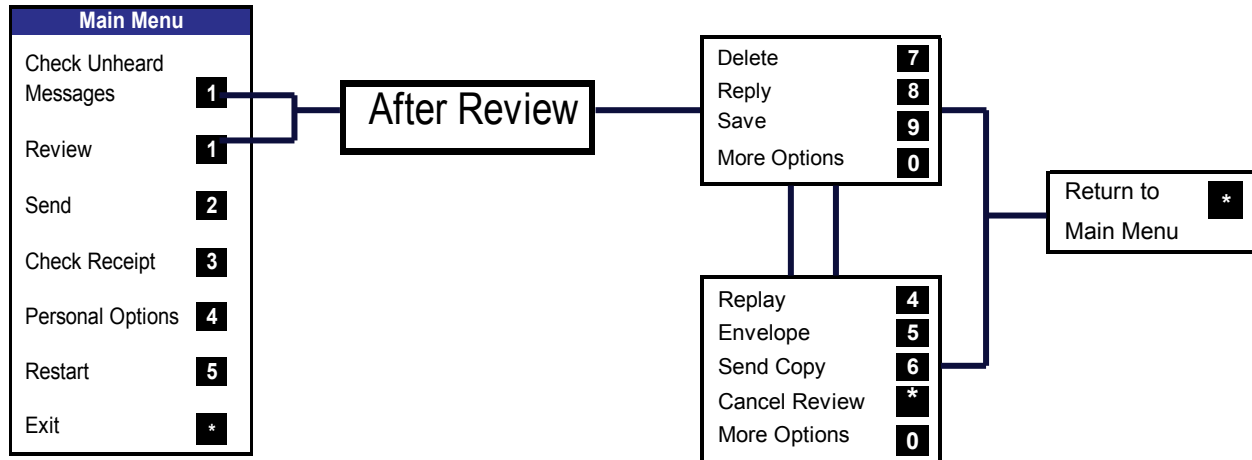
Forwarding a Message

1. Listen to the entire message

2. To forward, press **6**

3. At the prompt, record your introductory comments and then press **#**

4. Enter the 10 digit mailbox number of the MessageManager subscriber to whom you wish to forward the message

5. To send, press **#**

Note: you can select different delivery options before forwarding the message. For more information, see the **Delivery Options** section of this guide

6. Enter the next destination, or:

a) To reply to the original message, press **8** when prompted

b) To save the original message, press **9**

c) To erase the original message Press **7**

d) To exit, press *****

Replying to a message

1. Listen to the entire message

2. To reply, press **8** at the prompt; you cannot use the system to reply to a non-subscriber (someone who is not on the same system)

3. At the prompt, record your reply and then press **#**

4. To send your reply, press **#**

5. To save the original message, press **9**

6. To erase the original message, press **7**

Delivery options
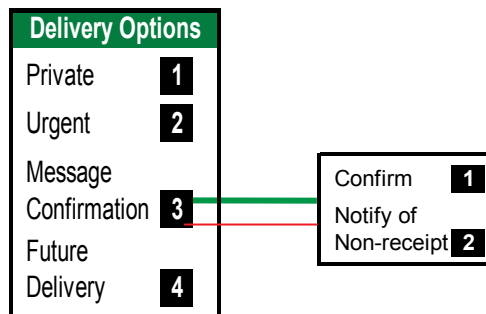
Delivery options are the ways that a message can be sent to the recipient. You can select from one to four delivery options for each message.

Note: Options must be selected after you enter the destination and before you send the message. You can cancel any option for a particular destination by pressing its number again; for example, pressing **2** marks a message as urgent and pressing **2** again removes the urgent marking.

1. To access **Delivery** options, press **0**

2. You can then select any or all of the following:

 a) **Private**: Press **1**. A private message cannot be forwarded to anyone else

 b) **Urgent:** Press **2**. Urgent messages are always played first and are marked Urgent.

 c) **Message confirmation:** Press **3**. MessageManager will send you a message to confirm receipt of the message (the recipient has listened to your message) or non-receipt (if the recipient has not listened to your message within two days of sending)

 d) **Future delivery:** Press **4.** You can send up to 5 messages to different destinations up to 30 days in advance. The message will be sent on the day that you specify.

Additional features

MessageManager offers additional features that allow you to assign portions of your mailbox to guests. These are individuals who are not subscribers but with whom you have frequent communication. You can assign a portion of your mailbox for family members; and you can even assign a "secretary" password so that one or more individuals identified by you may scan the contents of your mailbox.

Outcalling Notification enables the system to call you at a designated telephone number to notify you when new messages are delivered to your mailbox. You can control the hours when outcalling is in effect.
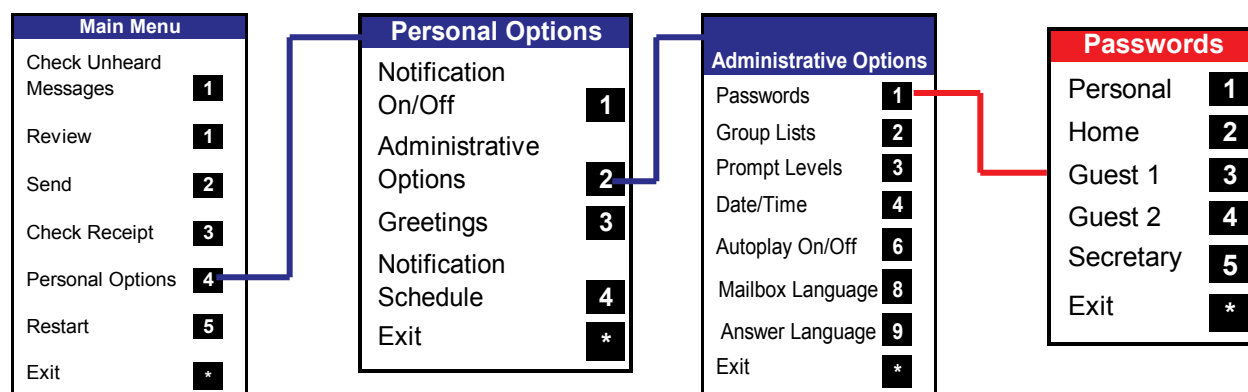
Customers are encouraged to also read the **Telephone Answer** and **Voice Mail** sections of this user guide.

Creating passwords

Personal password

You recorded your personal password when you entered the system for the first time and initialized your mailbox. To change your password, or to add or change a guest, home or secretary password, use the **Personal Options** menu.

Note: All your passwords can be up to 15 digits long.

Main Menu	
Check Unheard Messages	1
Review	1
Send	2
Check Receipt	3
Personal Options	4
Restart	5
Exit	*

Personal Options	
Notification On/Off	1
Administrative Options	2
Greetings	3
Notification Schedule	4
Exit	*

Administrative Options	
Passwords	1
Group Lists	2
Prompt Levels	3
Date/Time	4
Autoplay On/Off	6
Mailbox Language	8
Answer Language	9
Exit	*

Passwords	
Personal	1
Home	2
Guest 1	3
Guest 2	4
Secretary	5
Exit	*

Guest password

You may have two guest passwords. You can give a guest password to someone who is not a subscriber but with whom you communicate frequently. This enables them to send messages directly to you and to receive messages from you, using a portion of your mailbox. You may change guests who use your mailbox by changing the **Guest Password** option and giving the new password to the new guest. The former guest's messages will be erased automatically.

Note: Your guests can only hear messages that you send them, and other subscribers cannot send messages to your guests.

To create a guest password:

1. From the **Main** menu**,** press **4** – **Personal Options**

2. Press **2** - **Administrative Options**

3. Press **1 - Passwords**

4. To access **Guest 1 Password**, press **3**

5. To access **Guest 2 Password**, press **4**

6. Enter the guest password, then press **#**

Home password

You may give a password to members of your family (or use this as a third guest mailbox). This password enables them to send and receive messages in the same manner as your guest. You will hear messages from "Home" before all other messages.

To create a home password:

1. From the **Main** menu**,** press **4** – **Personal Options**

2. Press **2 - Administrative Options**

3. Press **1 - Passwords**

4. To access **Home Password**, press **2**

5. Enter your Home Password, then press **#**

Secretary Password

A Secretary Password allows your secretary or someone else you designate to enter your mailbox and obtain only the Envelope Information for the messages in the mailbox. Envelope Information on messages from the home mailbox is not played.

1. From the **Main** menu**,** press **4** – **Personal Options**

2. Press **2 - Administrative Options**

3. Press **1 - Passwords**

4. To access **Secretary Password**, press **5**

5. Enter your secretary password, then press **#**

Using guest, home and secretary passwords

The person with a guest, home or secretary password must enter the MessageManager system by:

1. Dialing the MessageManager access number

2. Pressing **#**

3. Entering your mailbox number

4. Entering the special password which allows entry to his or her portion of your mailbox.

To reply to or create guest or home messages, follow the instructions in the **Forwarding and replying to messages section**, and change the destination number as follows:

- For Guest 1: **9 1**

- For Guest 2: **9 2**

- For Home: **9 3**

- To exit, press **#**

Note: Guest 1 is mailbox 91, Guest 2 is mailbox 92, Home is mailbox 93. These mailboxes can be destinations like any other mailbox, which means that you can include them in group lists, etc.
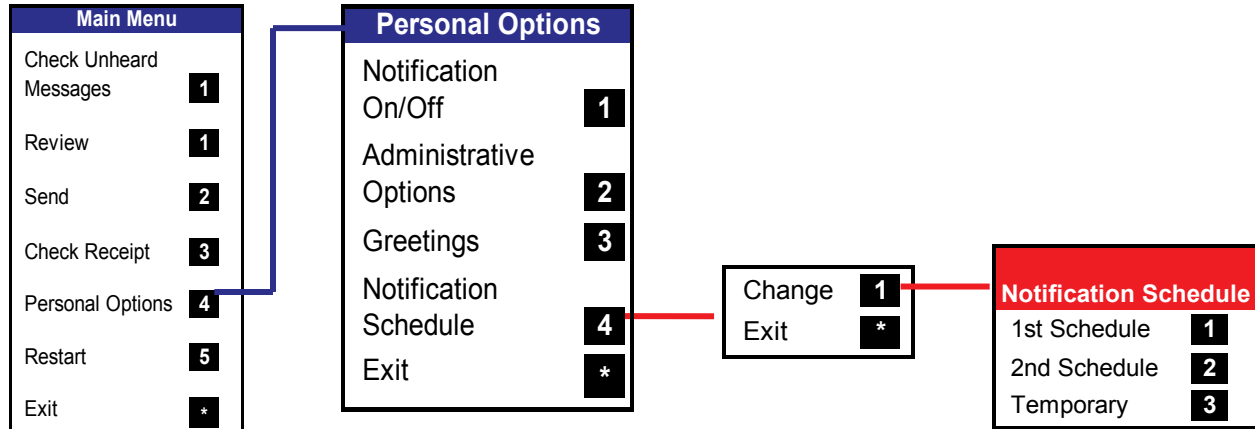
About passwords - Summary

Try to create passwords that are easy to remember, yet not easily guessed by other people. Each password that you create for your mailbox must be different. You and your guests cannot have the same password, for example. However, the passwords you assign only refer to your mailbox; other subscribers may have the same password without any effect.

To find out only the current password, press **0** immediately after you identify the type of password to be changed.

1. From the **Main** menu**,** press **4** – **Personal Options**

2. To access **Administrative Options**, press **2**

3. To access **Passwords**, press **1**

4. Access current Guest 2 password, press **4**

5. Hear current Guest 2 password, press **0**

Note: If you forget your password, your mailbox will have to be re-established by Bell, and all of your messages will be lost. No one can access to your password.

Outcalling notification schedules

Main Menu			Personal Options			Change	**1**		Notification Schedule	
Check Unheard Messages	**1**		Notification On/Off	**1**		Exit	*****		1st Schedule	**1**
Review	**1**		Administrative Options	**2**					2nd Schedule	**2**
Send	**2**		Greetings	**3**					Temporary	**3**
Check Receipt	**3**		Notification Schedule	**4**						
Personal Options	**4**		Exit	*****						
Restart	**5**									
Exit	*****									

Outcalling Notification can be programmed to call you at a designated local telephone number to alert you that a message has been left in your mailbox. You can specify the hours during which you are willing to have MessageManager notify you.

Notification for urgent and non-urgent calls may be handled differently. You can also set two permanent schedules and one temporary schedule, but you do not need to use all three and you may choose not to use this feature at all.

Using notification schedules

1. From the **Main** menu**,** press **4** – **Personal Options**

2. Press **4** - **Notification options**

3. Press **1** to establish or change outcall notification schedules then:

    a. For **First Schedule**, press **1** or

    b. For **Second Schedule**, press **2** or

    c. For **Temporary Schedule**, press **3**

4. Enter the 10 digit telephone number (must be a local number) where MessageManager will call you

5. Enter the weekday/weekend notification time period.

6. Select message type:

    a. For **all**, press **1**

    b. For **urgent**, press **2**

    c. For **urgent list**, press **3**

7. Select when you should be called after a new message arrives:

    a. For immediately, press **1**

    b. For 1 hour, press **2**

    c. For 2 hours, press **3**

    d. For 4 hours, press **4**

    e. For after 1 day, press **5**

    f. For **never**, press **6**

8. To confirm the schedule, press **1**

9. To change, press **2**

Time period for notification

MessageManager will prompt you to enter the time period when you will be accepting calls. You separately enter a start time and a stop time for MessageManager's notification call. You indicate whether the schedule applies on weekdays, weekends or both. You can use the first schedule for your office number; for example, for 9 a.m. to 5 p.m., with no calls on weekends. If you want, you can use the second schedule for your home number; for example, from 7:00 p.m. to 10:30 p.m.

1. For 7 o'clock, press **7 0 0**

    a. For a.m., press **1**

    b. For p.m., press **2**

2. For 10:30, press **1 0 3 0**

    a. For a.m., press **1**

    b. For p.m., press **2**

Temporary schedule

If you set a temporary schedule, you must indicate the length of time it will be in effect. During this period, it will override the other two schedules. Upon expiration of the temporary schedule, the first and second schedules will automatically be reinstated.

1) From the **Main** menu**,** press **4** – **Personal Options**

2) For **Notification** options, press **4**

3) For **Temporary Schedule**, press **3**

4) Enter number of days **Temporary Schedule** is required

5) Enter the telephone number where you want to be called

6) Enter the weekly/weekend notification time period

7) Select message type:

    a) For **all**, press **1**

    b) For **urgent**, press **2**

    c) For **urgent list**, press **3**

8) Select when you should be called after a new message arrives:

    a) For **1 hour**, press **1**

    b) For **2 hours**, press **2**

    c) For **4 hours**, press **3**

    d) For **1 day**, press **4**

    e) For **immediately**, press **5**

    f) For **never**, press **6**

9. To confirm, press **1**

MessageManager service At-A-Glance

━━━ Telephone Answer
━━━ Voice Mail
━━━ Additional Features

Playback Controls

	Rewind	Pause/Restart	Forward
Position	1	2	3
	Slower	Envelope	Faster
Speed	4	5	6
	Normal		Louder
Volume	7	8	9

Skip **#**
Cancel Review *****

Delete **7**
Reply **8**
Save **9**
More Options **0**

Replay **4**
Envelope **5**
Send Copy **6**
Cancel Review *****
More Options **0**

Return to Main Menu *****

Hear Message
- During Review
- After Review

Send #

Enter Additional Destination

Send #

Return to Main Menu *****

Enter System From Your Mailbox
Call your MessageManager Access Number
OR
Press the Message Waiting Button.
Enter Your Password

Enter System From Another Telephone Number
Call Your Own Number
Press "9" As Soon As Your Greeting Starts
Enter Your Password

Main Menu
Check Unheard Messages **1**
Review **1**
Send **2**
Check Receipt **3**
Personal Options **4**
Restart **5**
Exit *****

Enter Destination Number Then Press #

To Hear More Options Press **0**

Delivery Options
Private **1**
Urgent **2**
Message Confirmation **3**
Future Delivery **4**

Confirm **1**
Notify of Non-receipt **2**

Record message and press #

Enter Recipients Mailbox Number **#**
To Spell Subscriber's Name **#**
To Cancel Check Receipt *****

To Spell Subscriber's Name Press #

Spell Name Then Press #

Send #

Spell Name

Passwords
Personal **1**
Home **2**
Guest 1 **3**
Guest 2 **4**
Secretary **5**
Exit *****

Group Lists
Create **1**
Edit **2**
Delete **3**
List Names **4**

Outcall Notification/MWI
Outcall Notification On **1**
Outcall Notification Off **2**
MWI On **3**
MWI Off **4**
Exit *****

On or Off **1**
Exit *****

Administrative Options
Passwords **1**
Group Lists **2**
Prompt Levels **3**
Date/Time **4**
Autoplay On/Off **6**
Mailbox Language **8**
Answer Language **9**
Exit *****

Prompt Levels
Standard **1**
Extended **2**
Rapid **3**

Date/Time
On **1**
Off **2**

Personal Options
Notification On/Off **1**
Administrative Options **2**
Greetings **3**
Notification Schedule **4**
Exit *****

Greetings
Personal Greeting **1**
Extended Absence **2**
Name **3**

Change **1**
Exit *****

Autoplay
Autoplay On **1**
Autoplay Off **2**
Exit *****

Mailbox Prompt Language
French **1**
English **2**

Answer Language
First Language **1**
Second Language **2**

Notification Schedule
1st Schedule **1**
2nd Schedule **2**
Temporary **3**