




QWEST® VOICE MAIL

INSTRUCTION GUIDE

TRY EASY ACCESS!

Just press   
from your home phone
to get your messages.

Complete instructions inside

Qwest 
Spirit of Service®

start
here

SET UP YOUR VOICE MAILBOX FIRST

- **From your home phone, press *98 or call your Retrieval Number**
Your retrieval number is shown on the welcome letter you received in this package.

Voice prompts will guide you through these steps:

- **Create your own Security Code**
It can be any number 4 to 15 digits long that doesn't begin or end with a zero.
- **Record a name to identify your Mailbox**
For instance, "Smith Residence" or "John & Carrie"
- **Choose a Greeting:**
 - ① Standard Greeting with phone number
 - ② Standard Greeting with name
 - ③ Record your own Personal Greeting, up to 3 minutes long

HOW TO CHECK MESSAGES / ACCESS YOUR MAILBOX

Choose one of these ways to access your mailbox, then follow the prompts you hear. Any new messages will start to play automatically ("Autoplay"). The main menu comes on last.

From home phone only

PRESS



From home or away

CALL your home phone
number, then press 7
when the greeting starts

From home or away

CALL your
Retrieval Number

IMPORTANT

You must set up your mailbox before callers can leave messages for you.

Standard Greeting

Our Standard Greeting says: "You have reached [Your Mailbox's Name or Your Phone Number]. At the tone, please record your message."

Why 3 ways to check messages?

Quick and easy, *98 is for when you're at home. The other two ways work anywhere – at home or away. (*98 message retrieval may not be available in all areas.)

press
1

Main Menu

These large buttons show the options available at the Main Menu level. You'll hear the main menu prompts after you listen to messages, or you can press **(*)** to return to the main menu at any time.

Message Indicator and Light

You'll know you have a new message whenever you hear an "interrupted" dial tone. If you have a phone or a Caller ID box with a message light, call 1 800-244-1111 to have it activated.

Extension Mailbox

The optional Extension Mailbox feature gives busy households separate personal Mailboxes for their voice messages. See Optional Features on the back for more information.

LISTEN TO NEW AND SAVED MESSAGES

While you're listening

Move through your messages with the keypad commands shown in **blue**. You can rewind to catch something you didn't hear, change the volume, change the playback speed and more. Press **(1)(1)** to rewind to the beginning of a message, or **(3)(3)** to go to the end.

After you listen to each message

The commands shown in **red** are available. You must choose **(7)** to Erase, **(9)** to Save or **(#)** to Skip before the next message will play.

Save time with **(8)(8)** Call Return

Just press **(8)(8)** after listening to a message, and return the call. No more scratch paper or listening to the message over and over to get the number! This time-saver is FREE and is available for most local calls.

The most helpful keys

The keys on the **bottom** row are everyone's favorites. Use "pound" **(#)** to Skip quickly over messages for others, and "star" **(*)** to Back Up to the previous menu. They're all available at any time.





press
2

Send a Message

Send a message directly to someone else's Qwest voice mailbox without ringing their phone. Or, you can even record a message for someone in your household and send it to your own number.

Group Message

You can also use the Send feature to send a single message to a group of people at the same time. It's ideal for those involved in sports leagues or community groups. Refer to the Advanced Features section for instructions. (Some limitations may apply depending upon customer phone facilities.)



press
3

SEND A MESSAGE TO ANOTHER MAILBOX

- From the main menu, press **2**
- Record your message after the tone, then press **#**
- Enter the Destination Mailbox Number

This is usually the phone number of the person you're sending to. If the person doesn't have our Qwest Voice Mail, the system will tell you it can't deliver the message.

- Press **#** to send now

OR

- Press **0** to add a Delivery Option and follow the prompts

- ① **Private** means your message can't be copied to anyone else.
- ② **Urgent** places your message first in order in the person's mailbox.
- ③ **Confirmation** automatically sends a message back to you to tell you if and when your message is heard.
- ④ **Future Delivery** lets you set a date and time for your message to be sent. It's handy for sending reminders to yourself and others.

CHECK RECEIPT OF A MESSAGE YOU SENT

To find out if a message you sent to someone was heard, enter the number of the voice mailbox you sent it to. (Hint: you can also use the Confirmation delivery option when you send the message.)

press
4

CHANGE YOUR PERSONAL OPTIONS

1 Message Waiting Indicators

Message Notification (1) ON (2) OFF
Interrupted Dial Tone/Light (3) ON (4) OFF

2 Administrative Options

- (1) Change or Skip Security Code
- (2) Manage Group Lists to send Group Messages
- (3) Change Prompt Levels
- (4) Turn Date & Time on and off
- (6) Turn Autoplay on and off

3 Greetings or Recorded Name

- (1) Choose a Greeting
- (3) Record a New Name

4 Notification Options

Commands shown in gray are optional features.*

9 Create Extension Mailboxes

For information, call 1 800-244-1111.

Modem/Internet Access

Can't get on the Internet?
The interrupted dial tone may be interfering with your modem. Simply check your new messages or turn the interrupted dial tone off temporarily.

Get Messages Faster

Administrative Options for getting your messages faster are: Skip Security Code, Rapid Prompts and Date/Time OFF.

press
5

ACCESS ANOTHER QWEST MAILBOX

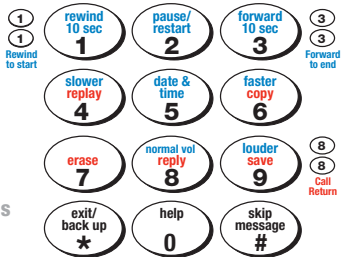
A handy feature if you're checking messages away from home. Let's say you're dialing your retrieval number from a neighbor's phone, who also has Qwest Voice Mail. As soon as you hear their Voice Mail prompts, simply press (5) and enter your own 10-digit phone number and security code to access your mailbox.

* Additional fees apply

QWEST VOICE MAIL

KEYPAD COMMANDS

Commands shown in **BLUE** are available while you're listening to a message. Choose the **RED** commands after you're finished listening to a message. Press Exit (*), Help (0) or Skip (#) at any time.

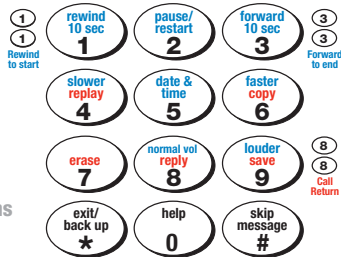


Qwest Voice Mail Questions
1 800-669-7676
qwest.com

QWEST VOICE MAIL

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Qwest Voice Mail Questions
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qwest.com

Easy Reference

Write your retrieval number and security code on these reminder cards. Carry them with you, or put one near your phone.

QWEST VOICE MAIL

EASY REFERENCE

1 Three ways to listen to your messages:

From home phone only	From home or away	From home or away
PRESS * 9 8	CALL your home phone number, then press 7 when the greeting starts	CALL your Retrieval Number <input type="text"/>

2 Enter your Security Code (if asked) _____

3 New messages will start to play automatically. Use the keypad commands on the back of this card as you listen.



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3 New messages will start to play automatically. Use the keypad commands on the back of this card as you listen.



TROUBLESHOOTING

- If your message waiting indicator – audible or visual – is not working, but you have messages, enter your mailbox, go to Personal Options (option 4), select Message Waiting Indicator (option 1). Follow prompts to make sure this feature is on.
- If your message waiting indicator – audible or visual – remains on after you have cleared your messages, enter your mailbox, go to Personal Options (option 4), select Message Waiting Indicator (option 1). Turn the feature on and off two or three times (follow prompts). Be sure you end with Message Waiting Indication “on.”
- You can change your ring cycle (the number of rings before a call goes to Voice Mail) or find out your retrieval number by calling our automated help system at 1 800-669-7676.

Group Messages

It's the easiest way to communicate the same information to a group of people at once – the reunion plans, the soccer game time, work-at-home associates, you get the idea! Since this feature only works with other Qwest Voice Mail users, you'll need to ask the others in your group if they also have our service.

Other ways to use Voice Mail

Here are a couple of special things you can try with other people who also have Qwest Voice Mail.

(Note: Some limitations may apply depending upon customer phone facilities.)

ADVANCED FEATURES

How to send a Group Message

First, you have to make a list of phone numbers for everyone in your group. You can store up to 10 different groups with up to 25 people in each group.

From the main menu, choose (4) for Personal Options, then:

- Choose (2) Administrative Options, then (2) Group Lists, then (1) Create a List.
- Number this list 11 - 20, then record a name for it and press (#).
- Enter the phone numbers of your group members one at a time.

Now you can send a message to this group. Go to Main Menu (2) and follow the "Send" instructions, entering the Group List number (11-20) for the destination, then press (#).

Reply to, or Forward a Copy of a Message

- Press (6) to forward a copy of a message to someone else's voice mailbox.
For example, you get a message at home that you want to forward to your neighbor, or your children share time in two households. Whenever a message arrives for them, just press (6) to forward it on!
- Press (8) to send a reply message directly back to the person who called you.

Let's say it's late at night and you don't want to ring the person's phone. Maybe you just don't want to talk right now, but you still want to answer their message. No problem! Just press (8) to automatically leave a reply message in that person's voice mailbox.

THE EASIEST WAY TO GET YOUR MESSAGES:



from your HOME phone

Press 3 keys and hear your messages.

AND, AFTER YOU LISTEN TO A MESSAGE, JUST PRESS:



Call Return

automatically dials the number of the person who left you a message. It's FREE and available for most local calls.

HELPFUL HINTS

When you first get your service

- Set up your mailbox first. Callers won't be able to leave you a message until you do.
- Choose a greeting that works well for you. Most people record their own, but if it's easier, or you're security-conscious and don't want to use your own voice, use one of the built-in Qwest greetings.
- Take your time and listen to the voice prompts as a guide. Go ahead and experiment! You can always back up, change or erase anything you don't want.
- Get to know all the keypad commands – Can hardly hear the message? Turn up the volume (9). Someone's talking too fast? Slow it down (4). Want to skip the messages that aren't for you? Just press (#) and cruise on by.

When you're familiar with Voice Mail

These helpful options can be turned OFF and ON to get your messages faster.

Just go to Personal Options, Main Menu 4, and follow the prompts.

- **Turn ON Skip Security Code** and you won't have to enter your code when you're checking your messages from your home phone. Remember though, for your protection, you still need to enter your code anytime you're checking messages away from home.
- **Turn OFF the Date and Time** so you don't hear them automatically. Whenever you really need to know, you can always press (5) during or after the message.
- **Switch to Rapid Prompts** when you're ready for fewer voice instructions.

Need more help with Qwest Voice Mail? 1 800-669-7676
or visit qwest.com

OPTIONAL FEATURES

Message Notification

rings your phone or mobile phone, or alerts a pager when you have a new message.

Extension Mailbox

gives you one Main Mailbox plus 3 personal "extensions" so that different household members can receive private messages.

If you'd like to add an Optional Feature, call 1 800-244-1111. (additional fees apply)

If you've ordered one of these optional features, you'll find the instructions on a separate sheet included in this package.

NEED HELP WITH QWEST VOICE MAIL?

1 800-669-7676

qwest.com

QUICK REFERENCE

Three ways to Check for Messages / Access your Mailbox

From home phone only

PRESS

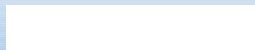


From home or away

CALL your home phone number, then press **7** when the greeting starts

From home or away

CALL your Retrieval Number



Keypad Commands

Commands shown in **blue** are available **while** you're listening to a message.

Use the **red** commands **after** you listen.

Press Exit **(*)**, Help **(0)** or Skip **(#)** at any time.



Interrupted dial tone is sometimes disrupted by certain line conditions, so you may occasionally have messages even if you don't hear the tone. *98 message retrieval may not be available in all areas. Call Return is available for most local calls. Copyright © 2007 Qwest. All Rights Reserved. 4/07