

Helpful Hints

- Press **1** to rewind 6 seconds.
- Press **1 1** to rewind to the beginning of a message.
- Press **3** to fast forward 6 seconds.
- Press **3 3** to fast forward to end of the message.
- Press **2** to toggle between pause and continue playing current message.
- Press **5 1** to play previous message.
- Press **5 5** to play time and date stamp.
- Press **1 1** after accessing your mailbox to play new messages first.
- Press **✕ 3** to recover all messages deleted during current session. You can recover deleted messages from the Play Menu or the Main Menu.
- Press **#** to end a command.
- Press **0** for help.
- Press **✕** to back up or cancel a command.
- Press **✕ ✕** to go to the Main Menu.

Powered by:



Please call 1-800-921-8102 for more information on this and other Frontier products. One of our Customer Service Representatives will assist you.

Copyright 2003 Citizens Communications Company. Frontier is a registered service mark of Citizens Communications Company. Some services subject to geographic availability. Additional taxes and surcharges will be applicable. Some restrictions may apply.



Voice Mail

Frontier Voice Mail User Guide for Business



frontier[®]
A Citizens Communications Company

www.FrontierOnline.com

Glenayre.Business.0903

frontier[®]
A Citizens Communications Company

Frontier Voice Mail

A Smart Choice

Welcome to Frontier Voice Mail!

Voice Mail has never been easier or more convenient. It's the perfect business tool to help you increase productivity — and your bottom line. Access your Voice Mail from any touch-tone phone. Voice Mail is independent of a power source, so you'll never miss a call. There's no tape to break, it works while you're on the phone — and even during a power outage — all day, every day.

With features like FAX Mail, Pager Notification and Constant Touch™, Voice Mail ensures that you'll get all your messages in a timely manner — no matter where you are.

Voice Mail Package Details	3
Accessing and Setting Up Your Mailbox	
Essentials, Basic, Basic with Sub-boxes, Deluxe Voice Mail and Message Routing	5
Playing Your Messages	9
Recording A Message	9
Creating Group Lists	10
Changing Your Password & Greeting	11
Pager Notification	11
Optional Features	12
Multiple Greetings	12
Extended Absence Greeting	13
Personal Operator	14
Message Forwarding	15
FAX Mail	16
Constant Touch™	17
Helpful Hints	19

Voice Mail Package Details*

Feature	Business Essentials Voice Mail	Business Basic Voice Mail	Business Basic Voice Mail with Subs	Business Deluxe Voice Mail	Message Routing with 9 Key Presses
Receive/Play Messages	√	√	√	√	
Save/Delete			√		
Record/Send Messages		√	√	√	
Reply/Copy			√		
Date and Time Stamp	√	√	√	√	
Pager Notification		√	√	√	
Special Delivery Options		√	√	√	
Group List (Broadcast List)		10x25	10x25	10x99	
Sub Mailbox			5		
Message Forwarding		√		√	
Personal Operator		√		√	
Multiple Greetings				√	
FAX Mail		√	√	√	
Wake-Up Service					
Constant Touch™		√			
Constant Touch Max Hold/Talk Time					
Personal Greeting Length	60 seconds	90 seconds	1 shared (90 seconds)	2 @ 90 sec.	5 minutes
Message Capacity	20	30	30 shared	60	
Message Length	90 seconds	120 seconds	120 seconds	180 seconds	
New Message Retention	15 days	30 days	30 days	30 days	
Extended Absence Greeting				√	

* NOTE: Services may not be available in all areas.

Getting Started with Your Frontier Voice Mail

Voice Mail is simple to operate. Easy to understand voice instructions help you in setting up your mailbox and managing your messages.

Accessing and Setting Up Your Mailbox

Essentials, Basic, Deluxe Voice Mail and Message Routing

When Calling From Your Business Telephone:

1. Dial the access number located in your welcome letter.
2. When prompted, enter your password. This number will be the last four digits of your business telephone number when accessing your mailbox for the first time.
3. A tutorial will help you set up your mailbox. This tutorial is an automatic mailbox set-up feature and will instruct you on how to create a personal password, greeting and name response. The tutorial plays the first time you log into your mailbox.

(Note: The tutorial must be completed in its entirety, or it will play again the next time the mailbox is accessed.)

When Calling From Another Telephone:

1. Dial the access number located in your welcome letter.
2. To access your mailbox you must hear the following message: "Welcome to the Voice Messaging Center." If this is not the first message you hear, press the key until the system plays the above message.
3. When prompted, enter your 10-digit mailbox number. This is your business telephone number.
4. When prompted, enter your password. This number will be the last four digits of your business telephone number when accessing your mailbox for the first time.
5. A tutorial will help you set up your mailbox. This tutorial is an automatic mailbox set-up feature and will instruct you on how to create a personal password, greeting and name response. The tutorial plays the first time you log into your mailbox.

(Note: The tutorial must be completed in its entirety, or it will play again the next time the mailbox is accessed.)

Basic Business Voice Mail with Sub-Boxes

This mailbox is great for small businesses since it allows employees to share a mailbox, but keep messages separated by user. (In addition to the main mailbox, users can create up to five additional sub-mailboxes.)

Setting Up Your Main Mailbox

When Calling From Your Business Telephone:

1. Dial the access number located in your welcome letter.
2. When prompted, enter your password. This number will be the last four digits of your business telephone number when accessing your mailbox for the first time.
3. A tutorial will help you set up your mailbox. This tutorial is an automatic mailbox set-up feature and will instruct you on how to create a personal password, greeting and name response. The tutorial plays the first time you log into your mailbox.

(Note: The tutorial must be completed in its entirety, or it will play again the next time the mailbox is accessed.)

When Calling From Another Telephone:

1. Dial the access number located in your welcome letter.
2. To access your mailbox you must hear the following message: "Welcome to the Voice Messaging Center". If this is not the first message you hear, press until the system plays the above message.
3. When prompted, enter your 10-digit mailbox number. This is your business telephone number.
4. When prompted, enter your password. This number will be the last four digits of your business telephone number when accessing your mailbox for the first time.

5. A tutorial will help you set up your mailbox. This tutorial is an automatic mailbox set-up feature and will instruct you on how to create a personal password, greeting and name response. The tutorial plays the first time you log into your mailbox.

(Note: The tutorial must be completed in its entirety, or it will play again the next time the mailbox is accessed.)

Recording The Main Greeting

When recording the main greeting, be sure to include instructions on how the caller may leave messages for other employees. (Example: "Press 1 for Sam, press 2 for Mary, or press 3 for Paul.")

Setting up Your Sub-Mailboxes

As a Sub-User, you will log into the mailbox for the first time by using your assigned sub-mailbox (1,2,3,4 or 5) as your temporary password. For example, Sub-User "1" would use "1" as the password (rather than the main mailbox password) in order to log into their own mailbox. Once logged in the Sub-User will be able to set up their individual name response (up to 8 seconds) and change their password.

1. Dial the access number in the main mailbox.
2. Enter your temporary password which is the same as your assigned mailbox (1, 2, 3, 4, or 5).

Note: Press to move among submailboxes.

Playing Your Messages

Voice Mail will tell you how many new or saved messages you have. If you have no messages in your mailbox, only the Main Menu will play.

1. Access your mailbox.
2. Press **1** to play your messages.
 - Press **1** to replay the message.
 - Press **6** to copy the message.
 - Press **7** to delete the message.
 - Press **8** to reply to the message.
 - Press **9** to save the message.
 - Press **#** to save as new.

Recording A Message

This function allows you to record and send a message.

1. Access your mailbox.
2. Press **2** to record a message. At the tone, record your message and press **#** when finished.

Recorded Message Options

1. Press **1** to play your recorded message.
2. Press **2** to continue recording.
3. Press **5** for delivery options.
 - Press **1** to send the message as urgent.
 - Press **2** to send the message as private.
 - Press **3** for notification of non-delivery.
 - Press **4** for future delivery.
 - Press **9** to immediately send the message.
 - Press **✕** to cancel delivery option.
4. Press **7** to delete the recorded message.
5. Press **9** to send the message.

Creating Group Lists

A Group List is a set of mailbox numbers that you create once. You then record a name and assign a number for each list you create. Once your list is created, you only need to enter the list number and your recorded message will be delivered to everyone on that list.

1. Access your mailbox.
2. Press **4** to access your Personal Options.
3. Press **2** to access your Group Lists.
4. Press **1** to review Group List Directory.
5. Press **2** to create a Group List.
 - Enter a one or two-digit Group List number of your choice.
 - Record a name for the list. Press **#**.
 - Enter the mailbox number of each member of the list. Press **#** after each entry is made.
 - Press **#** again to save the list.
6. Press **3** to delete a Group List.
7. Press **4** to modify a Group List. Then: enter a one or two-digit Group List number.
 - Press **1** to add an address.
 - Press **2** to review addresses in the list.
 - Press **3** to play the list name.
 - Press **4** to re-record list name.

Changing Your Password & Greeting

When you first set up your mailbox, you recorded a greeting and selected a password. Your password and greeting can be changed at anytime.

To change your password:

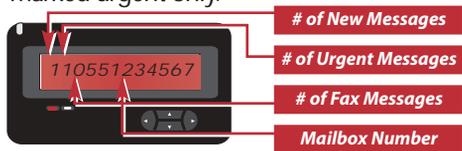
1. Access your mailbox.
2. Press **4** to access your Personal Options.
3. Press **4** to modify your Personal Preferences.
4. Press **1** to modify your password.

To change your active greeting:

1. Access your mailbox.
2. Press **3** for the Greeting menu .
 - Press **1** to play your active greeting.
 - Press **2** to record your active greeting.
 - Press **7** to delete your greeting.

Pager Notification

Pager Notification will not only notify you that you have new messages, but will also indicate what type of message you have received into your mailbox. You can also set Pager Notification to alert you of messages marked urgent only.



To enable Pager Notification:

1. Access your mailbox.
2. Press **4** to access your Personal Options.
3. Press **3** to modify your message notifications options.
4. Press **1** to play your Pager Notification number.
5. Press **3** to enable/disable Pager Notification.
6. Press **4** to enable/disable urgent only Pager Notification.

Optional Features

The following features may not be available on all Voice Mail packages. Please reference the chart on page 4 and 5 for availability.

Multiple Greetings

You can set up two personal greetings; each greeting can be programmed to play during a specified time throughout the day. Greeting 1 will play at all times of the day if no other greeting is scheduled. This greeting should be generic with no reference to time. The second greeting should be specific as to time.

To set up your second greeting:

1. Access your mailbox.
2. Press **3** to change your greeting.
3. Press **4** to modify another greeting. Then enter your greeting number to modify.
 - Press **1** to review this greeting.
 - Press **2** to re-record this greeting.
 - Press **7** to delete this greeting.
 - Press **9** to review the time interval.
4. Press **5** to turn on/off option for callers to skip your greeting.
5. Press **8** to review your greeting schedule.
6. Press **9** to enable/disable your greeting schedule.
7. Press **7** to delete your greeting.

You may want to instruct your callers of the following available options when leaving you a message:

- Press **#** to send the message.
- Press **2** to record/continue recording.
- Press **3** to replay the message.
- Press **X** to cancel the message.
- Press **9** for additional options.

Extended Absence Greeting

This feature can be set when you are away from the office for a day or for an extended period of time. By activating this feature, callers are not able to bypass your greeting which may indicate that you are away from the office for an extended period of time.

To activate this feature:

1. Access your mailbox.
2. Press **3** to access the Greeting Menu.
3. Press **1** to hear your current greeting.
4. Press **2** to record the Extended Absence Greeting.
5. Press **5** to activate Extended Absence Greeting feature.

To deactivate this feature:

1. Access your mailbox.
2. Press **3** to access the Greeting Menu.
3. Press **1** to hear your Extended Absence Greeting.
4. Press **2** to record the greeting.
5. Press **5** to deactivate Extended Absence Greeting feature.

Personal Operator

This feature allows the caller to press **0** during your greeting and be transferred to a pre-determined number you have designated. The number can be a personal assistant secretary or a switchboard operator. To verify the number that has been set up:

1. Access your mailbox.
2. Press **4** to access your Personal Options.
3. Press **4** to modify your Personal Preferences.
4. Press **1** to modify your Personal Operator options.
5. Press **1** to play your Personal Operator number.

Message Forwarding

Messages in your mailbox can be forwarded to another mailbox or telephone number. Messages can be forwarded by:

- Immediate forwarding — caller is notified that the message being left will be forwarded.
- Silent Forwarding — caller hears your greeting and is not notified that the message is being forwarded.

To enable the message forwarding:

1. Access your mailbox.
2. Press **4** to access your Personal Options.
3. Press **5** to modify your forwarding options.
 - Press **1** to play number forwarded to.
 - Press **2** to modify your message forwarding number.
 - Press **3** to enable/disable the message forwarding option.
 - Press **4** to modify your forwarding type.
 - Press **1** to select immediate forwarding.
 - Press **2** to select silent forwarding.

FAX Mail

With the FAX Mail feature, you can receive a fax, then forward, save and delete it as if it was a Voice Mail message. There are two ways to set-up your mailbox for fax delivery.

(NOTE: Fax numbers are programmed by Frontier only. Customer needs to supply fax to Frontier for programming.)

Automatic Delivery

To have your fax messages **automatically** sent to your primary fax number when received into your mailbox:

1. Access your mailbox.
2. Press **4** to access your Personal Options.
 - Press **1** to modify your fax options.
 - Press **3** for automatic fax delivery.
 - Press **2** for your secondary number.
 - Press **✕** to return to the previous menu.

Manual Delivery

You can **manually** send a fax in your mailbox to your primary fax number or you can log into your mailbox from the keypad on any fax machine where the fax can be retrieved.

1. Access your mailbox.
2. Press **1** to play your messages.
3. Press **4** to print fax.
 - Press **1** to send the fax messages to your primary fax number OR
 - Press **4** to print the fax message on the current line. (You must dial into your mailbox from a fax machine.)

Constant Touch™

With Constant Touch™, you can combine up to three telephone numbers (home, office, cellular, pages, etc.) into a single number that can reach you anywhere. The Voice Mail system will dial the numbers programmed in your schedule. Once you are located, you can identify the caller who is holding for you through the information captured from the caller.

The Constant Touch™ feature in your mailbox is manually activated by the caller. When callers reach your mailbox they must press **3** before the Voice Mail system will try to locate you. Once a caller has activated Constant Touch™, they will be placed on music hold and be periodically interrupted with the following options while waiting for you to connect:

- Press **0** to transfer to your Personal Operator
OR
- Press **7** to leave you a voice message.
- Press **✕** to continue holding.

EXAMPLE: Constant Touch™ call routed to a phone.

When answered, a recording is heard which states that a caller is on hold. A password prompt is needed to take (or direct) the call.

(NOTE: Only a user who knows the password will be able to retrieve or direct the caller on hold).

1. Press **1** to connect to the caller.
2. Press **2** to direct the caller to your mailbox.
3. Press **3** to direct the caller to your Personal Operator.
4. Press **6** to disconnect the caller.
5. Press **✕ 1** to place the caller on hold.
6. Press **8** to hear the name of the caller on hold.

EXAMPLE: Constant Touch call is routed to a pager. In this instance, the caller remains on hold in your Voice Mailbox while you are sent a page.

- You will see “999” followed by the call back number entered by the caller. If the call back number is not entered by the caller, the page will be “999” followed by your mailbox number.
- Simply access your Voice Mailbox and follow the prompts in order to connect to the caller.

Enabling Constant Touch™

1. Access your mailbox.
2. Press **5** to modify your Constant Touch™ options.
3. Press **1** to enable/disable the service.