

## Welcome to Listen-Only Mailbox Service

Thank you for choosing Cincinnati Bell's Listen-Only Mailbox service, an enhanced Voice Messaging service

designed to help you communicate with your callers quickly, efficiently, reliably, and automatically. With Listen-

Only Mailbox, callers get the information they need, even during evenings and weekends. Listen-Only Mailbox

service allows you to stay in touch with your callers twenty four hours a day without the use of your personal time or

the financial expense of hiring an answering service or extra personnel.

For assistance or questions, call the Voice Messaging Help Desk at **(513) 397-0900**.

## How to Set Up Your Mailbox

To set up your mailbox, you will need the following information:

Your Voice Messaging access number

513-769-1234

\*966

Your mailbox number Your ten-digit home or business location telephone number

Your temporary password XXXX

1 You may dial \*966 to access your Voice Mail from any local Cincinnati Bell telephone (excluding wireless telephones, payphones, and some business telephone systems).

1. Dial the access number.

2. You will hear the .New Subscriber Tutorial,. an automated lesson in setting up your mailbox. This tutorial

will guide you through:

**Changing your password.**

Your password ensures the privacy of your mailbox. Your password can contain between 4 and 10 digits.

**Establishing a greeting.**

Your greeting is what your callers will hear.

**Recording your name.**

Your recorded name is what other Voice Messaging and Complete Mail customers will hear in the message header when you send them a message.

3. Your mailbox setup is complete.

## The Main Menu

The Main Menu is the first menu presented to you after you access your mailbox. It consists of the following

options:

Administrative Options 2

Send 3

Restart 5

Disconnect from Mailbox \*

The Main Menu serves as the .entryway. to your mailbox. From this menu, you can access all your enhanced features.

## Changing Your Greeting

From the Main Menu:

Press 2 2 2.

Choose the appropriate greeting and follow the prompts.

## How Do You Send Messages to Other Voice Messaging Customers?

Now it's easier to connect to other Cincinnati Bell Voice Messaging and Complete Mail customers.

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Bell's Voice Mail allows you to send messages to other Voice Messaging customers without ringing their phone.

Since it only works with other Cincinnati Bell Voice Messaging and Complete Mail customers, ask your family and

business associates if they have Voice Messaging.

- You can review and edit your message before you send it.
- You can schedule your message to be delivered in the future.
- You can mark your message as:
  - Urgent (presented to the recipient prior to messages with normal status)
  - Confidential (recipient cannot forward message to other Voice Messaging or Complete Mail customers)
  - Receipt Requested (you receive a confirmation notice in your mailbox when your message is heard)

## Sending a Message to One Person or a Group of People

From the Main Menu:

Press 3 and follow the prompts.

*If you regularly communicate with a group of people, you should create a **Group List**. When you send a message to people in a group list, you simply enter the group list number as the message recipient. Ask your business associates or the members of your sports team to sign up for Voice Messaging or Complete Mail. It makes communication easier.*

*If you wish to send a message to someone with a Choice Mail extension mailbox, add the number of the extension mailbox (0 .9) at the end of the message recipient's ten-digit mailbox number.*

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