

Mpower

Business Message Center Users Guide

**Now you
have the power**

If you have further questions,
give us a call at
1-888-777-5802,
or visit our Web site at
www.mpowercom.com



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What is Business Message Center?

Business Message Center is an easy to use, customizable Auto Attendant for your Voice Mail. Instead of limiting you to one voice mailbox, Business Message Center comes with four. You may also add up to 5 more for a total of 9 voice mailboxes. The Auto Attendant gives your customers a friendly greeting and directs them to the mailbox they want to leave a message in.

You may choose to have a separate mailbox for each employee in your office, or one mailbox for each department. The choice is yours.

Easy to follow tutorials will walk you through your initial setup of the Auto Attendant, as well as each of your mailboxes.

Getting Started

The first thing you'll want to do is determine how you will use each of your mailboxes and what pass codes (or PIN Numbers) to use for each of your mailboxes. Pass codes can be 4 – 10 digits long and must be used to enter the mailbox once it is set-up. Below is a spot for you to fill in this information so that you may refer back to it at any time.

	User / Department	Pass Code
	Main Greeting	
1		
2		
3		
4		
5		
6		
7		
8		
9		

Features and Options

Standard Features

• Auto Attendant Greeting:	Business Message Center contains a main greeting box used to direct callers to choose the user mailbox they wish to reach.
• Mail Boxes:	Each mailbox can be used by individuals or departments. You can have four to nine mailboxes.
• Two Minute Greeting:	Record up to a two minute greeting for your callers.
• Conditional Greeting:	Allows a user to record different greetings for when their line is either busy, does not answer or is forwarded to voicemail.
• Three Minute Message:	Callers can leave messages up to three minutes long.
• 30 Day Retention:	New and saved messages will be kept for 30 days. To keep a message for longer, you may play and re-save the message.
• 25 Message Retention:	Each mailbox can hold 25 messages
• Message Notification:	Mpower will provide stutter dial tone to notify the customer of a waiting message.
• Message Retrieval:	Customers can retrieve their messages from any touch tone phone.
• Access Options:	Choose to access the voice mail system with the local access number or by dialing into the number your voice mail is on.
• Security:	Choose a four to ten digit customized PIN
• Setup Tutorial:	Easy to follow guide to setting up your mailbox.
• CutThrough Prompts:	Once you are familiar with the menu, you can cut through the menu prompts by simply pressing the option you want.
• Distribution Lists:	Users can create and maintain their own distribution list for broadcasting messages within their workgroups.
• Message Management:	Ability to save and delete messages, or reply to and forward messages to users within their company. Users can also create messages and send them to individual users or distribution lists.

Optional Features

• Pager Notification:	Option that allows users to be paged with a notification when a message is left in their mailbox
• Message Delivery:	Option that allows the user to be called to be notified of a message in their mailbox. The user will have the option of listening to the message when notified.
• Operator Exit:	This option allows a caller to press "0" while listening to the main greeting, to be forwarded to a receptionist, operator or other number specified by the user.
• Additional Mailboxes:	You may individually add up to five additional mailboxes

Setting Up Business Message Center

To set-up your Business Message Center, you will first choose how you wish to access the Voice Mail System, second, set-up your Main Greeting, or Auto Attendant, and third you'll want to set-up each individual mailbox.

Accessing the Voice Mail System


You have 3 options to access the Voice Mail System. Option 1 is the preferred method.

1. Dial the Voice Mail Access Number (see page 10) from any touch tone phone to access the Voice Mail System without having your business phone ring and without having to be at your location. You will be asked to enter your Mailbox Number. Your Mailbox Number is the ten digit telephone number where your Business Message Center is installed. You will then hear your greeting.
2. From your main line where your Business Message Center is installed, you may dial your main line. For example, if the number your customers call to reach your voice mail is 555-555-1212, and you are at that phone, you may pick it up and dial 555-1212. You will then hear your greeting.
3. Dial your main line that the Business Message Center is installed, let it ring and let the Business Message Center answer. You will now hear your greeting.

Setting Up Your Main Greeting

1. Access the Voice Mail System one of the above 3 ways and interrupt the greeting by pressing the ***TONE** key.
2. You will now be prompted for your pass code. Your default passcode is 5522.
3. The automated tutorial will walk you through changing your pass code, recording a greeting and recording a name. These attributes can be changed at any time after the Main Greeting is set-up.
4. When recording your greeting, be sure to have your greeting mention the specific mailbox numbers. Below are some examples:
 - a. Hello and thank you for calling Jones Plumbing. You have reached our after hours voice mail system. To leave a message for Bob Jones, please press 1. For Mary Jones, please press 2. For John, press 3, and for Linda, press 4. Thank you.
 - b. Hello and thank you for calling Jones Plumbing. We are not available to take your call at this time, however your call is important to us. Please leave a message for one of our departments and we will contact you as soon as possible. For the front desk, press 1. For Billing, press 2. For dispatch, press 3. For the owner, Bob Jones, press 4. If this is an emergency, press 0 to reach the pager of our on call plumber. Thank you.
5. When you have completed the setup of the Main Greeting, hang up and proceed to the next section.



Setting Up Individual Mailboxes

1. Access the Voice Mail System (see page 4 for instructions).
2. When you hear your greeting, interrupt it by pressing the mailbox number (1-9) you wish to set-up.
3. You will hear a default greeting. Interrupt the message by pressing the  key. You will now be prompted for your pass code.
***Please note: For security reasons, the Main Greeting and each Mailbox should have their own individual pass codes.
4. The automated tutorial will walk you through changing your pass code, recording a greeting and recording a name. These attributes can be changed at any time after the Mailbox is set-up.
5. When you have completed the setup of the first Mailbox, hang up. Your Mailbox has been set-up.
6. To set-up the rest of the Mailboxes, repeat steps 1-5 above. Don't forget to hang up after each Mailbox has been set-up.

Accessing the Tutorial After the First Use

To access the automated tutorial again:

From the main menu:




1. Press  to enter the **User Options**.
2. Press  again to enter the **Tutorial**.

Changing Mailbox Options After Initial Setup

Mpower's Voice Mail System allows the user to change the attributes of the main greeting or the individual mailboxes at any time. The instructions below guide the user through making the changes.

Changing the Pass Code

From the main menu:

1. Press '8' or  key to enter **User options**.
2. Press '7' or  key to enter the **Passcode**.
3. Enter the passcode from 4 to 10 digits.
4. Press the  key.

Changing the Greeting

When changing your greeting, you have 2 options to choose from:

Primary Greeting.

Conditional Greeting.












1. The Primary Greeting answers every call into your Business Message Center with the exact same message every time.
2. The Conditional Greeting gives you the option to have calls coming into your Business Message Center in different fashions. The Conditional Greeting system can provide up to three separate messages depending on how the call is received.

The 3 situations are as follows:

- Busy Signal.
- No Answer on the Line.
- Call Forwarding Turned On.

Separate messages can be recorded for each of these situations.

From the main menu:

1. Press  to enter **User Options**.
 2. Press  to enter the **Greeting Menu**.
 3. Greeting Menu: The system will announce whether your primary or conditional greetings are enabled.
- Press  to record a name for the distribution list.
 - Press  to change your **Busy** greeting.
 - Press  to change your **Call Forward** greeting.
 - Press  to change your **No Answer** Greeting.
 - When one of the above options is selected, the system will prompt the user to press  to **Record** a new greeting.
 - Press  to **eXit** to the previous menu.
 - Press  to **Record** a new Primary Greeting.
 - Press  to **Enable** your primary or conditional greeting.
 - Press  to **eXit** the menu.

Changing the Name

From the main menu:

1. Press **8 TUV** to enter **U**ser Options.
2. Press **6 MNO** to record the **N**ame.
3. Press the **#** key when finished.
4. Press **7 PQRS** to **R**eview the name.
5. Press **9 WXYZ** to keep the name and **eXit** –OR–
Press **3 DEF** to **D**iscard and re-record the name.

Changing Message Delivery Options (optional feature)

With Mpower's Message Delivery, a user can determine a schedule to have the system notify them of a message by calling their cellular phone. The user can specify a schedule and enable or disable delivery.

From the main menu:

1. Press **8 TUV** to enter **U**ser options.
2. Press **2 ABC** to change **C**all schedule options.
3. Press **6 MNO** to change **M**essage delivery call scheduling:

The System will offer the following 3 options:

- 7 PQRS** – **R**eview current schedule.
- 3 DEF** – **E**nable or **D**isable current schedule.
- 8 TUV** – **T**o schedule delivery times.

The system will play the current **start** time.

- Press **3 DEF** to chang**E** the start time.
- Press **5 JKL** to **K**eep the current stop time.
- Press **9 WXYZ** to save and **eXit** the system.

The system will play the current **stop** time.

- Press **3 DEF** to chang**E** the stop time.
- Press **5 JKL** to **K**eep the current stop time.
- Press **9 WXYZ** to save and **eXit** the system.

Message Retrieval and Management

Mpower customers can access their voice mail from any touch tone phone to retrieve messages. Once a user listens to a message, they can keep or discard the message.

Retrieving Messages

1. Access the Voice Mail System (see page 4 for instructions).
2. When you hear your greeting, interrupt it by pressing the number of the mail box you wish to retrieve messages from.
3. You will now hear your mailbox greeting. Interrupt it by pressing the *** TONE** key.
4. Enter your pass code when prompted.
5. The voice mail system will announce any messages as follows:
 - a. Urgent messages.
 - b. Unplayed messages.
 - c. Number of messages with Fax.
 - d. Number of saved messages.
6. The system will begin to play unplayed messages, automatically playing the urgent messages first. The system will announce the time each message was received and then play the message.
7. Once the message is played, the following options are available:
 - Press **7 PQRS** to **P**lay the message again.
 - Press **4 GHI** to **G**ive the message to another user.
 - Press **5 JKL** to **K**eep the message (default).
 - Press **3 DEF** to **D**iscard the message.
 - Press **6 MNO** to **M**ake a new message.
 - If no selection is made, the system will keep the message and begin to play the next message.

Menu Trees

Main Menu:

- 6 MNO** Make a new message
- 7 PQ RS** Play saved messages
- 8 TUV** Change User options
- 9 WX YZ** eXit the system

User Options Menu:

- 4 GHI** change Greeting
- 6 MNO** change Name
- 7 PQ RS** change Pass code
- 5 JKL** change distribution Lists
- 2 ABC** change Call Schedule Options
- 8 TUV** activate Tutorial
- 3 DEF** change Fax delivery options
- 9 WX YZ** eXit User Options

Fax Transmittal Option Menu (optional feature):

- 7 PQ RS** Receive this fax now. System will prompt user to press "Start" on their fax machine
- 3 DEF** Deliver this fax to the Default destination
- 2 ABC** Cancel Deliver
- 9 WX YZ** Deliver and eXit
- 4 GHI** Input a number to deliver the fax to:
 - 2 ABC** Accept the number
 - 4 GHI** Input a new number
 - 2 ABC** Cancel Deliver
 - 8 TUV** Timed Delivery
 - 9 WX YZ** Deliver and eXit
 - 9 WX YZ** eXit to the main menu

Voice Mail System Access Numbers

To access Mpower's Voice Mail System, please choose the Access Number below that is nearest your business location:

City	Business Message Center
Chicago	847-243-9990
Las Vegas	702-314-9990
LA / Orange County*	562-263-9990
Inland Empire / Ventura County	909-455-9990
Coachella Valley	909-422-9990
San Diego	619-433-9990
Bay Area	510-940-9990
Sacramento	916-438-9990

* Customers in the cities of La Habra, Whittier and Pico Rivera, please use 909-455-9990