

The background features a large, faint graphic of a telephone handset with a speech bubble, overlaid with binary code (0s and 1s) and a grid pattern.

# Mpower

## Voice Mail 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](http://www.mpowercom.com)

The logo for Mpower Communications, featuring the word "Mpower" in a bold, italicized font with a red swoosh above the "i", and "Communications" in a smaller, sans-serif font below it.

**Mpower.**  
Communications  
[www.mpowercom.com](http://www.mpowercom.com)

## Features and Options

### Standard Features

• 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.
• Cut Through 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 work-groups.
• 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

• Expanded Capacity:	Option for customer to increase the capacity of their Voicemail to 70 messages
• 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.
• Fax Memo:	Allows the user to add fax capabilities to their mailbox. Users can receive faxes, specify a default delivery number, deliver faxes to an alternate user defined number, and time the delivery of the fax.

## Setting Up Your Voice Mail


Mpower's Voice Mail system comes with an easy to use tutorial that steps the user through setting up their mailbox passcode, greeting and name. The tutorial will automatically be played the first time the user accesses the mailbox. After the initial setup, any of the options can be individually reset, and the tutorial may also be accessed again (see "Accessing the Tutorial After First Use" below).

### 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 6) 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 Voice Mail is installed. You will then hear your greeting.
2. From your main line where your Voice Mail 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 Voice Mail is installed, let it ring and let the Voice Mail answer. You will now hear your greeting.



### Mailbox Setup

1. Access the Voice Mail System.
2. When you hear your greeting, interrupt it by pressing the  key.
3. You will now be prompted for your pass code.
4. When you enter your pass code, 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.

### 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 your mailbox at any time. The instructions below guide the user through making the changes.

## Changing the Pass Code

From the main menu:

1. Press **8 TUV** to enter **User Options**.
2. Press **7 PQ RS** to enter the **Pass code**.
3. Enter the pass code 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 Voice Mail with the exact same message every time.
2. The Conditional Greeting gives you the option to have calls coming into your Voice Mail 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 **8 TUV** to enter **User Options**.
  2. Press **4 GHI** to enter the **Greeting Menu**.
  3. Greeting Menu: The system will announce whether your primary or conditional greetings are enabled.
- Press **2 ABC** to record a name for the distribution list.
    - Press **2 ABC** to change your **Busy** greeting.
    - Press **2 ABC** to change your **Call Forward** greeting.
    - Press **6 MNO** to change your **No Answer** Greeting.
    - When one of the above options is selected, the system will prompt the user to press '7' to **Record** a new greeting.
    - Press '9' to **exit** to the previous menu.
  - Press **7 PQ RS** to **Record** a new Primary Greeting.
  - Press **3 DEF** to **Enable** your primary or conditional greeting.
  - Press **9 WX YZ** to **eXit** the menu.

## Changing the Name

From the main menu:

1. Press **8 TUV** to enter **User Options**.
2. Press **6 MNO** to record the **Name**.
3. Press the **#** key when finished.
4. Press **7 PQ RS** to **Review** the name.
5. Press **9 WX YZ** to keep the name and **eXit -OR-**.  
Press **3 DEF** to **Discard** 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 **User options**.
2. Press **2 ABC** to change **Call** schedule options.
3. Press **6 MNO** to change **Message** delivery call scheduling:

The System will offer the following 3 options:

- 7 PQ RS** – Review current schedule.
- 3 DEF** – Enable or Disable current schedule.
- 8 TUV** – To schedule delivery times.

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

- Press **3 DEF** to **changE** the start time.
- Press **5 JKL** to **Keep** the current stop time.
- Press **9 WX YZ** to save and **eXit** the system.

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

- Press **3 DEF** to **changE** the stop time.
- Press **5 JKL** to **Keep** the current stop time.
- Press **9 WX YZ** to save and **eXit** the system.

## Changing Fax 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 **User options**.
2. Press **3 DEF** to change **Fax** delivery options.
3. The tutorial will walk you through making the changes you need.
4. Press **9 WX YZ** to **eXit** to the main menu.

## 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 2 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  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  to Play the message again.
  - Press  to Give the message to another user.
  - Press  to Keep the message (default).
  - Press  to Discard the message.
  - Press  to Make a new message.
  - If no selection is made, the system will keep the message and begin to play the next message.

## 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	Standard Voicemail Message Center
Chicago	847-243-9999
Las Vegas	702-314-9999
LA / Orange County*	562-263-9999
Inland Empire / Ventura County	909-455-9999
Coachella Valley	909-422-9999
San Diego	619-433-9999
Bay Area	510-940-9999
Sacramento	916-438-9999

\* Customers in the cities of La Habra, Whittier and Pico Rivera, please use 909-455-9999