



Hawaiian Telcom Business Voicemail USER GUIDE



customer service: 643-4411
hawaiiantel.com





**Thank you for subscribing to Hawaiian Telcom
Business Voicemail Service.**

We will do everything we can to continue earning your loyalty. In addition to exceptional local and long distance phone service, we also offer high-speed Internet and a variety of wireless calling plans. All of our products and services are designed with one, primary purpose: to give you more choice and more control over the way you communicate.

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Contact your Hawaiian Telcom Business Office for more information.

About Your Hawaiian Telcom Business Voicemail

Business Voicemail offers small, medium, and large businesses the benefits of a professional, feature-rich voicemail system, 24 hours a day. Invest only in the mailboxes you need while Hawaiian Telcom maintains the system equipment at no extra charge.

Business Voicemail answers your incoming calls when:

- Your line is busy.
- You're not able to answer the phone.

Business Voicemail simultaneously answers up to three incoming calls, so your customers don't have to suffer frustrating busy signals. The system alerts you to NEW messages in your mailbox either by a stutter dial tone or a visual indicator.

Business Voicemail offers you a wide variety of mailbox features, including:¹

- Three greeting options (see pages 16-20)
- Wakeup and Reminder Service (see page 26)
- Personal Receptionist ("zero-out" of mailbox)
- You can Create, Send, Reply, and Redirect messages to other Business Voicemail users (see page 31), including the use of Broadcast Group Lists (see page 33).
- Features also include Pager Notification, Special Delivery of NEW messages, and Ring Count Change (see pages 40-48).

Using Business Voicemail is simple. Easy-to-understand prompts guide you through all feature settings while flexible options and digital recording quality work together to compliment your business image.

¹ Features vary depending on your voicemail plan.

Hawaiian Telcom Business Voicemail

continued

Hawaiian Telcom offers a family of mailbox types to accommodate your needs:

• Basic Mailbox¹:

Greeting	5-minute maximum
Message recording time	3-minute maximum
Message capacity	20-message maximum
Message storage duration	30-day maximum*
Future Delivery and Reminder service	365-day maximum
Included Features:	

- Three types of greetings (Personal, Alternate, Default)
- Listen to Messages - Receive, Save, Delete, Forward, Reply, Callback

*Messages auto-delete after 30 days.

• Standard Mailbox¹:

Greeting	5-minute maximum
Message recording time	3-minute maximum
Message capacity	50-message maximum
Message storage duration	30-day maximum*
Broadcast Group Lists	5 lists/25 members per list
Future Delivery and Reminder service	365-day maximum
Additional features:	

- Personal Receptionist ("zero-out")
- Wakeup Calls and Reminders
- Send messages to a single numbers or a list
- Notifications of incoming voicemail messages
- Broadcast Lists

*Messages auto-delete after 30 days.

Hawaiian Telcom Business Voicemail

continued

- **Premium Mailbox (Standard Mailbox plus Visual Voicemail)**^{1,2}:

Greeting	5-minute maximum
Message recording time	3-minute maximum
Message capacity	100-message maximum
Message storage duration	30-day maximum*
Broadcast Group Lists	5 lists/25 members per list
Future Delivery and Reminder service	365-day maximum

Additional Features:

- Web access to your profile
- Voicemail-to-Email
- Web access to your messages

*Messages auto-delete after 30 days

- **Announcement-Only (Answer-Only) Mailbox**¹:

Recorded announcement	5-minute maximum
-----------------------------	------------------

Feature Personal Receptionist ("zero-out") included.

Does not accommodate recorded messages from callers.

¹ Contact your local Business Office for more details.

² Visual Voicemail is a planned enhancement intended for Premium Voicemail subscribers

Getting Started

The first time you dial into Business Voicemail, you will be asked to set up your mailbox. You will need the following information to enable you to access voicemail:

- Voicemail Access Telephone Number:

- Your Telephone Number with voicemail:

- Temporary Passcode (last 4 digits of your telephone number with voicemail):

NOTE: When you set up your mailbox, you will be prompted to create a personal Passcode (4- to 8-digit number).

Your Business Office Sales Consultant provides you with information above when you order your voicemail service. If you do not have the information, or have questions, please call our Help Desk at 643-4411.

Entering Your Mailbox the First Time

(You must do this before you can listen to messages)

If you call from your business telephone line:

- 1 Dial the voicemail access telephone number (or dial your own telephone number and press ***** when the greeting begins).
- 2 Enter your default Passcode (the last four digits of your telephone number with voicemail), then press **#**.
- 3 Follow the simple voice prompts to set up your mailbox.

If you call from any other telephone number:

- 1 Dial the voicemail access telephone number (or dial your own telephone number and press ***** when the greeting begins).
- 2 Enter your 10-digit telephone number with voicemail.¹
- 3 Enter your default Passcode (the last four digits of your telephone number), then press **#**.
- 4 Follow the simple voice prompts to set up your mailbox.

The first time you dial in to your mailbox, voicemail will prompt you to:

- Create a new Passcode (4- to 8-digit number). (See page 21)
- Record your Name. (See page 19)
- Record Personal Greeting. (See page 17)

Questions? Please call 643-4411

Message Retrieval – How to listen to messages in your mailbox:

After set-up, voicemail tells you if you have NEW messages. Refer to page 14 for instructions on how to review your messages.

IMPORTANT: Callers can leave messages in your mailbox before you set up your mailbox; interrupted (stutter) dial tone on your line indicates a NEW message is in your mailbox. Voicemail will prompt you through mailbox set-up so that you can listen to your messages.

¹ NOTE: Note that Extension Mailboxes will be longer than 10-digits, to accommodate the Extension (or sub mailbox) Mailbox number.

Whenever You Want to Use Your Hawaiian Telcom Business Voicemail Service

If you call from your business telephone line:

When you pick up your telephone handset, if you have NEW messages you will hear a stutter dial tone.

- 1 Dial the voicemail access telephone number (or dial your own telephone number and press ***** when the greeting begins).
- 2 Enter the telephone number of the Mailbox, or the Extension Mailbox.
- 3 Enter your personal Passcode, then press **#**.¹ If Passcode Suppression¹ is on, this step is skipped (see page 21).
- 4 Voicemail will tell you how many NEW and SAVED messages you have in your mailbox and play them for you.

If you call from any other telephone number:

- 1 Dial the voicemail access telephone number 643-MAIL or 643-6245 for toll free access in the State of Hawaii (or dial your own telephone number and press ***** when your greeting begins).
- 2 Enter your telephone number with voicemail, or the Extension Mailbox, then press **#**.
- 3 Enter your personal Passcode, then press **#**.¹
- 4 Voicemail will tell you how many NEW and SAVED messages you have in your mailbox, then play them.

¹ Passcode suppression is not available for Extension mailboxes.

Whenever You Want to Use Your Service *continued*

NOTES:

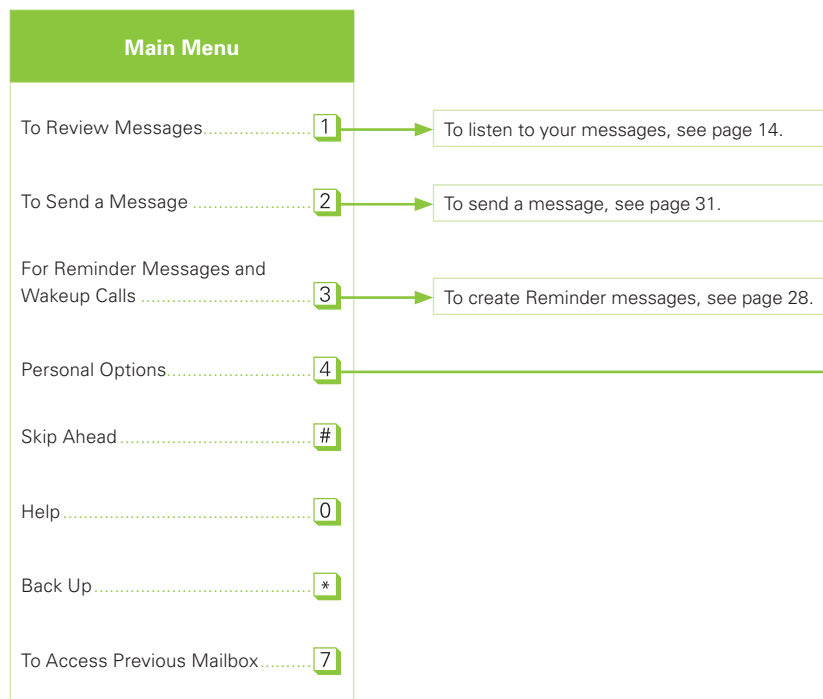
- The voicemail access telephone number 643-MAIL or 643-6245 is available for toll free access in the State of Hawaii; standard toll rates/charges will apply when calling from out-of-state.
- If you call a telephone number with Business Voicemail, you can press ***** during the mailbox greeting to be prompted to log in as a user to that specific mailbox only, or you can press *** *** to be prompted to log into another mailbox.

Special Keys That are Always Available

- * Cancel, Exit or Move to a previous menu:** This is the “Star” key. Press this key for prompts to:
 - Stop or cancel the current action,
 - Return to the previous menu,
 - Access your own mailbox when you have forwarded into the mailbox service of another Business Voicemail user in your local calling area, or
 - Exit voicemail.
- # Complete Current Action:** This is the “Pound” key. Press this key to complete the current action and move on to the next menu.

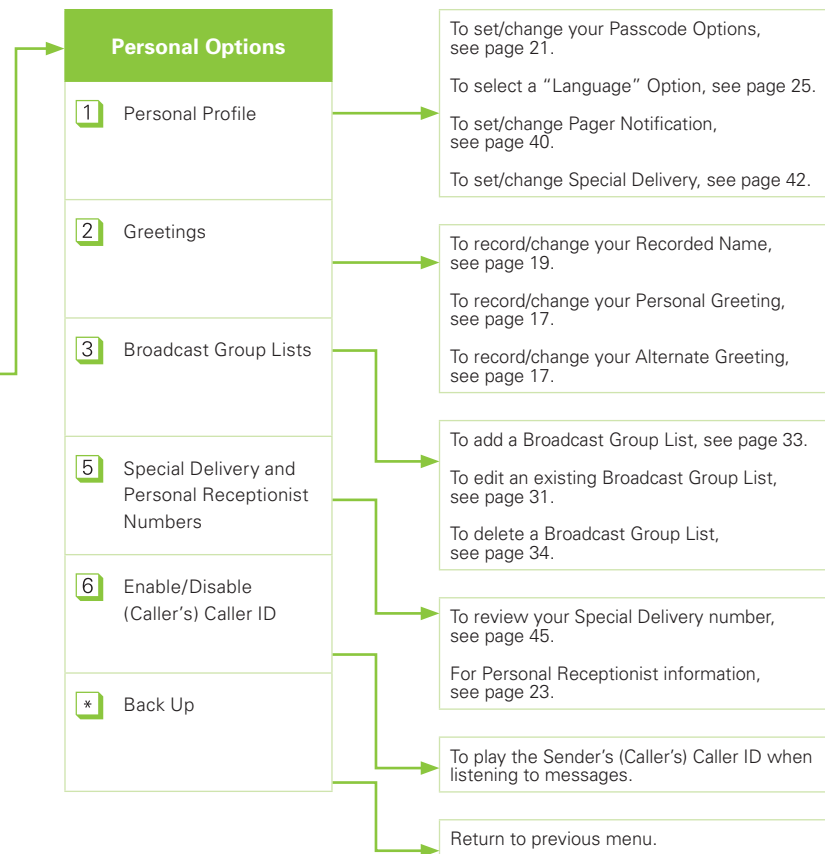
Main Menu

The following illustrates the options available to you from the voicemail Main Menu.



Personal Options Menu

The following illustrates the options available to you from the voicemail Personal Options Menu.



To Listen to Your Messages

From the Main Menu, press **1** to review your messages.

Your messages will be played to you in the following order:

Urgent New messages (messages senders have marked "Urgent" when selecting delivery options).

Other New messages (will play oldest to most recent).

Saved messages (will play most recent to oldest).

Future Delivery messages (messages that YOU have recorded and stored for a later delivery to other mailboxes).

These non-prompted options are available **during** message review:

When You Receive Each Message	
1 Repeat	Repeat message in its entirety.
2 Save	Save current and play next message.
3 Erase	Erase current and play next message.
4 Slower	Play current message at a slower pace.
5 Louder	Play current message at a louder volume.
6 Faster	Play current message at a faster pace.
7 Rewind	Rewind current message 5 seconds.
8 Pause	Pause current message for 10 seconds.
9 Fast-Forward	Fast-forward current message 5 seconds.
0 Softer	Play current message at a softer volume.
# Advance	Advance to end of message.
# # Skip (messages)	Skip to next message.
* Main Menu	Return to Main Menu.

These options are available **after** message review:

After You Receive Each Message	
1 Repeat	Repeat message in its entirety.
2 Save	Save current and play next message.
3 Erase	Erase current and play next message.
4 Reply w/ Copy	When you reply to a message, the original message is also attached. The recipient will hear your reply, then the original message.
5 Forward w/ Copy + Your Response (a.k.a. "Redirect")	Forward a copy of current message to another mailbox in your local calling area.
6 Repeat Time and Date Stamp	Repeat Time and Date Stamp information.
8 Return Call	Place a call to the Sender (Caller) of this voicemail message.
# Skip Message	Skip to next message; no change to message status.
* Main Menu	Return to Main Menu.
0 To hear menu again	

CAUTION: During message review, if you erase a message in error, press ***** for the option to rescue your erased message(s). When you press *****, the prompt is... "If you need to save any messages deleted by mistake, press **1**." To go to the Main Menu, press **2**." **IMPORTANT: Be sure to press **1** at this point to rescue your message(s).** If you press **2** to go to the Main Menu, you will no longer have the option to rescue the erased message(s).

Important Tips:

- You can repeat a message as often as necessary, but you must erase, save or skip a message before you can hear the next one.
- Remember to check your messages on a regular basis and after long phone conversations.

Personal Options

Greetings

Hawaiian Telcom Voicemail offers you the flexibility of three different types of greetings for your callers:

- **Personal Greeting**... you record when you set up your mailbox;
- **Alternate Greeting**... you can record at any time as an option; and
- **Automatic Greeting**... your system default greeting.

The first time you dial into (access) your mailbox, the system will prompt you to record the Personal Greeting. After you set up your mailbox, if you prefer to use the Automatic Greeting (system default), you can toggle the Automatic Greeting ON or OFF. When you toggle the Automatic Greeting OFF, the Personal Greeting will play to your callers.

TIP: Research indicates callers are more likely to leave a message when you use personalized voicemail greetings.

Personal Greeting

When you set up your mailbox, you will be prompted to record your Personal Greeting. You can change (re-record) your Personal Greeting at any time. For example, "This is Blue Sky Supply. We can't answer your call right now but it's important to us. So please leave your name, number, and a brief message after the tone and we'll get back to you as soon as possible. Aloha."

To activate and record/change your Personal Greeting (see diagram on page 20):

- 1 At the Main Menu, press **4** to select Personal Options.
(To reach the Main Menu during message review, press *****.)
- 2 Press **2** for Name Recording and Greeting.
- 3 Press **3** to record/change your Personal Greeting.

The service will play your current Personal Greeting.

- Press **1** to keep this Personal Greeting.
- Press **2** to re-record. Begin recording after the tone. The system will replay your new Personal Greeting. Press **1** to accept.
- Press **3** to erase this Personal Greeting. Press **1** to continue without recording a new Personal Greeting. Press **2** to record a new Personal Greeting.

Alternate Greeting

With Alternate Greeting, you can leave special information for your callers for a specific length of time. For example, "Hello, you've reached (your company name). Our hours are 9am to 5pm, Monday through Friday. We're now closed so please leave your name, number and a brief message when you hear the tone. We'll call you back before noon on the next work day. Aloha." When you no longer need the special information, just return (toggle to) your original, Personal Greeting.

Alternate Greeting

(continued)

To activate and record/change your Alternate Greeting:

- 1 At the Main Menu, press **4** to select Personal Options. (To reach the Main Menu during message review, press ***.**)
- 2 Press **2** for Greetings.
- 3 Press **4** to record/change your Alternate Greeting.
The service will play your current Alternate Greeting.
 - Press **1** to keep this Alternate Greeting.
 - Press **2** to re-record. Review. Press **1** to accept.
 - Press **3** to erase. Press **1** to continue without recording. Press **2** to record.
 OR
- 4 Press **5** for Alternate Greeting "toggle." Voicemail will tell you if your Alternate Greeting is ON or OFF.
 - If ON, press **1** to toggle OFF; if OFF press **1** to toggle ON.

Automatic Greeting (System Default Greeting)

When you set up your mailbox, you will be prompted to record a Personal Greeting. However, at any time after you set up your mailbox, you can revert back to the Automatic Greeting, which is; "You have reached (your Recorded Name¹), please leave a message at the tone."

How to turn ON the Automatic Greeting (applicable after you record an Alternate Greeting):

- 1 At the Main Menu, press **4** to select Personal Options. (To reach the Main Menu during message review, press ***.**)
- 2 Press **2** for Greetings.
- 3 Press **8** for Automatic Greeting.
- 4 Press **1** to turn the Automatic Greeting ON.

How to turn OFF the Automatic Greeting:

- 1 Repeat the process to toggle the Automatic Greeting OFF. When the Automatic Greeting is OFF, your Personal Greeting will play.

¹ Voicemail plays your telephone number for Recorded Name before your mailbox is set up; however, when you set up your mailbox, you will be prompted to create a personal recording for Recorded Name. Your recording replaces the recording of your telephone number (you cannot revert to telephone number after you set up your mailbox).

Recorded Name

When you set up your mailbox, you will be prompted to create a Recorded Name.

Recorded Name is the preface for your Automatic Greeting (system default greeting, see page 18). If you activate and use your Automatic Greeting, your callers will hear... "You have reached [your Recorded Name], please leave a message at the tone."

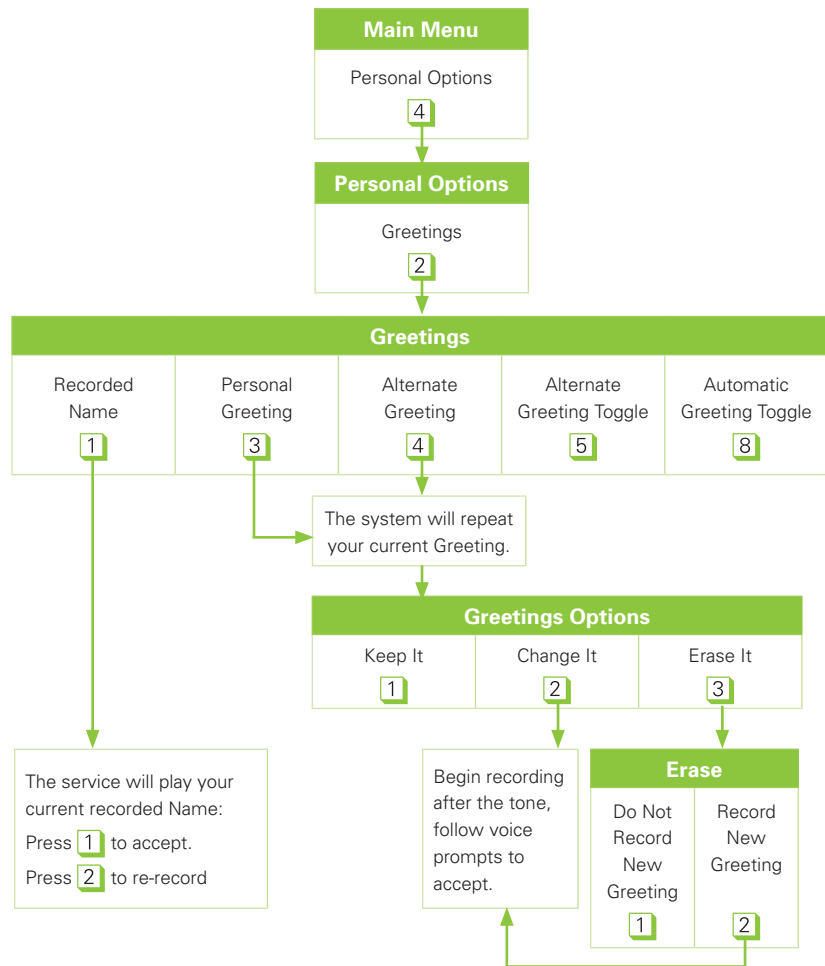
NOTES:

- Suggestions for Recorded Name are personal name and/or title, name of your business or "other," as applicable.
- Voicemail plays your telephone number for the Recorded Name before your mailbox is set up; however, when you set up your mailbox, you will be prompted to create a personal recording for Recorded Name (your personal recording replaces the system default recording of your telephone number¹).

To change your Recorded Name:

- 1 At the Main Menu, press **4** to select Personal Options. (To reach the Main Menu during message review, press ***.**)
- 2 Press **2** for Greetings.
- 3 Press **1** for Recorded Name.
- 4 Follow the voice prompts to create your Recorded Name.
 - Press **1** to accept.
 - Press **2** to re-record.

¹ You cannot revert to system default (telephone number recording) for Recorded Name.



Passcode (Password)

To change your Passcode:

- At the Main Menu, press 4 to select Personal Options. (To reach the Main Menu during message review, press *.)
- Press 1 or Personal Profile.
- Press 1 for Passcode Options.
- Press 1 to change Passcode.
- Enter your new 4- to 8-digit Passcode (using numbers 1 through 9). The service will play your new Passcode.
 - Press 1 to accept Passcode.
 - Press 2 to try again.

CAUTION: To ensure privacy and security, voicemail prompts you to change your Passcode when you set up your mailbox. We suggest that you change your Passcode periodically and use a number other than your telephone number.

Passcode Suppression¹ (Automatic Passcode)

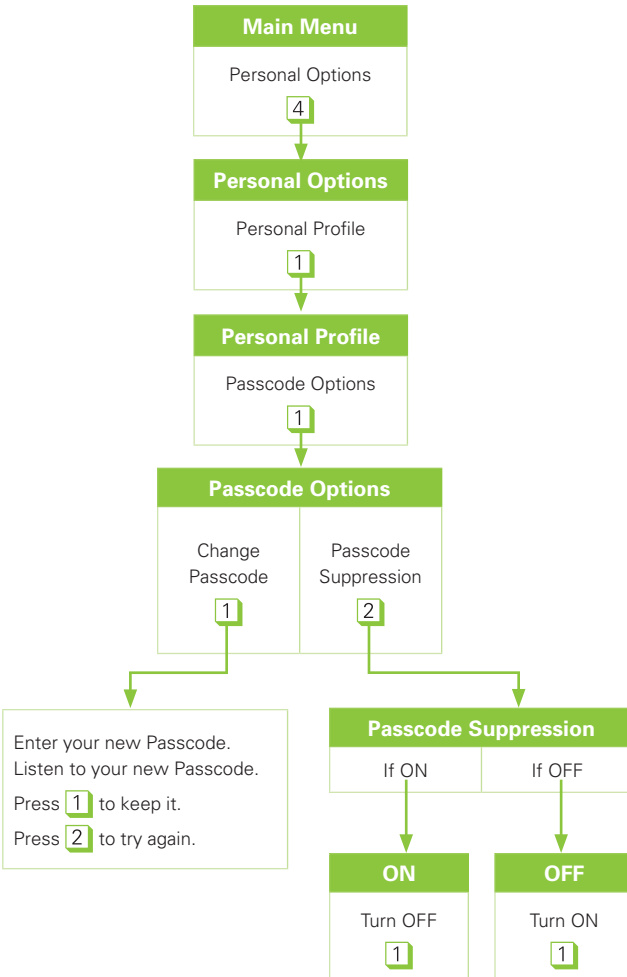
To access voicemail without entering your Password, just use Automatic Passcode Suppression. Here's how:

To turn Passcode Suppression ON/OFF:

- At the Main Menu, press 4 to select Personal Options. (To reach the Main Menu during message review, press *.)
- Press 1 for Personal Profile.
- Press 1 for Passcode Options.
- Press 2 for Passcode Suppression.
 - If Passcode Suppression is ON, press 1 to turn OFF.
 - If Passcode Suppression is OFF, press 1 to turn ON.

CAUTION: When you activate Passcode Suppression, anyone with access to your telephone line can enter your mailbox and review your messages.

¹ Passcode Suppression not available for Extension Mailboxes (see pages 51-56).



Personal Receptionist^{1,2} (Attendant Transfer)

By activating Personal Receptionist, your callers are transferred out of voicemail to a telephone number you choose (local or toll-free only) rather than leaving a message in your mailbox. Personal Receptionist can easily be activated or deactivated any time you wish.

TIP: You can use your Personal Greeting to tell callers to press 0 to transfer to the number you've chosen. Here's an example: "Hello, this is (your name) at (your company name). I can't take your call right now. Please leave a message after the tone – or, to reach me at my cell number, press 0 now, before the tone."

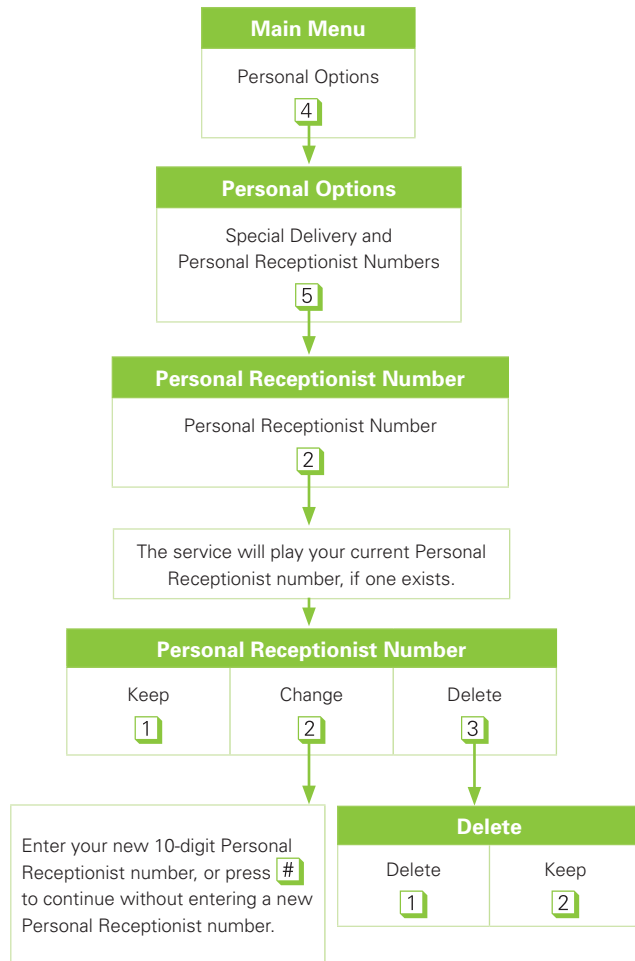
TIP: Once you tell a caller to "press 0," continue your greeting to allow time to complete the process.

To set/change your Personal Receptionist number:

- 1 At the Main Menu, press 4 to select Personal Options. (To reach the Main Menu during message review, press *.)
- 2 Press 5 for Personal Receptionist feature.
- 3 Press 2 to select/change your Personal Receptionist telephone numbers. The service will play your current Personal Receptionist destination telephone number (if previously set).
 - Press 1 to keep.
 - Press 2 to change.
 - Enter your new 10-digit Personal Receptionist telephone number.
 - Press # to keep it and return to the Personal Receptionist Menu.
 - Press 3 to delete.
 - Press 1 to delete.
 - Press 2 to keep it and return to the Personal Receptionist Telephone Number Menu.

¹ Business Standard and Business Premium plans.

² Callers must press 0 before the tone to transfer to the destination telephone number.



To Select a Language Option

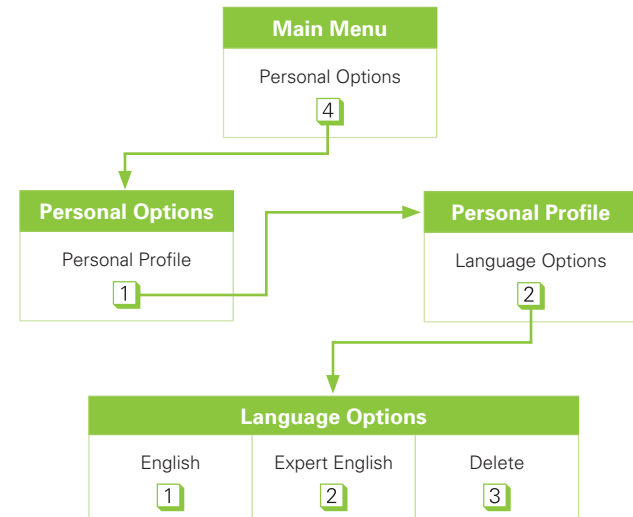
When you use voicemail, you will hear voice prompts describing your options. These are standard instructions to guide you through your options. You can choose to listen to these instructions in English or "Expert English".

To set/change your Language Options:

- 1 At the Main Menu, press 4 to select Personal Options. (To reach the Main Menu during message review, press *.)
- 2 Press 1 for Personal Profile.
- 3 Press 2 for Language Options.
 - Press 1 for English instructions.
 - Press 2 for "Expert English" instructions.

Repeat steps above to change Language Option.

¹ "Expert English" is a set of abbreviated prompts for more rapid navigation - applicable for users who are very familiar with their Business Voicemail service.



To Schedule Wakeup Calls¹

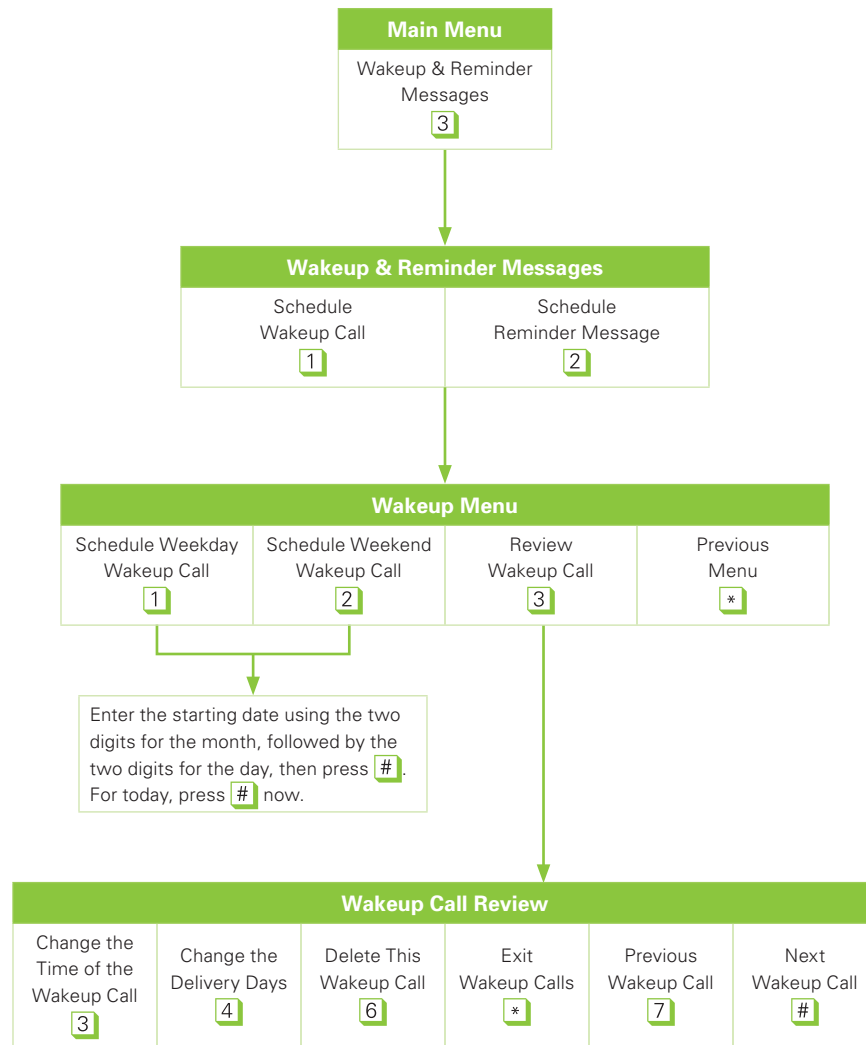
Wakeup Calls

You can schedule recurring wakeup calls using the voicemail system. The call setup prompts will ask you for weekday, versus weekend calls.

To schedule a Wakeup Call (see diagram on page 27):

- 1 At the Main Menu, press **3** for Wakeup Calls and Reminders. (To reach the Main Menu during message review, press *****.)
- 2 Press **1** to schedule a Wakeup Call.
- 3 You will be prompted to classify your Reminder.
 - Press **1** to schedule a weekday Wakeup Call.
 - Press **2** to schedule a weekend Wakeup Call.
 - Press **3** to review a Wakeup Call (if there is a pending Wakeup Call).
 - Press ***** to return to previous menu.
- 4 Enter the starting date you wish to receive the Wakeup Call using two digits for the month, followed by two digits for the day.
 - For example: **0 1 2 5** = January 25th
1 2 0 5 = December 5th
 - Or Press **#** if the Wakeup Call is to be delivered the same day that it is created.
- 5 Enter the time you wish to receive the Wakeup Call. Using standard time, use one or two digits for the hour, followed by two digits for the minute.
 - For example: **8 2 5** = 8:25
1 0 0 5 = 10:05
- 6 Press **1** for AM delivery, press **2** for PM delivery.
- 7 The system will repeat the date and time that you entered.
 - Press **1** to keep it.
 - Press **2** to try again.

¹ Business Standard and Business Premium Plans



To Schedule Reminders¹

Reminder Service can be used to help you remember special events, meetings, and appointments. Just choose the date and time for your reminder message and Reminder Service will call you. If you're not there to answer the phone, your reminder will be left in your mailbox. Once you've heard the message, you can choose to have it delivered again, anytime in the future.

To schedule a Reminder (see diagram on page 30):

- 1 At the Main Menu, press **3** for Reminders and Wakeup Calls. (To reach the Main Menu during message review, press *****.)
- 2 Press **2** to schedule a Reminder Message.
- 3 You will be prompted to classify your Reminder.
 - Press **1** for a one-time Reminder. The Reminder will be sent once at the date and time specified.
 - Press **2** for a daily Reminder. Your Reminder will be sent every day at the time specified.
 - Press **3** for a daily Reminder on weekdays only. Your Reminder will be sent Monday-Friday at the time specified.
 - Press **4** for a Reminder on weekends only. Your Reminder will be sent on Saturday and Sunday at the time specified.
 - Press **5** to specify days of the week for the Reminder.
 - Specify the days you would like to receive a Reminder.

Monday = 1	Tuesday = 2	Wednesday = 3
Thursday = 4	Friday = 5	Saturday = 6
Sunday = 7		
 - For example, if you wish to receive the Reminder on Monday and Friday, press **1**, then **5**. Voicemail will repeat your entries.
 - Press **1** to keep this schedule. Press **2** to re-try.

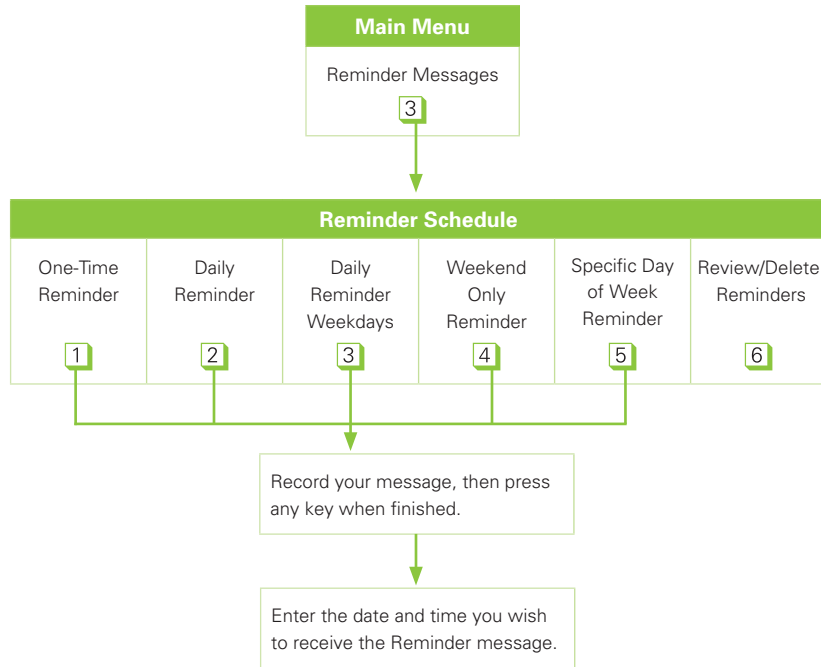
¹ Business Standard and Business Premium Plans

To Schedule Reminders

(continued)

- 4 Record your Reminder message after the tone. Press any key when finished.
 - Press **1** to keep this Reminder.
 - Press **2** to try again.
- 5 Enter the date you wish to receive the Reminder using two digits for the month, followed by two digits for the day.
 - For example: **0 1 2 5** = January 25
1 2 0 5 = December 5
 - Or Press **#** if the Reminder is to be delivered the same day that it is created.
- 6 Enter the time you wish to receive the Reminder. Using standard time, use one or two digits for the hour, followed by two digits for the minute.
 - For example: **8 4 5** = 8:45
1 0 0 0 = 10:00
- 7 Press **1** for AM delivery, press **2** for PM delivery.
- 8 The system will repeat the date and time you entered.
 - Press **1** to keep it.
 - Press **2** to try again.

NOTE: Mailbox subscribers can schedule a Reminder message to be sent up to 365 days from when the Reminder was created.



To Send Messages^{1,2}

It is possible to record and send a message to another Hawaiian Telcom Voice Mailbox. First you must “address” your message, then record it, and then send it. By creating Broadcast Group Lists, you can also send a message to several mailboxes at once (see page 33).

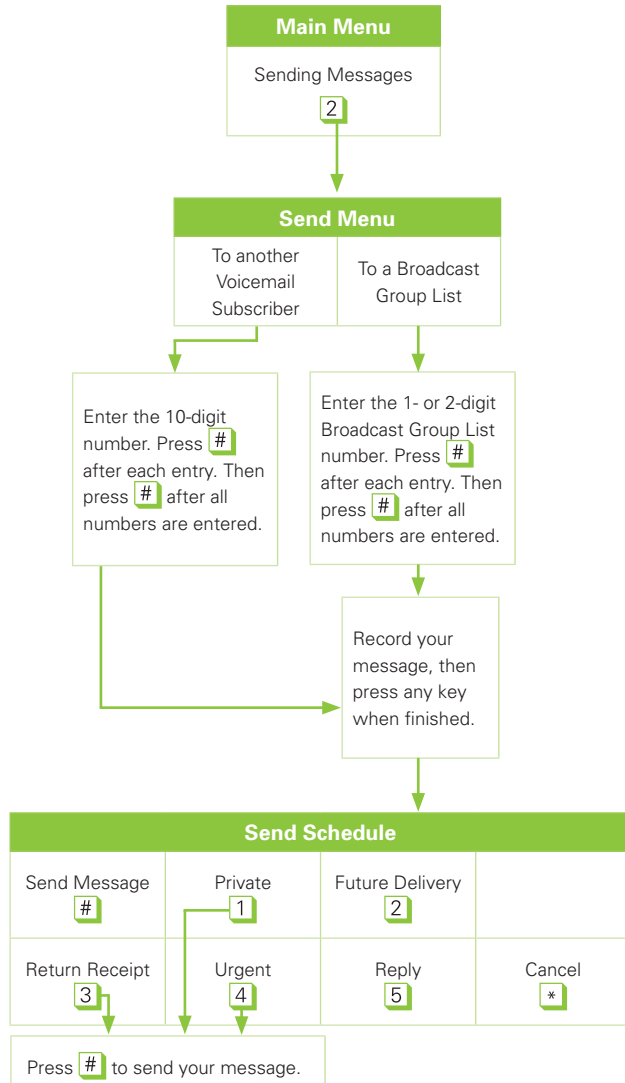
To send a message to other voicemail users or Broadcast Group Lists:

- 1 At the Main Menu, press 2 to send a message.
(To reach the Main Menu during message review, press *.)
- 2 Enter the destination’s 10-digit number or the 1- or 2-digit Broadcast Group List number for address. Press # after each entry. To send to a party with an Extension Mailbox³, enter the 10-digit telephone number with voicemail followed immediately by the appropriate Extension Mailbox number [Area Code + XXX-XXXX + Group Mailbox number (1, 2, or 3, etc.)].
 - Repeat to add additional addresses for the message.
 - If you enter an incorrect address, press * to start over.
- 3 Press # to complete addressing.
- 4 Begin recording your message after the tone.
- 5 Press any key when you are finished.
- 6 Press # to send your message. If you hang up without pressing #, your message will be sent. (See page 37 for descriptions of other Delivery Options.)

¹ Business Standard and Business Premium Plans

² Additional charges may apply as Hawaiian Telcom expands the geographic boundaries for mailbox-to-mailbox system messaging features.

³ See pages 51-56 for information about Extension Mailboxes.



Broadcast Group Lists¹

Lists of phone numbers (addresses) that you create and maintain are called Broadcast Group Lists. Once you've created a list, you can send a single message to all the numbers in the group at the same time. You can create up to 5 Group Lists with up to 25 destinations per list.

To add a Broadcast Group List (see diagram on page 36):

- 1 At the Main Menu, press 4 for Personal Options.
(To reach the Main Menu during message review, press *.)
- 2 Press 3 for Broadcast Group Lists.
- 3 Press 1 to add a Broadcast Group List.
- 4 Select and enter your new 1- or 2-digit Group List number.
(If you already have the maximum number of Broadcast Group Lists, a prompt will suggest you delete a Group List to free up a slot for a new Group List.)
- 5 Record a title for your Group List. Press any key when finished. Voicemail will repeat title.
 - Press 1 to keep title. Press 2 to re-record title.
- 6 Press 1 to begin adding telephone numbers to this Group List. To include a subscriber who has a Group Mailbox² — enter the 10-digit telephone number with voicemail followed immediately by the appropriate Group Mailbox number [Area Code + XXX-XXXX + Group Mailbox number (1, 2, or 3, etc.)].

¹ Business Standard and Business Premium Plans

² See pages 51-56 for information about Extension Mailboxes.

*continued***Broadcast Group Lists****To delete an entire Broadcast Group List (see diagram on page 36):**

- 1 At the Broadcast Group List Menu, press **3** to delete an existing Group List.
- 2 Enter the 1- or 2-digit Group List number. If you do not know the number of the Group List you wish to delete, press **0 #** to hear Group List titles, then press **1** when you hear the title of the Group List you wish to delete.
- 3 Voicemail will repeat the title of the Group List selected.
 - Press **1** to delete.
 - Press **2** to keep it and return to the Broadcast Group List Menu.

To record/change Broadcast Group List titles (see diagram on page 36):

- 1 At the Broadcast Group List Menu, press **2** to edit an existing Group List.
- 2 Enter the 1- or 2-digit Group List number. If you do not know the number of the Group List you wish to change, press **0 #** to hear Group List titles, then press **1** when you hear the title of the Group List you wish to change.
- 3 Press **3** to record/change Group List title.
- 4 The system will repeat the current Group List title.
 - Press **1** to keep Group List title. Press **2** to try again.
- 5 Record new Group List title. Press any key when finished.
 - Press **1** to keep Group List title. Press **2** to re-record.

*continued***To add/delete telephone numbers for an existing Broadcast Group List:**

- 1 At the Broadcast Group List Menu, press **2** for existing Group List.
- 2 Enter the 1- or 2-digit Group List number. If you do not know the number of the Broadcast Group List you wish to delete, press **0 #** to hear Group List titles, then press **1** when you hear the title of the appropriate Broadcast Group List.

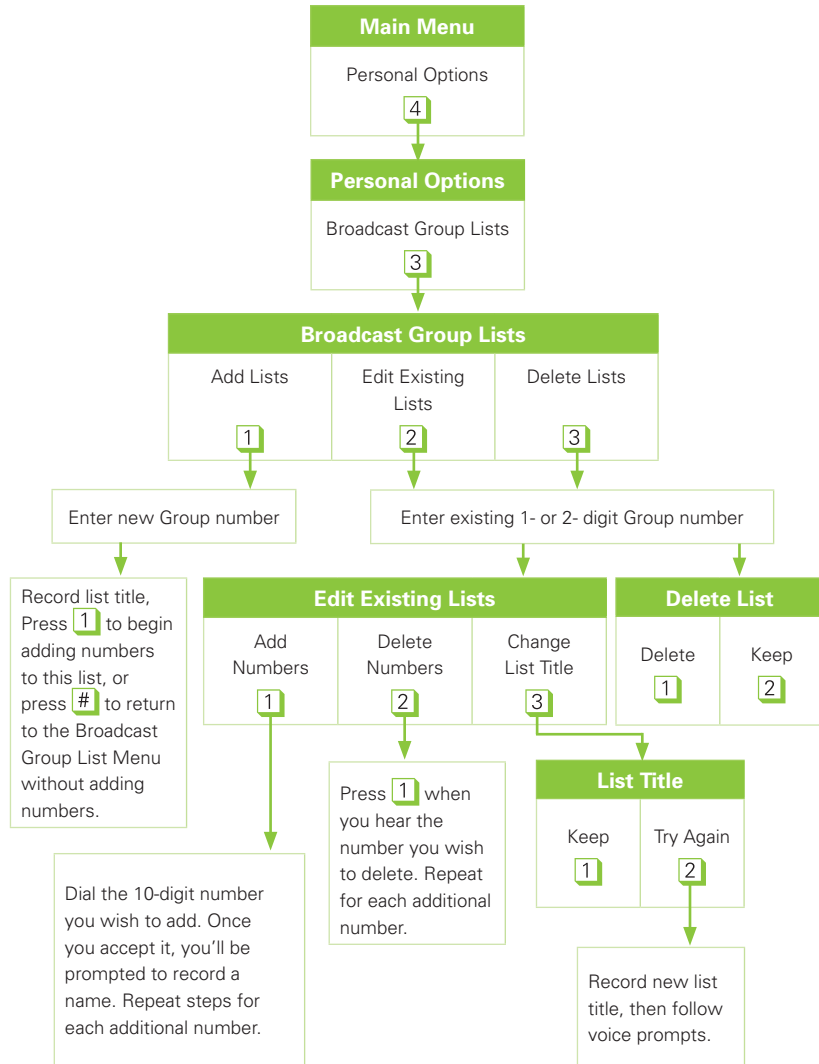
To add telephone numbers:

- Press **1** to add a telephone number to the Group List. Dial the 10-digit number you wish to add (a voicemail prompt will confirm if the telephone number belongs to another voicemail subscriber). You may also add Extension Mailboxes to a Broadcast Group.
- Press **1** to accept. Press **2** to try again. Next, you'll be prompted to either keep, create or re-record a Recorded Name for this number.¹ Repeat for each telephone number you wish to add to the Group List.

To delete telephone numbers:

- Press **2** to hear Recorded Name for Group List members.
- Press **1** when you hear the number you wish to delete. Repeat for each additional number you wish to delete.

¹ If you do not create a new Recorded Name, the recipient's own Recorded Name will remain in your list.



Delivery Options

After you record and address your message, you can send it as a regular message by pressing # or simply hanging up. Or you can select one or more of the following Delivery Options:

- **Private:** Marks your message as Private and announces message as "Private" to your recipient before the message is played. Press 1 to select Private status for a message.
- **Future Delivery:** You choose the date and time of message delivery. Future Delivery messages are stored in your own mailbox until they are delivered. Press 2 to select Future Delivery status for a message.

To review your Future Delivery messages, access your mailbox and listen to your messages. When you review your messages, Future Delivery messages will play after your NEW and SAVED messages (see page 14).

NOTE: Future Delivery is applicable for messages you Record and Send (see page 31) and messages you Forward (see page 15).

- **Return Receipt Notification:** When your message is played by the recipient, the system automatically sends a confirmation message back to you to verify receipt. Press 3 to select Return Receipt Notification for a message.
- **Urgent Priority:** Your message will be played before other NEW messages in the recipient's mailbox. Press 4 to select Urgent Priority status for a message.

Delivery Options

continued

To select Future Delivery option (after setting up message):¹

- 1 Enter the date you want your message delivered using two digits for the month, followed by two digits for the day.
 - Example: = June 1
 = November 30
 - Press for today's date.
- 2 Using standard² time, enter the time you want your message delivered using two digits for the hour, followed by two digits for the minute.
 - Example: = 9:30
 = 11:00
- 3 Press for AM delivery, press for PM delivery.
- 4 Voicemail will replay the time and date you selected for future delivery of your message.
 - Press to keep this time and/or date.
 - Press to change this time and/or date.
 - Press to cancel future delivery.

NOTE: Mailbox subscribers can schedule a Future Delivery message and send it up to 365 days in the future.

¹ Future Delivery is applicable for messages you Record and Send (see page 31) and messages you Forward (see page 15).

² Use standard time, NOT "military" time.

Time and Date Stamp

(Message "Envelope" Information)

When you listen to your NEW and SAVED messages, voicemail will play the Time and Date Stamp information for the current message first (i.e., calendar date and time of day the message was received in your mailbox).

To repeat the Time and Date Stamp-at the end of the message, press .

Additional Features – Pager Notification

Pager Notification^{1,2}

With Pager Notification, your pager will notify you whenever you receive a NEW message in your mailbox. If you have a digital pager, your system access number will be displayed.

NOTE: The callback number displayed on your pager will be the voicemail access telephone number. You then access voicemail to retrieve your NEW message(s).

To turn Pager Notification ON (see diagram on page 41):

- 1 At the Main Menu, press 4 to select Personal Options.
(To reach the Main Menu during message review, press *.)
- 2 Press 1 for Personal Profile.
- 3 Press 3 for Paging Options. (In order to use the service, you must ensure your paging provider telephone number is appropriately configured.)
 - Press 1 to receive pages for ALL messages.
 - Press 2 to receive a page for messages marked Urgent only.
(Callers must press 4 # after the message to mark it Urgent. You can use your Personal Greeting to inform your callers how to mark their messages Urgent.)
 - Press 3 to turn Pager Notification OFF.

NOTES:

- Pager access number (“digit string”) programmed by Hawaiian Telcom³
- Pager Notification NOT compatible with voice-only paging systems or alpha-centric-only pagers (digital/number capability required).
- Pager Notification NOT compatible with pager companies that use a modem access method for pager notification.

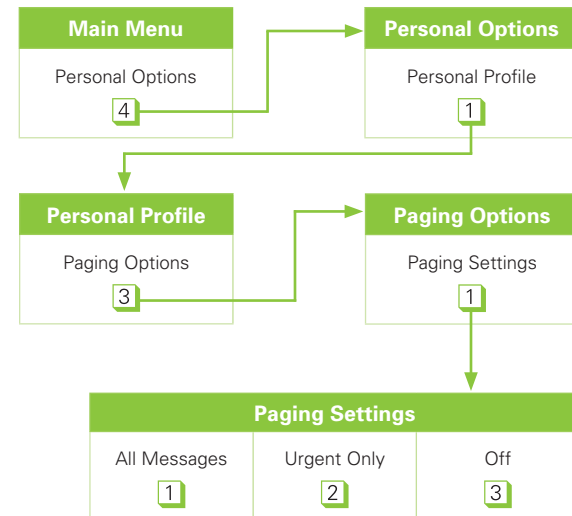
¹ Business Standard and Business Premium Plans

² Additional dialing rates may apply (see page 59).

³ Reprogramming charges apply for pager number change.

Pager Notification

continued



Additional Features – Special Delivery/Remote Call Notification

Special Delivery (Remote Call Notification)¹

When you're out of the office, Special Delivery calls you at the number you've chosen (single attempt, no retry), to tell you that you've received a NEW message in your mailbox. To accept message play, simply enter your access Passcode.

Special Delivery is controlled by setting:

- The telephone number where you can be reached (destination number).
- Notification for ALL or only messages marked Urgent by your callers.
- The earliest and latest times to be notified.
- A Passcode (your personal Passcode for mailbox access).

To turn Special Delivery ON/OFF (see diagram on page 44):

- 1 At the Main Menu, press **4** to select Personal Options.
(To reach the Main Menu during message review, press *****.)
- 2 Press **1** for Personal Profile.
- 3 Press **4** for Special Delivery.
- 4 Press **1** to change message notification options.
 - Review, press **2**.
 - Schedule, press **3**.

To set/change your Special Delivery number (see diagram on page 44):

- 1 At the Main Menu, press **4** to select Personal Options.
(To reach the Main Menu during message review, press *****.)
- 2 Press **1** for Personal Profile.
- 3 Press **4** for Special Delivery.
- 4 Press **2** to set/change Special Delivery telephone number (local or toll-free only).
 - Press **1** to keep this number. Press **2** to try again. When prompted, enter your new Special Delivery number. If you wish to continue without entering a Special Delivery number, press **#**.

¹ Business Standard and Business Premium Plans

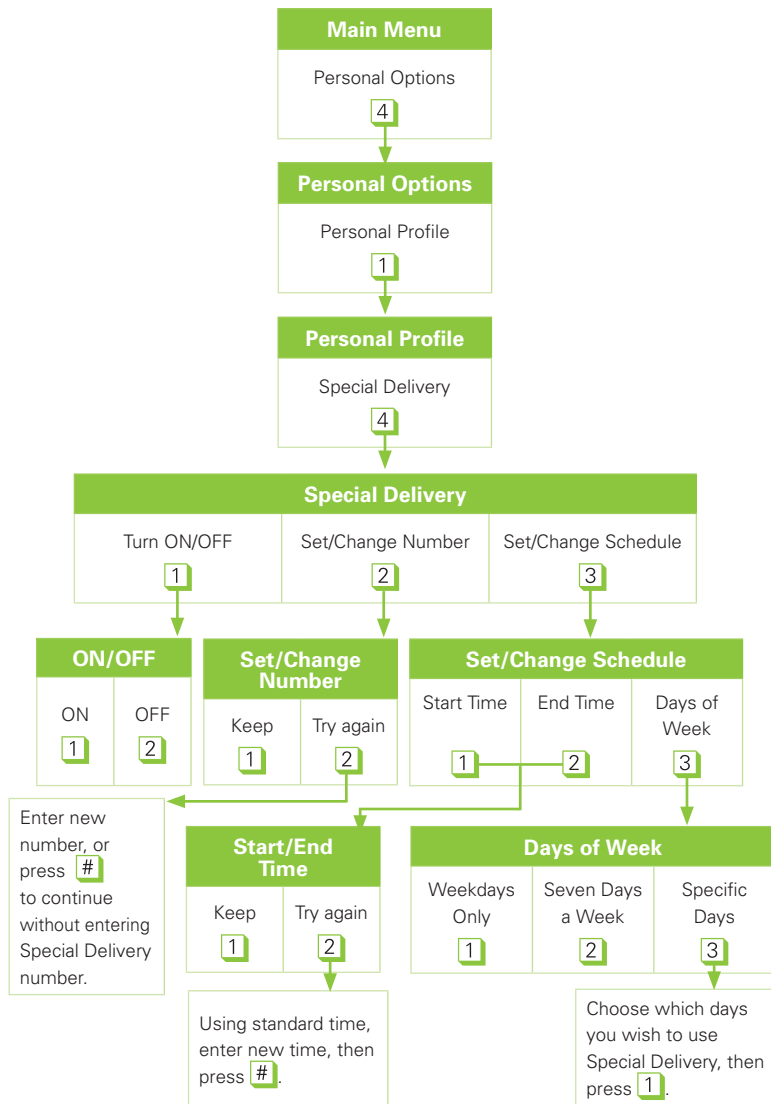
continued

To set/change your Special Delivery schedule:

- 1 At the Main Menu, press **4** to select Personal Options.
(To reach the Main Menu during message review, press *****.)
 - 2 Press **1** for Personal Profile.
 - 3 Press **4** for Special Delivery.
 - 4 Press **1** to set/change Special Delivery schedule.¹
 - Press **2** to change start time.
 - Press **1** to keep your current time.
 - Press **2** to try again. When prompted, use standard² time to enter new start time, then press **#**.
Example: **8 2 0 #** = 8:20
1 2 4 5 # = 12:45
 - Press **1** for AM delivery, press **2** for PM delivery.
 - 5 Press **2** to change end time.
 - Press **1** to keep your current end time.
 - Press **2** to try again.
 - 6 Press **3** to change the days of the week.
 - Press **1** to use on weekdays only.
 - Press **2** to use seven days a week.
 - Press **3** to choose which days to use.
Enter the days you wish to use Special Delivery.
Monday = **1** Tuesday = **2** Wednesday = **3**
Thursday = **4** Friday = **5** Saturday = **6**
Sunday = **7**
- Press **1** when finished. For example, if you wish to use Special Delivery on Monday, Tuesday and Friday, press **1, 2, 5**, then **1**.

¹ Special Delivery "schedule" is the earliest and latest times each day when you want the Special Delivery ON.

² Use standard time, NOT "military" time.



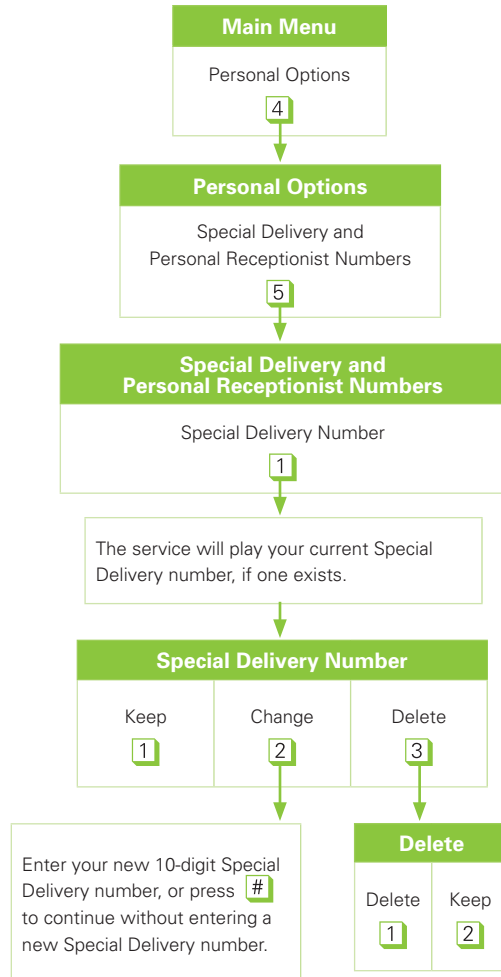
continued

Special Delivery

With Special Delivery, you can be called at a phone number you select, whenever NEW messages arrive in your mailbox (see page 42). The Special Delivery Number Menu lets you quickly review and/or change your destination number.

To review/change your Special Delivery number:

- 1 At the Main Menu, press 4 to select Personal Options.
(To reach the Main Menu during message review, press *.)
- 2 Press 5 for Special Delivery and Personal Receptionist numbers.
- 3 Press 1 for Special Delivery number. The service will play your current Special Delivery number, if one exists.
 - Press 1 to keep.
 - Press 2 to set up or change.
 - Enter your new 10-digit Special Delivery number.
 - OR... press # to continue without entering a new Special Delivery number.
 - Press 3 to delete.
 - Press 1 to delete.
 - OR... press 2 to keep and return to the Special Delivery Number Menu.



Additional Features – Ring Count Change/Customer-Controlled Ringing

Ring Count Change (Customer-Controlled Ringing)

With Ring Count Change, you can set the number of times your phone rings before callers forward to your mailbox (minimum 2 rings; maximum 9 rings). The setting can be changed at any time, as often as you wish.

To set up Ring Count Change:

- Lift handset, and press **5 8 #** (in some areas you must press *** 5 8**).
 - If you hear three short bursts of dial tone, the system is forwarded prompting you to enter the number of rings you want to hear before the call is forwarded to your mailbox. You can set the number of rings from 2-9. For example: If you want to hear your phone ring twice before the call is forwarded to your mailbox, press **2**; if you want your phone to ring 5 times press **5**.
- OR
- If you hear a normal dial tone after you enter **5 8 #**, the system is prompting you to enter the number of seconds you want your phone to ring before the call is forwarded to your mailbox (refer to the rings-to-seconds conversion chart on page 48 to set the number of rings).

NOTE: The setting for Ring Count Change only affects your telephone line when your telephone line is not in use and a ringing call is not answered. When your telephone line is in use, your incoming calls will always forward immediately to voicemail.

Ring Count Change (see note)

Use the chart below for reference if the system prompts you to enter the number of seconds your telephone rings before forwarding calls to your mailbox.

Number of Rings	Number of Seconds
2	10
3	16
4	20
5	28
6	34
7	40
8	46
9	52

For example: If you want your phone to ring twice before the call is forwarded to your mailbox, press **1** **0**; if you want your phone to ring 9 times, press **5** **2**.

- 2 You will hear another stutter dial tone or a confirmation signal validating your selection.
- 3 Hang up to complete the process.

NOTE:

- A setting of 9 rings is like turning off voicemail, as most callers will hang up before the 9th ring.
- Not available in all areas.
- You must call Hawaiian Telcom to request this feature.

continued

Additional Features – Visual Message Waiting Indicator/Class/FSK¹

Visual Message Waiting Indicator/CLASS/FSK¹

Visual Message Waiting Indicator/CLASS/FSK is a signal which activates a flashing lamp on CLASS/FSK-capable telephone sets or adjunct display devices to indicate you have a NEW message in your mailbox.

When using Visual Message Waiting Indicator/CLASS/FSK on a CLASS-capable telephone set or adjunct device, you will get both a flashing lamp and stutter dial tone for NEW messages in your mailbox.

Not all telephones or display devices are CLASS/FSK compatible, even if they use a flashing lamp to indicate a NEW message. (Example: Some telephones can activate the message-waiting lamp via stutter dial tone, while other telephones work with a signal internal to the phone system.)

It is important that you know the specific technology associated with your telephone, system, or display device to determine compatibility with Visual Message Waiting Indicator/CLASS/FSK. The user manual for your telephone or the equipment manufacturer's Help Desk are the best sources for this information.

If you want a flashing lamp to alert you when you get a NEW message in your mailbox, your Hawaiian Telcom Business Office can provide information regarding a CLASS-capable telephone, and Visual Message Waiting Indicator/CLASS/FSK.

NOTE:

- Visual Message Waiting Indicator/CLASS/FSK feature is not available in all areas.
- You must call Hawaiian Telcom to request this feature.

¹ Optional feature Visual Message Waiting Indicator/CLASS/FSK can be added at no additional fee. If added after installation, additional installation fees apply. Contact your Hawaiian Telcom Business Office for more information.

Announcement-Only Mailboxes - (Answer-Only Mailboxes)

Announcement-Only Mailboxes are single mailboxes that are intended for you to provide recorded information to your callers. You simply record an informational greeting; and once the caller listens to your greeting the Answer-Only Mailbox will hang up. This is ideal for general announcements and instructions.

- **Announcement-Only (Answer-Only) Mailbox:**

Recorded Announcement 5-minute maximum

Does not accept recorded messages from callers.

Follow the instructions on pages 7-9 for mailbox set-up and access instructions. Then simply follow the recorded prompts to create your Main Announcement.

Extension Mailboxes

Extension Mailboxes

Extension Mailboxes are an optional arrangement of regular mailboxes in which your callers first hear a Personal Greeting when calling the telephone number of the Main Mailbox. Based on instructions in the Personal Greeting, callers can choose to transfer to an associated Extension Mailbox.

Once callers make their choice (by pressing the proper key on their telephone keypad), they will hear the greeting for the selected Extension Mailbox. If the selected mailbox is a type that accepts messages, they will be able to leave a message at the tone.

Standard Numbering for Extension Mailboxes is Extension Mailbox "1," Extension Mailbox "2," Extension Mailbox "3," etc.

NOTES:

- Numeric ID for the Personal Greeting is always "0".
- The Main Mailbox and associated Extension Mailboxes are mailbox "types" of your choice (i.e., Basic, Standard, or Premium) and must all be of the same type.
- A maximum of 99 mailboxes can be grouped together, including the Main Mailbox and associated Extension Mailboxes.
- For instructions on how to manage the feature settings for your mailbox, refer to the appropriate section of this User Guide (see pages 2 and 3 for the Table of Contents).

Extension Mailboxes - Getting Started

The first time you dial into Business Voicemail, you will be asked to set up your mailbox¹. You will need the following information to access your Extension Mailbox.

- Voicemail Access Telephone Number:
-

- Extension Mailbox Number:
-

This is the specific Numeric ID for your Extension Mailbox.

Example: Extension Mailbox "1"; Extension Mailbox "2"

or Extension Mailbox "3", etc. Numeric ID for the Personal Greeting is always "0".

Your Business Office Sales Consultant will provide the information above when your Extension Mailboxes are ordered. If you do not have this information, please contact the person within your company who ordered the Extension Mailboxes¹.

¹ If your company does not have this information, an authorized person from your business should call Hawaiian Telcom's Help Desk at 643-4411. Representatives are available Monday-Friday, 8 am-5 pm.

Extension Mailboxes – Personal Greeting

When you set up the Personal Greeting, the tutorial prompts you to establish a Personalized Greeting. Here is an example of a Personalized Greeting: "You have reached the voicemail for (company name). If you already know the Extension number for the mailbox you'd like to reach, please press that number on your keypad now, followed by the [#] sign. Example: For staff assistance, press [0] and the [#] sign. For billing, press [2] and the [#] sign," etc. Another example: "You have reached (company name). For Mike, press [0], [#], for Sandy, press [1], [#], for Charley, press [2], [#], etc.

The Personal Greeting features Name Greeting, Personal Greeting, and Personal Receptionist¹, and functions the same for all Extension Mailboxes.

Note: By turning ON the Name Greeting feature for the main mailbox, it will override the Personal Greeting. It is recommended to always use the Personal Greeting for the main mailbox since that's where the details will be provided to the callers. The Extension Mailboxes can utilize either the Name or Personal Greeting as deemed appropriate.

¹ Business Standard and Business Premium Plans.

To Set Up Your Personal Greeting

If you call from your business telephone line:

- 1 Dial the voicemail access telephone number (or... dial your own telephone number and press [*] when the greeting begins).
- 2 Enter the default Passcode (last four digits of the main telephone number) for the Personal Greeting, then press [#].
- 3 Enter Numeric ID ([0] for Personal Greeting), then press [#].
- 4 Follow the voice prompts to set up your Personal Greeting.

NOTE:

- You will be prompted to create a new Passcode and a Personal Greeting.
- Passcode Suppression not applicable for Group Mailboxes.

To Set Up Your Personal Greeting

If you call from any other telephone number:

- 1 Dial the voicemail access telephone number (or... dial your own telephone number and press *****) when the greeting begins).
- 2 Enter the 10-digit telephone number with voicemail (main telephone number), then press **#**.
- 3 Enter the default Passcode (last four digits of the main telephone number) for the Personal Greeting, then press **#**.
- 4 Enter the Numeric ID (**0** for Personal Greeting), then press **#**.
- 5 Follow the voice prompts to set up your Personal Greeting.

To change the Personal Greeting:

Access the Personal Greeting following steps above, see page 17 for steps to change the personalized Personal Greeting.

To use the Name Greeting (system default) for the Personal Greeting:

Access the Personal Greeting following steps above, see page 18 for steps to toggle ON the Name Greeting. Repeat steps to toggle OFF the Name Greeting.

To activate or change Personal Receptionist¹ feature setting for the Personal Greeting:

Access the Personal Greeting following steps above, see page 23 for steps to manage feature settings for Personal Receptionist feature.

Personal Receptionist provides a “zero-out” option for your callers who prefer not to leave a recorded message in a Extension Mailbox, but prefer (or must have) “live answer.” The destination telephone number for Personal Receptionist transfer must be a local or toll-free telephone number. Callers must choose a key press for Personal Receptionist transfer before the Personal Greeting performs a default transfer to Extension Mailbox 1.

¹ Business Standard and Business Premium Plans.

Entering Your Extension Mailbox the First Time (applicable for Mailbox #1, #2, #3, etc.)

If you call from your main Extension Mailbox telephone number:

- 1 Dial the voicemail access telephone number (or... dial main telephone number and press *****) when the greeting begins).
- 2 Enter the Mailbox Number and your Numeric ID for your Extension Mailbox then press **#**.
- 3 Default Passcode is Numeric ID for Extension Mailbox (Example: Mailbox 1 press **1 #**; Mailbox 2 press **2 #**; etc).
- 4 Follow the voice prompts to set up your Extension Mailbox.

NOTE: You will be prompted to create a new Passcode, Recorded Name and Personal Greeting.

If you call from any other telephone number:

- 1 Dial the voicemail access telephone number (or... dial main telephone number and press *****) when the greeting begins).
- 2 Enter the 10-digit telephone number for Extension Mailboxes followed by your Numeric ID for your Group Mailbox, then press **#**.
- 3 Enter the default Passcode for your Extension Mailbox, then press **#**. Default Passcode is Numeric ID for Extension Mailbox (Example: Mailbox 1 press **1 #**; Mailbox 2 press **2 #**; etc).
- 4 Follow the voice prompts to set up your Extension Mailbox.

NOTE: You will be prompted to create a new Passcode, Recorded Name and Personal Greeting.

Whenever You Want to Use Your Extension Mailbox

To access an Extension Mailbox via the voicemail access telephone number from the main Extension Mailbox telephone number:

- 1 Dial the voicemail access telephone number.
- 2 Enter the Numeric ID for your Extension Mailbox, then press **#** (Mailbox 1 press **1 #**; Mailbox 2 press **2 #**; etc.)
- 3 Enter your personal Passcode¹, then press **#**.

If you call from any other telephone number:

- 1 Dial the voicemail access telephone number.
- 2 Enter the 10-digit telephone number for Extension Mailboxes (main telephone number), then press **#**.
- 3 Enter the Numeric ID for your Extension Mailbox, then press **#** (Mailbox 1 press **1 #**; Mailbox 2 press **2 #**; etc.).
- 4 Enter your personal Passcode, then press **#**.

Via the Personal Greeting from any telephone number:

- 1 Dial the main telephone number for Extension Mailboxes.
- 2 When you hear the Personal Greeting, press *****.
- 3 Enter the Numeric ID for your Extension Mailbox, then press **#** (Mailbox 1 press **1 #**; Mailbox 2 press **2 #**; etc.).
- 4 Enter your personal Passcode, then press **#**.

NOTE: With this access method, the user can only access an Extension Mailbox supported by this Personal Greeting.

To Send or Forward a message within voicemail from your mailbox to an Extension Mailbox²

Follow the steps on page 31 to create and send or forward a message. Address message to the 10-digit telephone number for the Extension Mailbox (main telephone number), followed immediately by the appropriate Extension Mailbox number [Area Code + XXX-XXXX + Extension Mailbox number (1, 2, or 3, etc.)].

¹ Passcode Suppression not applicable for Extension Mailboxes.

² Applicable for sending from a single mailbox to an Extension Mailbox, as well as for sending from one Extension Mailbox to another Extension Mailbox - including different Extension Mailboxes within your local calling area.

³ Business Standard and Business Premium Plans

Prompts Available to Callers When They Reach Your Mailbox

When callers hear your mailbox greeting they can:

- Press **#** any time to bypass your greeting and hear a tone to start recording a message.

NOTE: You can tell callers how to bypass your greeting by using your Personal Greeting or Alternate Greeting. For example: "You've reached (company name). If you'd like more information, please listen further and then leave a message at the tone. Or, you can press **#** now to bypass this greeting and leave a message after the tone." This format is useful when you have a lengthy greeting or if callers frequently leave messages in your mailbox.

After callers leave you a recorded message:

- Your caller can press **#** to choose from the following options:
 - Press **1** to mark the message as PRIVATE.
 - Press **4** to mark the message as URGENT.
 - Press **5** to HEAR the message they just recorded.
 - Press ***** to ERASE the original message and record a new message.
 - Press **# #** when finished recording to SEND the message and EXIT the mailbox.

NOTE: You can tell callers they can listen and re-record their messages by using your Personal Greeting or Alternate Greeting. For example: "You've reached (company name). We're open but we can't take your call right now. Please leave a message at the tone. When you're done, you can hang up, or press **#** and select an option." This format is useful when callers need to leave a detailed message or have exceeded the recording time and wish to re-record rather than call back and leave another message.

Mailbox Information

- When the total number of NEW and/or SAVED messages reaches the maximum limit allowed for your voicemail plan, voicemail will play your greeting to callers followed by a voicemail system message that tells callers your mailbox is “full” and cannot accept additional messages at that time.

IMPORTANT: Callers cannot leave a message when your mailbox is full.

- Basic Mailboxes have a 20-message capacity. Voicemail auto-deletes all messages after 30 days.
- Standard Mailboxes have a 50-message capacity. Voicemail auto-deletes all messages after 30 days.
- Premium Mailboxes have a 100-message capacity. Voicemail auto-deletes all messages after 30 days.
- To reach the Main Menu during message review, press *****.
- Your Passcode:
 - Must be a 4- to 8-digit number and cannot include ***** or **#**.
 - Should not begin with **0**.
 - Should not be the same as your telephone number, to protect your security.
- If you call the number of a Hawaiian Telcom voicemail subscriber within your regional calling area, you can press ***** ***** during the greeting to be prompted for login to another mailbox. This does not apply during the Gateway Mailbox greeting for Group Mailboxes, where pressing ***** prompts you to login to a member mailbox in the Group. You will only be able to access Group Mailboxes within that specific group.
- Press ***** to back up to the previous menu level.

Limitation of Liability

Hawaiian Telcom extends no warranties (including any warranty of merchantability or fitness for a particular purpose), with respect to the service described in this guide. Hawaiian Telcom’s liability for any failure or defect in the service shall be limited to a refund of service charges for the time the service failed to perform. Hawaiian Telcom assumes no responsibility for any unauthorized use of the service and shall not be liable for special, consequential or incidental damages which may arise in connection with provision or use of the service described in this guide. The charges for the service have been established on this basis. By accepting and using this service, the customer agrees to this limitation of liability.

NOTE: Your Hawaiian Telcom Business Voicemail service will be periodically unavailable during late evening hours for general maintenance. We schedule this maintenance work during the lowest usage period to minimize inconvenience to our users.

Additional rates that may apply

Long distance

If you dial the voicemail system access number from a location outside of your local calling area, long distance rates will apply.

If you need help using Hawaiian Telcom Voicemail or have questions about the service, please call:

643-4411

Representatives are available

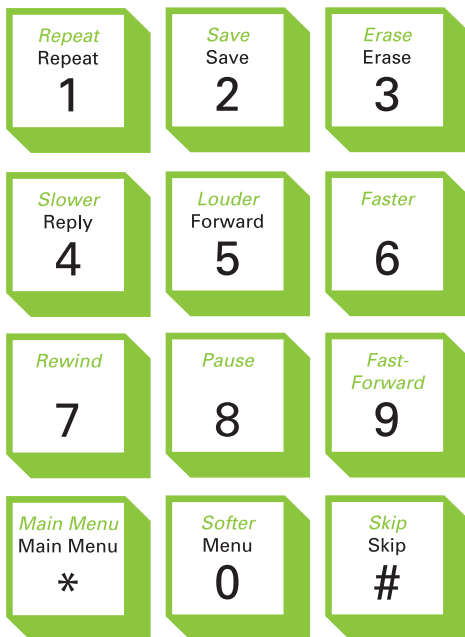
M-F 8 am-5 pm

While you're listening to messages...

Move through your messages with the keypad commands shown in green. You can REWIND to catch something you did not hear, change the volume, play back, speed up, etc.

After you listen to each message...

When you finish listening to a message, the commands shown in black are available. You must choose REPEAT **1**, SAVE **2**, ERASE **3**, or SKIP **#** before the next message will play.



If you need help using Hawaiian Telcom Business Voicemail or have questions about your service, please call: 643-4411. Representatives are available Monday - Friday, 8 am - 5 pm.

Business Voicemail Overview Map and Quick Reference Card

OVERVIEW MAP

**Statewide
Access Number
643-MAIL
(6245)**

Cut along
dotted Line

Hawaiian Telcom Voicemail Quick Reference Card

Listen to your messages — during (after)	1
Repeat (Repeat)	1
Save (Save)	2
Erase (Erase)	3
Slower(Reply)	4
Louder(Forward)	5
Faster	6
Rewind	7
Pause	8
Fast-Forward	9
Main Menu (Main Menu)	*
Softer (Menu)	0
Skip(Skip)	#
Sending Messages	2
Enter destinations, then	#
Record message, then	#
Send	#
Private	1
Future Delivery	2
Return Receipt	3
Urgent	4
Schedule Wakeup/Reminders	3

QUICK REFERENCE CARD

Main Menu

To Listen to Messages	1
To Send Messages	2
Schedule Wakeup/Reminders	3
Personal Options	4
To Scan Messages	5
Help	0
Cancel/Back Up	*
Skip Ahead	#

Personal Options

Personal Profile	1
Greetings	2
Broadcast Group Lists	3
Special Delivery Personal Receptionist Numbers	5

When You Review Each Message

Repeat (entire)	1
Save	2
Erase	3
Slower	4
Louder	5
Faster	6
Rewind	7
Pause	8
Fast-Forward	9
Main Menu	*
Softer	0
Advance	#

After You Review Each Message

Repeat (entire)	1
Save	2
Erase	3
Reply	4
Forward	5
Time & Date Stamp	6
Main Menu	*
Return Call	8
Skip	#

Delivery Options

Private	1
Future Delivery	2
Return Receipt	3
Urgent	4
Replay	5
Send	#
Cancel	*

Schedule Wakeup/Reminders

Schedule Wakeup Call	1
Schedule Reminder Message	2

Personal Profile

Passcode Options	1
Language	2
Paging Options	3
Special Delivery	4

Greetings

Recorded Name	1
Personal Greetings	3
Alternate Greeting	4
Alternate Greeting ON/OFF	5
Automatic Greeting ON/OFF	8

Special Delivery and Personal Receptionist Number

Special Delivery	1
Personal Receptionist	2

Create a Reminder

One-Time Reminder	1
Daily Reminder	2
Weekday-Only Reminder	3
Weekend-Only Reminder	4
Specify Days	5
Review Reminders	6

Passcode Options

Change Passcode	1
Passcode Suppression	2

Language

Regular English	1
Expert English	2

Group Broadcast List

Add Lists	1
Edit Lists	2
Delete Lists	3

Paging Options

All Messages	1
Urgent Messages Only	2
No Messages	3

Special Delivery

Turn On/Off	1
Review Notification Number	2
Special Delivery Schedule	3

Edit Lists

Add Number	1
Delete Numbers	2
Change Title	3

Schedule a Wakeup Call

Schedule Weekday Wakeup Call	1
Schedule Weekend Wakeup Call	2
Review Wakeup Call	3
Previous Menu	*

Review Wakeup Call

Change Time of Wakeup Call	3
Change the Delivery Days	4
Delete this Wakeup Call	6
Exit Wakeup Calls	*
Previous Wakeup Call	7
Next Wakeup Call	#

Special Delivery Schedule

Start Time	1
End Time	2
Days of Week	3

Change Days of Week

Weekdays Only	1
Seven Days Per Week	2
Choose Specific Days	3

Dial the numbers you would like to send a message to. Press # after each entry, then press # when finished.

Begin recording message after the tone, then press # when finished.

Record message, then press any key. Enter the date and time you'd like to receive Reminder.

Enter the starting date using the two digits for the month, followed by the two digits for the day, then press #. For today, press # now.