

Business Voicemail

Frequently Asked Questions (FAQs)

Why was the voicemail system upgraded?

The voicemail system was upgraded in order to provide a foundation for new services to offer our Customers. For example, our Premium Customers will be able to manage their profiles through the Internet and receive, save, & send voicemail messages as email attachments.

What is the Access Number for voicemail?

The Access Number for Hawaiian Telcom's new voicemail system is 643-MAIL (or 643-6245). This number is accessible from anywhere in the State of Hawaii, toll free, as if you were calling from your office. Your Passcode or PIN will remain the same.

What are the differences from the old system?

- New/changed capabilities
 - Voicemail: Subscribers to HT's Premium service will have Web Access, enabling you to access your voicemail account on the Web from any PC with internet access. This means you can listen to your voicemail and administer your voicemail options easily from the Web.
 - Return Call is a new feature that allows you to automatically connect to a caller who has left you a voicemail without dialing the caller's number.
 - Listen to, record, and send messages from your voicemail account over the telephone.
 - Review your reminder messages after recording them.
 - Spanish language prompts are no longer available.
 - The Wakeup Call feature has been added and can be accessed via the "Wakeup Calls and Reminders" option from the Main Menu. For those users with Web access, you can also access Wakeup Calls on the Web.
 - The parameters of your service such as Greeting length, message capacity, Number of Lists and Lists Members may have changed. Please reference the Business Voicemail Users Guide for your service type.
- Menu changes
 - In the Main Menu, key-press "5 – To scan messages" has been removed.
 - In the Main Menu, key-press "# - To skip ahead" has been added, and can be used in place of "scan messages".
 - After a message has played, a new key-press "8 – Return Call" has been added to support the call back functionality.
 - In the Main Menu, key-press 3 is now "Wakeup Calls and Reminders".
 - After recording a message to send, a new key-press "5 – Listen Again" has been added to allow message review prior to sending.

- After recording a reminder message, a new key-press “6 –Review/Delete Reminder” has been added to allow message review or to delete message.
- The key-press to select Spanish (3) from the language selection menu has been removed.
- A temporary key-press “7 – insert prompt name” is available in the main menu to provide access to the old voicemail system for a period of 7 days beginning with the activation of the new system. This is to allow you to listen to existing messages before they are permanently deleted.
- In the Personal Options menu, key-press 6 – “Hear Caller ID (toggle)” has been added.

I was upgraded to the existing system:

- Can I forward or access my old messages on the existing system?
 - No.

How do I...?

- Access my voicemail through my phone?
 - This will be no different than how you access your voicemail now. Simply call 643-MAIL (6245) and follow the prompts.
- Access my voicemail on the Web?
 - If you subscribe to the Premium Mailbox voicemail service, point your browser to <http://vm.hawaiiantel.com> and follow the on screen prompts.
- Change my Password?
 - Your Password can be changed via the telephone by calling into your account just as if you were retrieving messages, and selecting the “4” key, “Personal Options”, then the “1” key, Personal Profile and following the prompts (4, 1, 1, 1). Alternatively, you can access your new account via the web (if you subscribe to Premium Voicemail service) by pointing your browser to <http://vm.hawaiiantel.com> and follow the on screen prompts.
- Forward my calls directly to voicemail?
 - Activate “Call Forward” on your telephone number to 643-SEND (7363).
All calls will go directly to your voicemail box until you deactivate “Call Forward”.

How do I...? (continued)

• Manage my greetings?

• Record/Change my name recording?

Your name recording can be changed either via the telephone by calling into your account just as if you were retrieving messages, and selecting the "4" key, "Personal Options", then the "2" key, "Greetings" and following the prompts. Alternatively, you can access your new account via the web (if you subscribe to the Premium Mailbox voicemail service) by pointing your browser to <http://vm.hawaiiantel.com> and follow the on screen prompts.

• Record/Change my personal greeting?

Your personal greeting can be changed either via the telephone by calling into your account just as if you were retrieving messages, and selecting the "4" key, "Personal Options", then the "2" key, "Greetings" and following the prompts. Alternatively, you can access your new account via the web (if you subscribe to the Premium Mailbox voicemail service) by pointing your browser to <http://vm.hawaiiantel.com> and follow the on screen prompts.

• Record/Change my alternate greeting?

Your alternate greeting can be changed either via the telephone by calling into your account just as if you were retrieving messages, and selecting the "4" key, "Personal Options", then the "2" key, "Greetings" and following the prompts. Alternatively, you can access your new account via the web (if you subscribe to the Premium Mailbox voicemail service) by pointing your browser to <http://vm.hawaiiantel.com> and follow the on screen prompts.

• Switch between my greetings?

To switch between your greetings, call into your account just as if you were retrieving messages, and selecting the "4" key, "Personal Options", then the "2" key, "Greetings" and then selecting either the "5" key "Alternate Greeting Toggle" or the "8" key "Personal Greeting Toggle", and following the prompts. Alternatively, you can access your new account via the web (if you subscribe to the Premium Mailbox voicemail service) by pointing your browser to <http://vm.hawaiiantel.com> and follow the on screen prompts.

• Create and manage Wakeup calls and Reminders?

To create and manage Wakeup calls and Reminder calls, dial into your account just as if you were retrieving messages, and selecting the "3" key, "Wakeup and Reminder Messages", then select the "1" key, "Wakeup Calls" or the "2" key "Reminder Messages", and then following the prompts. Alternatively, you can access your new account via the web (if you subscribe to the Premium voicemail service) by pointing your browser to <http://vm.hawaiiantel.com> and follow the on screen prompts.

How do I ...? (continued)

- Create and use a personal operator?

To create and manage a personal operator, dial into your account as if you were retrieving messages, and select the “4” key, “Personal Options”, and then the “5” key, “Special Delivery/Personal Operator Numbers”. Alternatively, you can access your new account via the web (if you subscribe to the Premium voicemail Mailbox service) by pointing your browser to <http://vm.hawaiiantel.com> and follow the on screen prompts.

- For all other functions and settings, please consult your User Guide

What information resources are available?

- Please visit the Hawaiian Telcom website at <http://business.hawaiiantel.com>
 - Frequently Asked Questions (this document)
 - About Business Voicemail
 - Hawaiian Telcom Business Voicemail Key Press Changes
 - Quick Start Guide – A detailed list of easy-to-follow steps to get started with your new voicemail system
 - Hawaiian Telcom Business Voicemail User’s Guide

If you need additional information or want to discuss this further, please feel free to contact your business account manager or call 643-4411