

About Business Voicemail

>> About Hawaiian Telcom Business Voicemail

Hawaiian Telcom Business Voicemail offers small, medium, and large businesses the benefits of a 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.

Business Voicemail also offers you a wide variety of mailbox features, including three greeting options, Reminder Service and Personal Receptionist ("zero-out" of mailbox), depending upon the type of service you subscribe to.

While in voicemail, you can Create, Send, Reply, and Redirect messages to other Business Voicemail users.

There are five Hawaiian Telcom Business Voicemail offers:

- Basic Voicemail *a cost effective entry level voicemail service*
- Standard Voicemail *a full-featured voicemail service*
- Premium Voicemail *all features are enabled, plus Visual Voicemail*
- Answer Only *ideal for posting general information such as announcements & instructions*
- Extension Mailboxes *allows multiple mailboxes to share the same telephone number*
- Auto Attendant *allows you to set up a menu tree of mailboxes for Callers to select from*

Basic Voicemail

>> Hawaiian Telcom Business Basic Voicemail

Business Basic Voicemail

- Callers may leave voice messages for you
- You can retrieve, forward, and save voicemail messages
- You can customize your greetings
- Default, personal and alternate greetings are available
- Multiple phone numbers can be directed to your mailbox

Listen to Your Messages

Your messages will be played in the following order:

- Urgent New messages (when callers or senders mark the message “Urgent”).
- Other New messages (will play oldest to most recent).
- Saved messages (will play most recent to oldest).
- Future Delivery messages (messages that you have forwarded for later delivery to other boxes).
- Numerous non-prompted options are available during message review; for example play faster/slower, play louder/softer, skip message, etc.
- 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.

You may forward messages to other Hawaiian Telcom Voicemail boxes for immediate or future delivery.

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, eg. out-of-the-office alert.
 - 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.

Multiple Number Service

- Allows more than one number to be associated with a mailbox.

Personal Options

- You can call into the system to change personal options such as your passcode, greetings, and to enable/disable greetings.

Standard Voicemail

>> Hawaiian Telcom Business Standard Voicemail

Includes Business Basic Voicemail features, plus the following:

- Record & send messages to individuals or group lists
- Personal Receptionist – callers press [0] and are routed to a predetermined destination
- Option to receive notifications when voicemail messages are received
- Set up personalized Reminder calls
- Set up standard Wakeup calls
- Interrupt message playback to return the call, then go back to where you left-off in voicemail
- Allows you to undelete messages from the current session

Sending Messages

- You can record and send a message to any other Hawaiian Telcom Voicemail box. 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.

Personal Receptionist

- Establish a Personal Receptionist so that callers can press [0] to reach a pre-designated number.

Notifications

- The Special Delivery Service calls you at a phone number that you have 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.
- Pager Notification will notify you when you receive NEW messages in your mailbox.

Reminder Messages

- Reminders can be used to help you remember special events, meetings and appointments. Just choose the date and time for your reminder message and the 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.

Wakeup Calls

- You can set up recurring Wakeup calls – you pick the days and times.

Personal Options

- In addition to Passcodes and Greetings, you can define Broadcast Lists, set up your Personal Receptionist phone number and customize Notifications.

Premium Voicemail

>> Hawaiian Telcom Business Premium Voicemail

Hawaiian Telcom Business Premium Voicemail

Includes Basic Voicemail features, plus Standard Voicemail features, **PLUS** Visual Voicemail

- Visual Voicemail allows you to manage your voicemail messages and user profile using the Internet (also known as the World Wide Web, or “the Web”).

Visual Voicemail

- Access your account via the Web by pointing your browser to www.vm.hawaiiantel.com and following the on screen prompts.
- You can use the Web interface to manage messages.
- The Web interface can also be used to customize your Personal Options.
- Receive, then save and forward voicemail messages via Email.

>> Hawaiian Telcom Extension Mailboxes

Extension Mailboxes

- Extension mailboxes enable multiple mailboxes to be associated with the same telephone number, so that a main mailbox has one or more "Extension Mailboxes".
- Caller initiates a call to a voicemail subscriber by calling the subscriber's telephone number.
 - If no answer, the caller is prompted to leave a message for the main subscriber or one of the Extension Mailboxes.
 - Callers can choose to leave messages in specific Extension Mailboxes by pressing the appropriate extension number on their phone keypad.
- The main mailbox subscriber and extension mailbox owners retrieve messages by calling into the same voicemail box access number. Each subscriber has a unique mailbox and Passcode (PIN).

>> Hawaiian Telcom Answer-Only Mailbox

Answer-Only Mailbox

- Answer-Only Mailboxes are ideal for posting general information such as announcements & instructions.
- The voicemail greeting can be up to 5-minutes long.
- Answer-Only does not allow the caller to leave a voicemail message.
- Once the greeting is played, the mailbox will hang up.