HOME VOICE MAIL

User Guide

FRONTIER

	Basic	Standard	OnePoint Voice Mail
Greeting	5 minutes	5 minutes	5 minutes
Busy Greeting			√
Message Storage	30 days	30 days	30 days
Message Capacity	20 messages	30 messages	50 messages
Message Length	3 minutes	3 minutes	3 minutes
Send messages to Frontier Home Voice Mail Subscribers	√	√	√
Send messages to Non-Subscribers			√
Reply to Messages	√	√	√
Forward Messages			√
Private Messages			√
Urgent Messages	√	√	√
Future Delivery			√
Return Receipt			√
Group Lists			√
Individual Mailboxes			Up to 8
Personal Receptionist			√
Special Delivery			√
Wake-Up Calls		√	√
Reminder Calls		√	√
Multiple Number Service			√
Ring Count Change*	Small additional monthly fee	Small additional monthly fee	Included

*Where facilities permit

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[1] These services may have a small additional monthly fee.
[2] Not available in all areas.

Home Voice Mail quick start

To access the system from your own phone:

1. Dial the system access number (or dial your telephone number and press ⌨* when you hear the greeting[1]).

2. Enter your temporary Passcode—the last four digits of your telephone number.

From another phone:

1. Dial the system access number (or dial your telephone number and press ⌨* when you hear the greeting[1]).

2. Enter your 10-digit telephone number.

3. Enter your temporary Passcode—the last four digits of your telephone number.

[1] Available in most areas.

NOTE: Please follow the instructions for "From another phone" if your telephone number is blocked for calls to Caller ID. You can also unblock your number using ⌨* ⌨8 ⌨2 before calling the system access number to avoid having to enter your mailbox number when calling from your own phone.

Additional dialing rates that may apply

- **Long distance:** If you dial the Home Voice Mail system access number from a location outside of your local calling area, long distance rates may apply.

- **Measured service:** If you have measured local service, local-usage or message-unit, charges may apply for each call forwarded to your mailbox and for each time you dial your Home Voice Mail system access number.

First-time access
(Initializing your mailbox)

When you access Frontier Home Voice Mail for the first time you will be prompted to initialize your mailbox. Voice instructions will guide you through each of these steps:

- **Create a new Passcode:** Your new Passcode must be a 4- to 8-digit number. It should be easy to remember, but difficult for others to guess. Avoid using repeating digits (e.g., 1111), sequential digits (e.g., 1234, 9876) or any part of your telephone number. Please write down your Passcode: _____ (See page 11 for additional information.)

- **Record your name:** (See page 12 for additional information.)

- **Record/Change your Personal Greeting:** Your Personal Greeting is what callers will hear when they reach your mailbox. (See page 12.)

- **Record/Change your Busy Greeting:** (for OnePoint Voice Mail only) Your Busy Greeting is what callers will hear if they reach your mailbox when you're currently on the line. (See page 13.)

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 Frontier Home Voice Mail user in your local calling area, or Exit Voice Mail.

⌨# **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

These options are available to you from the Home Voice Mail Main Menu.

Main Menu		
①	**Reviewing Messages**	To review your messages, see below.
②	**Sending Messages**	To send a message, see page 6.
③	**Wake-Up Calls/Reminder Messages**	To schedule a Wake-Up Call or a Reminder Message, see pages 9–10.
④	**Personal Options**	To change or review your Passcode, see page 11.
		To change or review your Language Options, see page 11.
		To change or review your Greetings, see pages 12–14.
		To review your Special Delivery options, see pages 14–15.
		To add or delete Individual Mailboxes, see pages 15–16.
		For Personal Receptionist information, see page 17.

Reviewing Messages

From the Main Menu, press ① to review your messages. These non-prompted options are available **during** message review:

Options during message review		
①	**Repeat (entire)**	Repeat current message in its entirety.
②	**Save**	Save current message and play the next message in your mailbox.
③	**Erase**	Erase current message and play the next message in your mailbox.
④	**Slower**	Play current message at a slower pace.
⑤	**Louder**	Play current message at a higher volume.
⑥	**Faster**	Play current message at a faster pace.
⑦	**Skip back**	Rewind current message by 5 seconds.
⑧	**Pause**	Pause current message for 10 seconds.
⑨	**Skip ahead**	Fast-forward current message by 5 seconds.
⓪	**Softer**	Play current message at a lower volume.
#	**Skip (message)**	Skip to end of message.
*	**Return to main menu**	

Important tips:

- Before the system plays a message, it plays the time and date the message was received and the Recorded Name (for other Frontier Voice Mail subscribers) or the phone number (for non-subscribers) of the caller. Press ① to skip this information and go straight to the recorded message.

- To turn off playing of the caller's name or telephone number, at the main menu, press ④ for Personal Options. Press ⑥ to enable/disable playing of sender's Caller ID. Press ① to turn this feature on/off.

These options are available after message review:

Options after message review		
1	**Repeat (entire)**	Repeat current message in its entirety.
2	**Save**	Save current message and play the next message in your mailbox.
3	**Erase**	Erase current message and play the next message in your mailbox.
4	**Reply**	Record and send a reply to the person who sent the current message.
5	**Forward**	Forward a copy of current message. (OnePoint Voice Mail only.)
6	**Envelope information**	Repeat time and date message was received and the caller's name/number.
0	**More options**	Hear a description of the previous options.
#	**Skip (message)**	Skip to next message, and save original message as new.
*	**Main Menu**	Return to Main Menu.

Important tips:

- You can "repeat" a message as many times as necessary, but you must either "erase," "save" or "skip" each message before you can hear the next one.

- Remember to check your messages on a regular basis and after long phone conversations.

- Messages are held for a maximum of 30 days. "Saving" a message does not extend the maximum; however, forwarding a "saved" message to yourself will turn it into a "new" message. (OnePoint Voice Mail customers only.)

- The best way to exit your Home Voice Mail is to press ⁎ until you are disconnected. When you exit this way, you will be told if new messages have arrived while you were in your mailbox.

Sending messages

To send a message (without ringing the recipient's phone) to other Home Voice Mail users or Group Lists within your local calling area:

1. At the Main Menu, press 2 to send a message.

2. Enter the 10-digit[1] number or the 1- or 2-digit Group List number you want to send a message to, then press #.

   - Repeat to add more addresses.

   - Press ⁎ to start over if you enter an incorrect address.

3. Press # when you are finished 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 8 for descriptions of other Delivery Options.)

Sender's Caller ID

When sending a message, your mailbox number is attached to your message. You can block your Caller ID from being attached.

For all messages:

1. From the Main Menu, press ⁴ for Personal Options.

2. Press ⁷ to enable/disable sending of Caller ID.

3. Press ¹ to turn it off/on.

¹ Enter an 11-digit number (10-digit phone number plus one-digit extension) to send to a recipient's Individual Mailbox.

On a per-message basis:

1. After recording your message, press # to go to the Send Message Menu.

2. Press ⁶ to block your Caller ID for this message.

3. Press # to send your message.

NOTE: When your Caller ID is blocked, you cannot use return receipt and the recipient is unable to reply to your message.

To send a message to a non-subscriber (the recipient's phone will ring) (OnePoint Voice Mail only):

1. At the Main Menu, press ² to send a message.

2. Enter the 10-digit number of the person you wish to send a message to, then press #. You'll be prompted to record a name for this number.

   · Press ¹ to record a name. Follow prompts to accept it.

   · Press ² to continue without recording a name. Repeat step 2 to add more numbers.

3. Press # when you are finished 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 8 for descriptions of other Delivery Options.)

Group Lists (OnePoint Voice Mail only)

Group Lists are lists of telephone numbers (addresses) you create and maintain. Once a Group List is established, you can send a single message to every number in the group at one time. You may create up to three Group Lists with up to 24 mailboxes in each group.

To add a Group List:

1. At the Main Menu, press ⁴ for Personal Options.

2. Press ³ for Group Lists.

3. Press ¹ to add a Group List.

4. Select and enter your new 1- or 2-digit Group number (1–49), then press #. If you already have the maximum number of Group Lists, the service will suggest erasing one to make room.

5. Record a title for your list. Press # when finished. The service will repeat title.

   · Press ¹ to keep title.

   · Press ² to re-record title.

6. Press ¹ to begin adding numbers to this list. Press # after each number is entered. Press * to return to the Group List Menu without adding numbers to this list.

To add/delete numbers from an existing Group List:

1. At the Group List Menu, press ② to edit an existing list.

2. Enter the 1- or 2-digit Group number (1–49).

   - Press ① to add a number to the list. Dial the 10-digit[1] number you wish to add. The system will inform you if this number belongs to another Home Voice Mail subscriber.

     – Press ① to accept.

     – Press ② to try again. Next, you'll be prompted to either keep, create or re-record a name for this number. Repeat step 2 for each number you wish to add to the list.

   - Press ② to delete a number from the list.

     – Press ① when you hear the number you wish to delete. Repeat for each additional number you wish to delete.

To delete an entire Group List:

1. At the Group List Menu, press ③ to delete an existing list.

2. Enter the 1- or 2-digit Group number. If you do not know the number of the list you wish to delete, press ⓪ # to hear list titles, then press ① when you hear the title of the list you wish to delete.

3. The system will repeat the title of the list you wish to delete.

   - Press ① to delete.

   - Press ② to keep it and return to the Group Broadcast List Menu.

[1] 11-digit number for an Individual Mailbox.

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 (OnePoint Voice Mail only):** Marks your message as "private" and announces it to your recipient before the message is played. Press ① to request or cancel "private" status for a message. The recipient cannot forward a "private" message.

- **Future Delivery (OnePoint Voice Mail only):** You choose the date and time of message delivery. "Future delivery" messages are stored in your own mailbox with your new messages until they are delivered. Press ② to request or cancel "future delivery" status for a message.

- **Return Receipt Notification (OnePoint Voice Mail only):** When your message is played by the recipient, the system automatically sends a confirmation message back to you to verify receipt. Press ③ to request or cancel "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 request or cancel "urgent priority" status for a message.

If you selected Future Delivery (after setting up message):

1. Enter the date you want your message delivered using two digits for the month, followed by two digits for the day, then press # .

   - Example: ⓪ ⑥ ⓪ ① # = June 1

     ① ① ③ ⓪ # = November 30

   - Press # for today's date.

2. Using standard time, enter the time you want your message delivered using two digits for the hour, followed by two digits for the minute, then press # . (Do not use military or 24-hour time.)

   - Example: ⓪ ⑨ ③ ⓪ # = 9:30

     ① ① ⓪ ⓪ # = 11:00

3. Press ⌨1 for AM delivery, or press ⌨2 for PM delivery.

4. Home Voice Mail will replay the date and time you requested for future delivery of your message.

   · Press ⌨1 to keep this time.

   · Press ⌨2 to change this time.

   · Press ⌨3 to cancel future delivery.

NOTE: Subscribers can schedule a "future delivery" message to be sent up to 1 year from when the message was created.

Wake-Up Calls
(not available with Basic Home Voice Mail)

Your Frontier Home Voice Mail service can help keep you organized and on time with a friendly telephone call. Simply program the service to call your home telephone at the day and time you have scheduled.

To schedule Wake-Up Calls:

1. At the Main Menu, press ⌨3 for Wake-Up Calls/Reminder Messages.

2. Press ⌨1 for Wake-Up Call.

3. Select weekday or weekend Wake-Up Calls. (The service will announce your current Wake-Up Call settings, if any.)

   · Press ⌨1 for weekday Wake-Up Calls.

   · Press ⌨2 for weekend Wake-Up Calls.

4. Enter the date you want your Wake-Up Calls to begin, using two digits for the month, then two digits for the day, then press ⌨#.

   · Example: ⌨0⌨6⌨0⌨1⌨# = June 1

         ⌨1⌨1⌨3⌨0⌨# = November 30

   · Press ⌨# for today's date.

5. Enter your new Wake-Up Call time as a 3- or 4-digit number, then press ⌨#. (Do not use military or 24-hour time.)

   · Example: ⌨8⌨0⌨0⌨# = 8:00

         ⌨1⌨2⌨4⌨5⌨# = 12:45

6. Select new Wake-Up Call settings or keep your current settings. After the time is entered:

   · Press ⌨1 for AM.

   · Press ⌨2 for PM.

   · Press ⌨* to cancel.

NOTE: You may want to deactivate your Wake-Up Call service on holidays or if you are going to be away for a number of days.

To change/delete Wake-Up Calls:

1. At the Main Menu, press ⌨3 for Wake-Up Calls/Reminder Messages.

2. Press ⌨1 for Wake-Up Call.

3. Press ⌨3 to review or change Wake-Up Call.

4. Press ⌨3 to change time of Wake-Up Call.
   –OR–

Press ④ to change the delivery day(s)of Wake-Up Call.

–OR–

Press ⑥ to delete the Wake-Up Call.

5. Press Ⓗ to review or change next Wake-Up Call.

Reminder Messages
(not available with Basic Home Voice Mail)

Use Reminder Messages to help you remember appointments or other important events. Simply choose a future delivery date and time for the Reminder Message to call you. When delivered, the Reminder will ring your telephone and play the message at the date and time you have set. If you do not answer, the Reminder is left as a message in your mailbox. After listening to the Reminder, you can choose to have the same Reminder delivered to you again.

To schedule or review a Reminder:

1. At the Main Menu, press ③ for Reminder Messages.

2. Press ② to schedule a Reminder Message.

3. Next, you'll be prompted to classify your Reminder Message.

    · Press ① for a one-time Reminder. It will be sent only once at the date and time you specify.

    · Press ② for a daily Reminder. It will be sent every day, seven days a week at the time you specify.

    · Press ③ for a daily Reminder on weekdays only. It will be sent Monday through Friday at the time you specify.

    · Press ④ for a daily Reminder on weekends only.

    · Press ⑤ to specify days of the week for this Reminder.

        – Specify which days you would like to receive this Reminder.

            Monday = ① Tuesday =② Wednesday= ③ Thursday = ④ Friday = ⑤ Saturday = ⑥ Sunday = ⑦

For example, if you wish to receive this Reminder on Monday and Friday, press ①, ⑤, then Ⓗ. The system will repeat your entries.

    · Press ① to keep this schedule.

    · Press ② to try again.

    · Press ⑥ to review a Reminder.

4. Record your Reminder message after the tone. Press Ⓗ 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.

    · Example: ⓪①②⑤Ⓗ = January 25

            ①②⓪⑤Ⓗ = December 5

Press Ⓗ if you wish to receive the Reminder message later today.

6. Enter the time you wish to receive your Reminder using standard time, use two digits for the hour, followed by two digits for the minute.

    · Example: ⓪⑧④⑤Ⓗ = 8:45

            ①⓪⓪⓪Ⓗ = 10:00

7. Press ⊡1 for AM delivery, or 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.

Personal Options

Passcode

To change your Passcode:

1. At the Main Menu, press ⊡4 for Personal Options.
2. Press ⊡1 for Personal Profile.
3. Press ⊡1 for Passcode Options.
4. Press ⊡1 to change your Passcode.
5. Enter your new 4- to 8-digit Passcode (using numbers 0 through 9), then press ⊡#. Your new Passcode will play.
6. Press ⊡1 to accept new Passcode, or press ⊡2 to try again.

NOTE: To ensure privacy, you should change your Passcode when you set up your mailbox, and we suggest that you change it from time to time once you've begun using Home Voice Mail. Your passcode should be easy to remember but difficult for others to guess. Avoid using repeating digits (e.g., 1111), sequential digits (e.g., 1234, 9876), or any part of your telephone number. Please write down your Passcode and keep it in a safe place.

Automatic Log-In

When activated, this convenient feature allows you to save time by accessing your Home Voice Mail service from your own phone without having to enter your Passcode every time.

To turn Automatic Log-In on/off:

1. At the Main Menu, press ⊡4 for Personal Options.
2. Press ⊡1 for Personal Profile.
3. Press ⊡1 for Passcode Options.
4. Press ⊡2 for Automatic Log-In.
5. Press ⊡1 to turn Automatic Log-In on and off.

NOTE: Because Automatic Log-In does not work when retrieving messages remotely, we suggest that you write down your Passcode and keep it in a safe place.

Language Options

You can choose to listen to instructions in English, Expert English (shortened prompts that allow you to navigate more quickly once you are familiar with the system) or Spanish.

To set/change your Language Options:

1. At the Main Menu, press ⊡4 for Personal Options.
2. Press ⊡1 for Personal Profile.
3. Press ⊡2 for Language Options.
   - Press ⊡1 for English instructions.

- Press ⌨2 for Expert English instructions.
- Press ⌨3 for Spanish instructions.

You will be returned to the Personal Options Menu.

Greetings

Frontier Home Voice Mail offers you the flexibility of four different types of Greetings for your callers: an automated system greeting and three that you can record in your own voice.

Recorded Name

Your Recorded Name is heard in the envelope information of every message you send to other Home Voice Mail users.

To add, change or delete your Recorded Name:

1. At the Main Menu, press ⌨4 for Personal Options.
2. Press ⌨2 for Greetings.
3. Press ⌨1 to change your Recorded Name. The service will play your current Recorded Name.
   - Press ⌨1 to save the current setting.
   - Press ⌨2 to record. Begin recording after the tone. The service will play back your new Recorded Name. Press ⌨1 to accept.
   - Press ⌨4 to erase. The service will say "Your Recorded Name will be erased." Press ⌨1 to accept.

Automatic Default System Greeting

When you set up your mailbox, you will be prompted to record a Personal Greeting. However, at any time after you have set up your mailbox, you can revert back to the Automatic Default System Greeting.

To activate the Automatic Greeting:

1. At the Main Menu, press ⌨4 to select Personal Options.
2. Press ⌨2 for Greetings.
3. Press ⌨8 for Automatic Greeting.
4. Press ⌨1 to turn the Automatic Greeting on.

NOTE: If you have recorded your name, it will be used in the Automatic Default System Greeting. If you would prefer to use your telephone number instead, delete your Recorded Name following the instructions above.

To reactivate your Personal Greeting:

Once you turn the Automatic Greeting off, your Personal Greeting will play.

Personal Greeting

The Personal Greeting is recorded in your own voice. For example, "You've reached the Smith residence. We're not available to take your call right now. Please leave your name, telephone number and message after the beep and we'll return your call promptly."

To activate and record/change your Personal Greeting:

1. At the Main Menu, press ⌨4 for Personal Options.
2. Press ⌨2 for Greetings.
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 record a new greeting. Begin recording after the tone. The system will replay your new

Personal Greeting. Press ① to accept.

- Press ③ to erase this Personal Greeting and use the Default System Greeting instead. Press ① to continue without recording a new Personal Greeting. Press ② to record a new Personal Greeting.

To activate your Personal Greeting (if Default System Greeting is activated), from the Main Menu:

1. Press ④ for Personal Options.
2. Press ② for Greetings.
3. Press ⑧ to turn Personal Greeting on.
4. Press ① to activate Personal Greeting.

Time of Day Personal Greeting

You have the option to play two different personal greetings based on the time of day. Your regular Personal Greeting will play anytime you have not set a separate Time of Day Greeting.

To set a greeting schedule and record a Time of Day Greeting:

1. At the Main Menu, press ④ for Personal Options.
2. Press ② for Greetings.
3. Press ⑨ to review your Time of Day Greeting and schedule.
   - Press ① to record or change your Time of Day Greeting.
   - Press ② to review or change your weekday schedule.
   - Press ③ to review or change your weekend schedule.

NOTE: Time of Day Greeting is not available if you choose to use the system's Alternate Greeting.

Busy Greeting (OnePoint Voice Mail only)

The Busy Greeting informs callers that you are home, but currently on another call. For example, "You've reached the Jones residence. We're on another call right now. Please leave your name, telephone number and a brief message after the beep, and we'll return your call as soon as we can."

To activate and record/change your Busy Greeting:

1. At the Main Menu, press ④ for Personal Options.
2. Press ② for Greetings.
3. Press ② to record/change your Busy Greeting. The service will play your current Busy Greeting.
   - Press ① to keep this Busy Greeting.
   - Press ② to record a new greeting. Begin recording after the tone. The system will replay your Busy Greeting. Press ① to accept.
   - Press ③ to erase this Busy Greeting. Press ① to continue without recording a new Busy Greeting. Press ② to record a new Busy Greeting.

NOTE: If you do not record a Busy Greeting, your Personal Greeting or Default System Greeting will play when you are on another call.

Alternate Greeting

The Alternate Greeting allows you to leave special instructions for your callers for a specific period of time. When the special instructions are no longer needed, you may reactivate your Personal Greeting. For example,

"You've reached the Smith residence. If you are calling about soccer, games are canceled on Saturday, September 7th due to the rain. Practice resumes on Monday. Otherwise, please leave your name, telephone number and a brief message and we'll return your call as soon as we return."

To activate and record/change your Alternate Greeting:

1. At the Main Menu, press [4] for Personal Options.

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 try again. Begin recording after the tone. The system will automatically replay your Alternate Greeting. Press [1] to accept.

   · Press [3] to erase this Alternate Greeting. Press [1] to continue without recording a new Alternate Greeting. Press [2] to record a new Alternate Greeting.

To toggle between Alternate and Personal Greetings:

1. At the Main Menu, press [4] for Personal Options.

2. Press [2] for Greetings.

3. Press [4] to toggle your Alternate Greeting.
   Press [8] to toggle your Personal Greeting.

Special Delivery
(OnePoint Voice Mail only)

When you are away from the office, Special Delivery will call you at the telephone number you specify (single attempt, no retry) to inform you when a new message arrives in your mailbox. You enter your mailbox Passcode to hear your message play. You control Special Delivery by setting:

· The telephone number where you can be reached (destination number).

· Notification for all messages or only those marked urgent by your callers.

· The earliest and latest times to be notified.

To turn Special Delivery on/off:

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 activate/deactivate Special Delivery.

   · If service is off, press [1] to turn on.

   · If service is on, press [2] to turn off.

5. Press [1] to be notified for all messages. Press [2] for urgent messages only. Press [3] to disable notification.

To set/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 [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. Press [3] to delete. When prompted, enter your new Special Delivery number. If you wish to continue without entering a Special Delivery number, press [#].

IMPORTANT TIP: If you choose to be notified for urgent messages only, you need to instruct callers how to make their message urgent. Sample greeting: "I'm not available to take your call. Please leave a message and I'll return your call. If this message is urgent, press #4 after recording your message."

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 ③ to set/change Special Delivery schedule. (The earliest and latest times each day you wish to be notified.)

   · Press ① to change start time.

     – Press ① to keep your current start time.

     – Press ② to try again. When prompted, use standard time (not military time) to enter new start time, then press #.

     Example: ⑧②⓪# = 8:20

     　　　　①②④⑤# = 12:45

   · Press ① for AM delivery, or press ② for PM delivery.

     – Press ② to change end time.

     – Press ① to keep your current end time.

   · Press ② to try again.

   · Press ③ to change the days of 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 # when finished, then ①. For example, if you wish to use Special Delivery on Monday, Tuesday and Friday, press ①②⑤#, then press ① to confirm.

Individual Mailboxes
(OnePoint Voice Mail only)

This valuable feature allows family members or roommates to receive messages in separate, private mailboxes. Incoming callers must use a touch-tone telephone to leave a message in an Individual Mailbox. Callers without touch-tone telephones can only leave their messages in the Main Mailbox. Be sure to turn off Automatic Log-In (see page 11) before adding Individual Mailboxes.

How to add or delete Individual Mailboxes

To create your Individual Mailbox Passcodes, Individual Mailbox owner's names and Main Mailbox Greeting:

1. Press ④ at the Main Menu to select Personal Options.

2. Press ④ to add or delete an Individual Mailbox.

3. Press ① to add a new Individual Mailbox. Press ② to delete an Individual Mailbox.

To add an Individual Mailbox:

4. Record your Name. Press `#` when finished.

5. Press `1` to confirm your Name.

6. A Passcode will be assigned (you can change it later when you access your Individual Mailbox).

Message Inventory

When you log into the Main Mailbox, the number of new messages in each of the individual mailboxes is given. Each mailbox is identified by the name recording or mailbox number of the Individual Mailbox. When you log into an Individual Mailbox, you will only receive an inventory of the number of messages in that mailbox.

How to access Individual Mailboxes

For direct access:

1. Dial your access number.

2. Enter your 10-digit home telephone number plus the 1-digit extension number, then press `#`.

3. Enter your Passcode (initially, it is the same as your 1-digit extension number), then press `#`.

For access from the Main Mailbox:

1. At the Main Menu, press `*` to access an Individual Mailbox.

2. Enter your 10-digit home telephone number plus the 1-digit extension number, then press `#`.

3. Enter your Passcode (initially, it is the same as your 1-digit extension number), then press `#`.

How to retrieve your messages from an Individual Mailbox:

1. Access your Individual Mailbox.

2. Press `1` to listen to messages.

3. Your first message will begin playing.

   · Press `1` to repeat the message.
   · Press `2` to save the message.
   · Press `3` to erase the message.
   · Press `7` to skip back 10 seconds during the message.
   · Press `9` to skip ahead 10 seconds during the message.

Individual Mailbox Main Greeting

Once you have created all of your Individual Mailboxes, you may wish to change your Main Greeting to give the Individual Mailbox number to your callers.

For example, "Hello, you have reached the Smith residence. To leave a message for Edward, press 1; for Mary, press 2; for Ben, press 3; or for the Hilltop Homeowners' Association, press 4. Otherwise, please leave a message after the tone."

NOTE: If you are adding several Individual Mailboxes at a time, wait until all are added before recording your Main Greeting.

Personal Receptionist
(OnePoint Voice Mail only)

You can give your callers the ability to transfer from your mailbox to another telephone number (local or toll-free number only) when you are not available. You can easily set up and activate this feature at any time. Each sub-mailbox can have its own Personal Receptionist number.

In your Personal Greeting, instruct your caller to press $\boxed{0}$ to transfer to the telephone number you have selected. For example, "This is [your name]. I'm not available to take your call now. If you would like to leave a message, wait for the tone, or to reach me at my mobile phone number, press 0."

To set/change your Personal Receptionist number:

1. At the Main Menu, press $\boxed{4}$ to select Personal Options.

2. Press $\boxed{5}$ for telephone numbers.

3. Press $\boxed{2}$ to set/change your Personal Receptionist number. The service will play your current Personal Receptionist target telephone number, if one exists.

   · Press $\boxed{1}$ to keep it and return to the Personal Options Menu.

   · Press $\boxed{2}$ to change it.

   · Enter your new 10-digit Personal Receptionist telephone number (local or toll-free number only).

   · Press $\boxed{1}$ to keep it and return to the Personal Options Menu.

   · Press $\boxed{3}$ to delete it.

Multiple Number Service
(OnePoint Voice Mail only)

Multiple Number Service allows you to forward up to four numbers in addition to your home telephone number to your OnePoint Voice Mail. For example, you could have calls to your wireless number, your spouse's wireless number, your teen line and your vacation home number all reach your OnePoint Voice Mail. No more checking multiple mailboxes for messages!

The alternate numbers can be any combination of wireline or wireless telephone numbers. Each alternate number requires Fixed Call Forwarding No Answer/Busy Transfer directed to your voice mail system access number to allow calls to forward into the mailbox.

If your wireless number will be answered by your OnePoint Voice Mail, you will need to utilize the No Answer/Busy Transfer feature included with your wireless service to forward calls to your OnePoint Voice Mail. You can activate this feature on your wireless phone by pressing $\boxed{*}\boxed{7}\boxed{1}$ followed by your OnePoint Voice Mail system access number and then press send. After you hear the confirmation tone, press end. (To deactivate, press $\boxed{*}\boxed{7}\boxed{3}$ and press send. After you hear the confirmation tone, press end.) Service is subject to customer agreement and calling plan. Regular airtime charges and long distance (if applicable) apply to any calls that are forwarded to OnePoint Voice Mail. If you have questions on charges or activation, dial $\boxed{*}\boxed{6}\boxed{1}\boxed{1}$ from your wireless phone or call 1.800.922.0204.

Important Notes:

1. Charges for call forwarding on alternate numbers may vary by state and carrier. Long distance charges may apply.

2. Wireless service is subject to customer agreement and calling plan. Regular airtime charges and long distance (if applicable) apply to any calls that are forwarded to OnePoint Voice Mail.

3. If your alternate number(s) is provided by a carrier other than Frontier or is located outside the regional calling area, it may not be compatible with Multiple Number Service or may require callers to re-enter the telephone number they dialed in order to leave you a message.

Optional Services

Ring Count Change[1]

Ring Count Change lets you choose how quickly your calls are answered by Home Voice Mail. You can change this setting as often as you like. Depending on your location, you will designate this setting either by the number of rings or the number of seconds.

To set up Ring Count Change:

1. Lift handset, and press ⑤⑧#.

   · If you hear three short bursts of dial tone, the system is 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 your phone to 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, 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 below to set the number of rings.)

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 ①⓪;

   1. If you want your phone to ring 5 times, press ②⑧.

   2. You will hear another stutter dial tone, or a confirmation signal, either of which confirms your selection.

   3. Hang up.

[1] This service is available where facilities permit for a small additional monthly fee for Basic and Standard. Included at no additional charge with OnePoint Voice Mail.

NOTE: Choosing nine rings is like turning off Home Voice Mail, as most callers will hang up before the ninth ring.

Visual Message Waiting Indicator/FSK[2]

In addition to the stutter dial tone feature that is compatible with all touch–tone telephones, you can receive visual notification with Visual Message Waiting Indicator/FSK. This is a signal that generates a flashing light on FSK–compatible telephone equipment to indicate you have a new message.

Not all telephones are FSK–compatible, even if they are equipped with a flashing light to indicate a new message. If the light on your phone doesn't flash when you receive new messages, just call 1.800.921.8101 and we can arrange to have it fixed for you.

[2] This optional service carries no additional charges (except in California).

NOTE: Visual Message Waiting Indicator/FSK is not available in all areas.

Quick Reference Card

Frontier Home Voice Mail	Press
Listen to your messages—during (after)	1
Repeat (Repeat)	1
Save (Save)	2
Erase (Erase)	3
Slower (Reply)	4
Louder (Forward)	5
Faster	6
Skip Back	7
Pause	8
Skip Ahead	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 a Wake-Up Call/Reminder	3

If you need help using Frontier Home Voice Mail or have questions about the service, please call:

1-800-921-8104

Representatives are available 24 hours a day, 7 days a week.

Overview Map

Options During Message Review

1	Repeat
2	Save
3	Erase
4	Slower
5	Louder
6	Faster
7	Skip Back
8	Pause
9	Skip ahead
0	Softer
#	Skip (message)
*	Return to Main Menu

Options After Message Review

1	Repeat (entire)
2	Save
3	Erase
4	Reply
5	Forward
6	Repeat (envelope)
*	Cancel/Back Up
0	Help
#	Skip Ahead

Delivery Options

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

Dial the number(s) you would like to send a message to, then press # when finished.

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

Main Menu

Reviewing Messages	1
Sending Messages	2
Wake-Up Calls/ Reminder Messages	3
Personal Options	4

Weekday	1
Weekend	2

Enter the time you wish to receive a Wake-Up Call.

Wake-Up Schedule

AM Wake-Up	1
PM Wake-Up	2
Keep Current Settings	*

Wake-Up/Reminder

Wake-Up Calls	1
Reminder Messages	2

Schedule a Reminder

One-Time Reminder	1
Daily Reminder	2
Daily Reminder on Weekdays	3
Daily Reminder on Weekends	4
Specify Days of the Week	5

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

Language

Regular English	1
Expert English	2
Spanish	3

Paging Notification

All Messages	1
Urgent Messages Only	2
No Messages	3

Passcode Options

Change Passcode	1
Automatic Log In	2

Personal Profile

Passcode Options	1
Language Options	2
Paging Notification	3
Special Delivery	4

Special Delivery

Turn ON/OFF	1
Review Notification Number	2
Special Delivery Schedule	3

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

Personal Options

Personal Profile	1
Name Recording and Greetings	2
Group Broadcast Lists	3
Individual mailboxes	4
Change your Telephone Numbers	5
Playing of Senders Caller ID	6
Sending Caller ID	7

Group Broadcast List

Create List	1
Change Lists	2
Delete Lists	3

Edit Lists

Add Numbers	1
Delete Numbers	2
Change Title	3

Telephone Numbers Menu

Special Delivery	1
Personal Receptionist	2

Add or Delete Submailboxes

Create Submailboxes	1
Delete Submailboxes	2

Greetings

Name Recording	1
Busy Greeting	2
Personal Greeting	3
Alternate Greeting	4
Toggle Alternate Greeting	5
Toggle Personal Greeting	8
Time of Day Greeting & Schedule	9