

You have to complete this step before you can start using your mailbox!

Setting Up Your Mailbox

Important: Please read the Voice Mail terms and conditions before setting up your mailbox.

1. Call your mailbox.

- Dial ***98** from your home (Voice Mail) phone.
- See the "Calling Your Mailbox" section below if you are *not* calling from your home phone. Enter your ten-digit Voice Mail telephone number when prompted for your temporary passcode.

2. Press **#** to begin your set up.

3. Follow the voice instructions to perform these set up tasks. Press **#** after each task.

- Create a passcode (4 to 10 digits).
- Create submailboxes, if available. (Write down system-announced submailbox numbers and passcodes.)
- Record personal and busy-line greetings. (If you have submailboxes, see "Telling Callers How to Reach a Submailbox" in the "Submailboxes" section of this guide.)
- Record the name that will be heard for your mailbox.

Calling Your Mailbox

You must always call your mailbox first to use it!

FROM HOME PHONE	FROM ANOTHER PHONE	
	Call home phone (home phone rings)	Call Voice Mail access number (home phone doesn't ring)
1. Press *98 . 2. Enter your passcode if requested.	1. Dial your Voice Mail telephone number. 2. Press * when the greeting begins. 3. Enter your passcode.	1. Dial your Voice Mail access number. 2. Press * when the greeting begins. Then enter your ten-digit home phone number. 3. Enter your passcode.

WBVMSV

Using the Main Menu

The Main Menu is your voice-announced directory of Voice Mail activities. If you did not select submailboxes with your service, your Main Menu will not include options **7** or **8**.

1. **Call your mailbox.** If *Autoplay* is on, your messages will play automatically when you call your mailbox. Then the voice prompts will announce the Main Menu. Turn Autoplay off if you do not want to hear your messages first. (See "Mailbox Options," section **9**.)
2. **Press the key for the activity you want, and follow the voice instructions.** Additional instructions for each Main Menu activity (**1 2 3 7 8 9**) can be found in the corresponding Main Menu sections of this guide. Just find the "button" for the activity you want in the left margin of each page.



Listen to Messages



Send a Message



Personal Reminders



Access a (Sub) Mailbox



Do Submailboxes Have Messages?



Mailbox Options

Other Useful Keys



Exit, cancel, or go back one step.



Get help (additional voice instructions).



Skip message or end recording.

**For additional instructions, go to www.bellsouth.com/info.
For help, call the BellSouth Help Line at 1-800-448-1110.**



Listen to Messages

Listening to Messages, Replying to Messages, Forwarding Messages

If you hear a "stutter" dial tone when you lift your handset, you have messages waiting. If you have special message waiting equipment, you will also see a message waiting light.

Follow these steps to review or replay your messages:

- **Call your mailbox.** (See "Calling Your Mailbox" on the first page of this guide.) Your messages will play automatically. Autoplay is *on*. To turn Autoplay *off*, see "Mailbox Options," section **9**.
- **If Autoplay is off, press **1** at the Main Menu to hear your messages.** Messages will *not* play automatically.
- **Press **1** at the Main Menu to replay your messages after you have listened to them.**

After listening to a message, you can press **4 to reply to the sender or **5** to forward a copy of the message to someone else.** The voice instructions will guide you.

Options available while listening to a message	
1	Replay messages
6	Date/Time received
7	Rewind 5 seconds
8	Pause or restart
9	Advance 5 seconds
#	Skip message

Options available after listening to a message	
2	Save message
3	Erase message
4	Reply to sender
5	Forward copy
*	Exit
0	Help



Send a Message

Sending a Message

Communicate important information to individuals or groups – even when you don't have time for a conversation. With **Silent Messaging**, you can record a message and "deposit" it in another BellSouth voice mailbox, without ringing the recipient's phone. Best of all, you can send a message to any BellSouth voice mailbox in the nine-state BellSouth area – without incurring long-distance charges!

If you have **group messaging (Message Delivery Service)**, you can send the same message to a group list of BellSouth mailboxes or local telephone numbers – for example, to team or family members.

1. **Call your mailbox.**
2. **Press **2** at the Main Menu.** (Send a Message)
3. **Press **1** if prompted by the voice instructions.** (Message Delivery Service only)
4. **Enter the destination mailbox, phone, or group number. Then press **#**.** (Enter a ten-digit mailbox/phone number or a one-digit submailbox number for the destination.)
5. **Record your message. Then press **#**.**
6. **Follow the voice instructions to **1** send the message, **2** make changes, **3** review the message, **4** add a destination, or **9** select a Delivery Option.** (Remember to press **1** to send.)

The ability to send, reply to, or forward copies of messages depends on the service location of both sender and recipient. Call your BellSouth Service Center for additional information.

Creating a Group List (Message Delivery Service – Optional feature)

To send a group message, you will first create a list of mailbox or phone numbers for everyone in the group. Your list can include local or long–distance BellSouth mailbox numbers. It can also include local telephone numbers (phone numbers for people who do not have a BellSouth voice mailbox). Messages sent to telephone numbers will deliver your recorded message when the call is answered.

1. Call your mailbox.
2. Press **9** at the Main Menu for Mailbox Options.
3. Press **4** for the Group Lists menu; then press **4** to create the list.
4. Assign a two–or three–digit group number (10–999).
5. Record a group name. Then press **#**. (Example: Soccer Team)
6. Enter the ten–digit phone numbers for the people on your list. Press **#** after the last entry.
7. To send a group message, just follow the instructions for "Sending a Message" on the previous page. (Press ***2** to go to "Send a Message" on the Main Menu now.)



Personal Reminders

Creating a Personal Reminder

Record a Personal Reminder message, and schedule it for delivery to your telephone number. The reminder message will be left in your mailbox if you don't answer your phone.

1. Call your mailbox.
2. Press **3** at the Main Menu.
3. Press **1** to create a Personal Reminder message, or press **2** to review or cancel a reminder.

Submailboxes (Optional Feature)

The Submailbox option provides one "main" mailbox and up to three private "submailboxes" for individual household members. Submailboxes work like the main mailbox. They have individual passcodes and greetings. They also have the same Voice Mail access number and telephone number as the main mailbox. Submailboxes can perform most of the mailbox activities covered in this guide (receive messages, listen to messages, etc.). Submailboxes cannot create other submailboxes.

Creating a Submailbox

1. Call the mailbox. (***98** from home.)
2. Enter the main mailbox passcode, if requested.
3. Press **9** at the Main Menu for Mailbox Options; next, press **2** for Mailbox Settings; then press **4** Create or delete a submailbox; then press **1** Create a submailbox.
4. Follow the voice instructions to create the submailbox.

When the submailbox is created, the system will announce the submailbox number and temporary passcode (Submailbox #1 – passcode 1111; Submailbox #2 – 2222; Submailbox #3 – 3333). Be sure to provide these numbers (1, 2, or 3) to the new submailbox owner.

Setting Up a Submailbox

The submailbox user must "set up" the submailbox before he can use it. Here are the set up steps:

1. Access the submailbox (see "Accessing a Submailbox" on the next page).
2. Follow the Voice Mail instructions to complete the submailbox set up tasks:
 - Create a passcode (4 to 10 digits).
 - Record personal and busy–line greetings.
 - Record a name announcement.

**For additional instructions, go to www.bellsouth.com/info.
For help, call the BellSouth Help Line at 1–800–448–1110.**



Access a Submailbox

Submailboxes (continued)

Accessing a Submailbox

You must always access your submailbox to listen to messages or to do anything else.

QUICK ACCESS

1. Call the mailbox. (See the "Calling Your Mailbox" section on the first page of this guide.)
2. Enter your submailbox passcode when prompted by the voice instructions.

ACCESS FROM THE MAIN MAILBOX

1. Call the mailbox. (See the "Calling Your Mailbox" section on the first page of this guide.)
2. Enter the main mailbox passcode when prompted by the voice instructions.
3. Press **8** at the Main Menu to find out which submailboxes have messages. (Optional step.)
4. Press **7** at the Main Menu. (Access a Submailbox)
5. Enter the submailbox passcode.

TIP: Keep in mind that you will not be able to press **7** and access a submailbox if the submailbox has not been created.



Submailbox Messages?

Telling Callers How to Reach a Submailbox

Tell callers in the main mailbox greeting how to reach submailbox users. To reach a submailbox, callers will enter the submailbox number (1, 2, or 3) during the main mailbox greeting. (Callers will press **9**, or simply wait for the tone, to leave a message in the main mailbox.)

Example main mailbox greeting: "To leave a message for Carol and John, press **9** during this greeting; for Cathy, press **1**; for Steven, press **2**; for Rachel, press **3**."

**For additional instructions, go to www.bellsouth.com/info.
For help, call the BellSouth Help Line at 1-800-448-1110.**



Mailbox Options

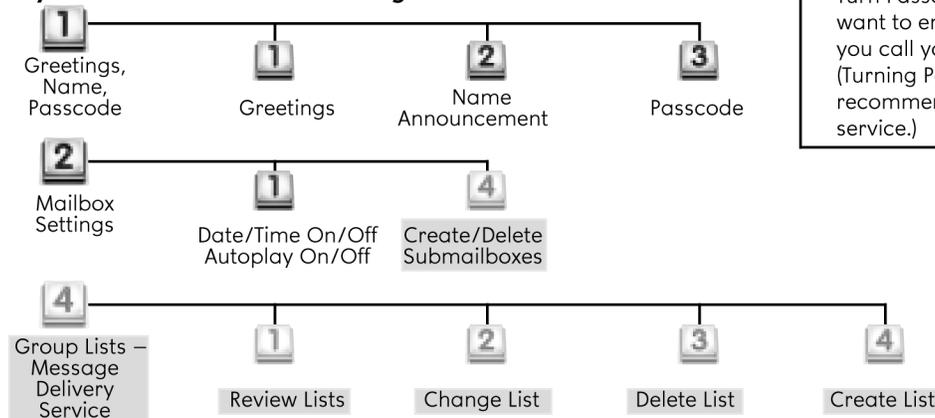
Managing Your Mailbox – Mailbox Options

Customize your Voice Mail service to meet your individual needs with Mailbox Options. Press the keys as shown in the charts below to change your passcode, create submailboxes, and more. Example: To change your passcode, press **9 1 3** at the Main Menu.

First, press **9** for Mailbox Options.

Second, press one of the keys below:

Third, press the key for the option you want to change:



Passcode Tip:

- You can change your passcode at any time!
- Turn Passcode Skip on if you don't want to enter your passcode when you call your mailbox from home. (Turning Passcode Skip on is not recommended with submailbox service.)

List Tip: You can create up to three group lists with 1–30 BellSouth voice mailboxes or local telephone numbers in each group.

Options shown in gray are optional features. You will not hear these voice prompts if you do not have the related features. Mailbox Options selections related to BellSouth Voice Mail Premium service features are covered in the "BellSouth® Voice Mail Premium Service" section at the end of this guide.

BellSouth® Voice Mail Premium Service

BellSouth Voice Mail Premium service works hand in hand with other communications services – wireless phones, pagers, and fax machines. With Wireline–Wireless Mailbox service, Pager Notification, and FaxMail, you have access to information when you need it. For more information on any of these options, call your BellSouth Service Center today.

Wireline–Wireless Mailbox

With Wireline–Wireless Mailbox service, messages for your home (wireline) phone and up to four Cingular® Wireless phones can be left in your BellSouth voice mailbox. Receiving all your messages in a single mailbox simplifies checking messages. You'll only check one mailbox. In addition, you can give callers the option of pressing **0** to be transferred to your wireless number when they call you at home and reach your Voice Mail greeting.

Calling Your Voice Mailbox

For easy access to your Voice Mail service from your Cingular Wireless phone, program your Voice Mail access number on one of your speed–dial buttons. To call your mailbox from any other phone, follow the instructions in the "Calling Your Mailbox" section of this guide.

Recording Greetings

You can record a single greeting that will be used for both your wireline (home) and wireless numbers – or you can record separate mailbox greetings for each number.

To record or change your greetings, call your mailbox first. Then, at the Main Menu, press **911** (press **9**, then **1**, then **1**), and follow the simple voice instructions to record.

Personal Receptionist (Call Transfer)

Tell callers, either privately or in your mailbox greeting, to press **0** to be transferred to another number. Initially, your service will be arranged to transfer your calls to your Cingular Wireless number. You can change that number at any time with the Personal Receptionist feature. Just call your mailbox. Then press **922** at the Main Menu. Follow the voice instructions to change the number.

**For additional instructions, go to www.bellsouth.com/info.
For help, call the BellSouth Help Line at 1–800–448–1110.**

Pager Notification

With Pager Notification, your Voice Mail service sends a notification to your digital pager when you receive a message in your voice mailbox. Or you can have Special Delivery service call you at an alternate telephone number. Either way, you control whether or not you are notified and the numbers that will be called.

To turn notification on or off, call your mailbox. Press **9311** at the Main Menu to turn Special Delivery notification on or off.

Press **9321** at the Main Menu to turn Pager Notification on or off.

To change your Special Delivery phone number, press **9313** at the Main Menu, and follow the voice instructions. To change your Pager Notification phone number, press **9323**, and follow the voice instructions.

FaxMail

The FaxMail option allows you to receive fax messages in your voice mailbox when you are on the phone or away from home.

Recording Greetings

Tell callers in your greeting to press **9** to send a fax message. The system voice instructions will guide callers through the rest of the fax process.

Notification of Fax Messages

When you receive a fax message, you'll hear a "stutter" dial tone when you lift your handset. If you have Pager Notification, you can arrange for your Voice Mail service to page you when you have a message. (See "Pager Notification" above.)

Printing Fax Messages

To print fax messages with Autoplay on, press **1** to review fax messages one at a time; or press **2** to review all your fax messages at once. Follow the voice instructions to print your fax messages.

You will assign the default fax number where your fax messages will print. To change the printer location, press **952** at the Main Menu, and follow the voice instructions.

Note: FaxMail and Message Delivery Service cannot be provided in combination.

**For additional instructions, go to www.bellsouth.com/info.
For help, call the BellSouth Help Line at 1–800–448–1110.**

BELLSOUTH[®] VOICE MAIL SERVICES AND FEATURES TERMS AND CONDITIONS

The terms and conditions set forth herein constitute an agreement ("Agreement") between BellSouth Telecommunications, Inc. ("BellSouth") and the BellSouth Voice Mail customer ("Customer") for the provision of BellSouth Voice Mail services and features. Please read these terms and conditions carefully and keep a copy for your records.

1. BellSouth will furnish and provide BellSouth Voice Mail services and features on a month-to-month basis. The services and features may be terminated at any time, for any reason, by Customer. In the event BellSouth chooses to discontinue any BellSouth Voice Mail service or feature as a generally available service or feature offering, BellSouth will provide thirty (30) days written notice of the same to Customer. BellSouth reserves the right to provide BellSouth Voice Mail services and features through any appropriate equipment and software.
2. Customer agrees to pay BellSouth its charge for establishment of the BellSouth Voice Mail services and features and the monthly charge for each service and feature that will be placed on Customer's monthly BellSouth bill. Customers purchasing usage-based services and features may receive a usage allowance in the monthly recurring rate. Such customers may be charged a per use rate for each use above the monthly allowance, if any. Customers purchasing a flat rate service or feature will be billed a recurring monthly rate regardless of amount of usage of the service or feature.
3. Customer has the responsibility of contacting BellSouth if he/she wishes to discontinue any BellSouth Voice Mail services or features that Customer no longer wants, can no longer use with Customer's existing services, or that are incompatible with other existing services or features subscribed to by Customer. BellSouth may discontinue a BellSouth Voice Mail feature on behalf of Customer without notice to Customer if and when BellSouth becomes aware of Customer subscribing to another service or feature that is incompatible with a BellSouth Voice Mail feature or that Customer can no longer use a BellSouth Voice Mail feature because Customer has discontinued a service or feature with which the BellSouth Voice Mail feature was specifically designed to work.
4. BellSouth may modify the charges for BellSouth Voice Mail services and features on thirty (30) days written notice to Customer. Such notice may be provided in a bill insert, as a message printed on the BellSouth bill, in a separate mailing, or by any other reasonable method at BellSouth's discretion. BellSouth further reserves the right to modify the terms of this Agreement and/or the operation of BellSouth Voice Mail services and features at any time. If Customer does not accept the modified charges or terms of the Agreement, or the modified operation of the BellSouth Voice Mail service or feature, Customer may immediately terminate the service or feature.

(Continued)

5. **LIMITATION OF LIABILITY:** Customer's sole remedies for loss or damage caused by use of BellSouth Voice Mail services or features, or for delay or partial or total nonperformance of any BellSouth Voice Mail service or feature under this Agreement, regardless of the form of action, whether in contract, tort (including negligence), strict liability or otherwise, shall be limited to an amount equivalent to charges payable by Customer to BellSouth for such BellSouth Voice Mail service or feature for the period such failure, delay or nonperformance occur. A pro rata refund for these equivalent charges will be issued to Customer upon Customer request. BellSouth is not responsible for the content of messages or messages lost in the use of BellSouth's Voice Mail services and features, including those due to equipment failure or Customer error. **BELLSOUTH WILL IN NO EVENT BE LIABLE FOR INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF OR CONNECTED TO THE PROVISION OR USE OF BELLSOUTH VOICE MAIL SERVICES AND FEATURES, REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE, ERROR, MISTAKE OR OMISSION ON THE PART OF BELLSOUTH OR ITS EMPLOYEES OR AGENTS), STRICT LIABILITY OR OTHERWISE.**
6. BellSouth shall not be held responsible for any delay or failure in performance of any part of this Agreement caused by fire, flood, explosion, war, strike, embargo, government requirement, regulatory agency requirement, civil or military authority, act of God, or other similar causes beyond BellSouth's control ("Condition"). If any such Condition occurs, BellSouth may elect to immediately terminate this Agreement and the BellSouth Voice Mail services and features without notice.
7. Unless expressly stated otherwise, these terms and conditions do not apply to customers who have entered a separate contract for BellSouth Voice Mail services and features for a specified time period to the extent such contract contains separate terms and conditions.
8. Nonpayment of BellSouth Voice Mail service and feature charges shall not be cause for denial or termination of exchange telephone service. Non-payment may, however, result in immediate cancellation of the BellSouth Voice Mail services and features without further notice and the application of a late payment charge and/or late payment interest of up to 1.5% (1% in Louisiana) or the highest amount allowed by law, whichever is lower.
9. BellSouth Voice Mail services and features are for Customer's use only and may not be assigned.
10. If BellSouth Voice Mail services and features are tariffed offerings in Customer's state, the terms of the tariff will control in the event of a discrepancy between the terms and conditions hereof and the provisions of the applicable tariff.
11. In using BellSouth Voice Mail services and features, Customer shall comply with all applicable state and federal laws and regulations. The services and features shall not be used for any unlawful, fraudulent or obscene purpose, or for the purpose of frightening, abusing, tormenting, or harassing another, or for any other purpose in violation of BellSouth's regulations and policies. Any such usage may result in immediate termination of the services and features without notice.