SET UP YOUR VOICE MAILBOX FIRST

- **From your home phone, press ✱ 9 8 or call your Retrieval Number**
  Your retrieval number is shown on the welcome letter you received in this package.

Voice prompts will guide you through these steps:

- **Create your own Security Code**
  It can be any number 4 to 15 digits long that doesn't begin or end with a zero.

- **Record a name to identify your Mailbox**
  For instance, "Smith Residence" or "John & Carrie"

- **Choose a Greeting:**
  - ① Standard Greeting with phone number.
  - ② Standard Greeting with name.
  - ③ Record your own Personal Greeting, up to 3 minutes long.

HOW TO CHECK MESSAGES / ACCESS YOUR MAILBOX

Choose one of these ways to access your mailbox, then follow the prompts you hear. Any new messages will start to play automatically ("Autoplay"). The main menu comes on last.

From your home phone only		From home or away		From home or away
PRESS ✱ 9 8	-OR-	CALL your home phone number, then press ⑦ when the greeting starts	-OR-	CALL your Retrieval Number

IMPORTANT
You must set up your mailbox before callers can leave messages for you.

Standard Greeting
Our Standard Greeting says: "You have reached [Your Mailbox's Name or Your Phone Number]. At the tone, please record your message."

Why 3 ways to check messages?
Quick and easy, ✱ 9 8 is for when you're at home. The other two ways work anywhere – at home or away.
(✱98 message retrieval may not be available in all areas.)

Message Indicator and Light
You'll know you have a new message whenever you hear an "interrupted" dial tone. If you have a phone or a Caller ID box with a message light, call 1-800-244-1111 to have it activated.

Extension Mailbox
The optional Extension Mailbox feature gives busy households separate personal Mailboxes for their voice messages. See Optional Features on the back for more information.

LISTEN TO NEW AND SAVED MESSAGES

While you're listening

Move through your messages with the keypad commands shown in **blue**. You can rewind to catch something you didn't hear, change the volume, the playback speed and more. Press ①① to rewind to the beginning of a message, or ③③ to go to the end.

After you listen to each message

The commands shown in **red** are available. You must choose ⑦ to Erase, ⑨ to Save or # to Skip before the next message will play.

Save time with ⑧⑧ Call Return

Just press ⑧⑧ after listening to a message, and return the call. No more scratch paper or listening to the message over and over to get the number! This time-saver is FREE and is available for most local calls.

The most helpful keys

The keys on the **bottom** row are everyone's favorites. Use "pound" # to Skip quickly over messages for others, and "star" ✱ to Back Up to the previous menu. They're all available at any time.

rewind 10 sec **1**	*pause/ restart* **2**	*forward 10 sec* **3**
slower replay **4**	*date & time* **5**	*faster copy* **6**
erase **7**	*normal volume reply* **8**	*louder save* **9**
exit/ back up ✱	*help* **0**	*skip* #

OPTIONAL FEATURES

Message Notification
rings your phone or mobile phone, or alerts a pager when you have a new message.

Extension Mailbox
gives you one Main Mailbox plus 3 personal "extensions" so that different household members can receive private messages.

If you'd like to add an Optional Feature, call 1-800-244-1111.

If you've ordered one of these optional features, you'll find the instructions on a separate sheet included in this package.

NEED HELP WITH QWEST VOICE MAIL?

1-800-669-7676

qwest.com

QUICK REFERENCE

Three ways to Check for Messages / Access your Mailbox

From your home phone only	From home or away	From home or away
PRESS **✱ 9 8**	-OR- CALL your home phone number, then press ⑦ when the greeting starts	-OR- CALL your Retrieval Number

Keypad Commands

Commands shown in **blue** are available **while** you're listening to a message.

Use the **red** commands **after** you listen.

Press Exit ✱, Help ⓪ or Skip # at any time.

rewind 10 sec **1**	*pause/ restart* **2**	*forward 10 sec* **3**
slower replay **4**	*date & time* **5**	*faster copy* **6**
erase **7**	*normal volume reply* **8**	*louder save* **9**
exit/ back up **✱**	*help* **0**	*skip* **#**

Interrupted dial tone is sometimes disrupted by certain line conditions, so you may occasionally have messages even if you don't hear the tone. *98 message retrieval may not be available in all areas. Call Return is available for local calls only that are not blocked. ©2003 Qwest Communications International Inc. 10/03

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