Frontier Enhanced Messaging
User Guide

Contents

Unified Messaging Service—Package Details

Residential

	Basic	Deluxe	Family	Family Deluxe	Unified Messaging (Add On)
Sub mailboxes			5	10	
Total minutes of message storage	35	100	20 each mbox	20 each mbox	
Message Waiting Indicator	√	√	√	√	
Greetings					
Greeting Length	1.5 min	2 min	2 min	2 min	
Extended Absence Greeting		√	√	√	
Messages (Playback Options)					
Auto Play Messages	√	√	√	√	
Message Header and Bodies (control)	√	√	√	√	
Skip (Fwd/Back), Pause, Replay, Delete, Save	√	√	√	√	
Reply/Copy Message to another subscriber	√	√	√	√	
Live Reply (automatically return the call)		√	√	√	
Group Lists					
# of Group List	1	10	10	10	
# of Members per Group List	5	25	25	25	
Message Retention					
Message Retention—New	15	30	30	30	
Message Retention—Deleted	7	7	7	7	
Reminder Service		√			

Business

	Basic	Basic with 5 sub mailboxes	Basic with 10 sub mailboxes	Deluxe	Unified Messaging (Add On)
Sub mailboxes		5	10		
Total minutes of message storage	75	30 each mbox	30 each mbox	200	
Greetings					
Greeting Length	1.5 min	2 min	2 min	2 min	
Extended Absence Greeting		√	√	√	
Messages (Playback Options)					
Auto Play Messages	√	√	√	√	
Message Header and Bodies (control)	√	√	√	√	
Skip (Fwd/Back), Pause, Replay, Delete, Save	√	√	√	√	
Reply/Copy Message to another subscriber	√	√	√	√	
Live Reply (automatically return the call)		√	√	√	
Group Lists					
# of Group List	10	10	10	10	
# of Members per Group List	25	99	99	99	
Message Retention					
Message Retention—New	30	30	30	30	
Message Retention—Deleted	7	7	7	7	
Reminder Service				√	

Mailbox Main Menu Instructions

☐1 Review Messages → Listen to Message

Review Messages Menu

- ☐1 Voice Mail
- ☐2 Email
- ☐3 Faxes

Hear Message

- ☐1 Repeat
- ☐2 Save
- ☐3 Erase
- ☐4 Reply
- ☐5 Send a Copy
- ☐2☐2 Mark Saved Message as New

☐2 Send Message

Enter phone or GL number, then ☐#

- ☐1 Review Message
- ☐2 Mark as Urgent
- ☐3 Mark as Private
- ☐4 Re-Record Message
- ☐5 Report on Send
- ☐6 Report on Read
- ☐7 Add Recipient
- ☐# Send as is

☐3 Work with Greetings Menu

Greeting Options Menu

- ☐1 Personal Greeting
- ☐2 Extended Absence
- ☐3 Sys-Gen Greetings and Name Recording
- ☐4 Group Mailbox Greetings
- ☐5 Busy Greetings
- ☐6 Out-of-office Hours Greeting
- ☐7 Shared Greetings
- ☐# Forward All Calls to Voice Mail Greeting
- ☐* Exit Menu

☐4 Mailbox Settings

Mailbox Settings Menu

- ☐1 Group Lists
- ☐2 Hands-free and Time-saver Options
- ☐3 Security Options
- ☐4 Group Mailbox Settings
- ☐5 Notification Settings
- ☐6 Additional Settings
- ☐7 Advanced Call Feature Settings
- ☐* Exit Menu

☐5 Reminders

Reminders Menu

- ☐1 Reminders Settings
- ☐2 Add New Reminder
- ☐3 Recurring Reminders Settings
- ☐4 One-Off Reminder Settings

☐6 Review Erased Messages → Erased Messages

Select Message Type

- ☐1 Voice Mail
- ☐2 Email
- ☐3 Faxes

Hear Messages

- ☐1 Repeat
- ☐2 Restore
- ☐3 Permanently Erase
- ☐4 Reply
- ☐5 Send a Copy
- ☐# Next Message

☐7 Switch Account

Enter phone number, then ☐# or ☐* if error

☐0 Help

Helpful Hints

- ☐# Next Hint
- ☐* Return to Main Menu
- ☐1 Replay from Start of Menu

☐* Exit

Goodbye and Exit

Common Keys

- ☐* Cancel Input or Move Up a Level
- ☐# End Input or Move Forward in a List
- ☐0 Helpful Hints
- ☐8 Pause/Resume

Helpful Hints

The Helpful Hints menu tells you about many of the features of Enhanced Messaging and the keys you can use to move around within it.

- Press ⓪ to access Helpful Hints

- Press [#] to step forward one hint

- Press [1] to return to the first message (hint)

- Press [*] to return to the main menu

Hint topics:

- Using the pound [#] key

- Using the star [*] key

- Using the playback queuing option keys and time saver options

- Changing the playback volume of voice messages

- Changing the speed of message playback

- Replying to, forwarding and sending messages

Initial Access of Your Mailbox

Congratulations on becoming an Enhanced Messaging subscriber! This section will walk you through the steps you need to take to access your mailbox for the first time (from your home or office telephone that has Enhanced Messaging).

Step 1: To access your voice mailbox, dial the voice mail access number listed on the welcome letter you received regarding Enhanced Messaging. You can also call Frontier Customer Service, 1.800.921.8101 (residence) or 1.800.921.8102 (business) to get this number.

Step 2: You will hear a voice prompt to enter your Personal Identification Number (PIN). Enter your temporary PIN at this time, which was provided to you when you placed your order and can also be found in your welcome email. If you need a password reset, call the Frontier Customer Service number (s) listed in step 1.

Step 3: You will hear a tutorial that will help you set up your new permanent PIN, name announcement and greeting.

Setting Up Your Permanent Personal Identification Number (PIN), Name and Greeting

On your initial mailbox access, the following instructions will guide you through mailbox set-up, where you will establish a permanent Personal Identification Number (PIN), record your name and record a personalized greeting in your own voice.

Step 1: *Setup your PIN.* (Your PIN is the same as a password/passcode.) Your PIN must be a six- to 13-digit number. This should be a number that is easy for you to remember but not easy enough for others to guess.

- You will be asked to enter a PIN and press [#] and then re-enter your PIN and press [#] again.

Step 2: *Record your name* in your own voice. This is your name announcement. Record your name and then press [#] to accept (for example, "John Smith"). *If you need to change this, press* [1].

Step 3: *Establish a greeting* (what callers hear when you do not answer the phone). You have four options.

- Press [1] to record a personal greeting (press # to accept). (For example, "You have reached the Smith residence. We are not available to take your call at the moment. Please leave a message and we will get back to you as soon as we can.") -OR-

- Press [2] to select a system greeting that includes your name announcement. -OR-

- Press [3] to select a system greeting that includes your telephone number. -OR-

- Press [4] to select a system greeting that does not include your name announcement or telephone number.

Accessing Your Mailbox

This section provides instruction on how to access your mailbox after your initial mailbox set-up.

Choose one of the following methods to access your mailbox:

From Your Home or Office Telephone (with Enhanced Messaging)

Access Options

1. Dial `*``1``0``0`. You will then be asked to enter your PIN.

-OR-

2. Dial your voice mail access number; you will then be asked to enter your PIN.

Away From Your Home or Office

Access Options

1. Dial the home or office telephone number that has Enhanced Messaging. When your voice mail greeting begins to play, interrupt the greeting by pressing `*`. You will be asked to enter your PIN.

-OR-

2. Dial your voice mail access number. Enter your 10-digit mailbox number (in most cases, this will be your home or office telephone number). You will then be asked to enter your PIN.

Using the Main Menu

The Main Menu is the first set of options you hear when you first access your mailbox:

- Press `1` to Listen to your messages
- Press `2` to Record and Send a Message to another Enhanced Messaging subscriber
- Press `3` to Set Up and Manage your Greetings
- Press `4` for Mailbox Settings
- Press `5` for Reminder Settings
- Press `6` to Manage Erased Messages
- Press `7` to Log In (to a different mailbox)
- Press `0` for Helpful Hints
- Press `*` to End the Call or Hang Up

Listening to your messages

To get your messages, press `1` (from the main menu), then:

- Press `1` to listen to voice mail messages
- Press `2` to listen to email messages (if you have the optional Unified Messaging feature)
- Press `3` to review your fax messages (if you have the optional Unified Messaging feature)

When the message has finished playing, the following options are announced. Once you have chosen an option, the next message will begin playing.

- Press `1` to Play message from the beginning
- Press `2` to Save the message and go to the next
- Press `3` to Erase the message
- Press `4` to Reply to the message

- Press ⑤ to Send a copy (forward) of the message to another subscriber
- Press ①① to Return to the previous message
- Press ⌗ to Keep the message as new and go to the next message
- Press ⁎ to go to the Main Menu

Note: You can Reply and Forward messages only to other Enhanced Messaging subscribers.

Replying to a Message from Another Unified Messaging Subscriber

When another Enhanced Messaging subscriber leaves you a message, you can directly reply by leaving a voice mail or by automatically returning the call.

After playing a message:

Press ④ to **Reply** to the message

- Press ① to automatically return the call (Live Reply); this feature is available to specific mailbox types only, see chart on Page 3.
- Press ② to Record a voice message to send back in reply (to the sender)
- Press ③ to Record a voice message to send back to all recipients (if it was sent to multiple recipients)
- Press ④ to Forward the Message to an Enhanced Messaging subscriber
- Press ⑤ to Send a new message

Sending a Copy of a Message (forward) to Another Unified Messaging Subscriber

After playing a message, you may:

Press ⑤ to **Send a Copy** of the message (forward) to an Enhanced Messaging subscriber

- Enter the 10-digit number of the person you wish to forward to followed by ⌗ (you will hear the person's number or name if it is available)
- Press ⁎ if you make a mistake or need to re-enter or erase the number you just entered
- If you want to add additional recipients, enter the additional number followed by ⌗
- Press ⌗ when you have finished entering recipient numbers
- You then have the option of recording an introduction for the forwarded message
- Press ⌗ after recording the introduction
- Press ① for delivery options, see Delivery Options below
- Press ⌗ to deliver the message immediately

Sending a Message to Another Subscriber

You can use Enhanced Messaging to send a voice mail message directly to other Enhanced Messaging subscribers without having to call them.

You can also record one message and send it to several Enhanced Messaging subscribers at the same time. If you regularly need to send messages to a number of people, you should consider creating a **group list**. See Changing Your Mailbox Settings/Manage Group Lists on Page 11.

Press ② (from main menu) to **Send a Message** to one or more numbers

- When prompted, enter an individual 10-digit mailbox/telephone number or group list number of the person/ people you wish to receive the message
- As you enter each individual number to receive your message, an announcement plays back the number, or recorded name as applicable; if you made a mistake and need to re-enter the number, press ⁎ to cancel and start again

- If you want to add additional recipients, enter their number followed by #

- Press # when finished entering recipient numbers

- Record your message; when finished, press #

- Press 1 for delivery options, see Delivery Options below

- Press # to deliver the message immediately

To cancel your message after or during recording, press *. This will return you to the announcement asking you to make a recording. Pressing * again will move you up in the menu. You can hang up to end the call, select another option from the menu or keep pressing * until you exit the system.

Delivery Options for Messages

There are a number of delivery options available to you:

- Press 2 to mark your message as urgent (urgent messages are heard first before any non-urgent messages)

- Press 3 to mark your message as private (which does not allow your message to be forwarded to anyone else)

- Press 4 to re-record your message

- Press 5 to request a delivery report (that your message was delivered to the recipient's mailbox)

- Press 6 to request a read report (that your message has been opened by the recipient)

- Press 7 to add or remove recipients from the message

- Press # to send the message

Greetings Menu

When you enter this menu, you will hear an announcement stating what greeting you are currently using, and whether or not you are accepting messages.

You can choose from a selection of different greetings detailed in the following list.

- A **Personal Greeting** that plays a custom message. This personal greeting was recorded when you set up your account.

- You can set an **Extended Absence Greeting** to play when you are out of the office or away from your phone for a long period of time. Callers are required to listen to your greeting before they can leave a message.

  - The extended absence greeting can also be set to **announcement only**, which means that callers will not be able to leave a message for you

- **System Generated Greeting** and Name Recording can be used instead of recording a custom greeting

- **Group Mailbox Greetings** are used for Family and Business Basic with Sub-mailboxes

- You can set a **Busy Greeting** to play when your phone is already in use when the caller tries to call you

- You can set an **Out-of-Hours Greeting** to play during the times when it is outside your normal working hours (Business only)

- Press 3 (from main menu) to **Manage Your Greetings**

- Press 1 to set up a **Personal Greeting**

- Press 2 to set up an **Extended Absence Greeting**

  First time setting up extended absence greeting

  - Press 1 to prevent callers from leaving a message

  - Press # to allow messages (to be left in your mailbox)

If extended absence already is established (you will be told if active or not)

- – Press ① to enable/disable your extended absence greeting
- – Press ② to review your extended absence greeting
- – Press ＊ to exit without making any changes
- – Press ③ (if enabled) to change whether messages are accepted by callers

- Press ③ to select a **System Greeting** or change recording of your name

  An announcement tells you what type of greeting you are currently using

  - – Press ① to select type of and to activate system generated greetings

    The system initially chooses a system generated greeting that includes your spoken name

    - - Press ① to use a greeting that includes your name
    - - Press ② to use a greeting that includes your number
    - - Press ③ to use a greeting that includes neither name or number
    - - Press ④ to review or re-record your name announcement
  - – Press ② to review or re-record your name announcement

- Press ④ to manage **Group Mailbox Greetings**

  An announcement will tell you whether the group greeting is active

  - – Press ① to enable/disable the group greeting

- Press ⑤ to manage **Busy Greeting**

  An announcement will tell you whether the busy greeting is active

  - – Press ① to enable/disable your busy greeting
  - – Press ② to re-record your busy greeting

- Press ⑥ to manage **Out-of-Hours Greeting**

  Remember that Enhanced Messaging plays the out-of-hours greeting outside of the times you set up in your standard or custom schedule. Your schedule details your standard working hours.

  You will be prompted to record your out-of-hours greeting

  (If currently turned off)

  - – Press ① to turn it on

  You are returned to the start of the Out-of-Hours Greeting Menu

  - – Press ① to review or re-record your out-of-hours greeting
  - – Press ② to review or change your schedule

  The default is a 8am - 4pm, excluding holiday schedules. An announcement plays back the current schedule used for your out-of-hours greeting

  (If you are using standard schedule)

  - – Press ① to change to another standard schedule

    - - Press ① to use Monday - Friday, 9am - 5pm, excluding holidays
    - - Press ② to use Monday - Friday, 9am - 5pm, including holidays
    - - Press ③ to use Monday - Friday, 8am - 4pm, excluding holidays
    - - Press ④ to use Monday - Friday, 8am - 4pm, including holidays
    - - Press ＊ to exit without making changes

- – Press ② to use a custom schedule

  - - Press ① to review your current schedule

  - - Press ② to modify your current schedule (you would use this to set up a custom schedule for the first time)

- – Press ③ to turn off your greeting (you are returned to start of the Out-of-Hours Greeting menu)

- – Press ⁎ to exit and return to the previous menu

Changing Your Mailbox Settings

The mailbox settings menu allows you to change your mailbox settings, such as your Personal Identification Number (PIN), and other options that can help save you time.

Press ④ (from main menu) to manage your **Mailbox Settings**

- • Press ① to manage **Group Lists:** You can create a group list that contains several numbers or other group lists. This means that when you want to send a message to multiple recipients, you only have to enter the group list number rather than entering each individual number. Note: All members of a group list must be Enhanced Messaging subscribers.

  - – Press ① to Create a new group

    - - Enter a number for the group (between 1 and 99)

    - - Record a name for the group

    - - To add members to your group list, enter a 10-digit telephone number or group list. Follow the prompts to add additional members

  - – Press ② to Edit an existing group

    - - Enter the number of the group list to edit

      Press ① to add members

      Press ② to remove members from the group

      Press ③ to delete the group list

      Press ④ to play the list of members

      Press ⑤ to record a new name for the list

      Press ③ to review existing group

- • Press ② for **Hands Free** and **Timesaver** options: You can set the system to automatically play messages and manage message headers after logging into your mailbox. Message headers include time, date and sender of message. This feature is great for retrieving messages quickly.

  - – Press ① to change the autoplay settings of your non-urgent messages

  - – Press ② to change the autoplay settings of your urgent messages

  - – Press ③ to change whether message headers or bodies are played for voice mail

  - – Press ④ to change whether message headers or bodies are played for email; the feature is only available to Unified Messaging subscribers

- • Press ③ for **Security Options**:

  - – Press ① to change the your Personal Identification Number (PIN)

  - – Press ② to change whether or not you use Fast Log In feature—by default, when you access your mailbox from the telephone associated with your mailbox, you will only be prompted for your PIN; by choosing this option, you will be required to enter your 10-digit mailbox number and then PIN.

  - – Press ③ to change whether or not you skip your PIN when from your own phone

- Press ④ for **Group (Family/Shared) Mailbox Settings:** You have the ability to add up to five sub-mailboxes.
  – Press ① to enable a secondary mailbox to allow messages to be left
  – Press ② to disable a secondary mailbox to disallow messages to be left
  – Press ③ to add a new secondary mailbox to a group account; when using this feature, the system will add the secondary mailbox and assign a default PIN
  – Press ④ to delete a secondary mailbox
  – Press ⑤ to include sub-mailboxes from new message summary
- Press ⑤ for **Notification Settings:** An announcement will be played that states your current settings for Message Waiting Indicator (MWI) and email notification
  – Press ① to change whether MWI is active
  – Press ③ to change whether or not you receive notifications by email
    Note: Email notification must first be established via your Enhanced Messaging website at https://webmail.frontiermessaging.com
- Press ⑥ for **Additional Settings**
  – Press ① to configure an attendant number (operator revert/personal operator). This feature allows your callers to press ⓪ to reach a live person. Remember to include this information in your personal greeting.
  – Press ⑤ to define a default fax number. This feature is only available to Unified Messaging subscribers.
- Press ⑦ for **Advanced Call Feature Settings**
  – Press ① to manage Find Me Follow Me (FMFM)

    Find Me Follow Me (FMFM) is an advanced call re-direction service that attempts to connect callers to you by ringing additional numbers. For example, if a caller rings your home number when you are at work, FMFM can route the call to your office number and then your mobile number. You can even set FMFM to ring all your phones at the same time. When you answer any of your phones, you are connected to the caller and the other phones stop ringing. FMFM also allows you to set up a schedule: it will re-direct calls by time of day, day of week so, for instance, it won't ring your office number when you are at home in the evenings or on the weekend.

  An announcement will play providing current status (on/off) of FMFM service:
  – Press ① to turn on/off FMFM
  – Press ② to manage FMFM number(s)
    - Press ① to add a number
    - Press ② to edit settings of an existing number
    - Press ③ to change the number being used
    - Press ④ to change the number of times the number rings before the platform tries the next number on the ring list
    - Press ⑤ to change the schedule for this number
  – Press ③ to manage FMFM greeting
  – Press ④ to set whether callers need to record their name
  – Press ⑤ to set whether service makes calls sequentially or simultaneously

Reminder Service

You can record a message and set the Reminder Service to call your telephone at a prearranged time and play back that message. You can establish both a one-time reminder and recurring reminders. A one-time reminder can be scheduled up to 364 days in advance. Recurring reminders can be either weekday recurring or everyday recurring.

Press ⑤ (from the Main Menu) to manage **Reminder Service**

An announcement will play providing current status (on/off) of Reminder Service

- Press ① to turn on/off Reminder Service
- Press ② to add a new reminder
- Press ③ to manage recurring reminders

Managing Erased Messages

After you have erased a message, you can still play, restore, reply to and forward it until you leave your mailbox. You can also permanently erase a message.

At any time while listening to your erased messages, you can press [#] to skip to the next erased message. You can also press [*] to return to the Main menu.

Press ⑥ (from the Main Menu) to manage your **Erased Messages;** the erased messages then play in order.

Once the message has played, you can choose similar message options to those available to new and saved messages, as described in Listen to Your Messages on Page 7. You also have the following options:

- Press ② to restore the erased message (it will be returned to your mailbox)
- Press ②② to mark the message as new
- Press ③ to permanently delete the message

Logging On as a Different Subscriber

You may have several accounts (home and business) or have a group (family/shared) account with other individuals. Enhanced Messaging allows you to log into another account without the need to hang up and dial in again. This feature is very helpful when retrieving messages from a Family/Shared mailbox while away from home/office. One person can retrieve all the messages from all the sub-mailboxes without hanging up and logging into the system again.

Press ⑦ (from the Main Menu)

- Enter the 10-digit mailbox number of the mailbox you want to access (for a family/shared mailbox, this will be the primary/main mailbox number), followed by [#]
- Enter the PIN followed by [#]
- You are now working in a different mailbox

How to Contact Us

Customer Service–Residential	1.800.921.8101
Customer Service–Business	1.800.921.8102
Repair Service	1.800.921.8104
TTY	Please refer to the front section of your local directory
Website	www.Frontier.com