



Calling Features
and
Voice Mail



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SECTION 1: CALLING FEATURES

Continuous Redial

Continuous Redial allows you to re-dial the last busy number dialed from your phone for up to 30 minutes after the last call.

To Activate:

1. Lift the receiver and listen for dial tone.
2. Dial *66.
3. Listen for a voice announcement which verifies that the service is active.
4. If the line you are calling back is available, you will hear ringing to let you know that your call is being connected.

<or>

If the line is busy:

Hang up the receiver.

Automatic Recall service will try to recall the number for 30 minutes.

You will hear a distinctive ringing pattern when both your line and the other line are available.

If you are unavailable when the other line is free, the distinctive ringing pattern will ring 10 times - calls only once.

Lift the receiver and listen for ringing.

To Deactivate:

1. Lift the receiver and listen for dial tone.
2. Dial *86.
3. Hang up the receiver.

Note: Subscription is necessary for this service. Please call the PrairieWave Viborg Call Center at 877-633-4567 for pricing.

Last Call Return

Last Call Return allows you to access an automated message to find the number of the last incoming call to your phone number. Follow the voice prompts to automatically call that number.

To Activate:

1. Lift the receiver and listen for dial tone.
2. Dial *69.

A voice prompt will announce the last incoming call and repeat it. It will then tell you the date and time the call was made. You will then have the option of returning the call by pressing 1.

To Deactivate:

1. Lift the receiver and listen for dial tone.
2. Dial *89.
3. Listen for a voice announcement stating that the service has been deactivated.
4. Hang up the receiver.

Note: Subscription is not necessary at this time for this service.

Caller ID / Calling Name

Caller ID indicates the name & number of the caller on a Caller ID machine while the phone is ringing and during the conversation, and keeps the number in memory after the call, whether or not the call is answered.

Caller ID may be limited in some calling areas. A Caller ID box or phone is necessary to show number and name identification. To block your number on a per call basis, dial *67 before you dial the number. Caller ID Box not included.

When you receive a call:

Simply wait for the start of the second full ring and the number of the calling party will appear on your call display unit or telephone display.

Note: Subscription is necessary for this service. Please call the PrairieWave Viborg Call Center at 877-633-4567 for pricing.

Call Forwarding

This automatically forwards all your incoming calls to another number (temporarily). You may still use your telephone for outgoing calls.

To Activate:

1. Lift the receiver and listen for dial tone.
2. Dial *72.
3. Listen for dial tone.
4. Dial the telephone number to which you want calls forwarded.
5. Advise someone at that telephone number you will be forwarding your calls.

<or>

If no one answers or the line is busy:

Hang up the receiver.

Within 2 minutes, repeat steps 1-4.

Listen for confirmation tones to let you know service is activated.

6. Hang up the receiver. Calls will be automatically forwarded until you deactivate the service.

To Deactivate:

1. Lift the receiver and listen for dial tone.
2. Dial the Call Forwarding deactivation code, *73.
3. Listen for a confirmation dial tone which indicates the service has been deactivated.
4. Hang up the receiver.

Note: Subscription is necessary for this service. Please call the PrairieWave Viborg Call Center at 877-633-4567 for pricing.

Call Forwarding - Busy Line

Similar to call forwarding, this option allows your incoming calls to be automatically forwarded to another telephone number or to Voice Mail if your line is busy.

To Activate the Preset Forward-to Number:

1. Lift the receiver and listen for dial tone.
2. Dial *90.
3. Listen for dial tone.
4. Dial the new forward-to number.
5. Listen for confirmation dial tone.
6. Hang up the receiver.

To forward to voice mail, follow steps 1 & 2 only.

To Change the Preset Forward-to Number:

1. Lift the receiver and listen for dial tone.
2. Dial *40.
3. Listen for dial tone.
4. Dial the new forward-to number.
5. Listen for confirmation dial tone.
6. Hang up the receiver.

To Deactivate this service:

1. Lift the receiver and listen for dial tone.
2. Dial *91.

Note: Subscription is necessary for this service. Please call the PrairieWave Viborg Call Center at 877-633-4567 for pricing.

Call Forwarding - Don't Answer

Similar to call forwarding, this option allows your incoming calls to be automatically forwarded to another telephone or to voice mail after a designated number of rings.

To Activate the Preset Forward-to Number:

1. Lift the receiver and listen for dial tone.
2. Dial *92.
3. Listen for dial tone.
4. Dial the new forward-to number.
5. Listen for confirmation dial tone.
6. Hang up the receiver.

To forward to voice mail, follow steps 1 & 2 only.

To Change the Preset Forward-to Number:

1. Lift the receiver and listen for dial tone.
2. Dial *42.
3. Listen for dial tone.
4. Dial the new forward-to number.
5. Listen for confirmation dial tone.
6. Hang up the receiver.

To Deactivate this service:

1. Lift the receiver and listen for dial tone.
2. Dial *93.

Note: Subscription is necessary for this service. Please call the PrairieWave Viborg Call Center at 877-633-4567 for pricing.

Call Waiting

This service allows you to answer an incoming call while your phone is in use by putting the first caller on hold while you answer the second call.

To Use:

1. While on a call, you will be alerted that you have an incoming call with a tone pattern.
2. Ask the party you are speaking with to hold while you take the other call.
3. Quickly press and release the switchhook.
You are now connected to the second party and can switch back and forth between calls using the switch-hook until you or one of the other parties hangs up.

<or>

To end the conversation with the first party:

Press the switchhook for more than one second or hang up.

If you hang up the telephone, you will hear ringing to indicate you have another call.

To Deactivate on a per call basis:

1. Lift the receiver and listen for dial tone.
2. Dial *70.
3. Listen for three short tones and dial tone.
4. Dial the telephone number of the party you wish to call.
5. Talk to the party.
6. Hang up the receiver. Call Waiting is activated again for subsequent calls.

Note: Subscription is necessary for this service. Please call the PrairieWave Viborg Call Center at 877-633-4567 for pricing.

Call Waiting - Caller ID

This option allows you to see the name and number of the person calling while you are using the phone without interrupting your current conversation. You then have the option of putting your current conversation on hold while you answer the incoming call.

Caller ID may be limited in some calling areas. A Caller ID/Call Waiting Box or phone is necessary to show name and # identification. Caller ID/Call Waiting Box not included.

To Use:

1. While on a call, you will be alerted that you have an incoming call with a tone pattern.
2. Ask the party you are speaking with to hold while you take the other call.
3. Quickly press and release the switchhook. You are now connected to the second party and can switch back and forth between calls using the switchhook until you or one of the other parties hangs up.

<or>

To end the conversation with the first party:

Press the switchhook for more than one second or hang up.

If you hang up the telephone, you will hear ringing to indicate you have another call.

To Deactivate on a per call basis:

1. Lift the receiver and listen for dial tone.
2. Dial *70.
3. Listen for three short tones and dial tone.
4. Dial the number of the party you wish to call.
5. Talk to the party.
6. Hang up the receiver. Call Waiting is activated again for subsequent calls.

Note: Subscription is necessary for this service. Please call the PrairieWave Viborg Call Center at 877-633-4567 for pricing.

Customer-Originated Trace

This feature allows a trace to be placed on the last incoming call by dialing an activation code. You will need to contact your local law enforcement to have them request a print-out of the originating number. Non-published numbers can be traced using this feature.

To Activate:

1. Hang up the receiver after receiving a call you want to trace.
2. Before you receive another call, lift the receiver and listen for dial tone.
3. Dial *57.
4. You will be given step-by-step instructions to initiate a trace on your line.

Note: No Subscription is necessary for this service. Cost: Please call PrairieWave Viborg Call Center at 877-633-4567 for pricing.

Home Intercom - Basic

You can speak to another individual in your home using other telephones connected to the same line.

Note:

This feature will not work if you have voice mail.

To Use:

1. Lift the receiver and listen for dial tone.
2. Dial your 7-digit home phone number.
3. Hang up the receiver.
4. All extensions will ring twice and can be answered by someone on another extension.
5. Lift the receiver again to speak to the other party.

To Activate:

Contact our customer service and ask to have "Home Intercom" turned on.

Note: Subscription is necessary for this service. Please call the PrairieWave Viborg Call Center at 877-633-4567 for pricing.

Call Transfer

Allows a customer to dial a 3rd party and transfer the caller through to another extension or location without staying on the line.

To Transfer:

1. Dial 1st party's number.
2. Once 1st party and yourself are talking, flash hook, wait for dial tone, and dial 2nd party's number.
3. When 2nd party answers, flash hook again to connect all three parties and hang up. The 1st and 2nd parties are now connected.

** The person that originates the call will incur the toll charges until all parties are disconnected.*

Note: Subscription is necessary for this service. Cost: Please call PrairieWave Viborg Call Center at 877-633-4567 for pricing.

Unidentified Call Rejection

This feature allows callers to reject any calls from nonpublished numbers. Callers will hear a message that informs them how to deactivate their nonpublished status to connect the call.

If the call comes in as unknown or unavailable, it will not be blocked.

*77 will allow you to reject all incoming nonpublished calls.

*87 will deactivate this.

*82 will remove your nonpublished status to allow your call to go through a UCR line.

Note: Subscription is necessary for this service. Please call the PrairieWave Viborg Call Center at 877-633-4567 for pricing.

Selective Call Rejection

Callers from certain telephone numbers on a pre-defined list are blocked from calling your number. A maximum of 10 numbers can be on the list. The callers on your list will receive a ring no answer.

To Use:

1. Lift the receiver and listen for dial tone.
2. Dial *60.
3. Listen to voice instructions which tell you:
 - Whether service is on or off.
 - How many numbers are on your list.
 - How to turn service on or off.
 - How to add or delete numbers from your list.
4. Choose from the following options:

Dial	Option
0	Listen to instructions.
1	Review your list. (You can delete numbers from your list by dialing 07 after the number is announced.)
3	Turn service on/off.
# [number] #	Add number to list.
# 01 #	Add number of the last caller to your list. Numbers added this way are treated as Private numbers.
* [number] *	Delete a number from your list.
07	Delete number from your list after the number is announced.
08	Delete all numbers from your list.
09	Delete all Private numbers from list.
5. When finished, hang up the receiver.

Note: Subscription is necessary for this service. Customer may have Selective Call Acceptance or Selective Call Rejection, but not both features on the same line. Please call the PrairieWave Viborg Call Center at 877-633-4567 for pricing.

Selective Call Acceptance

Selective Call Acceptance allows you to create a list of numbers (max of 20) from which you are willing to accept calls. You may choose to have calls from numbers not on the list forwarded to another number or an announcement from the telephone company informing the caller that you are not receiving calls at this time.

To Activate:

1. Lift the receiver and listen for dial tone.
2. Dial *64.
3. Listen to voice instructions which tell you:
Whether your service is on or off.
How many numbers are on your list.
4. Choose from the following options:

Dial	Option
0	Listen to instructions.
1	Review your list. (You can delete numbers from your list by dialing 07 after the number is announced.)
3	Turn service on/off.
# [number] #	Add number to list.
# 01 #	Add number of the last caller to your list. Numbers added this way are treated as Private numbers.
* [number] *	Delete a number from your list.
07	Delete number from your list after the number is announced.
08	Delete all numbers from your list.
09	Delete all Private numbers from list.
5. When finished, hang up the receiver.

Note: Subscription is necessary for this service. Customer may have either Selective Call Acceptance or Selective Call Rejection, but not both features on the same line. Please call the PrairieWave Viborg Call Center at 877-633-4567 for pricing.

Selective Call Forwarding

Phone calls from telephone numbers on a specified list can be forwarded to a designated remote telephone number.

To Activate:

1. Lift the receiver and listen for dial tone.
2. Dial *63.
3. Listen to voice instructions which tell you:
Whether your service is on or off.
How many numbers are on your list.
4. Listen to voice instructions which will ask you to enter, confirm or change the number to which your calls will be forwarded.
5. Choose from the following options:

Dial	Option
[Number] *	Enter the number you want "preferred calls" forwarded to.
0	Change the forward-to number.
1	Confirm existing forward-to number.
6. Listen to voice instructions which tell you:
How to turn service on or off.
How to add or delete numbers from your list.
7. Choose from the following options:

0	Listen to instructions.
1	Review your list. (You can delete numbers from your list by dialing 07 after the number is announced.)
3	Turn service on/off.
# [number] #	Add number to list.
# 01 #	Add number of the last caller to your list. Numbers added this way are treated as Private numbers.
* [number] *	Delete a number from your list.

Selective Call Forwarding Continues On Next Page

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- 07 Delete number from your list after the number is announced.
 - 08 Delete all numbers from your list.
 - 09 Delete all Private numbers from list.

8. When finished, hang up the receiver.

Deactivation for **Selective Call Acceptance**, **Selective Call Rejection**, and **Selective Call Forwarding** is included in the voice instructions. The option number for deactivation is 3, as listed in the options for each service.

Note: Subscription is necessary for this service. This feature can be used with either Selective Call Acceptance or Rejection. Please call the PrairieWave Viborg Call Center at 877-633-4567 for pricing.

3-Way Calling / Transfer / Consultation Hold

This feature allows you to call another person while in an existing conversation and add the other person to your conversation.

To Connect:

1. Lift the receiver and listen for dial tone.
2. Dial the telephone number of the first party.
3. To add another person to the call, quickly press and release the switchhook.
4. Listen for the confirmation dial tone.
5. Dial the telephone number of the second party. You now have the other person on consultation hold.
6. At any time after dialing is complete, quickly press and release the switchhook to connect yourself and both parties. You now have a 3-way call. (If the second party is busy, quickly press and release the switchhook to disconnect and you will be reconnected with the first party.)

If you want the ability to connect you, party 1, and party 2 and have you drop off to allow party 1 and 2 to continue to talk, you must request 3-way calling with transfer.

* The person that originates the call (you) will occur the toll charges until all parties are disconnected.

Note: Subscription is necessary for this service. Please call the PrairieWave Viborg Call Center at 877-633-4567 for pricing.

6-Way Conference Calling

This feature allows you and up to five other parties to connect and hold a simultaneous conversation.

To Connect:

1. Lift the receiver and listen for dial tone.
2. Dial *71.
3. Listen for confirmation dial tone and dial the telephone number of the party you want to add to the conference call.
4. After the party answers, let them know you are setting up a conference call.
5. Quickly press and release the switchhook.
6. Repeat steps 3 through 5 until you have dialed all parties for the conference call (up to five parties maximum).
7. After you add the last party, quickly press and release the switchhook to connect yourself and all of the parties you dialed.

Note:

Long distance charges for all parties will be billed to the caller that activates *71. If any of the six callers hang up during the call, the other five callers will remain connected. 6-way calling will end when all parties hang up.

Note: Subscription is necessary for this service. Please call the PrairieWave Viborg Call Center at 877-633-4567 for pricing.

Speed Calling 8 Numbers

Speed Calling 8 lets you store 8 frequently-called numbers and place such calls by dialing a one-digit code. This includes long distance numbers that are accessible by direct dialing. You may add to or change this list.

To Change the Preset Forward-to Number:

1. Lift the receiver and listen for dial tone.
2. Dial *74.
3. Wait 4 seconds.
4. Dial the one digit code number you wish to substitute for the directory number.
(Use speed numbers 2 through 9.)
5. Dial the directory number and wait 4 seconds - you will hear two bursts of confirmation tone.
6. Hang up the receiver.
7. Repeat steps 1-6, using a different code number for each directory phone number.

Note: Subscription is necessary for this service. Please call the PrairieWave Viborg Call Center at 877-633-4567 for pricing.

Speed Calling 30 Numbers

Speed Calling 30 lets you store 30 frequently-called numbers and place such calls by dialing a two-digit code. This includes long distance numbers that are accessible by direct dialing. You may add to or change this list.

To Change the Preset Forward-to Number:

1. Lift the receiver and listen for dial tone.
2. Dial *75.
3. Wait 4 seconds.
4. Dial the two-digit code number you wish to substitute for directory number.
(Use speed numbers 20 through 49.)
5. Dial the directory number and wait 4 seconds - you will hear two bursts of confirmation tone.
6. Hang up the receiver.
7. Repeat steps 1-6, using a different code number for each directory phone number.

Note: Subscription is necessary for this service. Please call for pricing.

Distinctive Ringing

There are three ways to use this feature:

1. If you have two different telephone numbers that ring in on the same line (one dial tone)—e.g., one line may be a fax or teen line—distinctive ringing distinguishes between the numbers dialed.
2. If you have two different numbers ringing in to your location on two different lines with two dial tones, line one will have a “normal” ring, and line two will have a distinctive ring pattern.
3. You can set up an incoming call list so that when a call comes in from the specified numbers set up on their line, these calls would have a distinctive ring on them. (There is no limit on the length of the list of numbers)
 - a. To activate, dial *61, then follow voice prompts to set up the specified list of calling numbers
 - b. To deactivate, dial *81.

Note: Subscription is necessary for this service. Please call the PrairieWave Viborg Call Center at 877-633-4567 for pricing.

Trunk Hunting

If your home or business has more than one line, this option finds the next available line for incoming or outgoing calls when the first line is busy.

Note: Subscription is necessary for this service. Please call the PrairieWave Viborg Call Center at 877-633-4567 for pricing.

900 Number Blocking

This feature automatically stops all 900 number calls from being made from your line.

Subscription is not necessary for this service unless you request it to be removed.

Cost: none

Call/Number Blocking *67

Line blocking, *67, allows you to suppress your name and phone number so that any person you call who has Caller ID receives only a “private” message, rather than your number, on Caller ID. This service is automatic for non-published numbers.

Cost: none

Number Intercept/Referral

Number Intercept refers callers to a new number when your service is disconnected either on a temporary or permanent basis.

Note: Subscription is necessary for this service. Please call the PrairieWave Viborg Call Center at 877-633-4567 for pricing.

Selective Toll Restriction

Callers from your telephone number are unable to dial long distance numbers unless they input a code. (4 digits)

Subscription is necessary for this service. This service requires a code to be activated. Please call the PrairieWave Viborg Call Center at 877-633-4567 for pricing.

SECTION 2: VOICE MAIL

Setting Up Your Voice Mail

Voice mail allows callers to leave you voice messages when you are unable to answer the phone, like an answering machine.

Before using the system to send and receive messages, you need to initialize the mailbox.

To Start:

1. Dial *90, then *92 on your phone.
2. Call your local access number and follow prompts.

Call our Customer Care for help setting up: 877-633-4567.

Follow the tutorial prompts:

1. Create a personal password.
 - a. A password can have up to 15 digits, except that the first digit cannot be a zero. (The zero is interpreted by the system as a request for help). Passwords should represent numbers that are easy for subscribers to remember but difficult for others to guess.
2. Record the subscriber name.
 - a. The system prompts subscribers to record a first and last name. The recorded name is used as a confirmation when other subscribers send voice mail messages. It is also used when other subscribers enter a mailbox number to send messages in voice messaging mode.
3. Record a personal greeting.
 - a. This personal greeting is played to callers who are forwarded to a subscriber's mailbox when the telephone is busy or unanswered. Personal greetings enable subscribers to give callers information and encourage callers to leave detailed messages. The length of the personal greeting is determined by the class of service set by the system manager. It is helpful to have the greeting written out before recording it.

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Several sample personal greetings are shown in the following scripts:

1. "Hi, this is [name]. I'm sorry I missed your call, but if you leave your name, telephone number, and a detailed message, I'll get back to you as soon as possible."
2. "Hello, you have reached the [name] family. We're not available to talk with you right now. Please leave your name, telephone number, and a detailed message and we will get back to you."

To access your mailbox from any phone, including your own:

1. Dial your phone number.
2. Press *.
3. Enter password.

Message Waiting

You can use message waiting to inform you of messages. Usually, the message waiting indicator is in the form of a stutter dial tone or a light. When a new message arrives in a subscriber's mailbox, the system requests that message waiting be activated at your telephone number. The message waiting indicator remains in effect until you enter the mailbox and listen to at least two seconds of every new message. Then the indicator is turned off. If message waiting is available on your system, it is turned on by default. If you receive a high volume of messages and find the constant stutter dial tone bothersome, you can turn it off using notification on/off.

To turn message notification off and on follow these steps:

1. From the Main menu, select Personal options/Mailbox Features/Mailbox options.
2. Select Notification on/off.
3. Select one of the following.
 - a. Press 1 to turn notification on.
 - b. Press 2 to turn it off.

Web User Interface

The web interface is included in the Interactive and Interactive with Fax packages.

In order to use this interface, your computer must have:

1. Media software that will play .wav files.
2. Speakers.
3. Internet access.
4. Microphone (if you want to record messages).

Logging On

To access the web interface, go www.prairiwave.com. Click Online Services at the top of the home page, then click Voice Mail. Now enter your subscriber number (your 10-digit phone number) and PIN, then click the "Log On" icon or press return. If you log on but do not perform any actions, your current session will eventually time out and you will be prompted to log on again. When you have finished your session, remember to log off.

Listening to Voice Messages

Click on the Audio icon for the message you want to listen to. Retrieval of your message takes a few moments, so please be patient. You can download one message at a time. You must have sound file (.wav) playback software and speakers on your computer in order for this to work correctly.

Remember:

When listening to a voice message, it is usually possible to save it to your hard disk. This is dependent on the software you are using to play back the message. If you save it to your hard disk, you can then attach it to an email.

You may find that private messages cannot be played via the web. You will always be able to access private messages via the usual telephone interface.

I clicked on the Audio icon but I didn't hear the message. Why is this?

On a Windows system, it's possible that there is a problem with the file association set up for a .wav file. Please refer to your Windows documentation for details of how to modify the file association. Tip - it may be easiest just to remove the association, and when you then access a message by clicking on the icon you will be prompted to select the application to be associated with the .wav file type.

Composing a Message

You can compose a message by following these steps:

1. Click on "Compose" from the menu bar at the top of the main screen.
2. You will be presented with the compose screen.
3. Within the "Addressing Message" section, you will then be required to enter the mailbox number of the person you want to send the message.
4. You have the option to select how the message is to be sent within the "Send Options" section. Not selecting any options, the message will be sent as a normal message. You may wish to send the message as urgent or private or both by clicking on the appropriate checkboxes
5. You also have the option to schedule the message to be delivered at a future time, by clicking on the checkbox for "Future Delivery", and then setting the date and time when this message should be sent.
6. You will now need to record the message within the "Audio Message" section. You can record a message with either the Lucent Voice Player (LVP) or with a WAV recorder:

If you wish to use the LVP Player to record the message, and you do not have it installed on your PC, then click on the LVP Player link, to install the LVP player on your PC. Once installed, click on the "Record" button to bring up the LVP player. After Recording save the file to disk and use the browse button to locate the recorded message. Attach the file to the current message, and click on the "Send Message" to send the message.

Alternatively record a message using the WAV recorder on your desktop. Attach the file to the current message, and click on the "Send Message" to send the message.

Note: The Audio Properties must be set to 8.000 kHz, 8 Bit, Mono PCM

Forwarding a Message

You can forward a message by following these steps:

1. Click on message you wish to forward from the main screen.
2. You will be presented with the message screen.
3. Click on "Forward" to forward the message.
4. You will be presented with a screen similar to the compose screen, where you can address the message, record an attachment to the forwarded message and send the message. Since you are required to add an attachment to each forwarded message, you can save time by recording one or more "template" message(s) and saving to your hard drive. You can do this via telephone if you do not have a microphone; just call and leave yourself a message, and save it to the hard drive.

Replying to a Message

You can reply to a message by following these steps:

1. Click on message you wish to reply from the main screen.
2. You will be presented with the message screen.
3. Click on "Reply" to reply to the message.
4. You will be presented with a screen similar to the compose screen, where you can record the reply and send the message.

Deleting Messages

You can delete selected messages by following these steps:

1. Select the message or messages you wish to delete by clicking on its checkbox.
2. Click on "Delete Selected" from the menu bar at the top of the main screen.
3. You will be prompted to confirm deletion.
4. Your inbox will be updated automatically.

To select all messages in your Inbox, click on the checkbox in the title area of the list.

Once a message has been deleted it cannot be restored, so use this option with care.

Archiving Messages

You can archive all selected messages by following these steps:

1. Select the message or messages you wish to archive by clicking on its checkbox.
2. Click on "Archive Selected" from the menu bar at the top of the main screen.
3. You will be prompted to confirm that you want to archive the selected messages.
4. Your inbox will be updated automatically.

To select all messages in your Inbox, click on the checkbox in the title area of the list.

Once a message has been archived, its status is changed to "Archived" and cannot be changed back to Unheard. You can still play or delete the message after archiving it.

Options

The options page allows you to set and reset your voice mail password, set up or change your personal distribution lists, set up your outcall schedules quickly and easily choose a language for your mailbox when accessing it via the telephone or via Web Voice mail. You can also choose the audio format you want to listen to your messages.

Message Priority Flags

Your Voice Mail messages can have a priority of:

1. Normal
2. Private
3. Urgent

This priority flag was set by the sender of the message so it is shown for your reference.

Further Assistance

If you have problems specifically with the Web Interface, please contact our Internet Technical support at 888-745-2888.

If you have a general question about Voice Mail (or any other feature or product), please call our Customer Care at 877-633-4567.

Fax Messaging

The Fax Messaging option, available in the Interactive with Fax package, allows you to receive faxes in the same box you receive voice mail. You can then save or forward, or print to any fax machine.

Identifying Fax Store and Forward

The optional fax store and forward application makes it possible for you to receive and print fax and voice messages through your PrairieWave mailbox.

Fax store and forward provides you with the following:

1. 24-hour access to faxes from any telephone
2. A single point for receiving voice and fax messages
3. Confidentiality of fax documents
4. Automatic printing of faxes Most existing voice-messaging features (except for follow-me-forward mailboxes)

Understanding How Fax Store and Forward Works

An overview of how fax store and forward receives and prints a fax:

1. A caller sends a fax to your fax-capable mailbox. A caller places a call to your mailbox from a fax machine. When the system answers the call, your personal greeting plays. The caller is prompted to leave a voice message, or to send a fax. If the caller chooses to send a fax, s/he is prompted to press Start on the fax machine. The system enters *fax mode* (which enables it to receive fax messages). If your class of service permits, the caller can also leave a voice message linked to the fax. This voice message, called an *annotation*, can provide further details about the fax message. A caller can also place the call in telephone-answering mode from a fax machine, by immediately pressing Start on the fax machine. In this case, when the system answers the call, it detects a fax message and enters fax mode immediately. The fax is sent.
3. You enter the mailbox to review any messages and to select a print destination. You receive fax notification, similar to envelope information for a voice message. You review the fax notification, and instruct the system to print the fax at a specific fax machine.
4. The system places a call to the specified fax machine.
5. The fax prints at the specified fax machine. If the fax has an annotation, the annotation identification number is printed at the top of the fax. The annotation has a unique identification number that links it to the fax image. When the image is printed, this number can also be printed at the top of the fax if desired.

Reviewing Fax Messages

Fax messages reside in the message queue separate from voice messages. Your message-waiting indicator shows that there are unheard fax notifications as well as unheard voice messages. The message-waiting indicator remains on until all unheard messages, both voice and fax, are reviewed. You review your fax notification messages in the fax message queue. You can use the same message playback controls for faxes as for voice messages (see "Reviewing Messages"). After reviewing a fax notification, you have the same after-review options as for voice messages, plus options to print.

To review fax messages:

1. From the Main menu, press 13, Review Fax Messages.
2. Review a fax notification message in the same manner as you would a voice message. Use the playback controls, if desired.
3. After review, choose one of the following:
 - a. Press 2 to print the fax.
 - b. Press 4 to replay the annotation and the number of pages in the fax.
 - c. Press 5 to obtain envelope information about the fax message.
 - d. Press 6 to send a copy of the message to another subscriber on the same system.
 - e. Press 7 to erase the message.
 - f. Press 8 to reply to an annotation sent by another subscriber.
 - g. Press 9 to save the message in the mailbox archives.
4. Repeat steps 2 and 3 for each fax message.
5. Press to * return to the Main menu.

Printing Fax Messages

You can decide where to have your faxes printed. You can have them printed automatically when received in the mailbox, or you can print them manually.

To print faxes automatically, you must have established the auto print feature. Auto print is discussed in "Using Auto Print."

Important:

Fax Messaging features may vary in some locations.

Printing a Fax at the Primary Fax Printing Destination

You must first establish a primary fax printing destination. See "Establishing the Primary Fax Printing Destination" for information about establishing a primary fax printing destination. Then you do not have to enter fax machine telephone numbers when you print a fax. For example, Jennifer, a sales representative, has the fax store and forward feature enabled in her mailbox. She receives numerous faxes every day and typically uses the same fax machine for printing them. To make her review of fax messages more efficient, she has established a primary fax printing destination in the personal options submenu of her mailbox. After she reviews a fax message, she selects the option to print at the primary printing destination. The fax is then automatically queued for printing.

Important:

This feature may be suppressed in some locations.

To print fax messages:

1. From the Main menu, press 13, Review Fax Messages.
2. Review a fax notification message in the same manner as a voice message. Use the playback controls, if desired.
3. Press 2 to print the fax.
4. Press 1 to print at the primary fax printing destination.
5. Choose one of the following after-review options:
 - a. Press 2 to print the fax.
 - b. Press 4 to replay the annotation and the number of pages in the fax.
 - c. Press 5 to obtain envelope information about the fax message.

Printing a Fax at the Primary Fax Printing Destination Continues On Next Page

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- d. Press 6 to send a copy of the message to another subscriber on the same system.
 - e. Press 7 to erase the message.
 - f. Press 8 to reply to an annotation sent by another subscriber.
 - g. Press 9 to save the message in the mailbox archives.
6. Repeat Steps 2 through 5 for each fax message.
 7. Press * to return to the Main menu.

Printing a Fax at an Alternative Destination

You may use the alternative destination option to print at a destination you do not normally use. The alternative destination is helpful if you want to maintain the primary printing destination established in your mailbox, but want to use another destination at a particular time. For example, Joseph, a user with a home-office, has the fax store and forward feature enabled in his mailbox. To make his review of fax messages more efficient, he has established a primary fax printing destination in the personal options submenu of his mailbox. This week, Joseph is visiting a customer site in another city. He wants to print his faxes at a fax machine at his hotel. After he reviews the first fax message, Joseph selects the option to print at an alternative destination and provides the telephone number of the hotel fax machine to the system. The telephone number is retained in memory until he exits his mailbox. When he returns to his office, Joseph can continue printing faxes to his primary printing destination without making any changes in his mailbox.

Important:

This feature may be suppressed in some locations.

To print fax messages at an alternative destination:

1. From the Main menu, press 13, Review Fax Messages.
2. Review a fax notification message in the same manner as a voice message. Use the playback controls, if desired.
3. Press 2 to print the fax.
4. Press 2 to print at an alternative fax printing destination.

***Printing a Fax at an Alternative Destination Continues
On Next Page***

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5. Enter the ten-digit telephone number of the fax machine where the fax should be printed. The fax destination telephone number cannot be the same number as the mailbox or the alias for the mailbox.
 6. Press # to print the fax at the alternative destination.
 7. Choose one of the following after-review options:
 - a. Press 2 to print the fax.
 - b. Press 4 to replay the annotation and the number of pages in the fax.
 - c. Press 5 to obtain envelope information about the fax message.
 - d. Press 6 to send a copy of the message to another subscriber on the same system.
 - e. Press 7 to erase the message.
 - f. Press 8 to reply to an annotation sent by another subscriber.
 - g. Press 9 to save the message in the mailbox archives.
 8. Repeat Steps 2 through 7 for each fax message. It is not necessary to re-specify the alternative fax printing destination, as its telephone number is retained in system's memory until the subscriber exits the mailbox.
 9. Press * to return to the Main menu.

Printing a Fax From the Fax Machine From Which You Are Calling

To print fax messages at the fax machine from which you are calling:

1. From the Main menu, press 13, Review Fax Messages.
2. Review fax messages in the same manner as voice messages. Use the playback controls, if desired.
3. Press 2 to print the fax.
4. Press 3 to print at the fax machine from which the call is being made.
5. Ensure that there are no documents in the feeder of the fax machine and press Start.

Sending a Copy of the Fax to a Nonsubscriber

To send a copy of the fax to a nonsubscriber, print it from your mailbox to the recipient's fax machine, and have the cover sheet show them as the sender. For example, Sergio Herrera has fax store and forward enabled in his mailbox. He is shopping for a new home. Using fax store and forward in Sergio's voice mailbox, the real estate agent faxed Sergio's home information regarding homes in the desired area. Sergio prints the fax and decides to send a copy to his wife, Laura, at her office. Sergio enters his mailbox, locates the fax in his message queue, and selects print option 4 to print the fax to a nonsubscriber. He is prompted to enter Laura's fax machine telephone number and her telephone number. The system places an outcall to Laura's fax machine. When the fax prints, the cover sheet sent to Laura's fax machine indicates: "To: Laura Herrera at Tel# (XXX) xxx xxxx, From: Herrera, Sergio."

To send a copy of a fax to a non-subscriber:

1. From the Main menu, press 13, Review Fax Messages.
2. Review a fax notification message in the same manner as a voice message. Use the playback controls, if desired.
3. Press 2 to print the fax.
4. Press 4 to send a copy to a nonsubscriber.
5. Enter the ten-digit telephone number of the fax machine where the fax should be printed.
6. Press # to print the fax.

Sending a Copy of the Fax to a Nonsubscriber Continues On Next Page

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7. Choose one of the following after-review options:
 - a. Press 2 to print the fax.
 - b. Press 4 to replay the annotation and the number of pages in the fax.
 - c. Press 5 to obtain envelope information about the fax message.
 - d. Press 6 to send a copy of the message to another subscriber on the same system.
 - e. Press 7 to erase the message.
 - f. Press 8 to reply to an annotation sent by another subscriber.
 - g. Press 9 to save the message in the mailbox archives.
 8. Repeat Steps 2 through 8 for each fax message.
 9. Press * to return to the Main menu.

Printing Unprinted Faxes

Print-all-unprinted faxes allows you to print, with one series of keystrokes, all unprinted faxes without having to review them individually. Unprinted faxes are those that have never been printed and are not yet queued for printing. This allows you to print the unprinted ones first, and then with the fax images in front of them for reference, listen to the associated annotations.

If a mailbox has auto-print enabled, faxes are automatically queued for printing. Therefore, if you select option 4, you hear a prompt similar to the following, "You have no new unprinted faxes."

To print the unprinted faxes:

1. From the Main menu, press 134, Print All Fax Messages.
2. Determine the fax printing destination:
 - a. Press 1 to print at the primary fax printing destination. (See "Printing a Fax at the Primary Fax Printing Destination.")
 - b. Press 2 print at an alternative fax printing destination. (See "Printing a Fax at an Alternative Destination.")
 - c. Press 3 to print from the fax machine from which you are calling. (See "Printing a Fax From the Fax Machine From Which you are Calling.")
 - d. Press 4 to send a copy of the fax to a nonsubscriber. (See "Sending a Copy of the Fax to a Nonsubscriber.")
3. Choose one of the following options:
 - a. Press 2 to print the fax.
 - b. Press 4 to replay the annotation and the number of pages in the fax.
 - c. Press 5 to obtain envelope information about the fax message.

Printing Unprinted Faxes Continues On Next Page

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- d. Press 6 to send a copy of the message to another subscriber on the same system.
 - e. Press 7 to erase the message.
 - f. Press 8 to reply to an annotation sent by another subscriber.
 - g. Press 9 to save the message in the mailbox archives.
4. Repeat Steps 2 through 5 for each fax message.
 5. Press * to return to the Main menu.

After a print destination is selected, the system queues the faxes for printing, during which the system plays a series of tones similar to the tones played when sending a group-distribution message. When the faxes have been queued, the system plays a prompt that states "Your faxes have been queued for printing." You are then returned to the Main menu system.

Sending Fax Messages

If you have a fax-capable mailbox, callers can send faxes in telephone answering mode. Depending on your class of service, callers can send fax images only, or fax images with an attached voice message. The attached voice message is called an annotation.

Sending Only a Fax Image

Faxes can be sent to fax-capable mailboxes in telephone-answering mode.

To send a fax image to you:

1. From a fax machine, call the receiving subscriber's telephone number in telephone-answering mode.
2. Press 4 to send a fax.
3. Choose one of the following:
 - a. Press 1 to send the fax with normal delivery.
 - b. Press 2 to send it with urgent delivery.
4. Place the document in the feeder of the fax machine.
5. Press Start on the fax machine.

Note:

A caller can send a fax without an annotation and use the normal delivery option. Place the document in the feeder of the fax machine. When the subscriber's greeting plays, press Start on the fax machine.

Sending a Fax Image With an Annotation

A fax image can be a message, called an annotation. Annotations are useful for providing additional information about the fax without having to make notations on the fax itself. For a caller to send you an annotation, the recipient must have a class of service that allows annotations to be received.

Fax images can be sent at the same time the annotation is recorded, or the fax can be sent separately later. If the fax is going to be sent later, the annotation must be recorded first. If you review an annotation before the corresponding fax image is received, the system plays a prompt at the end of the annotation that states "Awaiting arrival of fax image" and then prompts with the normal after-review options. If you save the voice annotation in the mailbox archives, the system will retrieve the annotation and present it again in the new fax message queue when the fax image arrives.

You can erase the annotation before the fax arrives and the fax will still be presented in the fax message queue.

Sending a Fax Image with an Annotation Simultaneously

The process for sending a fax image with an annotation simultaneously:

1. From a fax machine, call the receiving subscriber's telephone number in telephone-answering mode.
2. Press 4 to send a fax.
3. Press 2 to send a fax with an annotation.
4. At the tone, record the annotation. When finished, press.

Sending a Fax Image With an Annotation Continues On Next Page

5. Choose one of the following options:
 - a. Press 1 if satisfied with the annotation.
 - b. Press 2 to listen to the annotation.
 - c. Press 3 to erase and re-record it.
6. Choose one of the following options:
 - a. Press 1 to send the annotation with normal delivery.
 - b. Press 2 to send the annotation with urgent delivery.
7. Press 1 to send the fax image now.
8. Place the document in the feeder of the fax machine and press Start.

Sending a Fax Image with an Annotation Separately

An annotation and a fax can be sent separately and tied together in the receiving subscriber's mailbox. When the annotation is combined with the fax the delivery options of both are combined. A fax identification number is used to tie the messages together. To send an annotation and fax separately, the caller *first* records the annotation, then sends the fax and links it to the annotation.

Important:

This feature may be suppressed in some locations.

To send the annotation:

1. From a fax machine, call the receiving subscriber's telephone number in telephone-answering mode.
2. Press 4 to send a fax.
3. Press 2 to send a fax with an annotation.
4. At the tone, record the annotation. When finished, press
5. Choose one of the following:
 - a. Press 1 if satisfied with the annotation.
 - b. Press 2 to listen to the annotation.
 - c. Press 3 to erase and re-record it.

***Sending a Fax Image With an Annotation Continues
On Next Page***

6. Choose one of the following:
 - a. Press 1 to send the annotation with normal delivery.
 - b. Press 2 to send the annotation with urgent delivery.
7. Press 2 to send the fax image later. The system plays a fax ID number. Write down this number. The number is used later when sending the fax, to link the annotation to it.

To send the fax image and link it to the annotation after the voice annotation has been sent:

1. From a fax machine, call the receiving subscriber's telephone number in telephone-answering mode.
2. Press 4 to send a fax.
3. Press 3 to send a fax with an assigned fax ID.
4. Enter the fax ID number assigned when the voice message was sent.
5. Choose one of the following options:
 - a. Press 1 to confirm that the fax ID number is correct.
 - b. Press 2 to enter another number. If is pressed, return to Step 4.
6. Choose one of the following:
 - a. Press 1 to send the message with normal delivery.
 - b. Press 2 to send it with urgent delivery.
7. Place the document in the feeder of the fax machine, and press Start.

Using Personal Options with Fax Store and Forward

If you have fax store and forward, you also have *Fax Options* on your Administrative Options menu. The fax options menu includes the primary fax printing destination and automatic printing. You can access the Administrative Options menu from the Personal Options menu.

Using the Primary Fax Printing Destination

Establishing a primary fax printing destination is a convenient way to print faxes, when reviewing fax notification messages.

Important:

This feature may be suppressed in some locations.

Establishing the Primary Fax Printing Destination

To establish a primary fax printing destination:

1. From the Main menu, press 4, Personal options.
2. Press 2 for Administrative options.
3. Press 3 for Fax Options.
4. Press 1 to establish the Primary Fax Printing Destination.
5. Enter the ten-digit telephone number to be used as the primary fax printing destination.
6. Press * to return to the Main menu.

Changing the Primary Fax Printing Destination

To change the primary fax printing destination:

1. From the Main menu, press 4, Personal options.
2. Press 2 for Administrative options.
3. Press 3 for Fax options.

Using the Primary Fax Printing Destination Continues On Next Page

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4. Press 1 for the Primary Fax Printing Destination.
 5. Enter the ten-digit telephone number to be used as the new destination.
 6. Press * to return to the Main menu.

Deleting the Primary Fax Printing Destination

To delete the primary fax printing destination:

1. From the Main menu, press 4, Personal options.
2. Press 2 for Administrative options.
3. Press 3 for Fax options.
4. Press 1 for the Primary Fax Printing Destination.
5. Press 2 to delete the existing destination.
6. Press * to return to the Main menu.

Using Auto Print

Auto Print can be used to queue faxes received in a voice mailbox for printing directly to a fax machine. Auto Print only functions if you have established a primary fax printing destination, as described in "Establishing the Primary Fax Printing Destination."

Important:

This feature may be suppressed in some locations.

To turn Auto Print off and on:

1. From the Main menu, press 4, Personal options.
2. Press 2 for Administrative options.
3. Press 3 for Fax options.
4. Press 2 for Auto Print.
5. Choose one of the following:
 - a. Press 1 to turn Auto Print on.
 - b. Press 2 to turn Auto Print off.
6. Press * to return to the Main menu.

Using Check Receipt with Fax Store and Forward

With fax store and forward enabled, you can use check receipt to verify that messages recorded in your mailbox have been received by other you. The system verifies that both voice and fax messages have been received. See "Check Receipt" for information about check receipt.