1 Setting Up Your Account

To access your TDS® Voice Mailbox system, dial the access number and use the PIN given to you at the time of your order. Your PIN will also be mailed to you.

Helpful Hint - Callers can leave messages for you even before you set up your account. The TDS Voice Mail system will use a Standard Greeting until you establish your own custom greeting (described in the Greetings Menu section).

1.1 First-Time Sign-in – Setting up your box

If you are setting up your Mailbox using the mailbox phone number:

1. Dial the TDS Voice Mail System Access Number.
2. Enter your PIN when prompted.
3. The system tutorial will walk you through set up of: (1) a new PIN, (2) a Name recording, (3) a Greeting recording.

   Note: After you set-up your mailbox for the first time, and you dial in from the mailbox telephone number, you will immediately be prompted to enter your PIN.

If you are setting up your mailbox from a telephone number that is not the mailbox phone number:

1. Dial the TDS Voice Mail System Access Number.
2. When prompted, enter your 10-digit mailbox telephone number.
3. When asked, enter your PIN code provided by TDS.
4. Then, the system tutorial will walk you through set up of: (1) a new security PIN, (2) A Name recording, (3) A Greeting recording.

Once your mailbox has been set up, access your voicemail by dialing the mailbox number directly. Press * to interrupt the greeting, followed by your PIN when prompted.

1.1.1 Changing Your PIN

When you set up your account, you will be prompted to enter a new PIN. The PIN must meet the following criteria:

- It must be at least 5 characters long.
- The PIN must not contain the telephone number or extension.
- It must not be an ascending or descending numeric sequence (e.g., 1234567, 54321).
- It must not have any single character be repeated more than two times in a row (e.g.111).

1. Enter a new PIN, pressing # when finished.
2. Confirm the new PIN by re-entering it and pressing # when finished.
1.1.2 Recording Your Name

Next, you will be prompted to record your name. This recording plays when you dial into your voice mailbox. It can also be included as part of the General System Greeting if you choose.

1. Record your name and press # when finished.
2. Your recording will be played back to you.
   - If you want to re-record your name, press 1.
   - If you want to keep it, press #.

1.1.3 Choosing a Greeting

Once you record your name, you can select a greeting.

- To record your own personal greeting, press 1. Record the greeting and press # when finished.
- To use a system-generated greeting, or change your name recording, press 3.
- To record a greeting that will play if the line is in use (busy greeting) and incoming calls go directly to voicemail, press 5.

Once the greetings are recorded or selected, they will be played back for your review. You’ll then have the option to:

- Record or select a different greeting by pressing 1.
- Save the greeting and use it for incoming callers by pressing #.

This is the last step in setting up your mailbox. Once you have finished, you’ll be transferred to the Main Menu.

1.2 Main Menu

After setting up your mailbox, the system will play the Main Menu.

Note: Once mailbox set-up is complete, you hear the main menu after you enter your PIN.

- To listen to messages, press 1.
- To record a new message for another TDS Voice Mail subscriber, press 2.
- To change your greetings, press 3.
- To change your mailbox settings, press 4.
- To work with Reminder Messages (Wake Up Service), press 5.
- To work with Deleted Messages, press 6.
- To leave the current mailbox and log on as another subscriber, press 7.
- To listen to helpful hints, press 0.
- To end the call hang up, or press *.

Helpful Hint - If your mailbox is full or almost full, you will hear a short warning announcement. You should then delete some of your messages or callers may not be able to leave new voice mail.
1.3 Listening to Your Messages

Press 1 to listen to your messages. Messages are played in the following order:

- Urgent messages, followed by
- Other new messages, followed by
- Saved messages you have heard before.

You can control the playback of your messages using the playback keys as described in the Playback Keys section.

1.3.1 Message Options

After each message has played, the TDS Voice Mail system will provide the following options.

- To play the message again from the beginning, press 1.
- To save the message and go to the next, press 9.
  
  NOTE: If you are reviewing a previously saved message, pressing 9 will mark it as “new”.
- To erase the message, press 7. The message will be retrievable for 1 day if you change your mind.
- To reply to the message, press 4.
- To forward the message to another TDS Voice Mail subscriber, press 5.
- To leave the message as new and go to the next message, press #. This will still keep the message in your inbox so you will hear it again with any new messages.
  
  NOTE: If you are reviewing a message that you had previously saved, pressing # will leave the message as saved.
- To hear the message date and time, and the caller’s name or number, press 66.
- To go back to the Main Menu, press *.

After selecting an option, the next message in your inbox will be played automatically unless you chose to go back to the Main Menu.

1.3.2 Playback Keys – Listening to Message/Retrieving Message

The playback keys are only active during message playback.

<table>
<thead>
<tr>
<th>Key</th>
<th>Function</th>
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</table>
| 2   | **Speed Up**  
  Speeds the playback of the message. You can press this several times to gradually increase the speed of the message. |
| 3   | **Slow Down**  
  Slows down message playback. You can press this several times to gradually reduce the speed of the message. |
| 6   | **Volume**  
  Turns up the message volume. You can press this several times to gradually increase the volume. |
7  **Delete Message**  
Deletes the current message. The message will be retrievable for 1 day if you change your mind.

8  **Pause**  
Pauses message playback for up to 20 seconds. A recurring “ping” sound tells you the message is paused. Press 8 again to resume playback.

44  **Skip Backward**  
Skips back 5 seconds.

55  **Skip Forward**  
Skips forwards 5 seconds.

### 1.3.3 Common Keys

The Common Keys will operate in the same in all voice mail menus. You can press these keys at any time.

<table>
<thead>
<tr>
<th>Key</th>
<th>Function</th>
</tr>
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</table>
| 8   | **Wait a while (Pause)**  
Pauses all activity for 30 seconds, then returns you to the beginning of what you were listening to.  
While the activity is paused, press any key to return to the beginning without waiting for 30 seconds. |
| *   | **Back up**  
This key can:  
1. Cancel the current input when you’re recording a message or entering numbers so you can try again.  
2. Take you up a level of the menu system. Pressing * repeatedly works you back up to the Main Menu. |
| #   | **Move on**  
This key has two functions:  
1. Is pressed to indicate the end of your recording or number input, or  
2. Is used to move forward in a list of options. |
| 0   | **Get Help**  
This key plays helpful hints about the voice mail system. |
1.4 Replying to Messages

You can reply to a message (left by another local TDS Voice Mail subscriber) by leaving a Reply voice mail. Reply voice mails are restricted to the local calling area and can only be made between TDS Voice Mail subscribers.

Helpful Hint: If the person leaving the message is not a TDS Telecom voice mail subscriber, you cannot reply by sending a voice mail.

To reply to a message:
1. After listening to the message, press 4.
2. Then:
   • To record a voice mail reply, press 2.
   • If the voice mail was originally sent to multiple recipients, you can record a reply message and send it all original recipients. Do this by pressing 3.
   • To forward the message to someone else, press 4.
   • To send a new voice message to a different recipient, press 4.

1.5 Forwarding a Message to Someone Else

You can forward a voice mail message if the following two criteria are true:
   a. The recipient of the forwarded message is another TDS Voice Mail subscriber.
   b. The person who left the message did not mark it as private.

To forward a message:
1. After listening to the message, press 5.
2. Enter the 10-digit telephone number of the local TDS Telecom Voice Mail subscriber you wish to receive the message, then press #.
3. You hear the person's number or recorded name.
   • If you made a mistake and need to re-enter the number, press * to start again.
   • To add additional recipients, enter their 10-digit number followed by #. Repeat this for each additional recipient.
   • To finish entering numbers and move to the next step, press #.
4. You have the option to record an introductory message which will play before the forwarded message.
   • If you want to record an introduction, speak when prompted. When you have finished recording, press #.
   • If you do not want to record an introduction, press 1.
5. Press # to send the message immediately. For more delivery options, press 1.
   When you are done selecting delivery options, press # to send.
6. When your message has been sent, you return to the original message.
1.6 Creating and Managing Your Group Lists

1.6.1 Adding New Group Lists

To create a new group list, press 1 from the Group List Menu.

1. Enter a number (from 1-99) for the new group list, followed by #.
   • If you have entered an available number, the system will state the number
     of the group list you have chosen.
   • To accept the number, press 1.
   • To select another number, press 2.
   • If the number is already in use, you will be prompted to enter a new number.

2. After the tone plays, record a name for the new group list, then press #.
   Your recorded name will be played back to you.
   • To save the name, press 1.
   • To record a new name, press 2.
   • To continue without saving, press 3. This will leave the group list without a
     recorded name and you’ll continue to the next step. You can record
     a name for this group list later.

3. You can now add members to your group list. You may add individual members
   or you can add members from another group list.
   • To enter an individual, enter the subscriber’s 10-digit telephone number.
   • If you’re adding a member from a different group list, enter the group list
     number. Then select which member of that group you want to add to
     your group list.
   • The spoken name of the person or group list that you have chosen then plays.
     • To add the person or group list to your new group list, press 1.
     • To cancel adding that person or list, press *.
   • To add an entire group list to this new group, enter the number then press #.

4. When you have added the group list or subscriber, you are then taken into the
   Edit Group List Menu.

1.6.2 Editing Existing Group Lists

If you want to edit your existing group lists, press 2 from the Group List Menu.

1. Enter the number of the group list you want to edit, then press #.
   If you don’t remember the number of the group list you want to edit, review
   your group lists as described in the Reviewing Existing Group Lists section.

2. If you change your mind and you want to keep the group list as it is, press *.
   Otherwise, you can select from the following options, each detailed in the
   following sections.
• To add members to the group list, press 1.
• To remove members from the group list, press 2.
• To delete the group list, press 3.
• To play the list of members, press 4.
• To record a new name for the group list, press 5.
• To exit, press *. This saves any changes you have made and finishes editing this group list.

Adding New Members to the Group List

To add members to the group list, press 1.
1. Enter the number of another group list or the subscriber’s 10-digit telephone number that you want to add, then press #.
2. The system plays the name of the person or group list you have chosen.
   • To add the person or group list, press 1.
   • To change the number you entered, press *. Enter a different number when prompted.
   • To cancel adding a new member altogether, press **.
3. When you have finished, you are returned to the Editing Group Lists Menu.

Removing Members from the Group List

To remove members from the group list, press 2.
1. The first member’s name plays.
   • To remove the member, press 1.
   • To keep the member and go to the next, press #.
   • To finish removing members, press *.
2. When you have finished removing members, you return to the Editing Group Lists Menu.

Deleting the Group List

To delete the group list, press 3.
• You are asked to confirm that you want to delete the group list.
• To permanently delete the group list, press 1. You will then return to the Group List Menu.
• To cancel this option and keep the group list, press *. You will return to the group list’s options.

Hearing the Members of the Group List

To hear the members of the group list, press 4. You will hear the member names and return to the Editing Group Lists Menu.
Recording a Name for the Group List

To record a new name for the group list, press 5.
1. After the tone, record a name for the new group list, then press #.
The name you recorded plays back to you.
   • To save the name, press 1.
   • To cancel the recording and record a new name, press 2.
   • To cancel the recording, keep the old recorded name, and return to the Editing Group Lists Menu, press 3.

1.6.3 Reviewing Existing Group Lists

If you want to review your group lists, press 3 from the Group List Menu.
1. The system will tell you how many group lists you have.
2. Each group list is read out in turn.
   • To select this group list, press 1. You are then taken to the Edit Group Lists Menu.
   • To move on to the next list, press #.
   • To return to the Group Lists Menu, press *.

2 Collecting Your Messages

2.1 Logging Into Your Account

After you have set up your Voice Mailbox service, you can access your Mailbox using your access number and PIN from any touch-tone phone location.

If you are checking Voice Mail from the Voice Mailbox number:
1. Dial your Voice Mail access number.
2. When the system prompts you for your Mailbox number, enter your 10-digit telephone number.
3. If the Greeting plays, you may interrupt by pressing *.
4. Enter your personal PIN when prompted, followed by #.
5. You will be alerted to any new messages and prompted for your first command.

If you are checking Voice Mail from a number that is NOT your Voice Mailbox number:
1. Dial your Voice Mailbox number directly.
2. If the Greeting plays, you may interrupt by pressing *.
3. Enter your PIN when prompted, followed by #.
4. You will be alerted to any new messages and prompted for your first command.
To Access Greeting Only and/or Stand Alone Mailbox service:

1. Dial your Voice Mailbox number directly.
2. If the Greeting plays, you may interrupt by pressing *.
3. Enter your PIN when prompted, followed by #.
4. You will be alerted to any new messages and prompted for your first command.

3 Sending Messages

When you are logged into the TDS Voice Mail system, you can send messages to other local subscribers. Doing this gives you access to advanced features not available if you simply call the recipient’s line. These features are:

- You can record one message and send it to several subscribers at the same time.
- If you regularly need to send messages to a number of people, you can create a group list to avoid entering the numbers each time.
- You can schedule the delivery of your message on a future date.

3.1 Delivery Options for Messages

You have a number of delivery options once you have added recipients and finished recording a message.

- To review the message again, press 1.
  - To re-record the message, press 1.
  - To add to your current recording press 2.
  - If you are happy with the recording, press #.
- To change whether the message is marked as urgent, press 2.
  If you mark your message urgent, the recipient hears that message first.
- To change whether the message is marked as private, press 3.
  If your message is marked private, the recipient cannot forward your message to anyone else.
- To re-record the message, press 4.
- To request or cancel a delivery report, press 5. With this feature you will be notified when your message is successfully delivered and available for the recipient to pick up.
- To change whether you’re notified when your message has been listened to, press 6.
- To add another recipient, press 7.
  1. Enter the 10-digit telephone number or group list number, followed by #.
  2. The number or, where available, the recipient’s name is then played back.
    - If you made a mistake and need to re-enter the number, press *.
    - If you want to add recipients, enter the 10-digit phone number followed by #.
    - If you want to send your message, press #.
- To schedule the message for delivery at a later date, press 9. You are then taken to the Future Delivery Menu.
• To send the message as is, press #.
• To cancel your message after or during recording, press *.
  Pressing * again will move you up the menu. You can then hang up to end the call, select another option from the menu, or keep pressing * until you exit the system. When your message has been sent, you return to the Main Menu.

4 Greetings Menu

Your greeting is played to callers when they reach your voice mail. You can choose from a selection of different greetings:

• Your personal greeting is your normal message. You recorded your personal greeting when you set up your account.
• You can choose a system greeting instead of your personal greeting.
• A busy greeting plays when your phone is already in use when the caller tries to reach you.
• If you have a group or Family (Group) account, you can set different greetings for each sub-mailbox or a single greeting that is played for all mailboxes in that account.

To work with your greetings, press 4 from the Main 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.

5 Changing Your Mailbox Settings

5.1 Managing Your Security Options

To change your account’s security features, press 3 from the Mailbox Settings Menu. From the Security Options Menu, you can change your PIN.

5.1.1 Changing Your PIN

If you want to change your PIN, press 1 from the Security Options Menu.
1. At the prompt, enter a new PIN, then press #. (The new PIN must meet the PIN criteria outlined in Section 1.1.1)
2. At the next prompt, re-enter your new PIN, then press #.
3. You return to the Security Options Menu.
6 Family Mailboxes (Group Mailbox for business)

A Family (Group) Mailbox has a single access number and up to 4 secondary/sub-mailboxes mailboxes (9 for Business). Incoming callers hear a Group Greeting that explains how to reach each group member’s mailbox. By entering the single digit mailbox number of the individual they’re trying to reach, the caller can leave a message.

The primary subscriber can change a number of settings on behalf of the whole group, while secondary subscribers can change settings applicable to their own mailbox. If you are the primary subscriber, you can change the Group Greeting for your mailbox.

6.1 Family (Group) Mailbox Set-Up

If you are setting up your Family (Group) Mailbox from the phone number for the mailbox:

1. Dial the Voice Mail access number.
2. Enter the 10-digit telephone number for the Family (Group) Mailbox when prompted. (Note: After your mailbox is set up, when you dial into the system from this number, the system will immediately ask for your PIN.)
3. When prompted, select what mailbox you want to access. Select 0 for the primary mailbox in the group and either 1, 2, or 3 to access any of the three secondary mailboxes in the group.
4. Enter your default PIN when prompted, followed by #.
5. The system tutorial will play and walk the user through set up of:
   (1) a new security PIN, (2) A Name recording, (3) A Greeting recording.
   These steps will be the same for all of the mailboxes in the group, both primary and secondary mailboxes.
6. A Greeting recording can be set up in two different ways:
   A) System generated Group Greeting – The system will play a default Group Greeting if you do not record a custom one. This greeting will play and instruct incoming callers to press either 0, 1, 2, 3 to reach their desired party. The default greeting will substitute the recorded Name for each mailbox in the Group Greeting for each of the options given in the greeting.
   B) Recorded Greeting – The user can record their own customized Group Greeting. Be sure to provide instructions for how to reach each sub-mailbox (i.e. press 1 to reach John, Press 2 to reach Mary…etc).

To manage your group greeting, press 4 from the Greetings Menu.

- An announcement states whether or not your group greeting is active.
- To change whether or not you use your group greeting, press 1.
  If you turn your group greeting off, callers cannot access group members’ mailboxes by dialing the primary number. Instead, they are sent directly to the primary subscriber’s voicemail.
- To review or re-record your group greeting, press 2.
• An announcement plays your current group greeting.
• To re-record it, press 1.
  Remember, your new group greeting should name your group members, and explain which buttons to press to reach their mailboxes.
• To accept the group greeting as it was played to you, press 2.
To return to the previous menu without making any changes, press *.

6.1.1 Setting All Additional Numbers to Use the Primary Greeting

Note, this option is only available if at least one sub-mailbox is using its own greeting. The default setting is for the sub-mailboxes to use the same greeting as the primary line, so this option will not be available at first.

To set all of your additional phones to use the same primary greeting you must first log on to the TDS Voice Mail system from your primary phone. Then:
1. From the Greetings Option Menu, press 7.
2. You will hear an announcement asking you whether you want all your additional lines to use the primary phone’s greeting.
   • To accept, press 7.
   • To leave those additional numbers using their own greetings, press * to exit to the previous menu.

If you are setting up your Family (Group) Mailbox away from the phone number associated with the mailbox:
1. Dial the TDS Voice Mail access number.
2. Enter the ten-digit telephone number for the Family (Group) Mailbox Group.
3. When the greeting plays, interrupt by pressing the *.
4. When prompted to log in, enter 0 as your Mailbox number (primary mailbox).
5. Enter the default PIN provided by TDS followed by #.
6. The system tutorial will play and walk the user through set up of:
   (1) a new security PIN, (2) a Name recording, (3) a Greeting recording.
7. Set up the Group Greeting as described in the steps above.

6.2 Logging In to Your Family (Group) Mailbox

To access your Mailbox, dial your Voice Mailbox access number and PIN from any touch-tone phone location.
1. Dial your Voice Mail access number.
2. If you’re prompted for your Mailbox number, enter the 10-digit number for the primary mailbox.
3. If the Greeting plays, interrupt the Greeting by pressing *.
4. Enter your Secondary Mailbox number.
5. Enter your personal PIN when prompted, followed by #.
6. The system will alert you of any new messages and then prompt you for your first command.
6.3 Working with Secondary Mailboxes

To work with your secondary mailboxes, press Option 4 from the Main Menu and then Option 4 again from the Settings Menu.

From the Group Mailbox Menu you can:
- Enable a secondary sub-mailbox.
- Disable a secondary sub-mailbox.
- Toggle the summary settings of the secondary sub-mailboxes.
- Add a secondary mailbox (up to 3 mailboxes can be added).
- Delete a secondary mailbox.

6.3.1 Enabling a Secondary Mailbox

If you have previously disabled a Mailbox, you can re-enable it by pressing 1 from the Group Mailbox Settings Menu.

1. An announcement states the total number of sub-mailboxes waiting to be enabled, and then reads out each available number in turn.
   - To select a number, press 1.
   - To move to the next number, press #.
   - To exit without making any changes, press *.
2. Once you have selected a number, an announcement repeats it back to you.
   - To enable the selected number, press 1.
   - To continue to the next number without making any changes, press 2.
   - To exit the menu without making any changes, press *.

6.3.2 Disabling a Secondary Sub-Mailbox

You can prevent a secondary sub-mailbox from receiving voice mails by disabling it. Existing messages and settings are stored, but new messages are not accepted (handy if a family member is on vacation, for example).

To disable a secondary sub-mailbox, press 2 from the Group Mailbox Settings Menu.

1. The system reports the total number of mailboxes and then reads each mailbox number in turn.
   - To select a number, press 1.
   - To move to the next number, press #.
   - To exit without making any changes, press *.
2. Once you have selected a number, an announcement will repeat what you chose.
   - To disable the selected number, press 1.
   - To continue to the next number without making any changes, press 2.
   - To exit the menu without making any changes, press *.
6.3.3 **Toggling the Summary Settings of Secondary Sub-Mailboxes**

If you are the primary subscriber and your account allows it, the system can tell you the number of unread messages in your account’s secondary sub-mailboxes every time you log in.

To change whether or not you hear this message, press **5** from the Group Mailbox Settings Menu.

- Your new setting is announced, and you are returned to the start of the Group Mailbox Settings Menu.