



INSTRUCTION GUIDE

Voice Mail

Just press **(*)** **(9)** **(8)** from your home phone to get your messages.



CenturyLink®

**START
HERE**

IMPORTANT

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

Standard Greeting

Our Standard Greeting says: "At the tone, please record your message to [your mailbox's name or your phone number]."

Why three ways to check messages?

Quick and easy, ***98** is for when you're at home. The other two ways work anywhere, at home or away.

(*98 message retrieval may not be available in all areas.)

Set up your voice mailbox first


- **From your home phone, press ***98** or call your Retrieval Number**
Your retrieval number is shown on the welcome letter you received in this package.

Voice prompts will guide you through these steps:

- **Create your own Password**
It can be any number 4 to 15 digits long.
- **Record a name to identify your Mailbox**
For instance, "Smith Residence" or "Jason & Kathy."
- **Choose a Greeting:**
 - ① Standard Greeting with phone number
 - ② Standard Greeting with name
 - ③ Record your own Personal Greeting, up to 3 minutes long

How to check messages/access your mailbox

Choose one of these ways to access your mailbox, then follow the prompts you hear.

From home phone only	From home or away	From home or away
PRESS 	CALL your home phone number , then press * when the greeting starts	CALL your Retrieval Number 

PRESS
1

Main Menu

These large buttons show the options available at the Main Menu level.

Message Indicator and Light

You'll know you have a new message whenever you hear an "interrupted" dial tone. If your phone or Caller ID unit has a message light, call 1 800-669-7676 to have it activated.

Extension Mailbox

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

*Not available if the caller has Caller ID Blocking enabled.

Listen to new and saved messages

While you're listening

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

After you listen to each message

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

Save time with **88** Call Return

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

The most helpful keys

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

rewind
10 sec

1

pause/
restart

2

forward
10 sec

3

slower
replay

4

date &
time

5

faster
copy

6

erase

7

normal vol
reply

8

louder
save

9

exit/
back up
*

help

0

skip

#

PRESS
2

Send a Message

Send a message directly to someone else's CenturyLink voice mailbox without ringing their phone. Or, you can even record a message for someone in your household and send it to your own number.

Group Message

You can also use the Send feature to send a single message to a group of people at the same time. It's ideal for those involved in sports leagues or community groups. Refer to the Advanced Features section for instructions.

(Some limitations may apply depending upon customer phone facilities.)

PRESS
3

Send a message to another mailbox

- From the main menu, press **2**
- **Enter the Destination Mailbox Number or group list number then press #.**
This is usually the phone number of the person you're sending to. If the person doesn't have CenturyLink Voice Mail, the system will tell you it can't deliver the message.
- **Enter another Destination Mailbox Number or group list number then press # or just press #.**
- **Record your message after the beep then press #.**
- **Press **#** to send now**

OR

- **Press **1** to add a Delivery Option and follow the prompts**
 - ① **Review Message**
 - ② **Urgent** places your message first in order in the person's mailbox.
 - ③ **Private** means your message can't be copied to anyone else.
 - ④ **Re-record Message**
 - ⑤ **Delivery Report** you will receive a notification in your mailbox when your message is successfully delivered and available for the recipient to pick up.
 - ⑥ **Confirmation** automatically sends a message back to you to tell you if and when your message is heard.

Work with greetings

- From the main menu, press **3**
 - ① **Personal Greeting**
 - ② **Extended Absence Greeting**
 - ③ **System Generated Greeting or Change Recorded Name**

PRESS
4

Change your mailbox options

1 Notification Options

Message Waiting Indication	① ON/OFF
Email Notification	③ ON/OFF
Notification Schedule	⑦

2 Hands Free & Time Saver Options

- ① Enable/Disable Autoplay*
- ② Change Urgent Settings
- ③ Voice Mail Preferences
- ④ Exit

3 Security

- ① Change Pin
- ② Fast Login
- ③ Skip Pin

4 Group List

- ① Create a List
- ② Edit or Delete a List
- ③ Review
- ④ Hear Names on the List

5 Group Mailbox Options*

- ① Enable a Secondary Mailbox
- ② Disable a Secondary Mailbox
- ③ Add a Secondary Mailbox

Modem/Internet Access

Can't get on the Internet?
The interrupted dial tone may be interfering with your dial-up modem. Simply check your new messages or turn the interrupted dial tone off temporarily.

Get Messages Faster

Shortcuts for getting your messages faster are: Autoplay*, Skip Password, Short Prompts and Date/Time OFF.

*Autoplay is now Hands-Free Auto-Save, a function where messages are now automatically saved to your Saved Messages. You must then access your Saved Messages to delete them.

*Additional fees may apply.
Please contact customer service for additional information.

PRESS
5

Access another CenturyLink mailbox

A handy feature if you're checking messages away from home. Let's say you're dialing your retrieval number from a neighbor's phone, who also has CenturyLink Voice Mail. As soon as you hear their Voice Mail prompts, simply press ⑤ and enter your own 10-digit phone number and password to access your mailbox.

VOICE MAIL HELP: 1 800-669-7676

HELP

Troubleshooting

- If your message waiting indicator (audible or visual) is not working, but you have messages, enter your mailbox, go to Mailbox Options (option 4), select Notification Options (option 1). Follow prompts to make sure Message Waiting Indication is on.
- If your message waiting indicator (audible or visual) remains on after you have cleared your messages, enter your mailbox, go to Mailbox Options (option 4), select Notifications (option 1). Turn the feature on and off two or three times (follow prompts). Be sure you end with Message Waiting Indication **ON**.
- You can change your ring cycle (the number of rings before a call goes to Voice Mail) or find out your retrieval number by calling our automated help system at 1-800-669-7676.

Group Messages

Communicate the same information to a group of people at once — the reunion plans, the soccer game time, work-at-home associates, you get the idea! Since this feature only works with other CenturyLink Voice Mail users, you'll need to ask the others in your group if they also have this service.

Other ways to use Voice Mail

Here are a couple of special things you can try with other people who also have CenturyLink Voice Mail.

(Some limitations may apply depending upon customer phone facilities.)

Advanced Features

How to send a Group Message

First, you have to make a list of phone numbers for everyone in your group. You can store up to 15 different groups with up to 25 people in each group.

From the main menu, choose ④ for Mailbox Options, then:

- Choose ④ for Group Lists, then ① Create a List.
- Number this list 11-25, then record a name for it and press #.
- Enter the phone numbers of your group members one at a time.

Now you can send a message to this group. Go to Main Menu ② and follow the **Send** instructions, entering the Group List number (11-25) for the destination, then press #.

Reply to, or Forward a Copy of a Message

- Press ⑥ to forward a copy of a message to someone else's voice mailbox.

For example, you get a message at home that you want to forward to your neighbor, or your children share time in two households. Whenever a message arrives for them, just press ⑥ to forward it on.

- Press ⑧ to send a reply message directly back to the person who called you.

Let's say it's late at night and you don't want to ring the person's phone. Maybe you just don't want to talk right now, but you still want to answer their message. No problem! Just press ⑧ to automatically leave a reply message in that person's voice mailbox.

**The easiest way to
get your messages:**



from your HOME phone

Press three keys and hear
your messages.

**And, after you
listen to a message,
just press:**



Call Return

automatically dials the number
of the person who left you a
message. It's FREE and
available for most local calls.

Helpful Hints

When you first get your service

- Set up your mailbox first. Callers won't be able to leave you a message until you do.
- Choose a greeting that works well for you. Most people record their own, but if it's easier, or you're security-conscious and don't want to use your own voice, use one of the built-in CenturyLink greetings.
- Take your time and listen to the voice prompts as a guide. Go ahead and experiment! You can always back up, change or erase anything you don't want.
- Get to know all the keypad commands — Can hardly hear the message? Turn up the volume (9). Someone's talking too fast? Slow it down (4). Want to skip the messages that aren't for you? Just press (#) and cruise on by.

When you're familiar with Voice Mail

These helpful options can be turned OFF and ON to get your messages faster. Just go to Mailbox Options, Main Menu (4), and follow the prompts.

- **Turn ON Skip Password** and you won't have to enter your password when you're checking your messages from your home phone. Remember though, for your protection, you still need to enter your password anytime you're checking messages away from home.
- **Turn OFF the Date and Time** so you don't hear them automatically. Whenever you really need to know, you can always press (5) during or after the message.
- **Switch to Short Prompts** when you're ready for fewer voice instructions.

Need more help with Voice Mail? 1 800-669-7676
or visit centurylink.com/welcome

Optional Features

Message Notification

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

Extension Mailbox

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

If you'd like to add an optional feature, call 1 800-669-7676.

(additional fees apply)

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

**Need help with
Voice Mail?**

1 800-669-7676

centurylink.com/welcome

Quick Reference

Three ways to Check for Messages / Access your Mailbox

From home phone only	From home or away	From home or away
PRESS	CALL your home phone number , then press (*) when the greeting starts	CALL your Retrieval Number
* 9 8		

Keypad Commands

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

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

Press Exit **(*)**, Help **(0)** or Skip **(#)** at any time.



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

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Easy Reference

Write your retrieval number and password on these wallet-size reminder cards. Print this page, trim on dotted lines and fold where indicated. Carry them with you, or put one near your phone.

Voice Mail

FOLD


Voice Mail

Easy Reference

Three ways to listen to your messages:

From home phone only	From home or away	From home or away
PRESS <div style="display: flex; justify-content: center; gap: 10px;"> <div style="border: 1px solid black; border-radius: 50%; padding: 2px 10px;">*</div> <div style="border: 1px solid black; border-radius: 50%; padding: 2px 10px;">9</div> <div style="border: 1px solid black; border-radius: 50%; padding: 2px 10px;">8</div> </div>	CALL your home phone number , then press * when the greeting starts	CALL your Retrieval Number <div style="border: 1px solid black; height: 20px; width: 100%; margin-top: 5px;"></div>

- ▶ Enter your password (if asked) _____
- ▶ New messages will start to play and save automatically if Autoplay is on. Use the keypad commands on the back of this card as you listen.

 **CenturyLink®**

Commands shown in **green** are available while you're listening to a message. Choose the **blue** commands after you're finished listening to a message. Press Exit (*), Help (H) or Skip (#) at any time.

Voice Mail Questions
1 800-669-7676
centurylink.com/welcome

1
rewind
10 sec

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pause/
restart

3
forward
10 sec

4
slow
time

5
date &
time

6
faster
copy

7
erase

8
reply

9
louder

0
help

*
exit/
back up

skip
message

1 Rewind to start
2 Forward to end
3 Faster
4 Date & time
5 Reply
6 Louder
7 Erase
8 Normal volume
9 Save
0 Help
* Exit
Skip

Voice Mail

FOLD


Voice Mail

Easy Reference

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5 Reply
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7 Erase
8 Normal volume
9 Save
0 Help
* Exit
Skip