Numbers to Know!

334-1200 (your access to MemoryCall)

your 7 digit telephone number is your
Mailbox number

your 5 to 15 digit numeric password

MEMORYCALL - VOICE MAIL - NOTES

The best way to learn MemoryCall service is to experiment with it. Nothing you do can break MemoryCall service.

> *Send yourself reminder messages while you're at home and retrieve them later.

> *Access Personal Options and change them. (No changes you make are permanent - you can always correct them.)

> *Put your co-workers on a distribution list. Record one message and sent it to all at the same time.

MemoryCall service may tell you, "Sorry you're having trouble." At that point, it may disconnect you. If you hear this, it is because you have exceeded a certain number of errors or have requested help (pressed 0) a number of times. MemoryCall service does this to allow as many users on the system as possible. Don't get discouraged, simply start again.

Pressing the sequence 3-3 (Forward) and 7 (Erase) while listening to a message will move you immediately to the end of the message and delete it. This is useful if you receive "silent" messages, which occur when a caller hangs up rather than leaving a message. This also forwards you past the dial tone heard if a caller hangs up after leaving a message.

Once you have sent a message, you cannot get it back. To cancel a message before it is sent, press #. You are then given the option to re-record the message.

You **can** interrupt the following:

> Delivery confirmations of messages you have sent
> - press #

> Automatic message deletion notifications which tell you that you old messages have been automatically erased.
> - press #

Your callers can interrupt the following:

Personal greeting

-press #, to go directly to where they can record a message

-press 0. to be connected to your receptionist or secretary (if you have the dial 0 option)

WHEN YOU FIRST ACCESS YOUR NEW MAILBOX

The first time you access MemoryCall service, you will be asked to change your password and record your name. The service will lead you through the steps as follows:

1. Call MemoryCall service (9-334-1200)**

2. Enter your temporary password (your 7 digit telephone number)

3. Enter your new 5 to 15 digit numeric password and press #

4. Record your name if this is a personal mailbox or department name if shared and press #

5. Record your personal or department greeting and press #

6. Your are now at the Main Menu and your mailbox is ready to receive messages.

**when calling from another telephone number, after step 1. you will then press * and enter your own mailbox number

A SPECIAL NOTE CONCERNING PASSWORDS

Your mailbox will provide you with several options concerning the **TYPE** of password you wish to set or change (i.e., home, secretary, guest). The password that controls the mailbox and the one you as the user of the mailbox want to set or change, is the **PERSONAL PASSWORD.** Choosing **any of the other password options may lock you out of your mailbox.** If this occurs, your mailbox will have to be reset by BellSouth, and any messages in your mailbox will be lost.

Remember that it is up to you to remember your password. If you should forget it, your mailbox will have to be reset by the Telephone Company and all of your messages will be lost. To ensure complete privacy, not even the Telephone Company knows your

password or can listen to your messages.

Never just hang up whether sending or reviewing messages. Always press * until MemoryCall service says "Good-by". MemoryCall service will not disconnect itself from your line until it finishes what it is doing.

Messages are stored in "first in, first out" order. However, home and urgent messages are heard first no matter when they are received.

If you use another subscriber's telephone and dial MemoryCall service, you may go directly to that subscriber's mailbox. You will need to press * to get to your mailbox.

ACCESSING THE MAIN MENU

Dial 9-334-1200 to access voice mail. The first menu is called the Main Menu, and you MUST always reach the Main Menu to begin using MemoryCall service.

The Main Menu consists of the following features:
*REVIEW (press 1)
Allows you to listen to messages that others have sent you.

SEND (press 2)
Guides you in the creation and sending of a voice message.

CHECK RECEIPT (press 3)
 Lists the messages you have sent and lets you know if each message sent was delivered (or retrieved)

*PERSONAL OPTIONS (press 4)
 Prompts you in personalizing the service to your needs.
 This is where you will change your greetings and passwords.

RESTART (press 5)
Disconnects you from your mailbox and repeats the generic prompt to enter another mailbox number.

EXIT (press *)
Disconnects you from MemoryCall service.

*these are the features you will use most