

requests from MemoryCall® to the switch.

Biff hangs up from his current call. He lifts the receiver to listen for stutter dial tone. No stutter dial tone is present so he doesn't call in to get Buddy Bazutto's message.

SMDI failure prevents callers from connecting automatically with subscriber mailboxes and blocks activation of stutter dial tone. Fortunately for Biff, the SMDI link was operational and he could listen to the message in the upcoming voice mail example.

How does MemoryCall® service voice mail work?

With telephone answering, a caller is connected to the subscriber's mailbox and leaves a message. The caller does not have to be a MemoryCall® service subscriber. Telephone answering is essentially a caller-to-mailbox connection.

Voice mail, on the other hand, is best described as mailbox-to-mailbox communication. The sender of the message must subscribe to MemoryCall® Voice Messaging or Deluxe Voice Messaging services. The recipient must be a MemoryCall® customer.

Subscribers to MemoryCall® Voice Messaging or Deluxe Voice Messaging can:

- Record and send messages to other MemoryCall® users, or
- Forward to another subscriber, a voice mail or telephone answering message received from a third party.

Messages, whether original or forwarded, are sent by entering the destination mailbox number of the intended recipient or a group distribution list code. The message is placed in the appropriate subscriber mailbox(es.) Message waiting indication will be activated.

Tariff References/Price List References

Mailbox Prices And Availability

This chapter contains tables listing current MemoryCall® service mailboxes available for resale on a month to month pricing plan. Feature Codes (a.k.a. USOCs) are organized in tables by service category: Residential and Business mailboxes. Tables contain the following columns:

Feature Code – The Feature Code required to identify and order a particular mailbox type. Also referred to as a Universal Service Order Code or USOC.

Mailbox Name – The MemoryCall® service name associated with the Feature Code or a description of the mailbox.

N/R – This column shows the non-recurring charges associated with the installation of each mailbox type. The same non-recurring charge shown for a given mailbox type applies in all states.

Required Quantity – Indicates the volume commitment associated with a given mailbox Feature Code. A “1” indicates that no volume commitment is required and a single (1) mailbox can be ordered.

Base Usage – For usage sensitive mailboxes, the usage allowance given to each mailbox. Customers are charged a per minute fee for usage over this base allowance. Non-usage sensitive mailboxes are indicated with the words “Flat Rate.”

State Columns – These columns show pricing for each mailbox type for the nine states in the BellSouth region. The first price figure represents the per-month recurring charge and includes the base usage. For usage sensitive mailboxes, the other number shown below the monthly price indicates the per minute price for mailbox usage over the base minutes. The symbol “n/a” indicates that a particular mailbox is not available in a given state.

Installation Intervals

MemoryCall® Service Installation Intervals

Normal Installation Intervals — YES.

Project Coordination Required — NO.

Service Inquiry and Ordering Guidelines

Service Inquiry Guidelines

No Service Inquiry required for MemoryCall® service.

Ordering Guidelines

The following activities must be completed to obtain required information for ordering a MemoryCall® service mailbox:

- Determine availability of MemoryCall® service in customer's serving central office;
- Determine customer's serving central office switch type;
- Determine MemoryCall® platform type serving customer's central office switch; and
- Obtain MemoryCall® access number;

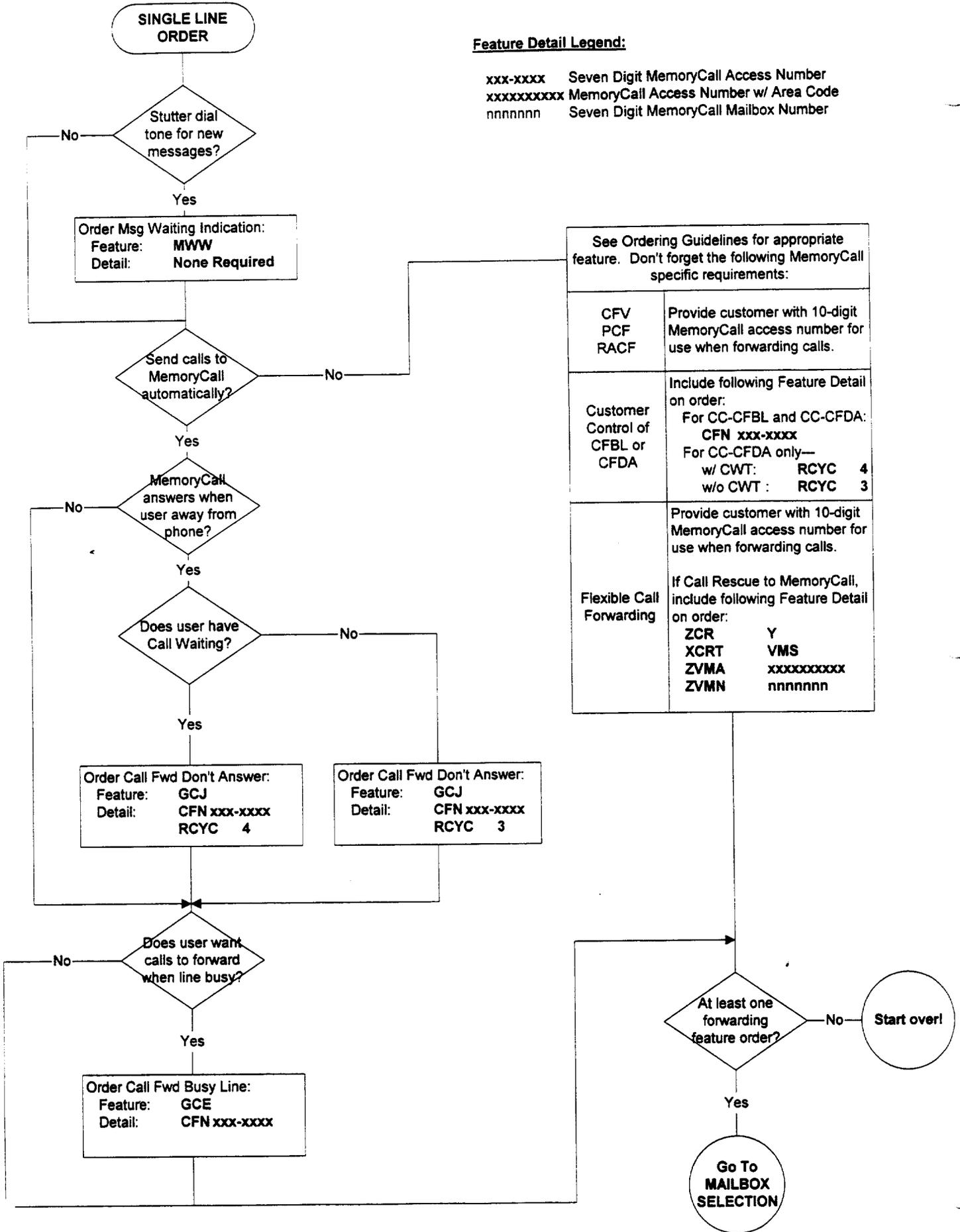
The above information should be obtained from P/SIMS.

Once this information is obtained, follow the flow charts on the next page to prepare the customer's MemoryCall mailbox order.

SINGLE LINE ORDER

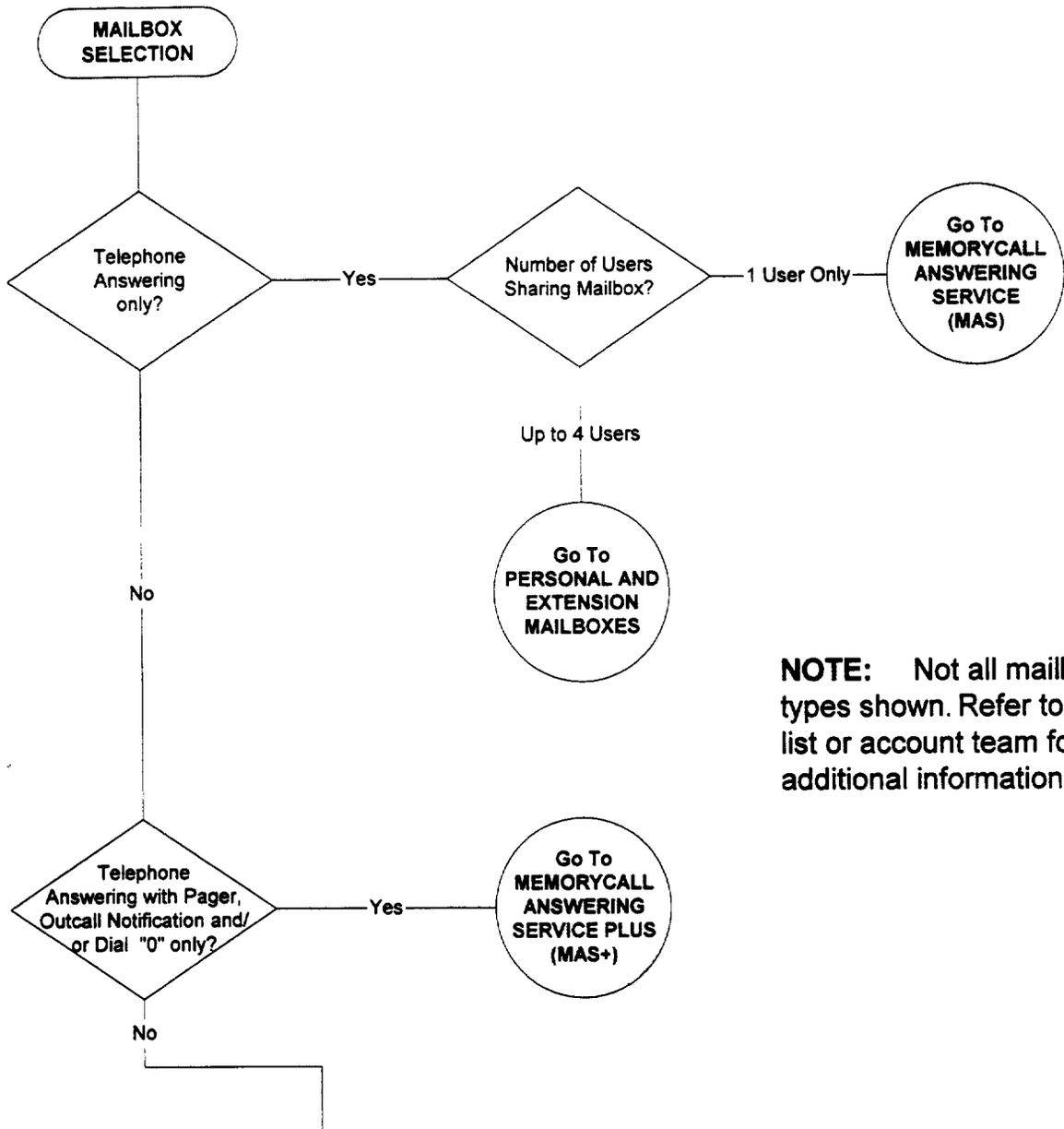
Feature Detail Legend:

xxx-xxxx Seven Digit MemoryCall Access Number
 xxxxxxxxxx MemoryCall Access Number w/ Area Code
 nnnnnnn Seven Digit MemoryCall Mailbox Number



See Ordering Guidelines for appropriate feature. Don't forget the following MemoryCall specific requirements:

CFV PCF RACF	Provide customer with 10-digit MemoryCall access number for use when forwarding calls.
Customer Control of CFBL or CFDA	Include following Feature Detail on order: For CC-CFBL and CC-CFDA: CFN xxx-xxxx For CC-CFDA only— w/ CWT: RCYC 4 w/o CWT: RCYC 3
Flexible Call Forwarding	Provide customer with 10-digit MemoryCall access number for use when forwarding calls. If Call Rescue to MemoryCall, include following Feature Detail on order: ZCR Y XCRT VMS ZVMA xxxxxxxxxx ZVMN nnnnnnn



NOTE: Not all mailbox types shown. Refer to price list or account team for additional information.

Select a set of mailbox characteristics and features to be included along with telephone answering and pager/outcall notification:			
Usage Sensitive Billing:	No	Usage Sensitive Billing:	Yes
Number of Messages:	20	Number of Messages:	30
Message Length	2 Min.	Message Length	3 Min.
Archived Msg Retention	7 Days	Archived Msg Retention	14 Days
Greeting Length	90 Sec.	Greeting Length	45 Sec.
Group Distribution Lists	No	Group Distribution Lists	Yes

Yes

Go To MEMORYCALL VOICE MESSAGING SERVICE

Yes

Go To MEMORYCALL DELUXE VOICE MESSAGING SERVICE

MEMORYCALL ANSWERING SERVICE (MAS)

Enter MAS Feature Code on Order Form.

Octel/BTI Features:

MBBRX (Res)

SMBBX (Bus)

ECC Only Features:

EMSRX (Res)

EMSBX (Bus)

Feature Detail Legend:

nnn-nnnn

Customer's telephone number and MemoryCall mailbox number

rrr-rrrr

Customer's RingMaster number and Transfer Mailbox number

Enter the following Feature Detail information:

TN nnn-nnnn (Telephone Number)

MBTN nnn-nnnn (Mailbox Number)

Note: Customer's telephone number and mailbox number should match.



Yes

No

For each RingMaster number, order one Transfer Mailbox:

Feature: **VMSAX (Octel/BTI)**

EMSTM (ECC)

Detail: **TN** rrr-rrrr

MBTN rrr-rrrr

TTMB nnn-nnnn

Note: Transfer Mailbox Number and RingMaster Number must match.

Transfer-To Mailbox Number (TTMB) must match MAS mailbox number

FINISHED

**PERSONAL/EXTENSION
MAILBOX**

Enter Personal or Extension Mailbox
Feature Code on Order Form.
Octel/BTl Features:
 MPMXX (Res/Bus)
ECC Only Features:
 EMSRP (Res)
 EMSBE (Bus)

Feature Detail Legend:

nnn-nnnn Customer's telephone number and
MemoryCall mailbox number
rrr-rrrr Customer's RingMaster number and
Transfer Mailbox number

Enter the following Feature Detail information:
TN nnn-nnnn (Telephone Number)
MBTN nnn-nnnn (Mailbox Number)

Note: Customer's telephone number and mailbox
number should match.

Customer has
RingMaster and served by
5ESS or EWSD?

Yes

No

For each RingMaster number, order
one Transfer Mailbox:
Feature: **VMSAX** (Octel/BTl)
 EMSTM (ECC)
Detail: **TN** rrr-rrrr
 MBTN rrr-rrrr
 TTMB nnn-nnnn

Note: Transfer Mailbox Number and
RingMaster Number must match.
Transfer-To Mailbox Number (TTMB)
must match mailbox number

FINISHED

MEMORYCALL ANSWERING SERVICE PLUS (MAS+)

Enter MAS+ Feature Code on Order Form.
Feature: MBBPX (Res)
MBB (Bus)

Enter the following Feature Detail information:
TN nnn-nnnn (Telephone Number)
MBTN nnn-nnnn (Mailbox Number)
 Note: Customer's telephone number and mailbox number should match.

Can callers press "0" to reach customer operator?
 Yes
 No

Enter the following Feature Detail information:
VMAN oooooooooo (Operator's Number)
 Note: Operator assistance number must be a local or toll-free number and different from customer's telephone number.

Page customer for new messages?
 Yes
 No

Local/800 w/o PIN

Pager Type?

Local/800 w/ PIN

Enter the following Feature Detail information:
VMO P,01
 NOTE: Customer must enter pager number during mailbox initialization.

Enter the following Feature Detail information:
VMO P,05 //,pppppppppp

Customer has RingMaster and served by 5ESS or EWSD?
 Yes
 No

For each RingMaster number, order one Transfer Mailbox:
Feature: VMSAX
Detail: TN rrr-rrrr
MBTN rrr-rrrr
TTMB nnn-nnnn
 Note: Transfer Mailbox Number and RingMaster Number must match. Transfer-To Mailbox Number (TTMB) must match MAS+ mailbox number

Feature Detail Legend:

- nnn-nnnn Customer's telephone number and MemoryCall mailbox number
- oooooooooooo Customer's local (7-digit) or toll-free (10-digit) operator assistance number. For GA only, local numbers must be 10-digit and include the area code.
- // Customer's local or toll-free pager number. Must be 10-digit and include area code.
- pppppppppp PIN number for customer pager (up to 24 digits)
- rrr-rrrr Customer's RingMaster number and Transfer Mailbox number

Note: Outcall notification to a telephone number other than a pager does not require a feature detail entry.

FINISHED

MEMORYCALL VOICE MESSAGING SERVICE

Enter MemoryCall Voice Messaging Service Feature Code on Order Form.
Feature: MBBBF

Enter the following Feature Detail information:
TN nnn-nnnn (Telephone Number)
MBTN nnn-nnnn (Mailbox Number)
 Note: Customer's telephone number and mailbox number should match.

Can callers press "0" to reach customer operator?

No

Yes

Enter the following Feature Detail information:
VMAN oooooooooo (Operator's Number)
 Note: Operator assistance number must be a local or toll-free number and different from customer's telephone number.

Page customer for new messages?

No

Yes

Pager Type?

Local/800 w/o PIN

Local/800 w/ PIN

Enter the following Feature Detail information:
VMO P,01
 NOTE: Customer must enter pager number during mailbox initialization.

Enter the following Feature Detail information:
VMO P,05 //////////////,pppppppppp

Customer has RingMaster and served by 5ESS or EWSD?

No

Yes

For each RingMaster number, order one Transfer Mailbox:
Feature: VMSAX
Detail: **TN** rrr-rrrr
MBTN rrr-rrrr
TTMB nnn-nnnn
 Note: Transfer Mailbox Number and RingMaster Number must match. Transfer-To Mailbox Number (TTMB) must match MemoryCall Voice Messaging Service mailbox number.

FINISHED

Feature Detail Legend:

- nnn-nnnn Customer's telephone number and MemoryCall mailbox number
- oooooooooo Customer's local (7-digit) or toll-free (10-digit) operator assistance number. For GA only, local numbers must be 10-digit and include the area code.
- ////////// Customer's local or toll-free pager number. Must be 10-digit and include area code.
- pppppppppp PIN number for customer pager (up to 24 digits)
- rrr-rrrr Customer's RingMaster number and Transfer Mailbox number

Note: Outcall notification to a telephone number other than a pager does not require a feature detail entry.

MEMORYCALL DELUXE VOICE MESSAGING SERVICE

Enter Deluxe Voice Messaging Feature Code on Order Form.
Feature: **VMZ1X**

Enter the following Feature Detail information:
TN nnn-nnnn (Telephone Number)
MBTN nnn-nnnn (Mailbox Number)
Note: Customer's telephone number and mailbox number should match.

Can callers press "0" to reach customer operator?
Yes
No

Enter the following Feature Detail information:
VMAN oooooooooo (Operator's Number)
Note: Operator assistance number must be a local or toll-free number and different from customer's telephone number.

Page customer for new messages?
Yes
No

Pager Type?
Local/800 w/o PIN
Local/800 w/ PIN

Enter the following Feature Detail information:
VMO P,01
NOTE: Customer must enter pager number during mailbox initialization.

Enter the following Feature Detail information:
VMO P,05 zzzzzzzz,ppppppppp

Customer has RingMaster and served by 5ESS or EWSD?
Yes
No

For each RingMaster number, order one Transfer Mailbox:
Feature: **VMSAX**
Detail: **TN** rrr-rrrr
MBTN rrr-rrrr
TTMB nnn-nnnn
Note: Transfer Mailbox Number and RingMaster Number must match. Transfer-To Mailbox Number (TTMB) must match Deluxe mailbox number

Feature Detail Legend:

- nnn-nnnn Customer's telephone number and MemoryCall mailbox number
- oooooooooo Customer's local (7-digit) or toll-free (10-digit) operator assistance number. For GA only, local numbers must be 10-digit and include the area code.
- zzzzzzzz Customer's local or toll-free pager number. Must be 10-digit and include area code.
- pppppppppp PIN number for customer pager (up to 24 digits)
- rrr-rrrr Customer's RingMaster number and Transfer Mailbox number

Note: Outcall notification to a telephone number other than a pager does not require a feature detail entry.

FINISHED

Customer Education

MemoryCall® Customer Education

Customer Education and Training Material for MemoryCall services are not available.

MemoryCall® Answering Service Mailbox

Mailbox Description

MemoryCall® Answering Service is the most common MemoryCall® mailbox offering. It provides telephone answering and message recording service for the customer. With appropriate switch features, the service can answer a call when the customer is unable to take the call or already on the telephone. A greeting in the customer's own voice can be played to the calling party and a message recorded.

When the customer picks up the telephone receiver, he/she is notified that a message is waiting via stutter dial tone. Using special CPE, customers can also obtain a visual or lamp indication that messages are waiting. Messages are replayed in the caller's own voice. MemoryCall® Answering Service notes the time and date when a message was recorded.

Feature Descriptions

MemoryCall® Answering Service is a basic voice mailbox service with telephone answering capability. The following features are included with most MAS mailboxes. Refer to the Feature Summary Chart in the next section for any variations due to service platform (e.g., Octel, BTI or ECC).

Telephone Answering — Answers incoming calls forwarded from customer lines. Calls may be forwarded because the customer is unavailable, on the telephone, or the customer has temporarily forwarded all calls to MemoryCall® service.

Personalized Greeting — Customers can record a personal or company greeting which is heard each time a caller reaches the mailbox. The greeting can be changed at any time by the customer. Callers can skip over this greeting if they wish.

Message Recording — Allows a caller to leave a message in his/her own voice for the customer.

Caller Prompting (Octel and ECC only) — At the end of a greeting, the caller can be prompted to hang up or press a “#” or “1” for more options. These options give the caller additional control over message recording including the ability to listen to their message, erase and rerecord their message, or cancel the message entirely. Prompting is not automatic and the caller must be told that options exist by the customer in his/her greeting.

Caller Specified Urgent Delivery (ECC only) — During Caller Prompting, a caller can specify Normal or Urgent delivery of their message. Urgent messages are available for review by the customer before normal delivery messages. Messages not marked urgent are reviewed in the order in which they were recorded.

Message Review and Retrieval — Allows the customer to retrieve and review telephone answering messages at any time from any touchtone-capable phone. Retrieval and review options are:

Playback - While listening to a message, the customer, by using the appropriate keys, may rewind to the beginning of a message; forward to the end of a message; pause or resume playback; or increase the volume or speed of message playback.

Envelope Information - Allows the customer to hear the date and time a message was recorded and how long it is.

Skip - The customer may skip to the next message at any time by pressing one key. Any messages that are skipped remain for review later.

Cancel - The customer may cancel message review at any time while listening to

messages.

Replay - At the end of a message, the customer can replay that message in its entirety.

Delete or Save - When the customer has listened to a message, he/she may erase it or save it for a predetermined number of days. Saved messages can be reviewed and deleted or re-saved anytime during the archive period.

Password Security — Requires the customer to enter a password to retrieve messages. Customers can change passwords whenever they wish.

Message Waiting Indication (optional feature) — Message Waiting Indication (MWI) can be put on the customer's line. This feature provides stutter dial tone when messages have been left in the customer's mailbox. Stutter dial tone is turned off after the customer listens to all new messages in his/her mailbox.

Reminder Feature (BTI and ECC only) — Helps customers remember special events or appointments. Customers can program MemoryCall® to contact them with a self-recorded message at a specific date and time in the future. At the time specified, MemoryCall® dials the customer's telephone number and plays the special message to the answering party. If no one is available to answer the call, the message is placed in the customer's mailbox for retrieval later.

AutoSave (ECC only) — If a customer skips over a message, it is automatically archived or saved for review at a later date. Messages heard using the AutoPlay feature are also saved right away by ECC. In the Octel or BTI, a customer must listen to an entire message and press "9" or "2" respectively to save the message.

AutoPlay (ECC only) — Speeds up message retrieval. Customers press "1 - 1" at the main menu to use this feature. The ECC then plays through all new messages without stopping. AutoPlay messages are automatically saved for later review or deletion by the customer. At home or the office, a speakerphone can be used to listen to messages.

Easy Access (BTI and ECC) — Simplifies message retrieval. Customers who can't remember the MemoryCall® access number can retrieve messages by calling their home or business number when no one is there to answer the phone. The customer's call forwards to MemoryCall® service and the personal greeting is heard. To enter the mailbox, the customer just presses "*" during the personal greeting and enters his/her password.

Extended Help (ECC only) — Customers can get additional help and tips when accessing their mailboxes. Customers can dial "0-0" to hear helpful tips or "0-0-0" to replay the initial tutorial

Features not available with MemoryCall® Answering Service

The following features are not available with MAS mailbox offerings. The customer must change to a MAS+, Personal, Deluxe Voice Messaging, or some other mailbox to receive these benefits.

Extended Absence Greeting;
Dial "0" For Operator (aka., Return to Attendant);
Pager/Outcall Notification (aka., Special Delivery);
Sub/Extension Mailboxes;
Guest and Home Mailboxes;
Prompt Level Control;
Control of Message Waiting Indication; and
Voice Mail/Messaging Capabilities Including
Delivery Options,
Future Delivery,

**Group Distribution Lists, and
REPLY and SEND COPY During Message Review/Retrieval.**

Feature Summary Chart

The following chart compares features for MemoryCall® Answering Service (MAS) based on the vendor platform serving the customer.

MemoryCall® Answering Service Feature Matrix

FEATURE	OC TEL	B II	ECC
Telephone Answering	YES	YES	YES
Voice Mail/Messaging	NO	NO	NO
Personal Greeting	YES	YES	YES
Extended Absence Greeting	NO	NO	NO
Max. Greeting Length	45 Seconds	45 Seconds	2 Minutes
Max. Number of Messages	30 Messages	30 Messages	30 Messages
Max. Message Length	2 Minutes	2 Minutes	2 Minutes
Caller Prompting	YES (not automatic)	NO	YES (not automatic)
Caller Specified Urgent or Private Delivery	NO	NO	Urgent
Retention of New Messages	14 Days	14 Days	14 Days
Retention of Saved Messages	3 Days for Res Customers 5 days for Bus. Customers	3 Days for Res Customers 5 days for Bus. Customers	5 Days
Digits in Password	5 to 15 Digits	5 to 10 Digits	4 to 7 Digits
Temporary Password Required for Initialization	YES	YES	NO
Sub/Extension Mailboxes	NO	NO	NO
Home/Guest Mailboxes	NO	NO	NO
Outcall/Pager Notification	NO	NO	NO
Future Delivery	NO	NO	NO
Group Distribution Lists	NO	NO	NO
Dial "0" for Operator	NO	NO	NO
Prompt Level Control	NO (1 level)	NO (1 Level)	NO (1 Level)
Message Waiting Control	NO	NO	NO
Speed Control During Message Review	YES	NO	NO

Volume Control During Message Review	YES	NO	YES
Reminder Feature	NO	YES	YES
Easy Access	NO	YES	YES
Auto Save	NO	NO	YES
AutoPlay	NO	NO	YES

Operating Instructions

The following pages contain instructions for accessing a MemoryCall® Answering Service mailbox and performing various administrative activities. Operating instructions for Octel, BTI and ECC platforms may vary. Be sure you know which vendor platform serves the customer when answering questions or discussing a trouble report.

Accessing A MemoryCall® Mailbox:

Before listening to messages, recording a greeting or performing administrative tasks, a user must first access his/her MemoryCall® service mailbox. The way in which users connect to a mailbox will vary depending on the location from which they are calling. A touchtone-capable telephone is required in order to access and administer a MemoryCall® mailbox.

To begin with, the user must dial the MemoryCall® access number. This number is different from a mailbox number. The MemoryCall® access number is the lead number of the multiline hunt group connecting a customer's central office switch to the MemoryCall® platform. The MemoryCall® access number is used in two ways:

customer lines are forwarded to the access number in telephone answering applications, and customers dial the access number to get to their mailbox when retrieving messages, changing options or greetings, or performing other administrative tasks.

Calling From A Line Equipped With a Mailbox:

Customers whose mailbox number and telephone number do not match should follow the instructions in the next section. This includes customers with non-integrated service (e.g., using a Surrogate Client Number).

When a customer calls in for messages, MemoryCall® looks at the number from which the call is placed. If the calling number matches a mailbox number, MemoryCall® assumes the caller is a customer and speaks the recorded name for the mailbox. MemoryCall® then prompts the caller for a password. Use the following steps to access MemoryCall® when calling from a telephone line equipped with a mailbox (e.g., from home or office):

Dial The MemoryCall® Service Access Number.
Listen To The Recorded Name.
At The Prompt, Enter The Mailbox Password.
Listen To The Main Menu.

Customer dials the MemoryCall® access number from his home to retrieve messages:

Ring...Ring... "*John Doe. Please enter your password.*"
John enters his password and hears the Main Menu.

Customers who block delivery of their number (e.g., *67 per call or per line Calling Number Delivery Blocking) before calling the MemoryCall® access number will not hear their recorded name. Instead, these customers will hear the standard system greeting and must follow instructions in the next section — *Calling From A Line Not Equipped With a Mailbox.*

Calling From A Line NOT Equipped With a Mailbox:

Customers calling from a telephone line not equipped with a mailbox do not hear their recorded name. Instead, these customers will hear the standard system greeting. This is also true for customers with non-integrated service using Surrogate Client Numbers.

To access a mailbox, the customer must press the star (“*”) key after hearing the system greeting and then enter their mailbox number. MemoryCall® speaks the customer's name after a mailbox number has been entered and then asks for a password.

The following steps apply to customers when calling from a telephone line not equipped with a mailbox or to non-integrated users.

- Dial The MemoryCall® Service Access Number.
- Listen To The Standard System Greeting.
- Press “*”.
- Enter A Mailbox Number.
- Listen To The Recorded Name.
- At The Prompt, Enter The Mailbox Password.
- Listen To The Main Menu.

Customer dials the MemoryCall® access number from a pay telephone:

Ring...Ring... “Hello, you have reached BellSouth's MemoryCall® Service. To listen to your messages, press star “” now. Or, to leave a message for the person you are calling, enter their telephone number now. Thank You.”*

Customer enters “” and hears “Mailbox number please.”*

Customer enters seven digit mailbox number.

Customer hears “John Doe. Please enter your password.”

John enters his password and hears the Main Menu.

The actual text of the standard system greeting may be different depending on the platform accessed by the caller. However, the standard system greeting will always instruct callers to 1) press “*” if they have a mailbox on the system or 2) enter the number of the party they are trying to reach.

Easy Access...A Third Method

Customers don't always remember the MemoryCall® service access number. If these customers are served by an ECC or BTI platform, an “Easy Access” method is available.

With Easy Access, the customer merely dials his/her own telephone number. When the call forwards to MemoryCall®, the customer can press the “*” key during the personal greeting to be prompted for a password. Customers must have their line forwarded to MemoryCall® for this access method to work. Call Forwarding Busy Line and Call Forwarding Don't Answer are both recommended for customers who use Easy Access.

This access method also works for non-integrated customers who choose to call the Surrogate Client Number associated with their mailbox. The following steps apply to customers whose MemoryCall® service supports the Easy Access Feature:

- Dial The Home/Office Number Equipped With A Mailbox.
- Call Forwards to MemoryCall®. Listen To Personal Greeting.
- Press “*” During Greeting.
- Listen To The Recorded Name.

At The Prompt, Enter The Mailbox Password.
Listen To The Main Menu.

Customer dials his home number. Call forwards to MemoryCall®:

Ring...Ring... *"Hello, you've reached the Smith household....."*
Customer enters "*" and hears *"John Doe. Please enter your password."*
John enters his password and hears the Main Menu.

Initializing a Mailbox:

Before using MemoryCall® service, each customer must initialize his/her mailbox. Messages will be recorded in a mailbox prior to initialization. However, callers will not hear a personal greeting or the customer's name when leaving a message if the mailbox has not been initialized. In addition, customers cannot listen to stored messages until they have completed this initialization step.

To initialize a MemoryCall® mailbox, customers must follow instructions provided with their customer education material. In general, mailbox initialization requires the following steps:

Call The MemoryCall® Access Number From The Line Equipped With The Mailbox.
Enter The Temporary Password For The Mailbox.
Enter A New Permanent Password.
Record A Name For The Mailbox.
Record A Personal Greeting.
Listen To The Tutorial On Mailbox Operation.

After initialization, the customer will hear the Main Menu and can listen to messages or perform other administrative tasks.

Customers can initialize their mailbox when away from their home or office. However, they must press "*" and enter their mailbox number after calling the access number and before entering their temporary password.

Customers served by ECC platforms do not need a temporary password to initialize their mailbox. These customers merely dial the access number to set up their mailboxes. The mailbox tutorial and initialization process starts automatically the first time the customer makes a direct call to MemoryCall® service. During initialization, customers must establish a permanent password for use going forward. After the mailbox is set up, a password will always be required before listening to messages or changing greetings.

Main Menu Choices

The following chart compares the main menu choices for MemoryCall® Answering Service (MAS) based on the vendor platform serving the customer.

MemoryCall® Answering Service Main Menu

NUMBER ENTERED:	CC IEL	B II	ECC
"1"	Listen to Messages	Listen to Messages	Listen to Messages
"2"	Mailbox Features	N/A	Send (Reminder Feature)
"3"	N/A	Reminder Feature	N/A
"4"	N/A	N/A	Administrative Options
"5"	Restart	N/A	Restart
"6"	N/A	N/A	N/A
"7"	N/A	Restart	N/A
"8"	N/A	N/A	N/A
"9"	N/A	User Options	N/A
"0"	Repeat Main Menu	Play Help Script	Play Help Script
"*"	Exit/Disconnect	Exit/Disconnect	Exit/Disconnect
"1-1"	Listen to Unheard Messages	N/A	AutoPlay
"0-0"	N/A	N/A	Helpful Hints
"0-0-0"	N/A	N/A	Replay Full Tutorial

OCTEL Mailbox Operating Instructions

The following chart shows the most frequently used menu choices for a MemoryCall® Answering Service mailbox on an Octel platform. Other options may be available. Refer to detailed instructions in this section for additional information.

Octel MAS Menus

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