



Hawaiian Telcom Voicemail

USER GUIDE

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Thank you for subscribing to Hawaiian Telcom Voicemail Service.

Your Hawaiian Telcom Voicemail

Voicemail gives you a simple, reliable way to manage your messages at home, 24 hours a day. Enjoy Easy Access to your voicemail anytime.

Voicemail Answers Your Incoming Calls When:

- Your line is busy.
- You’re not able to answer the phone.

Voicemail simultaneously answers up to three incoming calls. The system alerts you to NEW messages in your mailbox either by a stutter dial tone or a visual indicator.

Voicemail Offers You a Wide Variety of Mailbox Features, Including¹

- Three greeting options.
- Wakeup and Reminder.
- You can Create, Send, Reply, and Redirect messages to other Voicemail users.

Using Voicemail is simple. Easy-to-understand prompts guide you through setting up and managing your features, while also providing clear digital recording quality.

Hawaiian Telcom Voicemail

Hawaiian Telcom offers a family of mailbox types to accommodate your needs:

Mailbox¹

Greeting	4-minute maximum
Message recording time	3-minute maximum
Message capacity	50-message maximum
Message storage duration	30-day maximum*
Future Delivery and Reminder service	365-day maximum

Additional features:

- Wakeup Calls and Reminders
- Send messages to a single numbers or a list
- Notifications of incoming voicemail messages
- Broadcast Lists

¹No new mesg can be received if box at capacity.

Get Started

The first time you dial into Voicemail, you will be asked to set up your mailbox. You will need the following information to enable you to access voicemail:

Voicemail Access Telephone Number:

Your Telephone Number with Voicemail:

Temporary PIN:

Note: When you set up your mailbox, you will be prompted to create a personal PIN (min 6-digits).

Your Sales Consultant provides you with information above when you order your voicemail service. If you do not have the information, or have questions, please call our Help Desk at 808-643-6111.

Enter Your Mailbox the First Time

(You must do this before you can listen to messages. Initializing the voicemail for the first time must be done from the number voicemail is tied to.)

If You Call From Your Telephone Line

1. Dial the voicemail access telephone number (or dial your own telephone number and **press *** when the greeting begins).
2. Enter your default Passcode 141414, then **press #**.
3. Follow the simple voice prompts to set up your mailbox.

If You Call From Any Other Telephone Number

1. Dial the voicemail access telephone number (or dial your own telephone number and **press *** when the greeting begins).
2. Enter your 10-digit telephone number with voicemail.
3. Enter your default pin (141414).
4. Follow the simple voice prompts to set up your mailbox.

The First Time You Dial In to Your Mailbox, Voicemail Will Prompt You to:

- Create a new PIN (6-digit number).
- Record your Name.
- Record Personal Greeting.

Questions? Please call 808-643-6111

Message Retrieval – How To Listen To Messages In Your Mailbox:

After set-up, voicemail tells you if you have NEW messages. Refer to page 8 for instructions on how to review your messages.

IMPORTANT: Callers can leave messages in your mailbox before you set up your mailbox; interrupted (stutter) dial tone on your line indicates a NEW message is in your mailbox. Voicemail will prompt you through mailbox set-up so that you can listen to your messages.

Using Your Hawaiian Telcom Voicemail Service

If You Call From Your Telephone Line

When you pick up your telephone handset, if you have NEW messages you will hear a stutter dial tone.

1. Dial the voicemail access telephone number (or dial your own telephone number and **press *** when the greeting begins).
2. Enter the telephone number of the Mailbox.
3. Enter your personal PIN, then **press #** ¹ If PIN Suppression¹ is on, this step is skipped.
4. Voicemail will tell you how many NEW and SAVED messages you have in your mailbox and play them for you.

If You Call From Any Other Telephone Number

1. Dial the voicemail access telephone number 808-643-3333 for toll free access in the State of Hawaii (or dial your own telephone number and **press *** when your greeting begins).
2. Enter your telephone number with voicemail, then **press #**.
3. Enter your personal PIN, then **press #**.
4. Voicemail will tell you how many NEW and SAVED messages you have in your mailbox, then play them.

Notes:

- The voicemail access telephone number 808-643-3333 is available for toll free access in the State of Hawaii; standard toll rates/charges will apply when calling from out-of-state.
- If you call a telephone number with Voicemail, you can **press *** during the mailbox greeting to be prompted to log in as a user to that specific mailbox only, or you can **press **** to be prompted to log into another mailbox.

Special Keys That are Always Available

*** Cancel, Exit or Move to a Previous Menu: This is the “Star” key. Press this key for prompts to:**

- Stop or cancel the current action,
- Return to the previous menu,
- Access your own mailbox when you have forwarded into the mailbox service of another Voicemail user in your local calling area, or
- Exit voicemail.

Complete Current Action: This is the “Pound” key. Press this key to complete the current action and move on to the next menu.

Listen to Your Messages

From the Main Menu, press 1 to review your messages.

Your messages will be played to you in the following order:

Urgent New messages (messages senders have marked “Urgent” when selecting delivery options).

Other New messages (will play oldest to most recent).

Saved messages (will play most recent to oldest).

Future Delivery messages (messages that YOU have recorded and stored for a later delivery to other mailboxes).

These non-prompted options are available **during** message review:

When You Receive Each Message		
Repeat	Repeat message in its entirety.	
Save	Save current and play next message.	
Erase	Erase current and play next message.	
Slower	Play current message at a slower pace.	Press 7
Louder	Play current message at a louder volume.	Press 6
Faster	Play current message at a faster pace.	Press 9
Rewind	Rewind current message 5 seconds.	Press 77
Pause	Pause current message for 10 seconds.	
Fast-Forward	Fast-forward current message 5 seconds.	Press 99
Skip (messages)	Skip to next message.	
Main Menu	Return to Main Menu.	

These options are available **after** message review:

After You Receive Each Message	
Repeat	Repeat message in its entirety.
Save	Save current and play next message.
Repeat Time and Date Stamp	Repeat time and date stamp information. Press 66
Return Call	Place a call to the Sender (Caller) of this voicemail message.
Skip Message	Skip to next message; no change to message status.
Main Menu	Return to Main Menu.
To hear menu again	

CAUTION: During message review, if you erase a message in error, **press 2** for the option to rescue your erased message(s). When you **press ***, the prompt is "If you need to save any messages deleted by mistake, **press 1**. To go to the Main Menu, **press 2**. " **IMPORTANT: Be sure to press 1 at this point to rescue your message(s).** If you **press 2** to go to the Main Menu, you will no longer have the option to rescue the erased message(s).

IMPORTANT TIPS:

- You can repeat a message as often as necessary, but you must erase, save or skip a message before you can hear the next one.
- Remember to check your messages on a regular basis and after long phone conversations.

Personal Options

Greetings

To record your own personal greeting, **press 1**. Then record your personal greeting, **press #** when finished.

- To use a system-generated greeting that announces your recorded name, **press 2**.
- To use a system-generated greeting that reads out your phone number, **press 3**.
- To use a system-generated greeting that neither announces your name nor reads out your phone number, **press 4**.
- An announcement plays back your selected greeting.
- To record or select a different greeting, **press 1**.
- To save it and use it as your greeting, **press #**.

Personal Greeting

To change your personal greeting, **press 1** from the greetings menu.

- An announcement plays back your current personal greeting.
- To re-record your personal greeting, **press 1**. *If you have already recorded a personal greeting, to manage your internal greeting, **press 2**.*
- If you haven't yet recorded an internal greeting, you are immediately prompted to do so.

- If you have already recorded an internal greeting, you are presented with the following options.
- To re-record your internal greeting, **press 1**.
- To switch your internal greeting message on or off, **press 2**.
- To exit without making any changes, **press ***.

Alternate Greeting

Set Up An Extended Absence Greeting, **press 2** from the Greetings Menu *The first time you enter the extended absence greeting menu, you will be asked to record your extended absence greeting. You will also be asked to decide whether or not you want to receive messages when the extended absence greeting is active.*

- To prevent message delivery, **press 1**.
- To leave the setting off, and to allow callers to leave you messages, **press #**.

If you choose not to receive messages, callers will be played your extended absence greeting and then the system will say goodbye and hang up.

If you have previously set up an extended absence greeting, you are told whether it is active or not.

Then:

- To switch your extended absence greeting on or off, **press 1**.
- To review or change your extended absence greetings, **press 2**.
- To re-record your extended absence greeting, **press 1**.
- To re-record your internal extended absence greeting, **press 2**.

You will only be able to re-record your internal extended absence greeting if you have already recorded the extended absence greeting that is played to external callers.

- To exit without making any changes, **press ***.
- If the extended absence greeting is enabled, to switch whether you want to accept messages or not, **press 3**.
- *If you have already recorded your extended absence greeting that is played to external callers, to preview or change your internal extended absence greeting, **press 4**.*
- To re-record your internal extended absence greeting, **press 1**.

System Generated Greeting

An announcement states the current greeting that you are using.

- If you are currently using a personal greeting and want to use a system generated greeting, you must first **press 1** to confirm that you want to select a system-generated greeting instead.

The system initially chooses a system-generated greeting that includes your recorded name.

- After confirming, or if you are already using a system-generated greeting, you are offered the following options.
- To use a greeting that includes your recorded name, **press 1**.
- To use a greeting that includes your number, **press 2**.
- To use a greeting that includes neither your name, nor your number, **press 3**.
- To review or re-record your recorded name, **press 4**, then refer to *To review or re-record your spoken name*.
- In each case above, an announcement plays the new greeting.
- To select and use this greeting, **press 1**.
- To change your mind and select a different greeting, **press 2**.

Recorded Name

An announcement plays your current recorded name.

- To re-record it, **press 1**.
 1. Record your new name, **press #** when finished.
 2. An announcement plays back your recording.
- To accept it, **press 1**.
- To re-record it, **press 2**.
- To exit without saving your any changes, **press 3**.
- To exit to the previous menu, **press ***.

Personal Identification Number (PIN)

If you want to change your PIN, **press 1** from the Security Options menu.

1. At the prompt, using your telephone keypad, enter a new PIN, then **press #**.
 - Your Service Provider may impose checks on your new PIN to ensure that you are setting a PIN that could not easily be guessed by someone else. For example, checks may be in place to set a maximum or minimum length for your PIN, or to prevent you including part or all of your telephone number, or an ascending or descending series of numbers, or repeated digits in the PIN. You also cannot reset the PIN to its current value.
 - If your new PIN fails one of these checks, you will hear an error message explaining why your PIN is being rejected. You will then be returned to the Security Options menu, where you can enter another PIN. PIN setup will continue once you have entered a PIN that satisfies these checks.
2. At the next prompt, re-enter your new PIN, then **press #**.
3. You return to the Security Options menu.

Skip PIN Feature

Usually when entering your mailbox, you need to enter your PIN. However, it is possible to set up your mailbox so that you can enter it without using a PIN when calling from your own telephone. This feature is called *Skip PIN*.

ATTENTION

This feature saves time, but significantly reduces the security of your account. It means that any person with access to your phone will be able to listen to your voicemail messages, and to assume your identity when sending messages. If you want to change whether or not you need to enter your PIN at login, **press 3** from the Security Options menu.

1. An announcement states whether or not you need to enter a PIN when logging on using your own phone during logon.
 - To switch the setting, **press 1**.
 - To keep the setting as it is, **press ***.
2. Once complete you are returned to the Security Options menu.

Set Up Reminder Calls

Use the Reminders service to set the voicemail service to call your phone at a pre-arranged time. You can record a message to be played back during the reminder call, and you can set either a one-off alarm call, or have them recur daily or just on weekdays.

Note: Reminder calls are delivered to the phone you use to set them up. If you want to deliver a Reminder to another phone associated with your account, log into your account from that phone and carry out the following instructions.

Reminders Menu

Press 5 from the Main Menu. The Reminders menu tells you whether you have any active Reminders and then presents a list of options. You can:

- Switch whether or not Reminders are active.
- Add a new Reminder.
- Maintain your existing recurring Reminders.
- Maintain your existing one-off Reminders.

Each option is described in its own section below.

Activate and Deactivate Reminders

If you wish, you can turn off the delivery of Reminders altogether. For example, you might do this if you are on vacation and do not wish to be disturbed with regular scheduled reminder calls.

1. Whenever you enter the Reminders menu, you will hear an announcement telling you whether Reminders are active or not.
2. To activate or de-activate your Reminders, **press 1** from the Reminders menu.
3. You are then returned to the start of Reminders menu, which will announce the new state of your Reminders.

Add a New Reminder

To set up a new Reminder, **press 2** from the Reminders menu.

1. You are prompted to record your new Reminder and to **press #** when complete.
 - If you make a mistake, **press *** to cancel and start again.
 - On some versions of MetaSphere EAS, you will hear a warning (either a sound or a system announcement) as you approach the maximum recording length for a reminder.

2. Once you **press #**, the Reminder message will be played back to you for review.
 - If you are happy with the message, **press 1**.
 - If you want to re-record the message, **press 2**.
3. You are then asked whether you want to make this a recurring or onetime Reminder.
 - To make it a one-time Reminder, **press 1**.
 - To make it a recurring Reminder that is delivered every weekday, **press 2**.
 - To make it a recurring Reminder that is delivered every day, **press 3**.
4. If you have selected a one-time reminder, you must now select a date.
 - a. First enter the number of the month (from 1-12) during which you want the Reminder to be delivered.
 - After entering the month, wait for the next announcement, or **press #** to proceed immediately.
 - b. Then enter the day of the month (from 1-31 as applicable), on which you want the Reminder to be delivered.
 - After entering the day, wait for the next announcement, or **press #** to proceed immediately.
 - c. Your selection is then read back.
 - If the date of delivery is correct, **press 1**.
 - If you want to change the delivery date, **press 2**.
 5. Finally, enter the time of day when you want the Reminder delivered a First enter the hour (from 1-12) during which you want the Reminder to be delivered.
 - After entering the hour, wait for the next announcement, or **press #** to proceed immediately.
 - b. Next enter the minute of that hour (from 0-59), on which you want the Reminder to be delivered.
 - After entering the minute, wait for the next announcement, or **press #** to proceed immediately.
 - c. You are asked whether the time you selected is a.m. or p.m.
 - To select a.m., **press 1**.
 - To select p.m., **press 2**.
 - d. Your selection is then read back.
 - If you are happy with the time of delivery, **press 1**.
 - If you would like to change the time of delivery, **press 2**.

6. The Reminder is now ready for delivery, and you are returned to the Reminders Menu.

Change Your Reminders

If you have already set up one or more Reminders, you can change them using the Reminders menu.

- To change your recurring Reminders, **press 3** from the Reminders menu.
- To change your one-time Reminders, **press 4** from the Reminders menu.

Whether you are working with recurring or one-time Reminders, the process is the same.

- The recording associated with each Reminder is played back, in sequence.
- To change the Reminder, **press 2**.
- To move on to the next Reminder in the list, **press #**.
- To return to the start of the list of Reminders, **press 1**.

Once you have selected a Reminder to change, you can choose from the following options.

- To delete the Reminder, **press 1**.
- The details of the Reminder are played again.
- To confirm the deletion, **press 1**.
- To return to the previous menu, **press 2**.
- To change the date or time of the Reminder, **press 2**.
- The details of the Reminder are repeated.
- To change the date of the Reminder (for one-time reminders only), **press 1**.
- To change the time of the Reminder, **press 2**.
- You are then taken to the relevant step in *Adding a New Reminder*.
- To re-record the message associated with the Reminder, **press 3**.
- The details of the Reminder are played again.
- To re-record the message, **press 1**.

Send a Message

Throughout the process of sending a message, until the point when you have finished recording, to return to the Main menu, **press ***. You can also **press *** to cancel a message if you make a mistake.

Send a message to one or more numbers, press 2 from the main menu

1. When prompted, enter a group list number or the telephone number of the person you wish to receive the message, **press #** when finished.
2. An announcement plays back the number of the recipient, or the recipient's name if it is available.
 - If you have entered the telephone number of a group mailbox, you will next be prompted to select the mailbox to which you want to send your message.
 - If you made a mistake and need to re-enter the number, **press *** to cancel and start again.
 - If you want to add a further recipient, enter their number followed by **#**. You are then returned to the start of step 2 above.
 - If you have finished entering numbers and want to continue with sending a message, just **press #**.
3. After the tone, record your message and **press #** when finished.
4. An announcement states that the message has been recorded
 - To hear delivery options, **press 1**.
 - To send the message without changing delivery options, **press #**.
5. When your message has been sent, you return to the Main menu.

Delivery Options for Messages

There are a number of delivery options available to you once you have added recipients and finished recording a message.

- To review the message again, **press 1**. Your recording is then played back.
- To re-record the message, **press 1**.
- To keep the current recording and add to it with a further recording, **press 2**. This feature allows you to add more information to your message without having to re-record it entirely.
- If you are happy with the recording as is, **press #**.

- To switch whether or not the message is marked as urgent, **press 2**. Marking your message urgent ensures the recipient hears that message before any other non-urgent messages – even if your message was sent after those non-urgent messages.
- To switch whether the message is marked as private or not, **press 3**. Marking your message private will prevent the recipient from forwarding your message to anyone else.
- To re-record the message, **press 4**. The original message is discarded and you start recording a new message.
- To switch whether or not you request a delivery report, **press 5**. If you request a delivery report, you will receive a notification in your mailbox when your message is successfully delivered and available for the recipient to pick up.
- To switch whether or not you request a report when the message has been read, **press 6**. If you request a read report, you will receive a notification in your mailbox when the recipient listens to your message.
- To add a further recipient, **press 7**.
 1. Enter a 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 *** to cancel and start again.
 - If you want to add additional recipients, enter the additional number followed by **#**.
 - If you want to continue with sending a message, just **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 it, **press ***. This will return you to the announcement asking you to make a recording, **press *** again to move you up the menu. You can then hang up to end the call, select another option from the menu, or continue to **press *** until you exit the system. When your message has been sent, you return to the Main menu.

Future Delivery

You can schedule the delivery of voicemail messages so that they are sent at a future date, rather than immediately as normal. You can schedule your messages to be delivered up to a year in the future (that is, up to yesterday's date, next year).

To schedule a message for Future Delivery, follow the instructions for creating a new voicemail message shown above then:

- **press 1** for delivery options.
- **press 9** to schedule future delivery.

Delivery Options

There are a number of delivery options available to you once you have added recipients and finished recording a message.

- To review the message again, **press 1**. Your recording is then played back.
 - To re-record the message, **press 1**.
 - To keep the current recording and add to it with a further recording, **press 2**. This feature allows you to add more information to your message without having to re-record it entirely.
 - If you are happy with the recording as is, **press #**.
 - To switch whether or not the message is marked as urgent, **press 2**. Marking your message urgent ensures the recipient hears that message before any other nonurgent messages – even if your message was sent after those non-urgent messages.
 - To switch whether the message is marked as private or not, **press 3**. Marking your message private will prevent the recipient from forwarding your message to anyone else.
 - To re-record the message, **press 4**. The original message is discarded and you start recording a new message.
 - To switch whether or not you request a delivery report, **press 5**. If you request a delivery report, you will receive a notification in your mailbox when your message is successfully delivered and available for the recipient to pick up.
 - To switch whether or not you request a report when the message has been read, **press 6**. If you request a read report, you will receive a notification in your mailbox when the recipient listens to your message.
 - To add a further recipient, **press 7**.
1. Enter a telephone 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 *** to cancel and start again.
- If you want to add additional recipients, enter the additional number followed by **#**.
- If you want to continue with sending a message, just **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 it, **press ***. This will return you to the announcement asking you to make a recording, **press *** again to move up the menu. You can then hang up to end the call, select another option from the menu, or continue to **press *** until you exit the system. When your message has been sent, you return to the Main menu.

Future Delivery

You can schedule the delivery of voicemail messages so that they are sent at a future date, rather than immediately as normal. You can schedule your messages to be delivered up to a year in the future (that is, up to yesterday's date, next year).

To schedule a message for Future Delivery, follow the instructions for creating a new voicemail then:

- **press 1** for delivery options.
- **press 9** to schedule future delivery.

Note: There is a limit to the number of messages you are allowed to schedule for future delivery. If you reach this limit, you will hear a message and then be sent back to the Delivery Options menu.

You are then prompted to schedule the date and time you want to deliver your message.

1. As a shortcut, to schedule the message for delivery later today, **press 0**. In this case you will move straight to confirming the date as described at step 4 below.
2. Alternatively, enter the day of the month (from 1-31 as applicable), on which you want to schedule the message for delivery.
 - After entering the day, wait for the next announcement, or **press #** to proceed immediately.
 - If you make a mistake, **press *** to cancel and start again.

3. Next enter the number of the month (from 1-12) during which you want the message to be delivered. Again as a shortcut, you can schedule the delivery for later today by pressing 0 and skip to step 4 below.
 - After entering the month, wait for the next announcement, or **press #** to proceed immediately.
 - If you make a mistake, **press *** to cancel and start again.
4. You will then hear an announcement stating the date you have selected
 - If you want to change the delivery date, **press 1**.
 - If the date of delivery is correct, **press #**.
 - If you want to cancel the future delivery and return to the Delivery Options menu, **press ***.
5. Finally, enter the time of day when you want the message delivered
 - a. You must first enter the hour (from 0-24) during which you want the message to be delivered. If you entered a number that is between 1 and 12, you are asked to confirm whether you want a.m. or p.m.
 - To select a.m., **press 1**.
 - To select p.m., **press 2**.
 - b. You must then enter the minute of that hour (from 0-59) on which you want the message to be delivered.
 - After entering the minute, wait for the next announcement or **press #** to proceed immediately.
 - c. Your selected date and time is then read back.
 - To confirm the Future Delivery, **press #**. You are then returned to the Delivery Options menu.
 - If you instead want to send the message immediately, **press 1**.
 - If you would like to start the Future Delivery process again, **press 2**.
 - To cancel Future Delivery and return to the Delivery Options menu, **press***.
6. The message is now ready for Future Delivery, and you are returned to the Delivery Options menu.
 - If there is a problem, you will hear a set of specific instructions that you should follow. You can either select immediate delivery, or delete the message.

Mailbox Information

- When the total number of NEW and/or SAVED messages reaches the maximum limit allowed for your voicemail plan, voicemail will play your greeting to callers followed by a voicemail system message that tells callers your mailbox is “full” and cannot accept additional messages at that time.

IMPORTANT: Callers cannot leave a message when your mailbox is full.

- Mailboxes have a 50-message capacity.
- To reach the Main Menu during message review, **press ***.
- Your PIN:
 - Must be a 4- to 8-digit number and cannot include * or #.
 - Should not begin with 0.
 - Should not be the same as your telephone number, to protect your security.
- Press * to back up to the previous menu level.

Limitation of Liability

Hawaiian Telcom extends no warranties (including any warranty of merchantability or fitness for a particular purpose), with respect to the service described in this guide. Hawaiian Telcom’s liability for any failure or defect in the service shall be limited to a refund of service charges for the time the service failed to perform. Hawaiian Telcom assumes no responsibility for any unauthorized use of the service and shall not be liable for special, consequential or incidental damages which may arise in connection with provision or use of the service described in this guide. The charges for the service have been established on this basis. By accepting and using this service, the customer agrees to this limitation of liability.

Note: Your Hawaiian Telcom Voicemail service will be periodically unavailable during late evening hours for general maintenance. We schedule this maintenance work during the lowest usage period to minimize inconvenience to our users.

Additional rates that may apply Long distance

If you dial the voicemail system access number from a location outside of your local calling area, long distance rates will apply.



**If you need help using Hawaiian
Telcom Voicemail or have questions
about the service, please call:
808-643-6111**