

**MetaSphere User Guide**  
**Feature Usage**  
**From A Landline Phone**





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# 1 How to use your account

The following sections describe how to

- find out whether someone has left you a message
- access your account
- navigate through the menus presented in your account.

## 1.1 How do I know if someone has left me a message?

MetaSphere has a number of methods of letting you know that you have a new message. It can:

- use your telephone's message waiting indicator (**MWI**), which may be a flashing light or an interrupted dial tone. Your message waiting indicator depends on your telephone service provider
- send a notification message to your pager
- send a notification message to a separate email address
- call another phone number to let you know you have a message

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*Some of these options may not be supported by HTC, or may require an additional fee. Consult a customer service representative for more information.*

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Under some circumstances, MetaSphere may not be able to set or clear your message waiting indicator, so it is worth checking for messages occasionally by accessing your mailbox. In particular, if your account is suspended for any reason, be sure to check for messages when it is re-enabled.

When you access your mailbox, you hear how many messages are waiting for you. Depending on the type of account you have, you may also hear whether there are messages waiting in other mailboxes associated with your account – for example, mailboxes belonging to other members of your family.

## 1.2 How do I access my mailbox or change my settings?

HTC will give you your access number, which is the number you need to dial in order to access your mailbox or change your settings.

HTC will also give you the initial PIN for your account, which you will change the first time you use MetaSphere.

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The first time you access your account, you will be asked to take a moment to record some personal settings.

After you have set up your account for the first time you can access your mailbox from any phone by dialing your own number and pressing the \* button. (If you share your line with other members of your family or business, you may need to select your own mailbox – as though you were leaving yourself a message – before you press \*).

## **1.3 Telephone navigation map**

The following map details the Main Menu of MetaSphere. It shows you the keys you need to press to navigate to the various sections of the MetaSphere service.

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*Once you become familiar with MetaSphere and know which buttons to press, you can save time by making your choice straight away. You do not have to wait for your chosen option to be read out before you select it.*

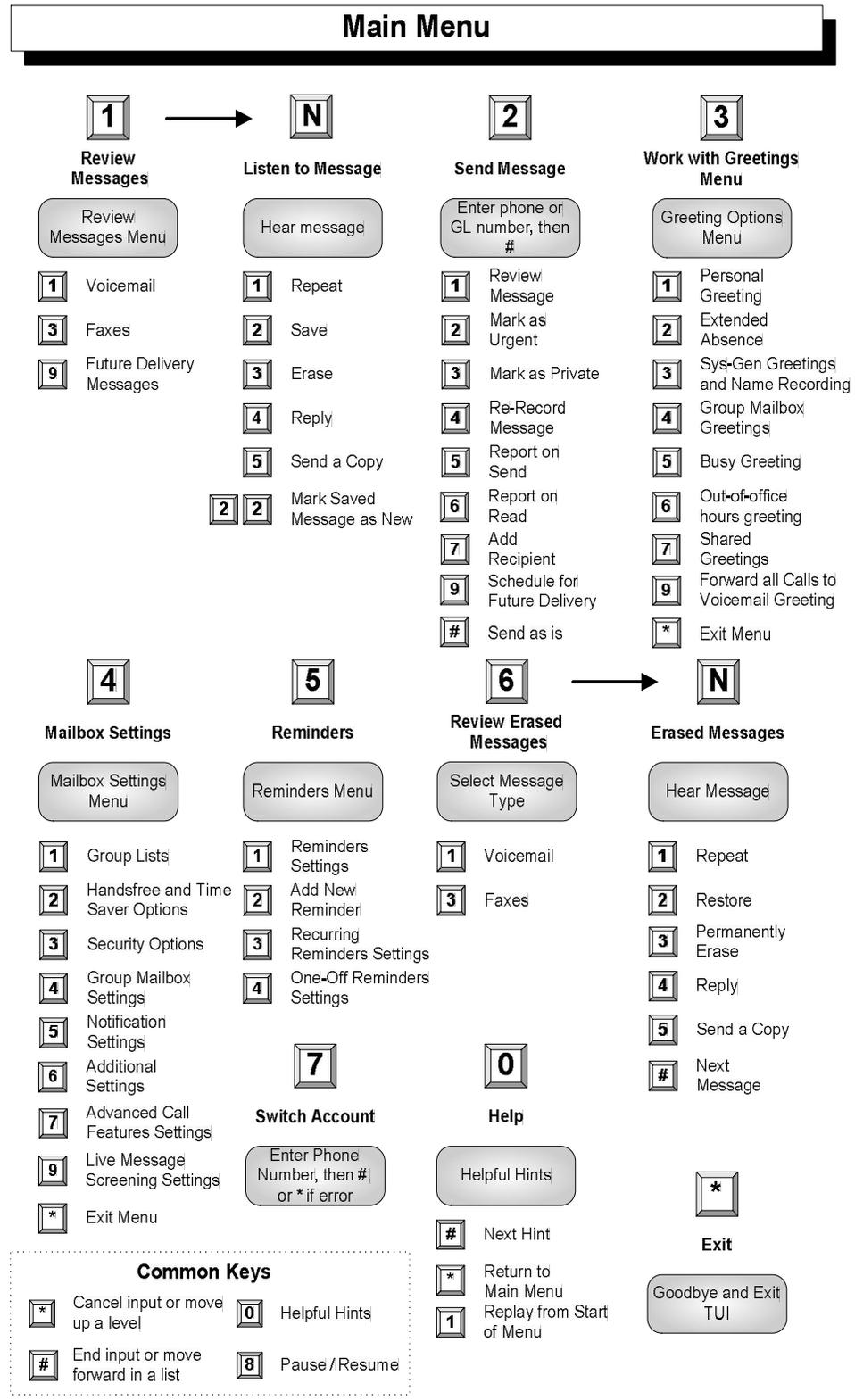
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HTC may not offer all the features described in this manual, and some of the options may require payment of an additional fee. Contact a customer service representative for more information on the services available to you.

If you do not have all the service options described in this manual, you will notice some differences in the menus described. For example, if you do not have a particular service, you will not be offered the options to set up that service.

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**Figure 1: Main Menu**



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## 1.4 Quick key reference

In addition to the keys you press to navigate through each of the menus, you can use the following keys to help you when using MetaSphere.

Some of these keys work whenever they are pressed during the call, and some work only during playback of messages. The tables below explain the behavior of these keys.

### 1.4.1 Common Keys

You can press the following common keys at any point. They behave in the same way whichever menu you are listening to.

Table 1 – Common Keys

Key	Function
<b>8</b>	<b>Wait a while</b> Pauses all activity for 30 seconds, and then returns you to the beginning of the section you are listening to. While the activity is paused, you can also press any key to return to the beginning of the section without having to wait for 30 seconds.
<b>*</b>	<b>Back up</b> This key performs one of two functions, depending on what you are doing at the time. When recording a message or entering numbers, it cancels the current input, and you are prompted to enter the input again. Otherwise, it takes you up a level of the menu system. Pressing * repeatedly is one way to cancel operations by working your way back up through the menus until you reach the Main menu.
<b># (pound)</b>	<b>Move on</b> This key performs one of two functions, depending on what you are doing at the time. When recording a message or entering numbers, # is used to indicate the end of your input. Otherwise, it is used to move forward in a list of options.
<b>0</b>	<b>Get Help</b> This key plays helpful hints about the MetaSphere system.

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## 1.4.2 Playback keys

The playback keys, listed below, are only active during the playback of a message. They are designed to help you listen to your messages, for example by skipping back a few seconds to repeat an important detail.

Table 2 – Playback keys

Key	Function
6	Increases the volume of the message. You can press this several times to incrementally increase the volume.
7	Slows the playback of the message. You can press this several times to incrementally reduce the speed of the message.
8	Pauses the playback of the message for up to 20 seconds. A recurring "ping" sound informs you that the message is paused. Pressing 8 again resumes playback.
9	Speeds the playback of the message. You can press this several times to incrementally increase the speed of the message.
77	Skips back 5 seconds.
99	Skips forwards 5 seconds.

## 1.5 Dialing Rules

Some MetaSphere features allow you to enter a telephone number. When using MetaSphere, you must always enter the telephone number, including the area code.

- In North America, use the 10-digit number (for example 800-555-0123).
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## 2 Setting up your account

Before you can make full use of MetaSphere, you will need to set up your account. HTC will give you an access number and a PIN; you will need both of these to complete the set-up.

To set up your account you must call into MetaSphere *from your own telephone*, by dialing the access number given to you by your service provider. You will then need to enter your PIN when requested.

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*Even before you set up your account, people can still leave messages for you. Before your first sign-in, MetaSphere uses the system standard greeting, which is described in section 5, Greetings menu.*

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### 2.1 First-Time Sign-in

First-time sign-in involves three steps:

- first you must change your PIN
- then you must record your recorded name
- finally you must choose a greeting to play to callers before they leave a message.

The greeting and recorded name are played each time a caller accesses your mailbox to leave a message.

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*You may skip first-time sign-in once by pressing the \* key twice, but after skipping it once, you must complete all three steps the next time you call in.*

*You can also end the setup process at any point by ending the call. If you do so, you are asked to complete the remaining setup steps the next time you enter your mailbox.*

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#### 2.1.1 Changing your PIN

First, to secure your account, you must set up a new PIN. A prompt asks to you enter a new PIN, and explains the length of PIN allowed by your telephone service provider.

1. Enter a new PIN, pressing # when finished.
  2. Confirm the new PIN by re-entering it and pressing # when finished.
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## 2.1.2 Recording your name

Next, you are prompted to record your name. This is used by MetaSphere for some system-generated announcements, for example when greeting your callers or when you leave messages for others.

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*Your recording should be less than ten seconds long. If it is too long, you will be asked to re-record a shorter version.*

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1. Record your name and press **#** when finished.
2. An announcement plays your recording back to you.
  - If you want to re-record it, press **1**.
  - If you want to keep it, press **#**.

## 2.1.3 Choosing a greeting

Once you have successfully recorded your name, you are prompted to select a greeting. You can use a number of different types of greeting.

- To record your own personal greeting, press **1**. Then record your personal greeting, pressing **#** 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 **#**.

This is the last step in setting up your mailbox. Once you have finished, you are transferred to the Main menu.

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## 3 Collecting your messages

This section explains how to collect messages from your MetaSphere account, including:

- how to log in
- an introduction to the main menu
- how to listen to and manage your messages
- how to reply to or forward your messages
- how to print any fax messages which arrive in your mailbox, if you have the fax messaging service
- how to switch between your accounts, if you have more than one.

### 3.1 Logging into your account

To sign into MetaSphere from your own telephone, dial the access number given to you by your service provider. You will need to enter your PIN when requested, unless you have enabled PIN skipping.

You can also sign into MetaSphere by calling your own phone number. The exact login method depends on the settings associated with your account, and whether you dial in from your own phone, or another phone unassociated with your account.

- You may or may not hear your voicemail greeting message. If you do, press \* to log in to your account.
- You may or may not need to enter a PIN. If you are *not* calling from your own phone you will *always* have to enter a PIN, even if you have enabled PIN skipping.

When you sign in to your mailbox, you are directed to one of two places.

- If you have activated the Autoplay feature from your Mailbox Settings menu, you go straight to your messages.
- Otherwise you go to the Main menu.

#### 3.1.1 Problems logging in

If you enter the wrong PIN, you will have three more attempts, before MetaSphere terminates the call. If this happens, you can then redial immediately and try again.

However, if you fail to log on seven times in a row, MetaSphere will lock you out for an hour. This is to protect the security of your account. You will hear a message informing you that you have been locked out and any attempts to sign in during this period will be rejected.

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If you have the option of logging on to MetaSphere's online Comm.Unity system to access your messages, you will still be able to log into Comm.Unity while locked out of the telephone interface.

Contact your system administrator if you have further difficulty signing in to MetaSphere.

### **3.1.2 Withholding Caller ID**

While you are logged into your mailbox, you can send messages to other subscribers. If you do this, the system will normally include your name and telephone number in the message the other subscriber receives.

If you do not want these details to be passed on, withhold your caller ID when calling into MetaSphere. If you do this, the recipient will instead hear the message "The sender withheld their identity".

## **3.2 Main menu**

The Main menu is the starting point for using your mailbox.

When you enter the Main menu, you hear a welcome message, then a summary of the messages in your mailbox. Depending on the type of account you have, you may hear whether there are any unheard messages in other mailboxes associated with your account – for example, mailboxes belonging to other family members.

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*If your mailbox is full or almost full, the system will warn you by reading out a short message. You should then delete some of your messages, otherwise callers may not be able to leave new messages for you.*

*If you have a group mailbox with a shared message quota, and the mailbox is full or almost full, you may hear a warning even if you have few or no messages of your own. In this case, the other subscribers who use the mailbox will need to delete messages in order to ensure that callers can continue to leave new messages.*

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The following options are available from the Main menu.

- To listen to your messages, press **1**. (The system only reads out this option if you have messages in your mailbox).
  - To record a new message for another MetaSphere subscriber, press **2**.
  - To work with your greetings, press **3**.
  - To change your mailbox settings, press **4**.
  - To manage your Reminders settings, press **5**.
  - To manage any erased messages, press **6**.
  - To log in again as a different subscriber, press **7**.
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- To listen to helpful hints, press **0**.
  - To end the call hang up, or press **\***.

## **3.3 Listening to your messages**

To begin reviewing your messages, press **1** from the main menu.

### **3.3.1 Selecting the type of message you want to listen to**

MetaSphere offers a **unified messaging** service. This means that, as well as "normal" voicemail, your account can receive and hold fax messages. Using your phone, you can hear details of faxes you received and forward them to a nearby fax machine.

So, the first step is to select the type of message you want to review.

- To listen to your voicemail, press **1**.
- To review your faxes, press **3**.

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*Unified messaging may only on certain types of account. If your account does not have the unified messaging service, you will not hear this menu, but will proceed immediately to your voicemail.*

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Once you select the type of message you want to listen to, the messages are played in the following order:

- urgent messages, followed by
- other new messages, followed by
- saved messages (which you have listened to before).

Before each message, you will hear information including the time it was received and the sender's telephone number or name (if not withheld). After the message details are read out, the message itself is played.

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*To hear only brief details about each message, disable the Time and Date Stamp feature.*

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Remember that you can control the playback of your messages – for example, you can rewind and play back an important point, or pause playback if you are interrupted. To do this, use the playback keys as described in section 1.4.2, Playback keys.

### **3.3.2 Message options**

After each message has played, MetaSphere announces the following options. You can also select these options at any time during the playback of the message; MetaSphere will carry out the action selected immediately.

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- To play the message again from the beginning, press **1**.
  - To save the message and go to the next message, press **2**. This will store the message and mark it as a saved message.
    - If you are reviewing a message that you had previously saved, pressing **2** will instead mark the message as a new message.
  - To erase the message, press **3**. If you change your mind, you can still get the message back until the end of this call.
  - To reply to the message, press **4**.
  - To forward the message to another MetaSphere subscriber, press **5**.
  - To return to the previous message, press **11**.
  - To leave the message as new and go to the next message, press **#**. This will still keep the message in your inbox, and it will be played back with other new messages if you listen to your messages again later.
    - If you are reviewing a message that you had previously saved, pressing **#** will leave the message as saved.
  - To hear details of the date and time of the message, and the caller's name or number, press **66**. This option is useful primarily if you have turned off the automatic playback of these details. Changing the play back of message headers and bodies.
  - To go back to the Main menu, press **\***.

After selecting an option, the next message in your inbox is then played (unless you chose to go back to the Main menu).

## 3.4 Replying to messages

When another MetaSphere subscriber leaves you a message, you can reply to it – either by leaving a voicemail, or by having MetaSphere call the person directly.

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*If the person leaving the message is not a MetaSphere subscriber, you cannot reply by sending a voicemail. However, you can still call the sender directly.*

*You cannot call the sender directly if they withheld their telephone number, unless you know their number by other means.*

*If, because of these restrictions, only one of the following reply options is available to you, it is selected automatically and the menu does not play.*

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To reply to a message that someone else has left for you, take the following steps.

1. After listening to the message, press **4**.
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2. Then:

- To call the sender directly, press **1**. If the sender withheld their number, you will be given the option of entering a telephone number or, if you do not know the number, pressing \* to cancel the call and return to the previous menu.
- To record a voicemail message to send back in reply, press **2**.
- If the voicemail message was originally sent to multiple recipients, to record a voicemail message to send back to the sender and all the original recipients of the message, press **3**.
- To forward the message to someone else, press **4**.
- To send an entirely new voice message – for example, if the original voicemail reminds you to call someone else – press **5**.

## **3.5 Forwarding a message to someone else**

You can forward a message that someone else has left for you to a third party, as long as the person who left the message did not mark the message private.

1. After listening to the message, press **5**.
2. Enter the telephone number of the person you wish to receive the message, and then press **#**.
3. You hear the person's number or recorded name if available.
  - If you made a mistake and need to re-enter or erase the number you just entered, press \* to cancel and start again.
  - If you want to add additional recipients, enter the additional number followed by **#**. You can do this as many times as required.
  - If you want to finish entering numbers and move to the next step, just press **#**.
4. You then have the option to record an introductory message, which will be played to the recipient before the forwarded message.
  - If you want to record an introduction, speak after the tone. When you have finished recording your introduction, press **#**.
  - If you do not want to record an introduction, press **1**.
5. Press **#** to send the message immediately. Alternatively, for more delivery options press **1**.

When you have finished choosing the delivery options, press **#** to send your message. You can also press **#** to send your message without changing any options.

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6. When your message has been sent, you return to the original message.

## 3.6 Printing fax messages

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*Printing fax messages is an additional feature and may only be offered to certain account types. Contact HTC to find out whether this feature is available to you.*

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If you receive a fax message, you can send it to a fax machine to have it printed out. You do not have to use "your" fax machine to do this –MetaSphere can send the message to any fax machine near to you (for example a hotel or within a client's office).

1. While listening to the fax message you want to have printed, press **5**.
  - To forward the message to another person, press **1** and continue.
  - To send the message to a fax machine, press **2**.
2. Enter the number of the fax machine you want to use to print the message.
  - If you want to print it using your own fax machine and have set up a default fax number, press **#**.
  - If you want to print it on a different fax machine, dial the number followed by **#**.
    - You will then be asked to confirm the number you entered.
    - If you are happy with the number, press **#**.
    - If you made a mistake and need to re-enter or erase the number you just entered, press **\*** to cancel and start again.

## 3.7 Managing erased messages

After you have erased a message, you can still play, restore, reply to, and forward it until you disconnect from your mailbox.

To manage your erased messages, press **6** from the main menu.

At any time while listening to your erased messages, you can press **#** to skip to the next erased message. You can also press **\*** to return to the Main menu.

1. The erased messages play in order.

Remember that you can alter the playback of your messages – for example you can rewind and play back an important point, or pause playback if you are interrupted using the playback keys.
  2. Once the message has played, you can chose similar message options to those available to new and saved messages, there are the following differences.
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- Pressing **2** restores the erased message. The message is returned to your mailbox as a saved message.
  - Pressing **3** will permanently delete the message. The message is removed from your account completely.

## 3.8 Logging on as a different subscriber

You may have a number of MetaSphere accounts (for example, separate home and business accounts), or you may have a group account used by a number of people, but accessed from the same number (for example in a family home). If this applies to you, MetaSphere allows you to log into another account without the need to hang up and dial in again.

To do this, take the following steps.

1. Press **7** while you are at the Main menu.
  2. Depending on the type of account you have, you will hear one of the following options.
    - Either you *can* select another mailbox in your group account, in which case you have the following options.
      - You can transfer straight to the primary mailbox by pressing **1**.  
There is no need to enter a PIN in this case.
      - You can select a mailbox that has unheard messages by pressing the number associated with that mailbox. (You cannot transfer straight to mailboxes without any unheard messages.)  
  
You will then be asked to enter the PIN for that mailbox followed by **#**.
      - You can select another mailbox by pressing **#**. You must then enter the full number as described below.
    - Or, you *cannot* select a mailbox and must enter the telephone number instead.
      - You must enter the telephone number, followed by **#**, of the subscriber account you wish to use.
      - Enter the PIN for that account, followed by **#**.
  3. You are then transferred to that account and presented the main menu, announcing any new messages as normal.
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## 4 Sending messages

When you are logged into MetaSphere, you can send messages to other MetaSphere subscribers. Sending messages while logged on gives you access to advanced features, which are not available if you simply call the recipient's line.

- As well as sending a normal voicemail, 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 even schedule the delivery of your message on a future date.

### 4.1 Sending a message when you are logged into MetaSphere

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

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To 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 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.
-

---

## 4.2 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.

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.

## 4.3 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, create a new voicemail message, then:

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

---

*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.*

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You are then prompted to schedule the date and time you want MetaSphere 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.
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- 
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.
    1. 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 am or pm.

      - To select am, press **1**.
      - To select pm, press **2**.

If you made a mistake, press **\*** to select the hour again.
    2. 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.

If you made a mistake, press **\*** to select the minute again.
    3. Your selected date and time is then read back.
      - To confirm the Future Delivery, press **#**. You are then returned to the Delivery Options, where you can set other options for this message.
      - 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.

### **4.3.1 Notes on making messages for Future Delivery**

When scheduling a Future Delivery message, you should note the following details.

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- If you are sending the message to a Group List, the message will be sent to the list of subscribers *as it stood when the message was scheduled*. If you subsequently make changes to the members of that group list, the message will still be delivered to the original members of that group, even if you have deleted or added members.

If you do make changes to a group list for which you have a future delivery message scheduled, you should edit that message.

- If the recipient of the message is in a different time zone, note that the message is scheduled according to the local time for *your* account.
- It is possible to select a time which is omitted because of the start of daylight savings time. If this happens, the message will be delivered at the start of the following hour, meaning the message is delayed *at most* by one hour.

---

*If an Area Code Split (ACS) is scheduled for your area, this may affect messages scheduled for future delivery. Any messages scheduled for after an ACS will not be delivered if the destination number has changed, and you will not receive non-delivery reports if your own number has changed.*

*You will normally be advised to delete all the messages from your Future Delivery queue immediately before the split. You cannot edit the telephone numbers in a queued message – you will have to delete the message and re-create it.*

---

### **4.3.2 Checking your Future Delivery Messages**

When you sign into your mailbox, you will hear a message if you have scheduled any messages for Future Delivery that are still awaiting delivery.

If you want to make any changes to the delivery options for these messages, listen to your messages by pressing **1**, and then, to review your Future Delivery messages, press **9**.

1. You will first hear an announcement stating the number of messages you have pending for Future Delivery.
  2. For each message, in order of scheduled times for delivery, you will hear the message header. The message header includes the time and date that the message is scheduled for delivery, the recipients, and settings for any delivery reports and urgency flags.
  3. You have the following options when a message header is read out.
    - To select the message for editing, press **1**.
    - To delete the message, press **2**.
      - The message is deleted and you move on to the next message.
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- If you change your mind, you can get the message back (within the same call).
  - To skip to the next message, press **9**.
  - To return to the Review Messages menu without making any changes, press **\***.

### **4.3.3 Editing a message pending Future Delivery**

Once you have selected the message you had scheduled for Future Delivery, you are offered the following options.

- To reschedule the message, press **1**.
  - You are then taken to the Future Delivery menu.
- To re-record the content of the message, press **2**.
  - Record your new message and press **#** when you are finished.
  - When you have finished re-recording the message, you return to the Edit Future Delivery Message menu.
- To change other delivery options for this message, press **3**.
  - To switch whether or not the message is marked as urgent, press **3**.

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 **4**.

Marking your message private will prevent the recipient from forwarding your message to anyone else.
  - To switch whether or not you request a delivery report, press **5**.
  - To switch whether or not you request a report when the message has been read, press **6**.
- To save current changes, press **4**.
- To select a different message, press **\***.

---

*You cannot change the telephone numbers within a message that has already been scheduled. Instead, delete the message and re-create it.*

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## 5 Greetings menu

Your **greeting** is the message played to callers when they reach your voicemail. You can choose from a selection of different greetings, as detailed in the following list.

- Your **personal greeting** is your normal message. You recorded your personal greeting when you set up your account.
- If you do not want to use a personal greeting, you can choose a **system greeting** instead.
- If you have a group account (a single account but with multiple mailboxes within it), you can set different greetings for each mailbox or a single greeting that is played to callers whichever member of the group they call.
- If you have multiple phones (for example a home line and a mobile line) combined with your account, you can set MetaSphere to deliver all messages to all phones to a single mailbox. You can choose whether you use the same greeting, or have individual greetings for each phone associated with the account.

Depending on the features available with your account, you may also be able to select from the following advanced greetings.

- An **extended absence greeting** can be turned on when you are out of the office for a long period of time. The extended absence greeting can also be set to **announcement-only**, which means that callers will not be able to leave a message for you.
- An **out of hours greeting** plays automatically during the times when it is outside your normal working hours.
- A **busy greeting** plays when your phone is already in use when the caller tries to call you.
- Finally, HTC may allow certain account types to set their telephone to immediately forward all calls to your voicemail. In this case, you can set up an **all calls forwarded greeting** to play when this feature is active.

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.

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*If your telephone number changes – for example, because the area code was changed as a result of an area code split – you should ensure you re-record your greetings messages to reference the new number.*

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## 5.1 About recording greetings

Whichever of your greetings you work with, the way you record and review it is the same.

### 5.1.1 Recording a greeting for the first time

The first time you select any type of greeting, you will be asked to record a message. This automatic recording happens whenever you enter a greeting menu and you do not already have a recorded message for that type of greeting.

An announcement will prompt you to record your new greeting message.

1. Record your new greeting, pressing the **#** key when finished.
2. An announcement then plays back your recording.
  - To use your new recording, press **1**.
  - To re-record it, press **2**.
  - To exit without saving any changes, press **3**.
3. You are then taken to the normal menu for managing this type of greeting.

### 5.1.2 Changing a greeting

Whenever MetaSphere asks you to re-record a greeting, you will hear the following prompts.

1. An announcement asks you to record the new greeting and to press **#** when you are finished.
  - On some versions of MetaSphere, you will hear a warning (either a beep or a system announcement) as you approach the maximum length for a greeting.
2. Your recording is then played back for you to review.
  - To accept the new greeting, press **1**.
  - To re-record it, press **2**.
  - To exit without saving, press **3**. This will leave you using the greeting message that was in place before you attempted to re-record it.

## 5.2 Managing your personal greeting

Your personal greeting is a message that you will have recorded when you set up your account. It is played to callers when they reach your voicemail.

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*If you do not want to use a personal greeting, you can use any of a number of system generated greetings*

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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**.
- To exit without making any changes, press **\***.

## **5.3 Managing your extended absence greeting**

You can set up an extended absence greeting for occasions when you are going to be unable to answer your phone for a long time. If you also know that you are going to be unable to pick up any messages that are left, you can even set MetaSphere so that it does not allow callers to leave you messages.

To set up an extended absence greeting, press **2** from the greetings menu.

*The first time you enter the extended absence greeting menu*, in addition to being asked to record the greeting, you are also 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 greeting, press **2**.
  - To re-record your extended absence greeting, press **1**.
  - 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**.

## **5.4 Managing your system-generated greetings and name recording**

Rather than using a personal greeting, you can use one of MetaSphere's system-generated greetings. Optionally, to help callers determine that they have reached the right account, the system-generated greetings can include a recording of your name.

To set up your system-generated greetings and name recording, press **3** from the greetings menu.

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- An announcement states the type of greeting you are currently using.
    - To select the type of and to activate system-generated greetings, press **1**.
    - To review or re-record your recorded name, press **2**.

### **5.4.1 To use a 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**.
- 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**.

### **5.4.2 To review or re-record your spoken name**

An announcement plays your current recorded name.

- To re-record it, press **1**.
    1. Record your new name, pressing **#** 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 **\***.
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## 5.5 Managing group account greetings

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*Group accounts are an advanced feature and may not be offered to all account types. Contact HTC for further information.*

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A **group account** allows you to have a number of mailboxes, all part of a single account.

- In some cases (especially for business users) each member of the group can have their own access number.
- Otherwise (especially for family groups), there is only a single access number. When a caller rings that number they are presented with a menu asking them to select who they would like to leave a message for.

All group accounts have a **primary subscriber**, and a number of **secondary subscribers**. 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 your mailbox's **group greeting**. This is the message which plays when a caller reaches your group mailbox, and explains which button to press on their phone to reach the required group member's mailbox.

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*Note that you can only change a group greeting if you have fewer than 9 members in your group account. If your group account is larger than this, contact HTC for assistance.*

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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.

For certain account types, group members may be able to associate additional numbers, such as wireless phone numbers, with their mailbox. In this case, callers can still access the mailbox through these additional numbers, even if the group greeting is off.

- To review or re-record your group greeting, press **2**.
    - An announcement plays your current group greeting.
    - To re-record it, press **1**.
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---

Remember that your new group greeting should name your group members, and explain which buttons to press to reach their mailboxes.

- To leave the group greeting as it was played to you, press **2**.
- To return to the previous menu without making any changes, press **\***.

## 5.6 Managing your busy greeting

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*This is an advanced feature and may not be offered to all account types.*

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If a caller attempts to contact you while your phone line is in use, you can set MetaSphere to play a different greeting to that used when you simply do not answer.

To manage your busy greeting, press **5** from the greetings menu.

- An announcement states whether or not your busy greeting is active.
- To change whether or not you use your busy greeting, press **1**.

Each time you press **1** in the Busy Greeting menu, the busy greeting is either activated or deactivated and you are returned to the start of the menu.

- To review or re-record your busy greeting, press **2**.
  - An announcement plays your current busy greeting.
  - To re-record it, press **1**.
  - To leave the busy greeting as it was played to you, press **2**.
  - To return to the previous menu without making any changes, press **\***.

## 5.7 Managing your out of hours greeting

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*This is an advanced feature and may not be offered to all account types.*

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If you have a phone that you use primarily for business, you can set MetaSphere to play callers a special greeting message if you are called when you are not working.

MetaSphere offers a number of **standard schedules** that include common working hours, but you can also create a **custom schedule** where you can set your own working hours for each day of the week.

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Once you activate your out of hours greeting, MetaSphere will then play a specific message *outside of these times* to let your callers know that you are no longer working. You might like to explain in the greeting what your working hours are, to offer alternatives, or to say that you may not be able to answer their message until you are next at work.

Setting an out of hours greeting does not stop your phone ringing. If you are in the office after all, you can pick up and answer a call as normal.

To manage your out of hours greeting, press **6** from the greetings menu.

- An announcement states whether or not your out of hours greeting is currently active.
- If your out of hours greeting is currently turned off, you can make the following choices.
  - To turn the greeting on, press **1**.
    - You are then returned to the start of the Out Of Hours menu.
  - To exit to the previous menu, press **\***.
- If your out of hours greeting is active, you can make the following choices.
  - To review or re-record your out of hours greeting, press **1**, then refer to section 5.7.1.
  - To review or change your working hours, press **2**, then refer to section 5.7.2.
  - To turn off the greeting, press **3**.
    - You are then returned to the start of the Out of Hours menu as above.
  - To exit to the previous menu, press **\***.

### **5.7.1 Reviewing and re-recording your out of hours greeting**

An announcement plays back your out of hours greeting.

- To re-record it, press **1**.
- To leave it as is, press **2**.
- To return to the previous menu, press **\***.

### **5.7.2 Reviewing or changing the schedule used for your out of hours greeting**

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*Remember that MetaSphere plays the out of hours greeting outside of the times you set up in your standard or custom schedule. Your schedule details your standard working hours.*

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An announcement plays back the current schedule used for your out of hours greeting.

If you are using a *standard schedule* and you want to

- use another standard schedule, press **1**
- use a custom schedule, press **2**
- exit, press **\***.

If you are using a *custom schedule* and you want to

- use a standard schedule, press **1**
- review or modify your custom schedule, press **2**
- exit, press **\***.

### **Choosing a standard schedule**

- You can select from the following standard schedules.
- To use Monday to Friday, nine to five, excluding holidays, press **1**.
- To use Monday to Friday, nine to five, including holidays, press **2**.
- To use Monday to Friday, eight to four, excluding holidays, press **3**.
- To use Monday to Friday, eight to four, including holidays, press **4**.
- To exit without making any changes, press **\***.

In each case above, pressing a key activates the selected schedule and returns you to the Review Schedules menu.

### **Reviewing or modifying a custom schedule**

- You can select from the following options.
- To review your current schedule, press **1**. Your current schedule is announced.
- To modify your current schedule, press **2**.
  - To select the day whose schedule you want to change, press the number of that day (for Monday, press 1; for Tuesday, press 2, and so on).
  - To clear your schedule for every day of the week, press 9.
  - To finish modifying your schedule, press **\***.

### **Changing the custom schedule used on a selected day**

- To add a new period, press **1**.
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1. Enter the start time in 24-hour clock format.
  2. Enter the end time in 24-hour clock format.
  3. An announcement states the day and times you selected.
    - To use the schedule as announced, press **1**.
    - To change the times, press **2**.
  4. You will then be asked if you want to copy to the schedule to another day.
    - Enter the number of the day to which you want to copy the schedule (for Monday, press **1**, for Tuesday, press **2**, and so on).
    - If you do not want to copy the schedule, press **#**.
- To change or delete the current schedule, press **2**.
    - To change it, press **1**.
    - To delete it, press **2**.
    - To select the next period, press **#**.
    - To exit without deleting your schedule, press **\***.
  - To clear your schedule for every day of the week, press **9**.
    - An announcement asks you to confirm your decision.
    - To confirm your decision, press **1**.
    - To return to the previous menu without making any changes, press **\***.
  - To finish modifying the schedule for this day, press **\***.

## **5.8 Managing your shared greeting options**

If you have a number of phones associated with your account, MetaSphere will deliver all messages into the same mailbox, no matter which phone they are sent to. So, for example, you can pick up messages left on your home phone when you are out using your cell phone.

MetaSphere can even send message alerts to all your phones, whichever phone has a message left on it.

If you do use this feature, by default, all your phones will use the same greeting as your primary line. However, if you prefer, you can change the greeting for an individual phone.

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## 5.8.1 Setting all additional numbers to use the primary greeting

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*Note that this option is only available if at least one additional number is using its own greetings. The default behavior is for them to use the same greeting as the primary line, so this option will not be available at first.*

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To set all of your additional phones to use the same greeting message as your primary phone, you must first log on to MetaSphere *from your primary phone*. Then:

1. To alter your shared greeting settings, press **7** from within the Greetings Option Menu.
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.

## 5.8.2 Changing the greeting options for a specific phone

To change the greeting option for a particular phone, you must first log on to MetaSphere *from that phone*.

- When you enter the Greetings Option menu, if this phone *is* using the primary greeting you will hear an announcement stating that this is the case.
  - To allow this phone to use its own greeting, press **7**.
- If this phone *is not* using the primary greeting, you will be presented with the standard Greetings Option menu.
  - You can manage greetings for this phone as described throughout this chapter.
  - Alternatively, to make this number use the primary greeting again, press **7**. An announcement states that this phone will now use the primary greeting.
    - To change your mind switch back to using the phone's own greeting, press **7** again.
    - To confirm and exit to the previous menu, press **\***.

## 5.9 Managing your all calls forwarded settings

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*This is an advanced feature and may not be offered to all account types.*

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For certain account types, HTC may allow you to set your phone to forward all incoming calls straight to your voicemail, without ringing. If you use this feature, you can optionally set a different greeting, the **all calls forwarded greeting**, to play in this case.

To manage your all calls forwarded greeting, press **9** from the greetings menu.

- An announcement states whether or not your all calls forwarded greeting is active.
- To change whether or not you use this greeting, press **1**.

Each time you press **1**, the all calls forwarded greeting is either activated or deactivated and you are returned to the start of the menu.

- To review or re-record your all calls forwarded greeting, press **2**.
  - An announcement plays your current greeting.
  - To re-record it, press **1**.
  - To leave the greeting as it was played to you, press **2**.
  - To return to the previous menu without making any changes, press **\***.



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## 6 Changing your mailbox settings

The Mailbox Settings menu allows you to change your mailbox settings, such as your PIN, and other options that help you save time while using MetaSphere.

You can reach the Mailbox Settings menu by pressing **4** from the Main menu. From this menu, you can

- create and manage your group lists
- manage your hands free and time saver options
- change your security settings
- work with your group mailbox settings
- update your notification settings
- access additional settings
- access advanced call feature settings.

Each option is described in its own section below.

### 6.1 Creating and managing your group lists

If you regularly need to send messages to a group of contacts, rather than entering each number in turn every time, MetaSphere allows you to set up a group list that contains all these numbers. You can start a list, record a name for the list (for example "sales team", or "group leaders") and then add numbers to it. Then, when you want to send a message, you only need to enter the group list number.

You can even add existing group lists to a new group list – for example to include the sales team, engineering team and maintenance team in a single group list.

To manage your group lists, press **1** from the Mailbox Settings Menu. From the Group Lists menu, you can

- add a new group list
- edit an existing group list
- review existing group lists.

#### 6.1.1 Adding new group lists

If you want 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, you hear a message stating 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 hear a message telling you so, and you are prompted to enter a new number.
2. After the tone plays, record a name for the new group list, and then press **#**. The name you have recorded plays 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 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. Enter either a subscriber's telephone number, or the number of another group list, and then press **#**.
    - If you chose a number of a *group account* (a single account with a number of members), you are asked to select which member of that group you want to add to your *group list* (the list of contact numbers).
    - 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 **\***.
  4. When you have added the group list or subscriber, you are then taken into the Edit Group List menu at the point where the options available are played.

### **6.1.2 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, and then press **#**.

If you are not sure of the number of the group list you want to change, you can review your group lists.

2. If you change your mind and you want to keep the group list as it is, press **\***.

Otherwise, you can then 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.
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## **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 telephone number that you want to add to your new group list, and then press **#**.
2. The spoken name of the person or group list that you have chosen plays.
  - To add the person or group list, press **1**.
  - To change the number you entered, press **\***. You are prompted to enter a different number.
  - 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 spoken name plays.
  - To remove the member, press **1**.
  - To keep the member and go on to the next member, 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**.
  - The group is deleted, and you return to the Group List menu.
- To cancel this option and keep the group list, press **\***.
  - You return to the group list's options.

## **Hearing the members of the group list**

To hear the members of the group list, press **4**.

- The members' spoken names play in order, and you 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**.

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1. After the tone plays, record a name for the new group list, then press **#**. The name you have 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**.

### 6.1.3 Reviewing existing group lists

If you want to review your group lists, press **3** from the Group List menu.

1. A message tells you how many group lists you currently have set up.
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 **\***.

## 6.2 Hands Free and Timesaver menu

Using MetaSphere's **Hands Free and Timesaver** options, you can make the most of your time by changing what parts of a message are played back to you, or make using hands-free navigation easier.

To manage your hands-free and timesaver settings, press **2** from the Mailbox Settings Menu. From the Hands Free and Timesaver menu, you can

- change your autoplay settings
- change how urgent messages are played
- change how voicemail messages are played

### 6.2.1 Changing your autoplay settings for messages

By default, your account is set to play the main menu after you log on.

**Autoplay** allows you instead to go directly to your messages as soon as you enter your mailbox. It is described as a hands-free feature, because you do not have to press any buttons to hear your messages.

From the Hands Free and Timesaver menu:

- if you want to change the autoplay settings of your standard messages, press **1**
- if you want to change the autoplay setting of your urgent messages, press **2**.

In each of the cases above the following options are then played.

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1. An announcement states whether or not your voicemail or fax messages are automatically played when you log in.
    - To switch this setting for voicemails, press **1**.
    - To switch this setting for faxes (if your account includes fax features), press **3**.
    - To exit without making any changes, press **\***.
  2. After you have chosen an option:
    - An announcement states the new autoplay setting.
      - To confirm the change, press **1**.
      - To return to the Autoplay Settings menu without saving your changes, press **\***.
  3. Once you have made your changes, you are then returned to the Hands Free menu.

## **6.2.2 Changing the play back of message headers and bodies**

The time and date of each message is always recorded when someone leaves a message for you. This information is called the **message header**. You can choose whether the message header is played before each message.

If you wish, you can also prevent the content of your messages from being played automatically. This content is called the **message body**.

From the Hands Free and Timesaver menu, to change whether or not the message headers or bodies are played for your voicemails, press **3**.

An announcement states whether the message header or body are set to play.

- To switch the playback of the message headers on or off, press **1**.
    - An announcement asks you to confirm the change.
    - To confirm, press **1**.
    - To change your mind, press **\***.
  - To switch the playback of the message body on or off, press **2**.
    - An announcement asks you to confirm the change.
    - To confirm, press **1**.
    - To change your mind, press **\***.
  - You are then returned to the Hands Free and Time Saver Settings menu.
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*You cannot turn off both the playback of message headers and message bodies. If you turn off the playback of one, MetaSphere will automatically enable the other.*

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## 6.3 Managing your security options

To change the security features of your account, press **3** from the Mailbox Settings Menu. From the Security Options menu, you can

- change your PIN
- activate or deactivate the fast login feature
- activate or deactivate PIN skipping.

### 6.3.1 Changing your 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 **#**.
2. At the next prompt, re-enter your new PIN, then press **#**.
3. You return to the Security Options menu.

### 6.3.2 Using the Fast Login feature

When you log into your account from another phone, such as a hotel phone or public payphone, you are asked to enter your telephone number and PIN. By default, if you are dialing in from the phone with which the account is associated, you do not have to enter the telephone number before entering your PIN. This feature is known as **Fast Login**.

If you prefer, you can set your account such that you must always enter the telephone number, no matter which phone you are using.

To change whether or not you use the Fast Login feature, press **2** from the Security Options menu.

1. An announcement states whether or not Fast Login is active.
  - To switch the setting, press **1**.
  - To keep the setting as it is, press **\***.
2. Once complete, you return to the Security Options menu.

### 6.3.3 Using the 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**.

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**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.**

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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 login.
  - 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.

## 6.4 Managing your notification options

How do I know if someone has left me a message? MetaSphere has a number of ways of telling you when you receive a new message. These methods are known as **notifications**.

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*Some of these options may not be available to all account types and may require an additional fee. Consult HTC to find out which options are available to you.*

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- The **Message Waiting Indicator (MWI)** is a signal displayed on your main phone. Depending on your telephone service provider, your MWI could be a blinking light on your telephone or an interrupted dial tone.
- If you enable the email notification option, you will receive an email every time a new message is deposited in your mailbox.
- If you have a pager gateway email address, you can use this feature to get a message on your pager.
- If you set up outdial notifications, MetaSphere will call you on another phone to tell you that a message has been left for you on this phone. For example, you can configure MetaSphere to call you on your work number if a message is left on your home number. There may be restrictions regarding the type of number to which you can send outdial notifications – contact your phone company for more information.

If you do not answer the outdial call, MetaSphere will try again a short while later. Using Comm.Unity, you can also configure your account to keep trying the outdial until you actually log into your mailbox – in case, for example, your cell phone's answering service picks up the first outdial call.

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MWI is automatically enabled. The initial setup of the other notification types must be completed using Comm.Unity, MetaSphere's online management tool. However, once you have set up the notification options online, you can enable and disable notifications using your phone.

To manage your notification settings by phone, press **5** from the Mailbox Settings Menu.

1. An announcement states your current settings for MWI, email, pager and outdial notifications.
  - To change whether or not you receive notifications through MWI (for example, a light on your phone or stutter dial tone), press **1**.
  - To change whether or not you receive notifications on your pager, press **2**.
  - To change whether or not you receive notifications by email, press **3**.
  - To change whether or not you receive notifications by calling another phone line, press **5**.
2. In each case, an announcement states that the setting has been switched and you are returned to the Notification Settings menu.

## 6.5 Group Mailbox settings

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*Group accounts are an advanced feature and may not be available to certain account types. Contact HTC for further information.*

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A **group account** allows you to have a number of mailboxes, all part of a single account. All group accounts have a **primary subscriber**, and a number of **secondary subscribers**. If you are the primary subscriber in a group account, you can set up secondary subscribers.

Each secondary mailbox has a **mailbox number**. After dialing your line, a caller must press this number to be connected to the secondary mailbox (unless your account is set up to allow separate telephone numbers for each mailbox).

To work with your secondary mailboxes, press **4** from the Mailbox Settings menu.

From the Group Mailbox menu you can:

- enable a secondary mailbox
  - disable a secondary mailbox
  - add a secondary mailbox
  - delete a secondary mailbox
  - toggle the summary settings of the secondary mailboxes.
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## 6.5.1 Enabling a secondary mailbox

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*The option described here is for re-enabling a mailbox you have previously disabled.*

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To enable a secondary mailbox, press **1** from the Group Mailbox Settings menu.

1. An announcement states the total number of 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 states the number you have selected.
  - 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 **\***.

## 6.5.2 Disabling a secondary mailbox

You can prevent a secondary mailbox from receiving voicemails by disabling it. This way you can temporarily pause a mailbox, for example if a family member is away from home. Existing messages and settings are stored, but new messages are not accepted.

To disable a secondary mailbox, press **2** from the Group Mailbox Settings menu.

1. An announcement states the total number of mailboxes and then reads out 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 states the number you have selected.
    - 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 **\***.
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### 6.5.3 Adding a new secondary mailbox

To add a new secondary mailbox to an existing group account, press **3** from the Group Mailbox Settings menu.

1. An announcement states that a new mailbox has been created and states its new number.
  - To repeat the announcement, press **1**.
  - To return to the previous menu, accepting any changes, press **\***.
2. The new mailbox is automatically enabled and ready to accept incoming voicemails.

When it is first created, the new mailbox will use a system-generated greeting that uses neither the number nor the recorded name. The secondary subscriber can then personalize the mailbox.

### 6.5.4 Deleting a secondary mailbox

If you want to completely remove a mailbox from the system, you should delete it. This will remove all settings and messages associated with it.

To delete a secondary mailbox, press **4** from the Group Mailbox Settings menu.

1. An announcement states the total number of mailboxes and then reads out 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 states the number you have selected.
  - To delete 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 **\***.

### 6.5.5 Toggling the summary settings of secondary mailboxes

If you are the primary subscriber and your account allows it, you can hear a list of the number of unread messages in your account's secondary mailboxes every time you log in to your account.

To toggle whether or not unread messages in your secondary mailboxes are announced, press **5** from the Group Mailbox Settings menu.

- An announcement states your new setting, and you are returned to the start of the Group Mailbox Settings menu.
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## 6.6 Additional Settings

To access the Additional Settings menu, press **6** from the Mailbox Settings menu.

The Additional Settings menu contains a number of options you can use to:

- change the attendant number
- change the language used
- change the time zone used
- choose whether to hear marketing announcements
- if your account includes fax features, change your default fax number.

### 6.6.1 Attendant Number

If permitted by your type of account, you can set up a number to which callers can divert to instead of leaving a voicemail message. This number is known as the **attendant number** and might be the number of your reception desk, or secretary. The caller can press **0** to transfer to the attendant number.

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*An attendant is sometimes also referred to as an operator, or a receptionist. These terms all mean the same thing.*

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You can add an attendant number by pressing **1** from the Additional Settings menu on the Mailbox Settings Menu.

1. You will hear an announcement either stating your current attendant number, or that you do not have an attendant number selected.
2. To enter a new attendant number, press **1**.
  1. Enter the attendant number followed by **#**.
  2. The number you entered is played back to you for review.
    - To accept it, press **1**.
    - To re-enter it, press **2**.
3. Alternatively, to delete your attendant number, press **2**.

### 6.6.2 Changing the language of your MetaSphere service

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*This menu is not yet available.*

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MetaSphere can operate in a number of languages. Furthermore, MetaSphere can play its announcements *to you* in a different language than that played to *other callers* reaching your voicemail. This means that menus can be announced to you in your chosen language, and any messages played to your callers can be in another, the same, or multiple languages.

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*Note that this setting applies only to messages played by MetaSphere, not your own recorded greetings. If you would like your own greeting to play in more than one language, simply speak both languages when you record it.*

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You can choose the language used by pressing **3** from the Additional Settings menu on the Mailbox Settings Menu.

- To change the current language used for announcements in your account, press **1**.
- To change the current language used for announcements played to your callers, press **2**.

In each case above, the available languages will be read out to you.

1. To select a language or sequence of different languages, press the number as announced.

You will then hear a message confirming that the language that you selected will be used from now on.

2. To exit the menu, press **\***.

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*If you select different languages for you and your callers, the next time you dial into your own account, you may initially be greeted in the language configured for your callers. You will hear your own preferred language once until you have successfully logged into your account.*

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### **6.6.3 Broadcast settings**

**Broadcasts** are announcements that are played when you enter your account. There are two types of broadcast, administrative and marketing.

- Administrative broadcasts are used by your telephone service provider to inform you of service-related matters. This might include an announcement of new features, or a warning of reduced service due to maintenance.
- Marketing broadcasts are to advise you of product and services which may be of interest to you. They will include a contact number so you can reach the advertiser directly.

You can choose whether or not you receive *marketing* broadcasts. You cannot opt out of receiving *administrative* broadcasts.

#### **Activating and deactivating marketing broadcasts**

You can activate or deactivate whether you receive marketing broadcasts by pressing **4** from the Additional Settings menu on the Mailbox Settings Menu.

1. You will hear an announcement stating whether or not your account is set to receive marketing broadcasts.
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2. To change whether or not you receive marketing broadcasts, press **1**.
  3. To leave the setting as currently announced, press **\***.

#### **6.6.4 Changing the default fax number**

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*This is an advanced feature and may not be available to all account types.*

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You can print any faxes you receive by forwarding them to a fax machine..

If you routinely forward faxes to a particular number, configuring it as a default fax number will save you from entering it in full every time you wish to forward a fax.

You can set up or change your default fax number by pressing **5** from the Additional Settings menu on the Mailbox Settings Menu.

1. You will hear an announcement stating your current fax number, or stating that you do not currently have a default fax number.
2. Press **1** to add or change your default fax number.
3. Enter your chosen default fax number, followed by **#**.
4. The number will then be played back to you for review.
  - To accept the number, press **1**.
  - To re-enter the number, press **2**.

### **6.7 Activating and de-activating Live Message Screening**

If your Telephone Service Provider offers this feature, you can use Live Message Screening to "listen in" to voicemail messages as they are being recorded.

With Live Message Screening, when a caller is leaving a voicemail, your phone will ring with a distinctive tone. You can answer your phone to hear the message being left, and you can connect to the caller at any time while you are screening them by pressing **1**.

To change whether or not Live Message Screening is active, press **9** from the Mailbox Setting menu.

1. You will hear an announcement stating whether or not Live Message Screening is active.
  2. To change whether or not you want to use Live Message Screening, press **1**.
  3. To leave the setting as it is, press **\***.
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# 7 Managing Advanced Call Features

MetaSphere includes a number of Advanced Call Features, which are available to certain account types as an optional add-on. Contact HTC to see if any of these features are available, and if you would like to include any of these additional features.

MetaSphere's Advanced Call Features are:

- **Find Me Follow Me** – a call re-direction service that aims to connect callers to you by ringing additional numbers if you do not answer the first number called
- **Call Manager** – an advanced call management service offering even greater control over incoming calls.

To reach the Advanced Call Features menu from the Main menu:

- press **4**, to reach the Mailbox Settings menu
- then press **7**.

The Advanced Call Features menu lists the following options.

- To alter your Find Me Follow Me settings, press **1**.
- To alter your Call Manager settings, press **3**.

## 7.1 Activating and deactivating Find Me Follow Me

**Find Me Follow Me (FMFM)** is an advanced call re-direction service that aims to connect callers to you by ringing additional numbers if you do not answer the first number called.

For example, if a caller rings your home number when you are at work, FMFM can call your office number and then your mobile number. You can even set FMFM to ring all your phones at the same time – when you answer any of those phones, you are connected to the caller and the others stop ringing.

FMFM also allows you to set up a schedule for which numbers it should call you on – so it won't ring your office number when you are at home in the evenings or at the weekend.

You can activate or deactivate your FMFM service by pressing **1** from the FMFM Settings menu, in the Advanced Call Features menu, reached from Mailbox Settings.

1. When you enter the FMFM Settings menu, an announcement will state whether or not your Find Me Follow Me service is active.
  2. To switch your Find Me Follow Me service on or off, press **1**.
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## 7.2 Managing the numbers associated with Find Me Follow Me

Find Me Follow Me follows a list of numbers, which it tries while attempting to connect an incoming call. This list of numbers is known as the **ring list**. By default, FMFM calls each of those numbers in turn, and you can change the order in which the numbers are called.

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*If any of your FMFM telephone numbers changes, for example as a result of an Area Code Split, you will need to change these manually as soon as possible after the change to ensure that the service continues to operate correctly.*

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You can manage the numbers associated with your FMFM service by pressing **2** from the FMFM Settings menu, in the Advanced Call Features menu, reached from Mailbox Settings.

1. An announcement will state how many FMFM numbers you have associated with your account.
2. You can then either add a number or edit your existing FMFM numbers.

Each option is detailed in the following sections.

### 7.2.1 Adding a new FMFM number

To add a number, press **1** from within the FMFM Manage Numbers menu.

1. Enter your chosen FMFM number followed by **#**.
  2. The number is then played back for review.
    - To accept the number, press **1**.
    - To re-enter the number, press **2**.
  3. If you have more than one number, and have not set FMFM to call all the numbers simultaneously, you are then asked to position the number in the order of numbers called – that is, the ring list.
    - To make it the first number called, press **1**.
    - To make it the second, press **2**.
    - To make it the third, press **3**.
  4. An announcement confirms your selection.
    - To accept the selection, press **1**.
    - To change your selection, press **2**.
  5. You are then asked to set up the FMFM settings for this number, as explained in the following section.
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## 7.2.2 Changing the settings of an existing FMFM number

To edit the settings of the existing numbers, press **2** from within the FMFM Manage Numbers menu. (You are also brought to this settings menu immediately after adding a new number.)

- The numbers in your ring list are read out in order.
- To select a number, wait until it is being announced, and then press **1**.

### Changing the position of an FMFM number in the ring list

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*Note this setting is only available if you have set the FMFM service to call the numbers on your ring one after the other (not simultaneously).*

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To change the position of a number in the ring list, press **1** from within the FMFM Manage Numbers menu.

1. An announcement states the number and its position in the ring list.
  - To make the number first in the list, press **1**.
  - To make it second, press **2**.
  - To make it third, press **3**.
2. An announcement then confirms your selection.
  - To accept the new setting, press **1**.
  - To change the new setting, press **2**.

### Deleting a number from your ring list

To delete a number from your ring list, press **2** from within the FMFM Manage Numbers menu.

1. An announcement states the number.
  - To confirm deletion, press **1**.
  - To change your mind and keep the number in your ring list, press **2**.

### Changing the number used in your ring list

To change the phone number used, press **3** from within the FMFM Manage Numbers menu.

1. Enter the new number, followed by **#**.
  2. An announcement reads out the new number.
    - To accept the number as is, press **1**.
    - To re-enter the number, press **2**.
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## Changing how many times your FMFM number rings

To change the number of times the number rings before MetaSphere tries the next number in the ring list, press **4** from within the FMFM Manage Numbers menu.

1. An announcement states the current number of rings used for this FMFM number.
2. Enter a number from 2-9, followed by #.
3. An announcement repeats your choice.
  - To accept, press **1**.
  - To re-enter your choice, press **2**.

## Changing the schedule used for your chosen FMFM number

You can set a **schedule** for your chosen FMFM number. By changing the schedule, you can make the following decisions.

- Do you want FMFM to call you on that number at all times of the day, or only during a specific range of times?
- Do you want FMFM to call you on that number every day of the week, or only on specific days?

To change the schedule for this number, press **5** from within the FMFM Manage Numbers menu.

1. An announcement states the number you have selected, and the time of day that it is currently used.
  - To accept the current settings and move on to the next step (which is to set the days of the week on which the number is used), press **1**.
  - To use the number at all times of the day, press **2**.
  - To select a specific time range, press **3**.

If you have pressed **3** to select a specific time range:

1. Enter the start time for the number according to the following examples: for twelve o'clock type **1200**, and for nine o'clock type **900**. Then wait for the next announcement.
    - To mark the time as AM, press **1**.
    - For PM, press **2**.
  2. Enter the end time for the number in the same manner as before.
    - To mark the time as AM, press **1**.
    - For PM, press **2**.
-

- 
3. An announcement reads back the time range selected.
    - To accept the time range and move on to the next step, press **1**.
    - To re-enter the time range, press **2**.
  2. An announcement then states the days of the week on which the number is used.
    - To accept the current settings, press **1**.
    - To use the number every day of the week, press **2**.
    - To use the number on specific days only, press **3**.

If you have pressed **3** to select specific days:

1. Enter the days on which you want the time range to operate, by pressing a number for each day followed by **#**. For example, to enter Monday to Friday enter **12345#**.
2. An announcement states the days you have selected.
  - To accept your selection, press **1**.
  - To re-enter the days, press **2**.

## 7.3 Changing your Find Me Follow Me greetings

You can change the way that callers are greeted when MetaSphere connects them to you using the Find Me Follow service.

To make these changes, press **3** from the FMFM Settings menu in the Advanced Call Features menu, reached from Mailbox Settings. An announcement is played which states whether you have a recorded greeting, and whether or not it is being used.

You can

- record a new greeting
- if you already have a recorded greeting, select whether it or the standard greeting is used
- review and re-record the existing greeting
- delete the existing greeting.

Each option is detailed in the following sections.

### 7.3.1 Adding a new Find Me Follow Me greeting

As with all the types of greeting in MetaSphere, if you do not already have a greeting, you will be asked to record one.

If you do not already have a FMFM greeting, you can add a new FMFM greeting by pressing **1** from the FMFM Greeting menu.

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### **7.3.2 Activating and de-activating your Find Me Follow Me greeting**

If you already have a Find Me Follow Me greeting you will hear an announcement stating whether or not it is active at the start of the Find Me Follow Me Greeting menu.

1. To switch whether or not your recording or the standard FMFM greeting is used, press **1** from the FMFM Greeting menu.
2. You will hear an announcement stating the changed state and will be returned to the FMFM Settings menu.

### **7.3.3 Reviewing or re-recording an existing Find Me Follow Me greeting**

If you already have a FMFM greeting, you can review or re-record it by pressing **2** from the FMFM Greeting menu.

- To delete it, press **2**.
  - An announcement asks you to confirm that you want to delete your FMFM greeting.
  - To confirm the deletion, press **1**.
  - To cancel the deletion, press **2**.
- To keep the greeting as is, press **\*** to return to the previous menu.

### **7.3.4 Deleting an existing Find Me Follow Me greeting**

If you already have a FMFM greeting, you can delete it by pressing **3** from the FMFM Greeting menu.

An announcement asks you to confirm that you want to delete your FMFM greeting.

- To confirm the deletion, press **1**.
- To cancel the deletion, press **2**.

## **7.4 Changing whether callers must leave a name when using Find Me Follow Me**

To save you from having to handle calls from unknown parties, you can choose whether callers must record their name before the FMFM service calls the numbers on your ring list.

To make this selection, press **4** from the FMFM Settings menu in the Advanced Call Features menu, reached from Mailbox Settings.

An announcement states whether you currently require callers to leave a name.

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- To change the current setting, press **1**.
  - To leave the setting as is, press **2**.

## 7.5 Activating and deactivating sim-ring

You can choose whether the FMFM service calls the numbers on your ring list in order, or all at the same time.

To make this selection, press **5** from the FMFM Settings menu in the Advanced Call Features menu, reached from Mailbox Settings.

An announcement states whether you are using sequential or simultaneous calling.

- To change the current setting, press **1**.
- To leave the setting as is, press **2**.

## 7.6 Setting up Call Manager

**Call Manager (CM)** is MetaSphere's advanced call management feature. CM monitors your incoming calls, and deals with them depending on who is calling and the time of day. For example, you can set CM on your home phone to forward calls from your family to your mobile, but only during office hours.

Because CM is such a powerful and configurable tool, you must set it up initially through the web-based Comm.Unity interface in your online account, and the majority of settings are controlled there.

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*You will also have to make some changes to these settings if an Area Code Split occurs in your area, to take account of telephone numbers that have changed. This will involve updating any forwarding numbers used by CM, and telephone numbers in your contact lists.*

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However, there are a number of options you can set using your telephone. You can

- find out how CM is currently handling your incoming calls
  - override CM and set up a number to which it will forward all incoming calls
  - record and review a special message to play to callers when your phone is ringing, instead of the usual ring-back tone
  - choose to use your special message as the ring-back tone.
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*For full details of the options you can configure in CM, refer to Comm.Unity. These instructions cover only the particular CM features you can set using your telephone.*

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## 7.6.1 Finding out your current CM behavior

When you enter the Call Manager menu, you will first hear an announcement that describes how CM is currently handling calls. This will be *one* of the following options, selected according to the configuration you have set up in Comm.Unity.

- CM allows all calls to ring your phone as normal (CM is effectively disabled).
- CM forwards all calls to another number (that number is then announced).
- CM applies a specified Set of Rules at all times to all your incoming calls.
- CM applies a different Set of Rules according to your Weekly Schedule or your Special Days.

Once the announcement stating the current behavior of your CM has ended, you will then hear an announcement that describes whether you are using a special message, or the standard ring-back tone.

## 7.6.2 Changing your CM behavior

Once you have heard the announcements played upon entering the CM menu, you then are presented with the following options.

- If you want to forward all your incoming calls to another number, press **1**.
- If you are currently forwarding all incoming calls, but want instead to use your normal phone number, press **2**.
- If you want to change whether or not you use a special message for your ring-back tone, press **3**.

### Managing the number to which CM forwards calls

You can manage the number to which CM forwards calls by pressing **1** on the CM menu, reached from the Advanced Call Features menu.

1. An announcement then asks you to enter the number to which you want CM to forward your calls.
2. Enter the number, as you would dial it from your phone, followed by **#**.
  1. An announcement reads out the number you just entered.
    - To accept it, press **1**.
    - To re-enter it, press **2**.

### Managing your ring-back tone

The ring-back tone is the sound your callers hear when your phone is ringing. You can either use a standard ring-back tone, or you can play the caller a message instead. You manage the ring-back tone by pressing **3** from the CM menu, reached from the Advanced Call Features menu.

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- If you want your callers to hear the standard ring-back tone, press **1**.
  - If you want your callers to hear your special message, press **2**.
  - If you want to review your special message, press **3**.
  - If you want to record your special message, press **4**.
    1. Record your message and then press **#**.
    2. An announcement then plays back your message.
      - To accept it, press **1**.
      - To re-record it, press **2**.
      - To exit without making any changes, press **3**.
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## 8 Setting up Reminder calls

Using the Reminders service, you can set MetaSphere 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 a one-off alarm call, or have them recur daily or just on weekdays.

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*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.*

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To reach the 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.

### 8.1 Activating and deactivating 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.

### 8.2 Adding 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, you will hear a warning (either a sound or a system announcement) as you approach the maximum recording length for a reminder.
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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 one-time 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.
    1. 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.
    2. 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.
    3. 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.
    1. 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.
    2. 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.
    3. You are asked whether the time you selected is am or pm.
      - To select am, press **1**.
      - To select pm, press **2**.
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4. 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.

## 8.3 Changing 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 Adding a new Reminder.
  - To re-record the message associated with the Reminder, press **3**.
    - The details of the Reminder are played again.
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- To re-record the message, press **1**.
  - To return to the previous menu, press **2**.
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## 9 Helpful Hints

The Helpful Hints menu tells you about many of the features of MetaSphere, and the keys you can use to move around within it.

The menu is broken up into a number of sections. You can move around the Helpful Hints menu in the following way:

1. Enter the Helpful Hints menu by pressing **0** from the Main menu or while retrieving your messages.
2. To step forward one hint, press **#**.
3. To return to the first hint, press **1**.
4. To return to the Mailbox Settings menu, press **\***.

The hints that you can listen to are as follows.

- Using the pound (**#**) key.
  - Using the star (**\***) key.
  - Using the playback cueing option keys and time saver options.
  - Changing the playback volume of voice messages.
  - Changing the speed of message playback.
  - Replying to, forwarding and sending messages.
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# A What callers hear when they reach your mailbox

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*This chapter explains MetaSphere from a third-party caller's perspective, to help you understand what callers hear when they reach your mailbox.*

*Depending on how you have configured your account, MetaSphere will play its announcements in your chosen language or languages. You can also have it play two languages one after the other to provide a bi-lingual interface.*

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- If you do not answer your phone or your line is busy, the MetaSphere voicemail system starts.
- Your selected greeting plays.
  - If you have configured your account to use an extended absence greeting with "announce only" turned on, the caller cannot leave a message. The call ends.
  - If you have configured an attendant number, the caller can press **0** to transfer to it instead of leaving a message.
  - If your account can accept faxes, the caller can press **7** to send a fax rather than leave a message.
  - Otherwise, the caller is asked to record a message after the tone. They can also press the **#** key during the greeting to hear the tone right away.
- When they have finished recording, the caller can either hang up to send the message, or press **#** to end the recording and hear more options.

## A.1 Changing message options

If the caller presses **#** to hear further options, the following choices are available.

- To review the message they have left, the caller can press **1**. The recording is then played back.
    - To re-record the message, the caller can press **1** again.
    - To keep the current recording and add to it with a further recording, the caller can press **2**. This feature allows them to add more information to their message without having to re-record it entirely.
    - If the caller is happy with the recording as it is, they can press **#**.
  - To switch whether or not the message is marked as urgent, the caller can press **2**.
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Marking a message urgent ensures you hear it before any other non-urgent messages – even if it was sent after those non-urgent messages.

- To switch whether the message is marked as private or not, the caller can press **3**.

Marking a message private will prevent you from accidentally forwarding it to anyone else.

## **A.2 Cancellling the message**

To cancel the message after recording it, the caller can take the following steps.

1. Press **#** on the telephone keypad at any time while recording the message.
2. Press **\*** to cancel the message. This returns to the start of the call, with a prompt to record a new voicemail.
3. Hang up during the prompt.

The original message is discarded and, because the caller hung up before beginning to record a new one, no message is deposited in your mailbox.

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## B Using Live Message Screening

**Live Message Screening (LMS)** is a service that allows you can "listen in" to voicemails as they are being recorded, much as you can with a traditional answer phone machine. .

LMS works as follows.

1. It is initiated after you receive a call that is directed by MetaSphere to voicemail. For example you might choose not to answer a call if you do not recognize the originating number, or the number is withheld.
2. Once the call has gone to voicemail, the ring tone from your phone will change. If you now answer the phone you will be connected to the voicemail system.

If the caller hangs up, or if you do not answer the phone within a pre-determined time, your phone will stop ringing.

3. You will then hear an announcement stating that you are screening the call and that, if you want to answer the call at any time, you should press **1**.
4. You will now hear exactly what the caller hears (including any announcements made by MetaSphere). You will also be able to hear the caller recording their message.

The caller themselves will remain unaware that you are screening the call, and will not be able to hear anything from your phone.

5. If you do choose to answer the call by pressing **1**, you will immediately be connected to the caller, and any partially recorded voicemail message will be discarded.

However, if you do not answer the call, the voicemail message will be recorded as normal and delivered to your mailbox.

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