



# Bell Listen Only Mailbox User Guide

**Bell**

## 1. Listen Only Mailbox

A Listen Only mailbox allows you record an announcement message for your callers to hear.

It's a great way to easily communicate information that does not require a reply, such as your company's hours of operation.

When calling a Listen Only mailbox, all messages that have been left by a contributor will play automatically. Callers are not able to leave a message in a Listen Only mailbox.

## 2. Setting up your Listen Only Mailbox

### From your telephone number:

1. Dial 1-877-235-5777
2. You will hear a standard system recording "Welcome to Bell Toll Free message pick up. Please enter your mailbox number".
3. Enter your Listen Only mailbox 10-digit mailbox number.
4. The New User Tutorial will then ask you to:
  - Enter your temporary password.
  - Record your name.
  - Change your temporary password to a new password.

### Helpful Tips:

Your password must be between 6 and 15 digits long.

Your password cannot be:

- The mailbox number or any portion of the mailbox number
- The reverse of the mailbox number.
- The same as the previous password.
- A single repeating digit.
- A series of consecutive ascending or descending numbers (such as, 987654).
- An incremental series of ascending or descending odd or even numbers (such as, 2468).

When recording your name, it is a good idea to refer to this mailbox being listen only. For example: "ABC Company listen only mailbox".

## 3. Create Listen Only mailbox Contributor List

Only mailboxes on this list will be authorized to send a message to Listen Only mailbox.

### To create a Contributor list:

1. From the **Main Menu**, press **4 – Personal Options**.
2. Press **2 - Administrative Options**.
3. Press **2 – Establish or change Contributor list** and follow the prompts.

## 4. Sending a message to Listen Only mailbox

These will be the messages that your customers will hear when they call your Listen Only mailbox (or you forward your phone to the mailbox).

4. Access your Contributor mailbox by dialing \*99 and entering your password.
5. At the **Main** menu, press **2 to send a message**.
6. At the prompt: enter the 10-digit number of the ICMB and press **#**.
7. At the tone, record your message and press **#**.
8. To send your message, press **#**

**Helpful Tip:** Test your message by calling your Listen Only mailbox directly to ensure your message is what you would like your customers to hear when they call.