

FOIA MARKER

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Collection/Record Group: Clinton Presidential Records
Subgroup/Office of Origin: National Service
Series/Staff Member: Shirley Sagawa
Subseries:

OA/ID Number: 24265
FolderID:

Folder Title:
[Citizen's Service Summit] [Loose] [2]

Stack:
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Row:
66

Section:
1

Shelf:
9

Position:
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Memorandum

To: Michael Deaver

Fr: Dan Leonard, David Crosson and Tim Unes

Subj: Citizen's Service Summit

Date: January 8th

The following is a tentative list of events for the Citizen's Service Summit. We have broken the summit down into daily themes (Delegates Day, President's Day and Governor's Day). Major events have logistics and media comments where necessary.

Sunday, April 27 Delegates Day

Noon: Event: Ecumenical Service
 Venue: Independence Hall (tentative)
 Format: - Billy Graham delivers Ecumenical Service honoring the
 delegates and recognizing them for their service.
 - Welcoming remarks by General Powell, the Governor
 and the Mayor.
 - Gospel or choir interludes

Comment: Since there isn't a Church in the downtown area large enough to hold even a small portion of our delegates we chose to move the event to Independence Hall. Independence Hall will be the one ceremonial venue that we come back to over and over again throughout the summit. Since this is the first event of the summit the event should be designed to welcome the delegates and energize them for the summit ahead.

With Billy Graham conducting the service we should be able to get coverage on the evening news. The expected coverage will be of Billy Graham conducting the service with commentary outlining the summit.

Afternoon: Event: Volunteer Projects
 Venue: To Be Determined
 Format: - Delegates will be assigned to previously identified
 volunteer projects from around the city of Philadelphia.
 - Volunteer coordinators, from those projects, will be on
 site when the delegates arrive to coordinate each teams
 effort.

Comment: Guests who attend the Ecumenical Service will have to be given time to go back to the hotels to change, or wear something to the service that they could later work

in. The Mayor's office is actively seeking volunteer projects. They are also working on setting up teams that will guide the volunteers once on site. Coordinating transportation to the sites will be difficult, though not prohibitive.

The news story hook is that the delegates have created something tangible for the city of Philadelphia. Since the projects will be chosen so they can be accomplished in a finite amount of time there will be a real sense of accomplishment.

Evening: Event: Working Session (CNS and POLF officer briefing)
 Venue: Convention Center
 Format: CNS and POLF officials will brief delegates' leaders on strategies for engaging volunteers and empowering organizations to become more effective in meeting the needs of young people.

Comment: Since this meeting is likely to include only the officer and leaders from among the delegates a small break out room at the Convention Center is all that will be necessary. Delegates as a whole will be finishing volunteer projects or eating dinner in the Train Shed at the Convention Center.

Monday, April 28 President's Day

Morning:
 Event: Opening Ceremony
 Venue: Independence Hall
 Format: - Opening remarks (Governor, Mayor)
 - National Anthem
 - Chairperson's remarks (General Powell)
 - Five minute video on volunteerism
 - Introduction of Presidents and their heroes
 - Remarks by Presidents and heroes
 - Conclusion

Comment: Since President Ford's schedule dictates that this is the only time period he would be available, it seemed logical to move the multi-President event into this time slot. Due to the expectation of large media interest, and the desire to offer one consistent ceremonial venue that has some thematic visuals, Independence Hall seemed like the obvious site for this event.

Noon:
 Event: Working Session
 Venue: Philadelphia Convention Center
 Format: - This session will be designed to tackle the problems that communities face.

- Workshops will be designed to help identify ways to overcome problems with recruiting volunteers.

Comment: This will be the first large meeting held in the Philadelphia Convention Center. The meeting will be held in the Ballroom, where most of the General Sessions will be held. The Ballroom will be built out to resemble a national convention floor with delegates seated state by state (under their state's standard) facing a larger stage.

Evening:

Event: Dinner/Celebration

Venues: The Train Shed, Philadelphia Convention Center

Format: - Dinner

- Entertainment

Comment: Ken Allen mentioned last night that there should be at least one entertainment portion of the summit to entertain and honor the delegates for their commitment. Since there are several opportunities for the volunteer projects we may want to fill this with some sort of entertainment show. Commitments from celebrities will determine whether we opt for entertainment as well as dinner.

Tuesday, April 29 Governor's Day

Morning:

Event: Working Session/Oprah Show

Venue: Philadelphia Convention Center (Ballroom)

Format: - Delegates make up audience

- Oprah leads discussion with Governors and delegates

- Interactive session involving Governors and delegates

Comment: The idea of asking the Oprah Winfrey Show to cover, or take part in, a working session came up last night. The idea was very well received. Consistent with our daily theme we should work the Governors into the program, focusing on the state by state commitment theme. The venue can either be the Ballroom of the Convention Center or the front of Independence Hall. Due to the threat of inclement weather and the large set up times of a television production of that size we should probably count on the Convention Center.

Noon:

Event: Working Session

Venues: Philadelphia Convention Center

Format: Community teams complete their strategic planning ` process

Comment: Hotels will be encouraged to allow for late check out. In hotels where late check out is not available ballrooms will be reserved and volunteers will be tasked to check in baggage and hold them until it is time for the delegates to go to the airport.

Afternoon:

Event: Closing Session

Venue: Independence Hall

Format:Governors and state delegations sign the Roll of Commitments pledging their states to a public concrete commitment to engage additional volunteers with their states young people.

Comment: There may be a way for each delegate to be able to sign the Roll of Commitment in the same room that the Declaration of Independence was signed. The delegates can be brought in state by state on Tuesday or over the course of the three days of the summit. Tuesday afternoon the Governors, Chairman and which ever former Presidents are still in town can sign the declaration on stage in front of Independence Hall. We will have to be careful how we handle the Park Service for this request. The Rangers at Independence Hall haven't been to cooperative. Following the signing the Chairman will make remarks, thanking the delegates and encouraging them to fulfill their pledge back at their communities. Following that the summit will be brought to as close.

Summit Agenda
Draft 1/10/97

Sunday April 27

The main function of this day is to involve the people of Philadelphia with the broad "mission" of the National Summit as well as recognize the citizen service efforts of individuals in the community. We anticipate that the city of Philadelphia will provide all facilities and funds.

Philly Day

- | | |
|-----------------|---|
| 10:00am-2:00pm | Early registration for the Summit (not associated with Philly Day) |
| 11:00am-12:00pm | Ecumenical Service <ul style="list-style-type: none">-This service should be open to all Philadelphia citizens and therefore shall be held at a facility which can accommodate such a crowd-Gain the commitment of religious leaders in the Philadelphia area to encourage citizens to serve their community in that afternoon's service projects |
| 2:00pm-6:00pm | Optional Service Project <ul style="list-style-type: none">-Provide outlines for organization of local service projects-The purpose of the service project is to give the Philadelphia community a sense that the Summit has initiated a call of service to make a difference in the Philadelphia area-This will give the people of Philadelphia an opportunity to work on service projects in their community alongside delegates from around the nation who arrived a day early for the Summit |
| 6:00pm-10:00pm | Registration <ul style="list-style-type: none">-This will be the main registration for Summit participants-Involve Philadelphia volunteers to register participants |
| 8:00pm-11:00pm | "The Welcome to Philadelphia" Community Fair <ul style="list-style-type: none">-Performance by Pattie LaBelle (Philadelphia native)-This is an informal gathering of delegates and selected Philadelphian citizens for live music and recognition of local community workers in a ceremony that evening |

Monday April 28

7:00am-9:00am

Continental Breakfast

7:00am-9:00am

Late registration

9:00am-11:30am

Opening Ceremony and Presidential address

The Pennsylvania Convention Center

- This will be the formal commencement of the Summit to inspire the delegates and participants
- The following Speakers (not necessarily in this order):
 - Mayor of Philadelphia
 - Chairman General Colin Powell
 - Nancy Reagan
- Show Summit video (each delegate will be given a copy to show at their own local community Summit)
- Historical Photo opportunity with Presidents
- Presidents will speak on community involvement and encourage civilian service
- Define the role of media in the Summit's vision
 - George Bush
 - Jimmy Carter
 - Gerald Ford
 - Bill Clinton

12:00pm-1:30pm

Breakout Session #1

The Pennsylvania Convention Center

(A lunch of deli platters will be provided in individual rooms)

- This local summit, as well as all subsequent breakout sessions, will be moderated by a trained facilitator who will serve on the same delegation for the duration of the Summit and insure that a variety of pre-established topics are covered
- National organizations meet together
- Delegates meet together
- This will give delegates and national organization coordinators an opportunity to meet one another within their respective groups and discuss the social needs of their community based on the questions previously provided by the Summit

2:00pm-3:00pm

Issue Based Forum #1

The Pennsylvania Convention Center

- George and Barbara Bush (potential speakers)

*Education that Prepares the Coming Generations to
Productive Employment , Economic Fulfillment and
Good Citizenship*

- Moderated by Sam Donaldson and Jane Pauley
- Highlight local "heroes" related to the issue

3:30pm-5:00pm

Breakout Session #2

The Pennsylvania Convention Center

- National organizations and delegates meet together
- The purpose of this exercise is to assess what existing assets the communities possess and how to utilize these assets to the full potential of the Summit's goals. This session will also encourage the communities to bridge the gap between resources and volunteers so the two entities may work as one towards a common goal
- The trained facilitator will insure that all pre-established topics have been addressed by this point

5:00pm-7:00pm

Freetime

7:00pm-8:30pm

Formal Sit down Dinner

The Windim Hotel

8:00pm- 9:00pm

Showcase celebrity involvement in service

The Pennsylvania Convention Center

- This will take place during coffee and dessert
- This will recognize the outstanding work of national personalities and subsequently draw media attention to the Summit
- Denzel Washington
- Tom Selleck
- Dominique Dawes
- Arnold Schwarzenegger
- Martina Navratilova
- Andrew Shue
- Bill Cosby
- Louie Anderson

9:00pm-12:00am

Reception (optional)

- Opportunity to network, socialize and discuss issues

Tuesday April 29

- | | |
|-----------------|---|
| 7:00am-9:00am | Continental Breakfast |
| 9:00am-10:00am | Announcement of Commitments
The Pennsylvania Convention Center
-Prime time television opportunity for morning talk shows |
| 10:15am-11:00am | Issue Based Forum #2
The Pennsylvania Convention Center
-Colin Powell speak on <i>Inspiration and Opportunities for Everyone-Young and Old-To Give to Others Through Service and to Contribute to the Common Good</i>
-Moderated by Ted Koppel and Katie Couric
-Highlight local "heroes" related to the issue |
| 11:30pm-1:15pm | Breakout Session #3 (Lunch provided)
The Pennsylvania Convention Center
-Delegations will devise action plans for their own community
-Gather the three different sectors of national organizations (profit, non- profit and government) to define their involvement with local summits and strategy for community improvement
-Organize strategy plan for local summit
-Recruiting plans
-Give delegates the tools to sponsor local summits |
| 1:45pm-3:30pm | Closing Ceremonies and Signing Ceremony at Independence Hall
-Final address by Colin Powell
-Show closing video
-Signatures of all delegates to the document
-Moderated by Oprah on her television show |

MEMORANDUM

TO: Ken Allen Shirley Sagawa ✓
Bob Goodwin Harris Wofford ✓
Gregg Petersmeyer

FROM: Noels M. Jencarelli - Ray Chambers' Office

DATE: November 27, 1996

RE: Voice Mail Box Addition

Stuart Shapiro has been added to the Voice Mail group. His box number is listed below for your information.

Summit Group's Box Number Listing

Ray Chambers	20740
Ken Allen	20166
Bob Goodwin	20120
Gregg Petersmeyer	20140
Shirley Sagawa	20171
Harris Wofford	20180
Stuart Shapiro	20321

I can be reached at 201-540-9148 if you should have any questions.

/summitr

A M E L I O R F O U N D A T I O N

310 SOUTH STREET
MORRISTOWN, NJ 07960TELEPHONE (201) 540-9148
FAX (201) 540-0958TRANSMITTAL SHEET

TO: Shirley Sagawa 202-565-2784
FROM: Noele Jencarelli - Ray Chambers office.
DATE: 12/13/96 NO. OF PAGES: 12
(Including Cover Sheet)

MESSAGE: The attached booklet should
be distributed to Harris Wofford
as well. (This is in reference
to the Voice Mail box for the
Summit.

Thanks.

IF THERE ARE ANY PROBLEMS OR QUESTIONS, PLEASE CALL
NOELE JENCARELLI AT (201) 540-9148.

AT&T TeleTravelSM Service

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Voice Mail Description and Operating Instructions

Overview

Voice Mail is a *TeleTravel* Service feature that allows you, the subscriber, to record, send, and retrieve messages 24 hours a day, seven days a week, from virtually any touch tone telephone in the United States and key international locations. The convenience of Voice Mail is yours for just 39 cents per minute.* You can change your greeting, scan messages, retrieve messages, or simply check to see if a message has been left. And, you can record and send messages to individuals or groups.

It costs callers nothing to leave messages for you from anywhere in the U.S. Just give callers your Voice Mail 800 number and mailbox number. Easy-to-follow prompts make it simple to leave Voice Mail messages. Callers are not able to leave messages from outside the U.S.

You can, however, access your messages when traveling in foreign locations where AT&T *TeleTravel* Service is available. You'll pay 39 cents per minute, plus the international calling rate for the country from which you're calling.

These instructions are meant to be a reference guide to the audio prompts you'll hear when accessing Voice Mail.

To Get Help

If you need help at any time while using Voice Mail, press [*] [M] to listen to the audio prompts. When not in the system, dial 1 800 545-8210 for Customer Service.

To Exit Voice Mail

To return to the Voice Mail Activity Menu, press [*] [R]. To return to the *TeleTravel* Service Main Menu, don't hang up, press [*] [*] [K].

*The AT&T *TeleTravel* Service Voice Mail feature requires an additional \$15/month mailbox fee.

Voice Mail Glossary

Header

A spoken summary of a message in your mailbox: *"Message from John Smith, delivered 12:05 A.M., Thursday, April 1st, mailbox address: 41234."*

Outgoing Message

A message you record to send to others. Remember, you can only send messages to others on the *TeleTravel* Voice Mail network.

Incoming Message

A message received from someone who calls your 800 Voice Mail number.

Voice Mail/Activity Menu

The initial set of options you access upon activating Voice Mail.

Sub-Menu

The additional options that are accessible from the Voice Mail/Activity Menu.

Mailbox/Address

Your personal five-digit mailbox address.

File Cabinet

A portion of your mailbox reserved for filing copies of outgoing messages.

Mailing List

A convenient way for you to send messages to several people at once.

Recording/Playback Controls

Controls that provide the user with the ability to perform certain functions while recording or sending messages (see *Appendix: Control Commands*).

Accessing Voice Mail

To Access Voice Mail

1. Enter the *TeleTravel* Service 800 Access Number.
2. Enter your Authorization Number and PIN **#**.
3. Press **9** **1** after you hear *"Please dial now."*

You'll then hear *"Please stand by, you are being connected to Voice Mail."*

You will need to record your name the first time you access Voice Mail.

Each time you access Voice Mail, the system will announce your name and/or mailbox number, the number of messages you received, and the Voice Mail/Activity Menu options.

Changing Your Name Announcement

If you want to change your name announcement, proceed as follows:

1. Press **5** **5**.
2. Speak your name after the tone.
3. Press **1**.
4. To rerecord, press **1**.

To approve, press ***** **#**.

Name Announcement Controls

Playback	Press	2	3
Rerecord	Press	1	
Approve	Press	*	#

Voice Mail/Activity Menu

By pressing the keys on a touch tone phone, you can perform the following functions:

- 1** Record messages.
- 2** Get messages.
- 3** Administer greeting.
- 4** Review outgoing messages.
- 5** Create lists. Record your name.
- 7** Scan messages quickly.

Each of these features has a sub-menu of additional options, which are described in detail on the following pages. Features **[1]**, **[2]**, and **[3]** are voice prompted. Features **[4]**, **[5]**, and **[7]** are not voice prompted.

Basic Commands

Here are some of the basic Voice Mail commands:

Description	Command
Addressing	[*] [A]
Delete Messages	[*] [D]
Access Helpful Menu Options	[*] [H]
Hold	[*] [*] [H]
Use Lists	[*] [L]
Special Options	[*] [M]
Directory	[*] [*] [N]
Restart Voice Mail/Activity Menu	[*] [R]
Wait	[*] [W]
Exit Voice Mail and Return to <i>TeleTravel</i> Service	[*] [*] [X]

Recording and Sending Messages

The Record Messages feature **[1]** on the Voice Mail/Activity Menu provides the following:

- Record and send messages.
- Modify messages.
- Address messages (*Personal Directory*).
- Schedule delivery of message and file a copy of message.

To Record a Message:

1. Press **[1]**.
2. Speak the message.
3. Press **[1]** to indicate that you are finished with the message.
4. Press **[*] [#]** to approve the message.
5. Send the message (see *Sending Messages to Individuals*).

Recording Controls

Pause/Continue

Pause.....Press **[1]** to pause
 ContinuePress **[1]** again to continue
 PlaybackPress **[2] [3]**
 Delete and Rerecord.....Press **[*] [0]**

Sending Messages to Individuals

Remember, to send a message, the recipient must also be a TeleTravel Service Voice Mail subscriber.

To Send a Message After It Has Been Recorded:

1. Enter the recipient's five-digit mailbox "address," followed by **[*]**.
2. Listen to the address.
3. Repeat for each person who should receive the message.
4. Press **[*]** **[#]** for delivery instructions.
5. Press **[*]** **[#]** to send the message now. To schedule a message for future delivery, see *Scheduling Future Delivery*.

For Options:

Press **[*]** **[M]** to access Options Menu.

Press **[1]** to mark the message "Private" and prevent forwarding.

Press **[1]** again to remove the Private status.

Press **[2]** to make the message "Priority."

Press **[2]** again to remove Priority status.

Press **[*]** **[#]** to exit Options Menu.

Sending Messages to Lists

Before you can send a message to a list, you must create one (see *Creating Lists*).

To Send Your Recorded Message to a Predetermined List:

1. Press **[*]** **[5]**.
2. If you are the list owner, press **[#]**, or enter the list owner's address (mailbox number) and press **[#]**.
3. Enter list ID (name) and press **[#]**.
4. Press **[*]** **[#]** for delivery instructions.
5. Press **[*]** **[#]** to send now.

Scheduling Future Delivery (And to File a Copy)

After recording and sending the message (**[*]** **[#]** indicates you have approved the message and wish to send it at another time), you can schedule its delivery as well as file a copy.

To Schedule Future Delivery:

1. Enter delivery time (for example, enter **[4]** **[0]** **[5]** for 4:05).
2. Press **[A]** for A.M. or **[P]** for P.M., then press **[#]**.
3. Enter delivery month and day and press **[#]** (for example, enter **[5]** **[0]** **[2]** for May 2).

Note: If your specified time is within 24 hours, you do not have to enter the month and day.

4. Listen while the Voice Mail system repeats the time and date. If the schedule is incorrect, press **[*]** **[D]** to delete and reenter time and date. If the schedule is correct, press **[*]** **[#]**.
5. To file a copy, press **[Y]** (yes) or **[N]** (no).

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If you need help at any time while using Voice Mail, press *** 0** to listen to the audio prompts. When not in the system, dial 1 800 545-8210 for Customer Service.

To Exit Voice Mail

To return to the Voice Mail Activity Menu, press *** 9**. To return to the *TeleTravel* Service Main Menu, don't hang up, press *** * ***.

*The AT&T *TeleTravel* Service Voice Mail feature requires an additional \$15/month mailbox fee.

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Recording/Playback Controls

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2. Enter your Authorization Number and PIN **#**.
3. Press **9 1** after you hear "Please dial now."

You'll then hear "Please stand by, you are being connected to Voice Mail."

You will need to record your name the first time you access Voice Mail.

Each time you access Voice Mail, the system will announce your name and/or mailbox number, the number of messages you received, and the Voice Mail/Activity Menu options.

Changing Your Name Announcement

If you want to change your name announcement, proceed as follows:

1. Press **3 3**.
2. Speak your name after the tone.
3. Press **1**.
4. To rerecord, press **1**.

To approve, press *** #**.

Name Announcement Controls

Playback	Press 2 3
Rerecord	Press 1
Approve	Press * #

Voice Mail/Activity Menu

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- 1** Record messages.
- 2** Get messages.
- 3** Administer greeting.
- 4** Review outgoing messages.
- 5** Create lists. Record your name.
- 7** Scan messages quickly.

Each of these features has a sub-menu of additional options, which are described in detail on the following pages. Features **1**, **2**, and **3** are voice prompted. Features **4**, **5**, and **7** are not voice prompted.

Basic Commands

Here are some of the basic Voice Mail commands:

Description	Command
Addressing	* A
Delete Messages	* D
Access Helpful Menu Options	* H
Hold	* * H
Use Lists	* L
Special Options	* M
Directory	* * N
Restart Voice Mail/Activity Menu	* R
Wait	* W
Exit Voice Mail and Return to TeleTravel Service	* * X

Recording and Sending Messages

The Record Messages feature **1** on the Voice Mail/Activity Menu provides the following:

- Record and send messages.
- Modify messages.
- Address messages (*Personal Directory*).
- Schedule delivery of message and file a copy of message.

To Record a Message:

1. Press **1**.
2. Speak the message.
3. Press **1** to indicate that you are finished with the message.
4. Press ***** **#** to approve the message.
5. Send the message (see *Sending Messages to Individuals*).

Recording Controls	
Pause/Continue	
Pause	Press 1 to pause
Continue	Press 1 again to continue
Playback	Press 2 3
Delete and Rerecord	Press * 0

Sending Messages to Individuals

Remember, to send a message, the recipient must also be a *TeleTravel* Service Voice Mail subscriber.

To Send a Message After It Has Been Recorded:

1. Enter the recipient's five-digit mailbox "address," followed by **[*]**.
2. Listen to the address.
3. Repeat for each person who should receive the message.
4. Press **[*]** **[#]** for delivery instructions.
5. Press **[*]** **[#]** to send the message now. To schedule a message for future delivery, see *Scheduling Future Delivery*.

For Options:

Press **[*]** **[V]** to access Options Menu.

Press **[1]** to mark the message "Private" and prevent forwarding.

Press **[1]** again to remove the Private status.

Press **[2]** to make the message "Priority."

Press **[2]** again to remove Priority status.

Press **[*]** **[#]** to exit Options Menu.

Sending Messages to Lists

Before you can send a message to a list, you must create one (see *Creating Lists*).

To Send Your Recorded Message to a Predetermined List:

1. Press **[*]** **[5]**.
2. If you are the list owner, press **[#]**, or enter the list owner's address (mailbox number) and press **[#]**.
3. Enter list ID (name) and press **[#]**.
4. Press **[*]** **[#]** for delivery instructions.
5. Press **[*]** **[#]** to send now.

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2. Press **[A]** for A.M. or **[P]** for P.M., then press **[#]**.
3. Enter delivery month and day and press **[#]** (for example, enter **[5]** **[0]** **[2]** for May 2).

Note: If your specified time is within 24 hours, you do not have to enter the month and day.

4. Listen while the Voice Mail system repeats the time and date. If the schedule is incorrect, press **[*]** **[D]** to delete and reenter time and date. If the schedule is correct, press **[*]** **[#]**.
5. To file a copy, press **[Y]** (yes) or **[N]** (no).

Reviewing Outgoing Messages

The **Review Outgoing Messages** feature [4] provides the following:

- Review, modify, or delete messages that have been scheduled for future delivery.
- Review and delete headers for messages that have been delivered.

Note: This feature does not have a voice prompt at the main Activity Menu.

To Review an Outgoing Message:

1. Press [4] to access your file of outgoing messages.
2. Listen to the message header.
3. Press [0] and listen to the message.

Reviewing Messages Controls	
Next Header.....	Press [*]
Playback Header.....	Press [2] [3]
Delete Header (and Message).....	Press [*] [0]

To Modify an Undelivered or Filed Message:

1. Review messages (as explained above) until you find the message you want to modify.
2. Press [1] to modify the message.
3. Press [1] to start recording.
4. Press [7] when you are finished recording.
5. Press [*] [#] to approve.
6. Resend message.

To Resend an Undelivered Message:

1. Press [4] [1] to resend an undelivered message.
2. Press [*] [#] to approve the message.
3. Press [*] [#] to finish addressing the message.
4. Press [*] [#] to approve delivery time.
5. Press [Y] to file a copy.

Getting Messages

The **Retrieving Incoming Messages** feature [2] on the Voice Mail/Activity Menu allows you to:

- Listen to message headers.
- Listen to entire messages.

To Listen to an Incoming Message:

1. Press [2].
2. Listen to the message header.
3. Press [0] and listen to the message.
4. Press [#] after the complete message has been heard to save the message.
5. Press [*] [0] to delete the message.

Retrieving Incoming Messages Controls	
Respond	Press [1]
Rewind/Playback	Press [2] [3]
Playback.....	Press [0]
Delete.....	Press [*] [0]
Next Message	Press [#]

Scanning Messages Quickly

The Scan Messages Quickly feature [7] lets you:

- Listen to headers only.
- Listen to messages only.
- Listen to both headers and messages.

Note: This feature does not have a prompt at the main Activity Menu.

To Scan Messages Quickly:

1. Press [7].

2. Choose one:

Press [1] to scan headers and messages.

Press [2] to scan headers only (to listen to an accompanying message, press [6] after the header).

Press [3] to scan messages only.

3. Make selections and listen. Voice Mail will tell you when it skips to the next message.

Scanning Messages Controls	
Delete	Press [*] [0]
Next Message	Press [#]

Responding to Incoming Messages

To respond to an incoming message through *TeleTravel* Service Voice Mail, the person to whom you are responding must also be in the *TeleTravel* Service Voice Mail network. You have several response options:

- Send a reply to the sender (with or without attaching the original message).
- Forward the original message with comments to others.
- Record a new message and send it to others without the original message.

To Respond to a Message via Voice Mail:

1. Press [2] [1], then follow instructions for *Responding to Incoming Messages*.
2. Press [1] to respond by Voice Mail.

To Attach an Original:

1. Press [Y] to attach original or press [N] to send reply only.
2. Speak the message. Press [*] [#] to approve.
3. Press [*] [#] to send now.

To Forward With Comment:

1. Press [2].
2. Speak the message. Press [1] when done.
3. Press [*] [#] to approve.
4. Enter mailbox number and press [#].
5. Press [*] [#] to send now.

To Record a New Message:

1. Press [4].
2. Speak the message. Press [*] [#] to approve.
3. Enter mailbox number and press [#] (repeat for more addresses, or follow instructions in *Sending Messages to Lists*).
4. Press [*] [#] to approve with options.

Creating Lists

You may wish to create voice lists for groups of people with whom you frequently communicate, e.g., your sales team, suppliers, etc. The following commands describe how to create and maintain lists.

The Create Lists feature **[3]** provides for the following:

- Generate and maintain lists.
- Change password technology.

Note: Do not attempt to change your password. This number is assigned automatically for your protection and cannot be replaced.

Up to 25 lists can be created. You'll need to assign a list ID to each one. The ID can be made up of one to six letters or numbers. The list can be marked "Private" or "Public." The Private marking prevents the message recipients from forwarding the message to others or from accessing the list.

Note: This feature does not have a prompt at the main Activity Menu.

To Create a List:

1. Press **[3]**.
2. Press **[1]** **[1]**.
3. Enter list ID (up to six letters or numbers) and press **[#]**.
4. Press **[1]** for a Private list or press **[2]** for a Public list.
5. Enter the recipient's mailbox number and press **[#]**.
6. Repeat Step 5 until the list is complete.
7. Press **[*]** **[#]** to approve the list.

To Review the Entire List:

1. Press **[3]**.
2. Press **[1]** **[3]**.
3. If you are the owner, press **[#]** or enter list owner's "address" (Public lists only) and press **[#]**.
4. Enter list ID and press **[#]**.
5. Listen to names.

Reviewing Lists Controls

Next NamePress **[#]** Previous NamePress **[2]**
Delete NamePress **[*]** **[D]** End ReviewingPress **[*]** **[#]**

Modifying Lists

Lists may be changed to accommodate additions, deletions, and corrections.

To Modify Lists:

To modify lists, press **[3]** and follow the steps in *To Review the Entire List*.

1. Press **[1]** to administer mailing lists.

Press **[1]** to create lists.

Press **[2]** to review lists.

Press **[3]** to modify lists.

2. Enter owner's mailbox number and press **[#]**, or if the list is yours, press **[#]**.

3. Enter list ID and press **[#]**.

Press **[#]** to skip.

Press **[*]** **[D]** to delete.

Press **[1]** to add or change entries.

Press **[Y]** to modify status.

4. Enter mailbox numbers and press **[#]**. When finished, press **[*]** **[#]** to approve.

Quick Scanning of Lists

The Quick Scan feature provides a summary of the list.

To Quick Scan:

1. Press **[3]** **[1]**.
2. Press **[2]**.
3. Listen to the list summary.

Scanning Lists Controls

Next ListPress **[#]**
Delete ListPress **[*]** **[D]**
Review List MembersPress **[0]**

Personal Directory/Addressing Messages

The Personal Directory allows you to use shorthand names (referred to as "aliases") instead of five-digit mailbox numbers when addressing messages. Each person in your directory must be assigned a one- to 10-character identifier (usually the person's name). Remember, these people must be TeleTravel Service Voice Mail users.

When sending mail to individuals, you can enter **[*] [A]** to instruct the system that you will be entering the one- to 10-character identifier instead of the five-digit mailbox number. Just in case you forget the name or number, you can review the directory.

To Create a Personal Directory to Address Messages:

1. Press **[5] [2]**.
2. Press **[1]** to add entries.
3. Enter the five-digit mailbox number and press **[#]**.
4. Listen to your entry's name. If the name is incorrect, press **[*] [D]**. If the name is correct, enter the alias (up to 10 characters that identify the subscriber) and press **[#]**.
5. Repeat Steps 3 and 4 to add names.
6. Press **[*] [#]** to approve.

To Review Your Personal Directory Aliases:

1. Press **[5] [2]**.
2. To review all entries, press **[1]**. To review specific entries, press **[3]**. Enter specific alias you want to review and press **[#]**. Repeat for each alias.
3. Press **[*] [#]** to return to the Voice Mail Activity Menu.

Reviewing/Modifying Directory Controls

(While listening to each entry)

Next Alias	Press [#]
Delete.....	Press [*] [D]
Previous Alias	Press [2]
End Reviewing.....	Press [*] [#]

Creating/Administering Your Personal Greeting

The Create a Greeting feature **[3]** lets you personalize the greeting that callers who are not TeleTravel Service Voice Mail subscribers will hear upon calling your number. This feature lets you:

- Listen to the greeting in use.
- Record or change greetings.
- Use the system-generated greeting.

To Create a Greeting:

1. Press **[3]**.

Press **[1]** to rerecord personal greeting.

When finished, press **[*] [#]** to approve.

To delete and rerecord, press **[*] [D]**.

Press **[Y]** to use personal greeting.

Press **[N]** to use system greeting.

Press **[0]** to listen to your greeting.

Press **[*] [#]** to choose which greeting to use.

Press **[Y]** to use personal greeting.

Press **[N]** to use system greeting.

Helpful Hints and Shortcuts

- Voice Mail operates on Central standard time.
- Voice Mail messages can be up to 3½ minutes long.
- You can press **[1]** to pause the system while recording a message.
- Once you know a command, you can often enter it without listening to an entire prompt.
- You can press **[*] [H]** at any time to listen to the Voice Mail Activity Menu prompts.
- To receive a message from you, a person must also be an AT&T TeleTravel Voice Mail subscriber.
- For help at any time, call 1 800 545-8210 to talk to a Customer Service Representative.

APPENDIX

Control Commands

The Voice Mail feature lets you make use of a variety of controls while recording, reviewing, and sending messages. The commands and descriptions are listed below for easy reference.

Playback Controls	
Description	Command
Rewind.....	Press 2
Pause/Continue	
Pause.....	Press 3 to pause
Continue.....	Press 3 again to continue
Louder.....	Press 4
Back Up.....	Press 3
Advance.....	Press 6
Softer.....	Press 7
Slower.....	Press 8
Faster.....	Press 9
Listen/Replay	
Listen.....	Press 0 to listen
Replay.....	Press 0 again to replay
Skip.....	16

Recording Controls

Description	Command
Pause/Continue	
Pause.....	Press [1] to pause
Continue.....	Press [3] again to continue
Playback.....	Press [2] [3]
Delete and Rerecord	Press [*] [0]

Reviewing Messages Controls

Description	Command
Next Header	Press [#]
Playback Header	Press [2] [3]
Delete Header and Attached Messages	Press [*] [0]

Retrieving/Listening to Messages Controls

Description	Command
Respond.....	Press [1]
Rewind/Playback.....	Press [2] [3]
Playback	Press [0]
Delete	Press [*] [0]
Next Message.....	Press [#]

Scanning Messages Controls

Description	Command
Delete.....	Press [*] [0]
Next Message	Press [#]

Reviewing Lists Controls

Description	Command
Next Name.....	Press [#]
Delete Name.....	Press [*] [0]
Previous Name	Press [2]
End Reviewing	Press [*] [#]

Scanning Lists Controls

Description	Command
Next List	Press [#]
Delete List	Press [*] [0]
Review List Members.....	Press [0]

Reviewing/Modifying Directory Controls

Description	Command
Next Alias	Press [#]
Delete	Press [*] [0]
Previous Alias	Press [2]
End Reviewing	Press [*] [#]

Reviewing Outgoing Messages

The Review Outgoing Messages feature [4] provides the following:

- Review, modify, or delete messages that have been scheduled for future delivery.
- Review and delete headers for messages that have been delivered.

Note: This feature does not have a voice prompt at the main Activity Menu.

To Review an Outgoing Message:

1. Press [4] to access your file of outgoing messages.
2. Listen to the message header.
3. Press [0] and listen to the message.

Reviewing Messages Controls

Next Header.....Press [#]
Playback Header.....Press [2] [3]
Delete Header (and Message).....Press [*] [0]

To Modify an Undelivered or Filed Message:

1. Review messages (as explained above) until you find the message you want to modify.
2. Press [1] to modify the message.
3. Press [1] to start recording.
4. Press [1] when you are finished recording.
5. Press [*] [9] to approve.
6. Resend message.

To Resend an Undelivered Message:

1. Press [4] [1] to resend an undelivered message.
2. Press [*] [9] to approve the message.
3. Press [*] [9] to finish addressing the message.
4. Press [*] [9] to approve delivery time.
5. Press [V] to file a copy.

Getting Messages

The Retrieving Incoming Messages feature [1] on the Voice Mail/Activity Menu allows you to:

- Listen to message headers.
- Listen to entire messages.

To Listen to an Incoming Message:

1. Press [2].
2. Listen to the message header.
3. Press [0] and listen to the message.
4. Press [#] after the complete message has been heard to save the message.
5. Press [*] [0] to delete the message.

Retrieving Incoming Messages Controls

RespondPress [1]
Rewind/PlaybackPress [2] [3]
Playback.....Press [0]
Delete.....Press [*] [0]
Next MessagePress [#]

Scanning Messages Quickly

The Scan Messages Quickly feature [7] lets you:

- Listen to headers only.
- Listen to messages only.
- Listen to both headers and messages.

Note: This feature does not have a prompt at the main Activity Menu.

To Scan Messages Quickly:

1. Press [7].

2. Choose one:

Press [1] to scan headers and messages.

Press [2] to scan headers only (to listen to an accompanying message, press [0] after the header).

Press [3] to scan messages only.

3. Make selections and listen. Voice Mail will tell you when it skips to the next message.

Scanning Messages Controls	
Delete	Press [*] [0]
Next Message	Press [#]

Responding to Incoming Messages

To respond to an incoming message through *TeleTravel* Service Voice Mail, the person to whom you are responding must also be in the *TeleTravel* Service Voice Mail network. You have several response options:

- Send a reply to the sender (with or without attaching the original message).
- Forward the original message with comments to others.
- Record a new message and send it to others without the original message.

To Respond to a Message via Voice Mail:

1. Press [2] [1], then follow instructions for *Responding to Incoming Messages*.
2. Press [1] to respond by Voice Mail.

To Attach an Original:

1. Press [Y] to attach original or press [N] to send reply only.
2. Speak the message. Press [*] [#] to approve.
3. Press [*] [#] to send now.

To Forward With Comment:

1. Press [2].
2. Speak the message. Press [1] when done.
3. Press [*] [#] to approve.
4. Enter mailbox number and press [#].
5. Press [*] [#] to send now.

To Record a New Message:

1. Press [4].
2. Speak the message. Press [*] [#] to approve.
3. Enter mailbox number and press [#] (repeat for more addresses, or follow instructions in *Sending Messages to Lists*).
4. Press [*] [#] to approve with options.

Creating Lists

You may wish to create voice lists for groups of people with whom you frequently communicate, e.g., your sales team, suppliers, etc. The following commands describe how to create and maintain lists.

The Create Lists feature [3] provides for the following:

- Generate and maintain lists.
- Change password technology.

Note: Do not attempt to change your password. This number is assigned automatically for your protection and cannot be replaced.

Up to 25 lists can be created. You'll need to assign a list ID to each one. The ID can be made up of one to six letters or numbers. The list can be marked "Private" or "Public." The Private marking prevents the message recipients from forwarding the message to others or from accessing the list.

Note: This feature does not have a prompt at the main Activity Menu.

To Create a List:

1. Press [3].
2. Press [1] [1].
3. Enter list ID (up to six letters or numbers) and press [#].
4. Press [1] for a Private list or press [2] for a Public list.
5. Enter the recipient's mailbox number and press [#].
6. Repeat Step 5 until the list is complete.
7. Press [*] [4] to approve the list.

To Review the Entire List:

1. Press [5].
2. Press [1] [3].
3. If you are the owner, press [#] or enter list owner's "address" (Public lists only) and press [#].
4. Enter list ID and press [#].
5. Listen to names.

Reviewing Lists Controls

Next NamePress [#]	Previous NamePress [1]
Delete NamePress [*] [0]	End ReviewingPress [*] [#]

Modifying Lists

Lists may be changed to accommodate additions, deletions, and corrections.

To Modify Lists:

To modify lists, press [3] and follow the steps in *To Review the Entire List*.

1. Press [1] to administer mailing lists.

Press [1] to create lists.

Press [2] to review lists.

Press [3] to modify lists.

2. Enter owner's mailbox number and press [#], or if the list is yours, press [#].

3. Enter list ID and press [#].

Press [#] to skip.

Press [*] [0] to delete.

Press [1] to add or change entries.

Press [Y] to modify status.

4. Enter mailbox numbers and press [#]. When finished, press [*] [#] to approve.

Quick Scanning of Lists

The Quick Scan feature provides a summary of the list.

To Quick Scan:

1. Press [3] [1].
2. Press [2].
3. Listen to the list summary.

Scanning Lists Controls

Next List	Press [#]
Delete List	Press [*] [0]
Review List Members	Press [0]

Personal Directory/Addressing Messages

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When sending mail to individuals, you can enter [*] [A] to instruct the system that you will be entering the one- to 10-character identifier instead of the five-digit mailbox number. Just in case you forget the name or number, you can review the directory.

To Create a Personal Directory to Address Messages:

1. Press [5] [7].
2. Press [1] to add entries.
3. Enter the five-digit mailbox number and press [#].
4. Listen to your entry's name. If the name is incorrect, press [*] [0]. If the name is correct, enter the alias (up to 10 characters that identify the subscriber) and press [#].
5. Repeat Steps 3 and 4 to add names.
6. Press [*] [#] to approve.

To Review Your Personal Directory Aliases:

1. Press [3] [2].
2. To review all entries, press [2]. To review specific entries, press [3]. Enter specific alias you want to review and press [#]. Repeat for each alias.
3. Press [*] [#] to return to the Voice Mail Activity Menu.

Reviewing/Modifying Directory Controls

(While listening to each entry)

Next Alias Press [#]
Delete..... Press [*] [0]
Previous Alias Press [2]
End Reviewing..... Press [*] [#]

Creating/Administering Your Personal Greeting

The Create a Greeting feature [3] lets you personalize the greeting that callers who are not *TeleTravel* Service Voice Mail subscribers will hear upon calling your number. This feature lets you:

- Listen to the greeting in use.
- Record or change greetings.
- Use the system-generated greeting.

To Create a Greeting:

1. Press [3].

Press [1] to rerecord personal greeting.

When finished, press [*] [#] to approve.

To delete and rerecord, press [*] [0].

Press [Y] to use personal greeting.

Press [N] to use system greeting.

Press [0] to listen to your greeting.

Press [*] [#] to choose which greeting to use.

Press [Y] to use personal greeting.

Press [N] to use system greeting.

Helpful Hints and Shortcuts

- Voice Mail operates on Central standard time.
- Voice Mail messages can be up to 3½ minutes long.
- You can press [1] to pause the system while recording a message.
- Once you know a command, you can often enter it without listening to an entire prompt.
- You can press [*] [H] at any time to listen to the Voice Mail Activity Menu prompts.
- To receive a message from you, a person must also be an AT&T *TeleTravel* Voice Mail subscriber.
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APPENDIX

Control Commands

The Voice Mail feature lets you make use of a variety of controls while recording, reviewing, and sending messages. The commands and descriptions are listed below for easy reference.

Playback Controls

Description	Command
Rewind.....	Press 2
Pause/Continue	
Pause.....	Press 3 to pause
Continue.....	Press 3 again to continue
Louder	Press 4
Back Up	Press 5
Advance.....	Press 6
Softer.....	Press 7
Slower.....	Press 8
Faster.....	Press 9
Listen/Replay	
Listen.....	Press 0 to listen
Replay.....	Press 0 again to replay
Skip.....	#

Recording Controls

Description	Command
Pause/Continue	
Pause.....	Press [1] to pause
Continue.....	Press [1] again to continue
Playback.....	Press [2] [3]
Delete and Rerecord	Press [*] [0]

Reviewing Messages Controls

Description	Command
Next Header	Press [#]
Playback Header	Press [2] [3]
Delete Header and Attached Messages	Press [*] [0]

Retrieving/Listening to Messages Controls

Description	Command
Respond.....	Press [1]
Rewind/Playback	Press [2] [3]
Playback	Press [0]
Delete	Press [*] [0]
Next Message	Press [#]

Scanning Messages Controls

Description	Command
Delete	Press [*] [0]
Next Message	Press [#]

Reviewing Lists Controls

Description	Command
Next Name.....	Press [*]
Delete Name.....	Press [*] [0]
Previous Name	Press [2]
End Reviewing	Press [*] [#]

Scanning Lists Controls

Description	Command
Next List	Press [#]
Delete List	Press [*] [0]
Review List Members	Press [0]

Reviewing/Modifying Directory Controls

Description	Command
Next Alias	Press [#]
Delete	Press [*] [0]
Previous Alias	Press [7]
End Reviewing	Press [*] [#]