

# Message Waiting Technical Bulletin

HOW TO FIND OUT IF A MESSAGE WAITING LIGHT WILL WORK ON YOUR SYSTEM?

***If you don't read our whole Tech Bulletin, you'll waste your time and money...***

**Give our Faxback System a call and get it faxed to you right now, wherever you are!**

FaxBack from Anywhere  
1-800-669-9900  
Document 507

There is real confusion out there about how to get a message light to light when you have a message waiting in your Voice Mailbox! We have every kind of stand alone message waiting light that you can get, and we'll tell you how to know what will work for you...

Having Voice Mail without a light gets very irritating. Many of the phone companies are moving towards FSK Message Waiting technology to reduce the "churn" on their voice mail systems (where customers sign up and then cancel pretty quickly). The level of satisfaction goes up a lot if you can see that you have a message with a light. Whether message waiting works is not dependent upon the phone or the message light... The phone system providing the dial tone **MUST** be equipped to send some kind of message waiting indication to a single line phone connected to it. You **CANNOT** use an external message waiting light with an electronic Key or PBX system phone, it will only work with a single line phone.

## Topics Covered:

- **CENTRAL OFFICE BASED VOICE MAIL: Stutter & FSK**
- **HOW DOES FSK WORK & HOW DO YOU KNOW IF YOU HAVE IT?**
- **OTHER SERVICES DELIVERED IN FSK FROM THE CO**
- **VOICE MAIL USED WITH ANALOG CENTREX**
- **VOICE MAIL SERVICE BUREAUS**
- **PBX or KEY SYSTEM VOICE MAIL: Stutter, Neon & LED**

## Message Waiting For Analog Phones

**NEON:** Works on 98% of the phone systems that support Message Waiting Lights!

(Uses 90-140VDC)

- **Modular:** #WAL2D \$14.99
- **Do It Yourself:** \$ 6.95



**Globe Style**

#WAL2F



(Hotel Type)

**Small Style**

#WAL2E



(Business Type)

**LED:** Works on AT&T System 75, 85 & Definity (Neon also works on Definity)

- **Modular:** \$19.95 #WAL2G
- **Do It Yourself:** \$16.95 #WAL2H

**NOTE:** *Modular Units* include double stick tape, and plug into the back of any modular single line phone. *Do It Yourself Units* let you drill a hole in the faceplate and add a message waiting light to any single line phone (good for hotels or locations where a Modular Unit might be stolen).

**4 AA batteries included!**

**Post-It Note Holder!**

**Limited Quantity!**

**FSK/STUTTER:**  
Detects Stutter Dial Tone, but if your phone company starts using FSK for Central Office based Voice Mail, it *Automatically* goes into FSK mode!

Built into a Post-It Note Holder. Looks very nice. Operates for 2 years on 4 AA Batteries in normal use. **FCC Registered.**

#WAL2K

**Quantity Discounts:**

3 @ \$12.95

10 @ \$9.95

100 @ \$8.95

**SPECIAL: Only \$14.95 ea.**

**"External" Message Waiting for Northern Telecom Digital Phones!**

See Page 109

**NEW!**

Your customers want to know when they have a Message!

Let them try a **Message Waiting Module**... and you won't be able to get it back from them!

It's cheap when you consider the cost of not knowing about important messages!



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