VoiceSupport *Lx*

Automated Attendant
and
Voice Mail System

User's Guide

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Introducing the Voice Mail System

About Your Voice Mail System

The Voice Mail system connects to your telephone system and provides an Automated Attendant plus messaging.

About the Automated Attendant

The Automated Attendant answers your company's incoming calls, then plays a recorded "greeting" usually in the form of a Welcome Message and Instruction Menu. For example, an outside caller may hear:

> ***Thank you for calling ABC company. If you are calling from a Touch Tone phone, please dial the extension number you wish to reach or dial 0 for assistance. If you are calling from a rotary dial phone, please stay on the line for assistance.***

The caller dials a code from a Touch Tone phone to route the call. If the caller is using a rotary dial phone, he simply waits on the line. The Voice Mail system can connect him to a live company operator or give him an opportunity to leave a message; it depends on how the system has been programmed.

About Messaging

The Voice Mail system lets outside callers leave recorded messages for you when they can't get through to your extension. Very handy when you are out of the office. And it lets you leave recorded messages for your co-workers. The messages get stored in each person's voice mailbox. To listen to your messages or use other Voice Mail features, you call your Subscriber Mailbox.

About Voice Mail Networking

If your Voice Mail system is equipped with the Voice Mail Networking option, you will be able to exchange messages with any other Voice Mail system that allows AMIS Networking. This means that you can call your mailbox and record a message for someone who is using another Voice Mail system. Your Voice Mail system collects all the recorded “network messages” and sends them to the other Voice Mail system at the pre-programmed time. In addition, you can receive messages from other Voice Mail systems. This makes it easy to transfer messages between you and your company’s branch offices, corporate offices, vendors, customers, etc.

Your Voice Mail system lets you record a message for two types of Network Mailboxes:

- Remote Network Mailbox

  This mailbox is associated with a particular Voice Mail system - perhaps the Voice Mail system installed at your corporate offices. To have your Voice Mail system send your message to someone at the corporate office, you would enter the Remote Network Mailbox number, then the person’s mailbox number (called the “destination mailbox”).

- Alias Network Mailbox

  This mailbox is for a particular person at one of the other Voice Mail systems - perhaps a customer or client you call several times a day. To have your Voice Mail system send your message to this person, you enter their Alias Mailbox number. That’s it. Just as easy as sending a message to someone in your own company. If necessary, the remote Alias Mailbox user can call their Alias Mailbox and listen to the messages before they are sent (see *Calling an Alias Network Mailbox*).

While you are listening to a message from another Voice Mail system, you can:

- Record a reply. Your Voice Mail system will deliver your reply to the message sender at the programmed time.
- Make an immediate call to the message sender. No need to exit your mailbox and make the call.
- Forward the message to another mailbox.

To find detailed instructions for recording and listening to network messages, simply look for the recording and listening topics in the Table of Contents. All the instructions in this guide apply to network messages as well as non-network messages with a few exceptions, which are noted.

The Voice Mail Networking option may not be available in your Voice Mail system.

About FAX Mail

The FAX Mail option lets a caller send a FAX to your mailbox. The Voice Mail system stores the FAXed document as if it were a message, hence the name FAX Message. What's nice about FAX Mail is that FAX Messages, unlike regular FAXed documents, stay private until you are ready to print them.

To send a FAX Message to your mailbox, callers must call you from a FAX telephone (i.e., a phone connected to a FAX machine). When the Automated Attendant answers, or when the caller hears your Mailbox Greeting, he presses the codes that allow them to leave a FAX Message, then presses the START key on his FAX machine when he hears the FAX tone. Depending on how the Voice Mail system is set up, the caller may be able to record an explanatory comment just before sending the FAX.

To see if you have a FAX Message, simply call your mailbox and press L to listen. If there is a FAX Message, the Voice Mail system plays the recorded comment (if there is one), then says ***This X-page FAX Message arrived on (date/time) from (caller's number, if known). The message has been saved***. You have the following options:

- Leave it in your mailbox until you are ready to print it out
- Erase it
- Use the MF command to forward it to another person's mailbox (Subscriber, Guest, Message Center)
- Print it out. To do this, use the MF command to forward the Message to a FAX Delivery Mailbox, which in turn sends the document to a FAX Machine. A FAX Delivery Mailbox can send the FAX to a pre-designated FAX Machine or to any FAX number you enter. It depends on how the FAX Delivery Mailbox is set up.
- Use the MC command to make a call to the person who sent the FAX as long as the FAX was sent from an inside extension.
- Use the RE command to record a reply to the person who sent the FAX Message as long as it was sent from an inside extension.

Notes: The Fax Mail option is not available on some Voice Mail systems.

Your System Administrator can give you the FAX Delivery Mailbox numbers and let you know how FAX Mail is set up; through the Automated Attendant, through your mailbox, or both. If it is set up through your mailbox, your Mailbox Greeting will have to tell the caller how to leave a FAX Message.

The Voice Mail system saves FAX Messages even if your mailbox is set up for auto erase.

You can receive Message Notification calls for FAX Messages.

Your Auto Forward partner will receive a copy of the FAX Message.

About the Voice Prompts

The voice prompts are step-by-step recorded instructions that tell you what codes to press on a Touch Tone phone to access the Voice Mail system features. In this guide, voice prompts will look like this: ***To listen to your messages, press L. To record and send a message, press R S***. You'll notice that the codes are easy to remember because they match some letter(s) in the feature name. And you do not have to listen to the entire voice prompt before dialing a code.

If you forget what code to press or you press a code and hear, ***That is an invalid entry***, you should wait a few seconds without pressing anything. The Voice Mail system will repeat your choices or play the voice prompt: ***For a help message, press zero***. Pressing zero gives you a recorded help message.

When you become familiar with the Voice Mail system, you can turn off some of the voice prompts, if you want, and dial zero for recorded help if you need it. For more information, see *Changing Auto Help*.

Numbers to Remember

Your System Administrator can give you these numbers.

The Voice Mail system's outside telephone number _____

The Voice Mail system's extension number _____

Your mailbox number and security code _____

Mailbox Log-On Code (by default, it is #) _____

Remote Network Mailboxes _____

Remote Destination Mailboxes _____

Alias Network Mailboxes _____

FAX Delivery Mailboxes _____

Calling the Voice Mail System

Calling the Automated Attendant

To call the Automated Attendant from outside the company

1. Call the Voice Mail system's outside telephone number. The Automated Attendant answers.
2. Follow the dialing instructions.

To return to the Automated Attendant after you call an extension through the Automated Attendant and can't get through (for example, when the extension is busy)

If you hear: ***To leave a message, press 1. For other options, press 2***:

⇨ Press 2 to return to the Automated Attendant immediately.

OR

⇨ Press 1, follow the recorded instructions. If you leave a message, you can press # when you are done to return to a set of dialing instructions. The set you return to depends on how the extension's Next Call Routing Mailbox is programmed.

If you hear: ***To leave a message, press 1. To wait for the extension to become available*** or, ***To have the person paged, press 2. For other options, press 3***:

⇨ Press 3 to return to the Automated Attendant immediately.

OR

⇨ Press 1 or 2 and follow the recorded instructions. If you leave a message, you can press # when you are done to return to a set of dialing instructions. The set you return to depends on how the extension's Next Call Routing Mailbox is programmed.

If you hear one of the following:

- The greeting and a beep
- The message - ***Start recording at the tone. When you are done, press the pound key or hang up*** followed by a beep
- The message - ***At the tone, you can leave a message*** followed by a beep

⇨ Press # to return to the Automated Attendant immediately.

OR

⇨ Leave a message after the tone, then press # to return to the Automated Attendant.

If you you hear a greeting and no beep:

⇨ Follow the instructions in the greeting. If you decide to record a message, you can press # when you are done to return to a set of dialing instructions. The set you return to depends on how the extension's Next Call Routing Mailbox is programmed.

To return to the Automated Attendant after exiting a mailbox

See *Exiting a Mailbox*.

To return to the Automated Attendant after you leave a "quick message"

See page 19.

Calling Your Subscriber Mailbox

Calling your Subscriber Mailbox gives you access to the Voice Mail system's Main Menu of features and your messages. When you call, the Voice Mail system:

- Plays an Announcement Message and/or tutorial, but only the first time you call and only if these options are enabled in system programming. The Announcement Message typically welcomes you as a new user of the Voice Mail system. The tutorial lets you know how to record a Mailbox Name, a Mailbox Greeting, and how to assign a Mailbox Security Code. If you choose not to use the tutorial, you can later access these features by using the Mailbox Options Menu. You access this menu by dialing OP after you call your mailbox. These features are described in detail in this User's Guide.
- Plays the Broadcast Message (if recorded)
- Tells you how many messages you have
- Plays a "mini" Main Menu of features, then ***Ready.*** (Or just plays ***Ready*** if the mini menu is off.)

If your mailbox is almost full or full, the Voice Mail tells you to erase some messages.

When the Voice Mail plays a recorded message, press the code for the feature you want. You do not have to wait for ***Ready***. For the full Voice Main Menu, see page 7.

To call your mailbox

If your Message Lamp is flashing, you have messages in your mailbox.

1. From an extension:

   ⇨ Get the intercom dial tone and dial the Voice Mail extension. If your extension has a Message Key, pressing it may access your mailbox (depending on the phone system).

2. From outside:

   ⇨ Dial the Voice Mail telephone number.

3. If you hear the company greeting, dial # (or other log-on code).
4. If a mailbox number is requested, dial your mailbox number.
5. If a security code is requested, dial the code or press * to return to the prompt ***Please enter your mailbox number***.

The Main Menu

You can access the Voice Mail system's Main Menu by calling your mailbox.

- Listen to Messages
- Record and Send a Message
- Check on a Message You Sent
- Record Mailbox Greeting
- Record Mailbox Name
- Record and Send a Future Delivery Message
- Record a Paging Message
- Mailbox Options
    - Security Code
    - Message Notification
    - Auto Help
    - Auto Forward
    - Auto Time-Stamp
    - Call Waiting
    - Call Announcing
- Hear Time and Date
- System Administrator Options
- Select List of New Messages
- Select List of Saved Messages
- Select List of Held Messages
- Select List of All Messages
- Exit Mailbox

Calling an Announcement Mailbox

An Announcement Mailbox is an “information only” type of mailbox. Typical Announcement messages include monthly sales figures, a weekly business schedule, daily interest rates, insurance claim information, movie schedule, etc. You can call an Announcement Mailbox from outside the company and listen to the Announcement message.

To call an Announcement Mailbox from outside the company

1. Dial the Voice Mail system’s telephone number.
2. Wait for the company greeting.
3. Press # (or other log-on code) during the greeting, then dial the Announcement Mailbox number.

   OR

   Listen to the dialing instructions and dial the code for the Announcement.
4. Dial the Announcement Mailbox security code (if required).

See your System Administrator for the security code. The announcement may play more than once. After it plays, the Voice Mail system is programmed to hang up or send you back to the Automated Attendant.

Calling a Guest Mailbox

A Guest Mailbox is a mailbox that your System Administrator can reserve for an outside party, perhaps a vendor you frequently do business with. You can record messages for the Guest Mailbox and the Guest can retrieve them through the Auto Attendant or from an inside extension.

Your System Administrator can program a Guest Mailbox in one of two ways: with access to all features in this guide or with access to all features except; record and send a message and forward a message. When a Guest calls his Guest Mailbox, he will hear exactly what you hear when you call your Subscriber Mailbox.

To call a Guest Mailbox

If the Message Lamp at the Guest extension is flashing, there are messages in the Guest Mailbox.

1. From an extension:

   ⇨ Get an intercom dial tone and dial the Voice Mail system’s extension. (If the Guest extension has a Message Key, pressing it may access the Guest Mailbox mailbox, depending on the phone system).
2. From outside:

   ⇨ Dial the Voice Mail system’s telephone number.
3. If you hear the company greeting, dial # (or other log-on code).
4. If a mailbox number is requested, dial the Guest Mailbox number.
5. If a security code is requested, dial the Guest Mailbox security code or dial * to return to the prompt ***Please enter your mailbox number***.

Calling a Message Center Mailbox

Your System Administrator usually sets up a Message Center Mailbox for callers who dial the Automated Attendant from a rotary dial phone. A Message Center Mailbox is a “catch-all” type of mailbox that lets rotary dial callers leave a message without dialing any codes. At some point in the day, someone in your company must call the Message Center Mailbox, listen to the messages, then forward them to the appropriate mailboxes (see *Listening to Messages* and *Using the Listening Options*).

There are four features in this guide not applicable to a Message Center Mailbox; record and send a message (by pressing R S), record a reply (by pressing R E), record a Mailbox Greeting (by pressing G), record and send a Future Delivery Message (by pressing F D).

The Voice Mail system plays the same set of prompts that it plays for a Subscriber Mailbox.

To call a Message Center Mailbox

If the Message Lamp at the Message Center extension is flashing, this means there are messages in the Message Center Mailbox.

1. From an extension:

   ⇨ Get an intercom dial tone and dial the Voice Mail system’s extension.

   If the Message Center extension has a Message Key, pressing it may access the mailbox (this depends on the phone system).

2. From outside:

   ⇨ Dial the Voice Mail system’s telephone number.

3. f you hear the company greeting, dial # (or other log-on code).

4. If a mailbox is requested, dial Message Center Mailbox number.

5. If a security code is requested, dial the Message Center Mailbox security code or dial * to return to the prompt ***Please enter your mailbox number***.

Calling a Future Delivery Mailbox

A Future Delivery Mailbox stores Future Delivery Messages (for information on Future Delivery Messages, see page 20). The Voice Mail system sends a Future Delivery Message to other mailboxes on the programmed date and time for delivery.

If necessary, you can call the Future Delivery Mailbox to listen to and erase a Future Delivery Message before the Voice Mail system sends it. You can also access all the other listening options except: record a reply (by pressing R E), have the message forwarded (by pressing M F), and make a call to the message sender (by pressing M C). Besides listening to the Future Delivery Message, the only other feature you can access after calling a Future Delivery mailbox is Getting the Time and Date.

To call a Future Delivery Mailbox

1. From an extension:

   ⇨ Get an intercom dial tone and dial the Voice Mail system’s extension.

2. From outside:

   ⇨ Dial the Voice Mail system’s telephone number.

3. If you hear the company greeting, dial # (or other log-on code).

4. If a mailbox is requested, dial the Future Delivery Mailbox number.

5. If a security code is requested, dial the Future Delivery Mailbox security code or dial * to return to the prompt ***Please enter your mailbox number***.

Calling a Network Mailbox

You can call an Alias or Remote Network Mailbox and listen to the stored messages before your Voice Mail system sends them to other Voice Mail systems. Your Voice Mail system lets the caller use the listening options and all the other features explained in this User's Guide except:

- Record and Send a Message (RS)
- Record a Paging Message (PG)
- Message Notification (OP N)
- Call Waiting (OP CW)
- Call Announcing (OP CA)
- Call Queuing

Someone logging on to a Network Mailbox will probably be the remote Alias Mailbox user. Perhaps that person is visiting your company for the day and wants to check his messages without calling his mailbox at his company. The Voice Mail system plays the same prompts that it plays for a Subscriber Mailbox.

For more information on Voice Mail Networking, see page 2.

To call an Alias Network Mailbox

1. From an extension:

   ⇨ Get an intercom dial tone and dial the Voice Mail system's extension.

2. From outside the company:

   ⇨ Dial the Voice Mail system's telephone number.

3. If the company greeting plays, dial # (or other log-on code).
4. If a mailbox number is requested, dial the Network Mailbox number.
5. If a security code is requested, dial that code or dial * to return to the prompt ***Please enter your mailbox number***.

About Your Incoming Call Options

About Call Queuing

With Call Queuing, the Voice Mail system lets your Automated Attendant callers queue ("wait in line") for your extension when you are busy on a call.

It works like this:

When your line is busy, a caller hears this message: ***Extension XXX is busy. To leave a message, press 1. To wait for the extension to become available, press 2. For other options, press 3.*** If the caller presses 2, the Voice Mail system queues the caller. When you hang up your call, the Voice Mail system puts the first waiting call through. Callers choosing to abandon the wait have these options: they can leave you a message, return to the Automated Attendant, or hang up.

If you would like your Automated Attendant callers to have this queuing option, see your System Administrator.

Notes: The Voice Mail system will not queue callers if the required number of idle Voice Mail ports is not available. The Voice Mail system activates Call Waiting instead, if Call Waiting is on.

The Voice Mail system will not activate Call Queuing if Auto Attendant Do Not Disturb or the Paging Message is on.

Call Queuing may not be available on your Voice Mail system.

About Call Announcing

With Call Announcing, the Automated Attendant lets you know who is calling. For more information, see *Changing the Call Announcing Option*. Your mailbox must be programmed for Call Announcing in system programming. Call Announcing may not be available on your Voice Mail system.

About Call Waiting

With Call Waiting, the Voice Mail system lets Automated Attendant callers send a signal (beeps) to your extension while you are busy on a call. For more information, see *Changing the Call Waiting Option*. Your mailbox must be programmed for Call Waiting in system programming. Call Waiting may not be available on your Voice Mail system.

About Paging and the Paging Message

If you record a Paging Message, the Voice Mail system will page you when an Automated Attendant caller tries to reach you. The Voice Mail system places the caller on Hold, then plays your Paging Message over a page zone in your phone system. You can pick up the call from any extension by dialing the Meet-Me Paging code for your telephone system (in some phone systems, this code may be referred to as a Pickup Code or something similar). A Paging Message is very useful if you are frequently away from your desk.

The Voice Mail system handles Automated Attendant callers one way if your Paging Message is on and another way if it is off:

- If your Paging Message is on, Automated Attendant calls will not ring your extension. The Voice Mail system immediately pages you.
- If your Paging Message is off, an Automated Attendant call rings your extension as usual. If you do not answer after a certain number of rings, the Voice Mail system gives the caller the paging option.

If you do not want the Voice Mail system to page you, be sure to erase your Paging Message.

The Voice Mail system is initially set up to page the All Call Page Zone. To have the Voice Mail system page a different zone, see your System Administrator.

Notes: If Auto Attendant Do Not Disturb is on, the Voice Mail system will not page you.

The Paging feature may not be available on your Voice Mail system.

If you do not want to be paged, erase your Paging message.

To record a Paging Message

1. Call your mailbox
2. Press P G (7 4).
3. Follow the voice prompts.

   To hear the Recording Options while recording, press zero.

Exiting the Voice Mail System

Exiting the Automated Attendant

To exit the Automated Attendant

Hang up.

Exiting a Mailbox

After you call a mailbox to listen to its messages or use other Voice Mail system features, you exit the mailbox as described below. The instructions apply to Subscriber, Guest, Message Center, Future Delivery, and Network Mailboxes. To exit an Announcement Mailbox, see *Calling an Announcement Mailbox*.

To exit a mailbox

Press X X (9 9) or hang up.

To exit a mailbox, then return to it

Press X (9).

To exit a mailbox and return to the Automated Attendant

You cannot return to the Automated Attendant after you dial 9 to exit a Guest or Future Delivery Mailbox from an inside extension.

1. Press X (9).

   Listen for the message: ***To go to the Automated Attendant, press the star key*** (if you do not hear this message, you cannot call the Automated Attendant). You will not hear it if you exit a Subscriber or Message Center Mailbox from an inside extension and that mailbox is not programmed with a Next Call Routing Mailbox.

2. Press *

   If exiting from outside the company, this step calls the Automated Attendant (Instruction Menu) that originally handled your call.

   If exiting a Message Center or Subscriber Mailbox from an inside extension, this step calls the Automated Attendant (Welcome Message and Instruction Menu) that is set up for the Subscriber's or Message Center's Next Call Routing Mailbox (which may be different than the Automated Attendant that answers your company's incoming calls).

Getting Help and the Time and Date

Getting Recorded Help

If you forget what codes to press, or you press a code and the Voice Mail system responds with the message ***That is an invalid entry,*** you can:

- Wait a few seconds without dialing anything. The Voice Mail system will repeat your choices or play the prompt, ***For a help message, press 0.*** At this point you can press zero to hear your options.
- Press zero right away to get a recorded help message (if you are in your mailbox).

Getting the Time and Date

After you call your mailbox, you can get the time and date.

To get the time and date

1. Call your mailbox
2. Press T I (84)

Listening to Messages

How You Know You Have Messages

The Voice Mail system can flash the Message Lamp at your extension when you have unread messages in your mailbox (if your phone system allows Message Lamps).

If you receive new messages while your are using your mailbox, the Voice Mail system will not light the Message Lamp right away. Instead, the Voice Mail system says ***You have received new messages***. The Voice Mail system plays this voice prompt if you dial 9 to exit your mailbox or if you return to the Main Menu of features before exiting. This way, you can listen to the new message before exiting. If you do not listen to the new message(s), the Voice Mail system will light the Message Lamp after you exit.

If you wish, you can also have the Voice Mail system call you when you receive messages (see *Message Notification*).

Listening to Your Messages

You can listen to your messages after you call your mailbox. If you listen to a message all the way through, the Voice Mail system will automatically erase or save it, depending on programming. To override the automatic erase/save, press S A to save or E to erase the message. If you listen to only part of a message, the Voice Mail system leaves it in your mailbox. This type of message is classified as a “Held” message.

In addition, the Voice Mail system assigns a pre-programmed listen mode to your mailbox. A listen mode determines the type of messages that play when you press L to listen. There are four listen modes: New messages, Saved messages, Held messages, and All messages. By default, the Voice Mail system will play all of your messages when you press L to listen. To change the pre-programmed listen mode, see your System Administrator.

You can, however, override the pre-programmed listen mode, on a per call basis, right after you call your mailbox or while your messages are playing. The Voice Mail system reverts back to using the pre-programmed listen mode after you hang up. For details on what to press to override the listen mode, see *Using the Listening Options*.

If your Voice Mail system has the Networking option and a network message was returned to you for some reason, the Voice Mail system plays this prompt before the message: ***The following network message was returned to you because*** ____. To see the list of reasons why a network message can be returned, see page 20. To find out when it was returned and the Voice Mail system that could not accept it, press T I during or after the message.

If your Voice Mail system has the FAX Mail option, callers can send a FAX to your mailbox. If your mailbox has a FAXed document (called a “FAX Message”), you will hear the caller’s recorded comment, if any, then the voice prompt: ***This X-page FAX Message arrived on (date/time) from (caller’s number, if known). The message has been saved.*** To print it out, you use the MF command to forward the message to a FAX Delivery Mailbox, which in turn sends the document to a FAX Machine. A FAX Delivery Mailbox can send the FAX to a pre-designated FAX Machine or to any FAX number you enter. It depends on how the FAX Delivery Mailbox is set up. You also have the following options:

- Leave the FAX Message in your mailbox until you are ready to print it out. The Voice Mail system always saves FAX Message even if your mailbox is set up for auto erase.
- Erase it
- Use the listening options MF, RE, or MC. You can use RE and MC as long as the caller sent the FAX from an inside extension. For more information on FAX Mail, see page 3.

To listen to your messages

1. Call your mailbox.
2. Press L (5).

   The first or last message plays (depending on programming). When it finishes you hear ***The message will be erased when you exit your mailbox*** or ***The message has been saved***, then a mini menu. To turn the menu on or off, see *Changing Auto Help*.
3. Press L (5) to listen to the next message.

   If it is the last message, the Voice Mail system says, ***Going to the first message***, then plays it. If you are listening in reverse order, the Voice Mail system says, ***Going to the last message***, then plays it.

Using the Listening Options

You can use the options that follow while listening to a message in a Subscriber, Message Center, Guest, Network, or Future Delivery Mailbox. You can also activate an option while the message is playing or right after it finishes playing. To hear the options while listening to a message, press zero. See also *Listening to Your Messages*.

Some of the listening options are not available to Message Center, Guest, and Future Delivery Mailboxes. You can activate four options (Select list of New, Saved, Held, or All messages) directly after you call your mailbox.

To record a reply to a message

The Voice Mail system sends your reply to the mailbox that sent the message (including network mailboxes).

1. Press R E (7 3).
2. Follow the voice prompts.

   If the mailbox that sent the message is not known, the Voice Mail system lets you enter the extension number that should receive your reply.

   If you press R E in the middle of a message and the sender is known, the Voice Mail system will erase the message when you exit your mailbox unless auto save is enabled or you save the message.

   You can use the R E command to record a reply to the person who sent a FAX message as long as it was sent from an inside extension.

To have the message forwarded to another mailbox (including Network Mailboxes and FAX Delivery Mailboxes).

1. Press M F (6 3).
2. Follow the voice prompts.

   You can first record a comment to explain why you are forwarding the message. If you re-forward a message that has been forwarded to you, the Voice Mail system erases the previous forwarder's comment, if any, and replaces it with yours.

   You can forward the message to a maximum of 10 mailboxes. You can enter the following types: Subscriber, Guest, Message Center, Distribution, Alias Network, Remote Network. (The Remote Network Mailbox and the accompanying destination mailbox count as one mailbox toward the maximum of 10.)

   You can enter mailbox numbers or names for all mailbox types except a remote destination mailbox. For that mailbox, you must enter the mailbox number. Just follow the voice prompts. If you press M F in the middle of a message, the Voice Mail system will erase it when you exit your mailbox unless it gets saved.

   Forwarded Network Messages can be returned to you. For a list of reasons, see page 20.

   If you record a comment for a network message and forward it to a non-network mailbox, the message is no longer considered a network message. That is, if the recipient presses TI during the message, the Voice Mail system will say that the message is from you. If the recipient records a reply, the reply will be sent to you. So if you want the message to retain its network status, do not record a comment before forwarding it.

   And regarding Distribution Mailboxes: When you enter a Distribution Mailbox number, the Voice Mail system sends the message to all the mailboxes on the partner Distribution List. See the System Administrator for the Distribution Mailbox number or name.

   To have the Voice Mail system automatically forward all of your messages to another mailbox, see *Changing the Auto Forward Option*.

   To have the Voice Mail system notify you as soon as a recipient listens to the forwarded message, make sure you record a comment. When you are finished recording, press * R for a return receipt.

To make a call to the message sender (including a message sender from another Voice Mail network or an extension user who sent a FAX message)

In some phone systems, you can only do this if you called your mailbox using an outside line.

1. Press M C (6 2).

   You hear: ***Please hold.*** The Voice Mail system then calls the extension (or in some cases, the extension's mailbox).

   If the message sender's extension number is not known, the Voice Mail system will let you enter the extension number that should receive your call.

   If the extension does not answer or is busy, the Voice Mail system lets you know and says: ***To record a reply, press R E. Ready***. If you do not record a reply, you can press * to continue listening to the message (if you pressed M C in the middle of it) or you can select another listening option.

To exit the listening mode

Press #.

You return to a menu of options.

To hear the message time, date, and sender

Press T I (8 4).

If you press T I in the middle of a message, the Voice Mail system plays the time/date/sender, then continues playing the message.

If the mailbox is storing responses from an Interactive Mailbox, you will also hear the Reference number for the responses (if it is enabled in programming).

To have the Voice Mail system automatically play the message time, date, and sender, see *Changing the Auto Time-Stamp Option*.

To save the message

Press S A (7 2).

You hear: ***The message has been saved. Ready.*** Pressing S A in the middle of a message pauses that message. You can press * to continue listening to it or you select another listening option.

To erase the message

Press E (3).

You hear: ***The message will be erased when you exit your mailbox. Ready.*** Pressing E in the middle of a message pauses that message. You can press * to continue listening to it or you can select another listening option.

To reverse the order in which you listen to the messages

Press R L (7 5).

See also *Listening to Your Messages*. All the comments for listening to messages apply to listening in reverse order.

To listen (skip) to the next message

Press L (5)

See also *Listening to Your Messages*

To pause while listening

Press *

You hear: ***Listening has been paused. To continue listening, press the star key.***

To continue listening after a pause

Press *

The Voice Mail system plays the message from where you paused it.

To backup a few seconds and listen

Press B (2)

The Voice Mail system backs up (rewinds) the message a few seconds, then automatically plays it. The amount of backup time depends on system programming. By default, it is 5 seconds.

To backup to the beginning and listen

Press B B (2 2).

The Voice Mail system backs up (rewinds) the message, then automatically plays it.

To go ahead a few seconds and listen

Press G (4)

The amount of “go-ahead time” depends on system programming. By default, it is 5 seconds.

To turn the volume up or down, or restore it to normal

Press V U (8 8) for volume up.

Press V D (8 3) for volume down.

Press V N (8 6) for normal volume.

To select the list of new messages for listening

Press 1 N (1 6).

The Voice Mail system will now play only your new messages when you press L to listen. “New” messages include any network messages that were returned to you.

To select the list of saved messages for listening

Press 1 S (1 7).

The Voice Mail system will now play only messages that were saved in a previous session when you press L to listen.

To select the list of held messages for listening

Press 1 H (1 4).

The Voice Mail system will now play only messages that were held in a previous session when you press L to listen. A held message is a message that was not listened to completely.

To select the list of all messages for listening

Press 1 A (1 2).

The Voice Mail system will now play through all of your messages when you press L to listen.

Recording and Checking Messages

Recording and Sending a Message

The Voice Mail system lets you record a message and send it to a person:

- After you call their extension through the Automated Attendant and can't get through
- After you call the Automated Attendant, without calling the person's extension (this is called "Quick Message")
- After you call your Subscriber Mailbox (or Guest Mailbox, if allowed in programming) and get the Voice Mail system Main Menu

If you pause too long while recording, or if you exceed the recording limit, the Voice Mail system lets you know. You hear, ***Recording has been paused due to silence.*** or, ***You have exceeded the recording limit.*** The Voice Mail system then lets you know what options you have. See also *Using the Recording Options* and *Changing Auto Help*.

To record a message after you call an extension through the Attendant and can't get through

1. If you are instructed to press a key to begin recording, press that key. Otherwise, go to step 2.
2. Start speaking after the beep.

   To hear the Recording Options, press * to pause the recording, then press zero.
3. When done, hang up or press # to return to a set of dialing instructions. The set you return to depends on how the extension's Next Call Routing Mailbox is programmed.

To record a "quick message" through the Attendant (i.e., without first calling someone's extension)

1. Dial the Voice Mail system's phone number.
2. Press * during company greeting. Or, you may have to press 0-9 (it's programmable).
3. Dial the desired mailbox (an Alias Network Mailbox is allowed).
4. If you are instructed to press a key to begin recording, press that key.
5. Start speaking after the beep.

   To hear the Recording Options, press * to pause the recording, then press zero.
6. Hang up or press # to return to a set of dialing instructions. The set you return to depends on how the extension's Next Call Routing Mailbox is programmed.

To record a message and send it to another mailbox (including network mailboxes)

1. Call your mailbox
2. Press R S (7 7).

   To hear the Recording Options while recording, press zero.
3. Follow the voice prompts.

   You can send the message to a maximum of 10 mailboxes. You can enter the following types: Subscriber, Guest, Message Center, Distribution, Alias Network, Remote Network. (The Remote Network Mailbox and the accompanying destination mailbox count as one mailbox toward the maximum of 10.)

   You can enter mailbox numbers or names for all types of mailboxes except the destination mailbox for the Remote Network Mailbox. For that mailbox, you must enter the mailbox number. Just follow the voice prompts.

Network messages can be returned to you because:

- The message was too long for the remote Voice Mail system to accept.
- The destination mailbox number could not be found.
- The destination mailbox did not accept the message.
- The destination mailbox was full.
- The network call could not be completed.

When you enter a Distribution Mailbox number, the Voice Mail system sends the message to all the mailboxes on the associated Distribution List. See the System Administrator for the Distribution Mailbox number or name.

To have the Voice Mail system notify you as soon as a recipient listens to your message, press * R for return receipt. For details, see page 22.

Recording and Sending a Future Delivery Message

You can record a message and have the Voice Mail system send it to other mailboxes at a future date and time. Future Delivery Messages make it easy to remind yourself or other people of appointments. For instance, suppose you just found out that you must attend a meeting in two weeks. You can record a reminder message today and have the Voice Mail system send it to you the day before the meeting.

The Future Delivery Message gets stored in the Future Delivery Mailbox until the date and time for delivery. If necessary, you can call the Future Delivery Mailbox and erase the message before the Voice Mail system sends it (see *Calling a Future Delivery Mailbox*).

To record a Future Delivery Message and send it to another mailbox (including network mailboxes)

1. Call Subscriber or Guest Mailbox.
2. Press F D (3 3).
3. Follow the voice prompts.

   You can send the message to a maximum of 10 mailboxes. You can enter the following types: Subscriber, Guest, Message Center, Distribution, Alias Network, Remote Network. (The Remote Network Mailbox and the accompanying destination mailbox count as one mailbox toward the maximum of 10.)

   A Future Delivery Message to a Network Mailbox can be returned to you. For a list of the reasons why, see top of page.

   You can enter mailbox numbers or names for all types of mailboxes except the destination mailbox for the Remote Network Mailbox. For that mailbox, you must enter the mailbox number. Just follow the voice prompts.

   And regarding Distribution Mailboxes: When you enter a Distribution Mailbox number, the Voice Mail system sends the message to all the mailboxes on the partner Distribution List. See the System Administrator for the Distribution Mailbox number or name.

   To have the Voice Mail system notify you as soon as a recipient listens to your Future Delivery message, press * R for return receipt.

Using the Recording Options

You can use the options below while recording. To have the Voice Mail system play the recording options while you are recording, just press zero. The Voice Mail system pauses the recording and lists the options. You can select an option during or after the listing.

The Voice Mail system also lets Automated Attendant callers hear the recording options while they are recording. They simply press the star (*) key to pause recording, then press zero to hear the recording options.

Note: The Voice Mail system does not play the recording options when you press zero while recording a reply to a message.

To pause a recording

1. Press *

   You hear: ***Recording has been paused. To continue recording press the star key.*** You can continue recording or select another recording option.

To continue a recording after a pause

1. Press * You hear: ***Recording*** and then a beep.
2. Start speaking after the beep.

To back up a few seconds and listen to the recording

You can do this only if you started recording by pressing R or R S, or if you are recording a comment to a message you are going to forward.

1. Press B (2).

   The recording plays, then pauses. You can press * to continue recording or select another option. The amount of backup time depends on programming. By default, it is 5 seconds.

   If you wish, you can edit the recording while its playing: Just press * to pause the playing, then press * again to record over everything from that point on.

To back up to the beginning and listen to a recording

1. Press B B (2 2) if you started recording by pressing R or R S or if you are recording a comment to a message you are going to forward. Otherwise, press L (5).

   The recording plays, then pauses. Press * to continue or select another option.

   To edit the recording while its playing: Press * to pause the playing, then press * again to record over everything from that point on.

To erase the recording

1. Press E (3).

   You hear: ***The message (recording) has been erased.*** Then you will hear a menu of options or the voice prompt: ***Recording*** (this prompt means you can start recording a new message).

To hear the time and date of a recording

You can do this only if you are recording a message by the R S method or if you are recording a comment for a message you are about to forward.

1. Press T I (8 4).

   You hear the time and date, then: ***Ready.*** You must press * to continue recording or select another recording option.

To end the recording

Press #

Checking/Deleting a Message

You can check to see if a message you sent has been listened to by the recipient. If the recipient has not listened to the message, the Voice Mail system lets you delete it. You can also listen to the message before you delete it. The Voice Mail system lets you check/delete any message that was recorded using the following methods: RS (Record and Send), MF (Message Forward), FD (Future Delivery). In the case of FD, you can check/delete the message after the delivery time and date.

Note: When the Voice Mail system says that a network message was listened to, this only means that the message was sent to the other Voice Mail system.

To check/delete a message

1. Call your mailbox
2. Press C M (26)
3. Follow the voice prompts

Requesting a Return Receipt

After you record a message, you can request that the Voice Mail system automatically place a return receipt in your mailbox as soon as the recipient listens to your message. The return receipt lets you know the exact date and time that your message was listened to. If you do not get a return receipt, you know for sure that the recipient has not listened to your message and there is no need to use the Check a Message You Sent feature.

A return receipt consists of the voice prompt: ***The following return receipt arrived on (date/time) from (name or number)***, followed by the message that was listened to. You can request a return receipt after you record a message using the following methods:

- RS (Record and Send)
- MF (Message Forward While Listening)
- FD (Future Delivery)

Notes: Auto Forward partners do not get a copy of the return receipt

To get a receipt using MF, you must record a comment

Return receipts for Network or FAX messages let you know when the message was sent to the Voice Mail system or FAX machine

The Voice Mail system provides a return receipt for each recipient on a Distribution List

To request a return receipt

1. Record a message using RS, MF, or FD. Press # when done.
2. Press * R (*7).

Recording Urgent Messages

After you record a message, you can tag it as “Urgent” so that the message gets priority handling in the recipient’s mailbox. When the recipient logs on to his mailbox, the Voice Mail system immediately says, ***You have Urgent Messages. You have ____ (total) messages.*** Then, when the recipient presses L to listen, the Voice Mail system says, ***This is an Urgent Message***, then plays the message.

Notes: You can turn on Message Notification for only the Urgent Messages you receive. See Message Notification.

If the recipient does not listen to the Urgent Message within a pre-programmed amount of time, the Voice Mail system can return the message to the sender. See your system Administrator.

Auto Attendant callers can also leave Urgent Messages for extension users (if the Voice Mail system is so programmed).

To record an urgent message

1. Record a message using RS, MF, or FD. Press # when done.
2. Press * U (*8).

Recording Confidential Messages

After you record a message, you can tag it as “Confidential”. Recipients of Confidential Messages will not be able to use the MF command or the Auto Forward feature to forward the message to another mailbox.

Note: Auto Attendant callers can also leave Confidential Messages for extension users (if the Voice Mail system is so programmed).

To record a confidential message

1. Record a message using RS, MF, or FD. Press # when done.
2. Press * C (*2).

Recording a Mailbox Greeting and Name

Recording A Mailbox Greeting (with Auto Attendant Do Not Disturb)

You can record up to three different mailbox greetings to let callers know your whereabouts before they leave a message. The Voice Mail system plays the greeting that you select as “active.”

A typical greeting is: ***Hello. I’m away from my desk right now. Please leave a message at the tone, and I will get back to you as soon as I can.*** You may also want to record a greeting for vacation days, and one for evenings. If you do not record a greeting, the Voice Mail system lets the caller know how to leave a message.

Having a recorded mailbox greeting also lets you prevent Automated Attendant calls from ringing your phone. This is called the Auto Attendant Do Not Disturb feature. When you turn it on, the Voice Mail system immediately sends Automated Attendant callers to your mailbox and plays your greeting.

If Auto Attendant Do Not Disturb is off, Automated Attendant calls will try your phone. If you do not answer or are busy on a call, the Voice Mail system plays your greeting. If you have forwarded calls to your mailbox, you should turn off Auto Attendant Do Not Disturb.

Notes: A mailbox greeting can be recorded for Subscriber, Guest, and Alias Network Mailboxes.

If your Subscriber Mailbox is programmed with a Next Call Routing Mailbox, the Voice Mail system can provide dialing options to callers who enter your mailbox to leave you a message. For example, after your greeting plays, a caller could dial another extension or press a code to leave you a FAX Message (if your system has FAX Mail), etc. See the System Administrator for the type of options programmed for your Next Call Routing Mailbox. It is important that you include these dialing options in your mailbox greeting. Otherwise, callers will not know about them.

If Auto Attendant Do Not Disturb is on, the Voice Mail system will not activate the following features: Paging, Call Queuing, Call Waiting, or Call Announcing.

If Auto Attendant Do Not Disturb is off, the Voice Mail system will play your mailbox greeting to callers who leave you a message while using the Paging, Call Queuing, Call Waiting, or Call Announcing feature.

To record a mailbox greeting and turn it on or off

1. Call your mailbox
2. Press G (4).
3. Follow the voice prompts. To hear Recording Options while recording, press zero.

Recording a Mailbox Name

You can record a name for a mailbox (Subscriber, Guest, Message Center, Alias/Remote Network, FAX Delivery). The name plays in the voice prompts that would otherwise play the mailbox number or its corresponding extension number. For example, if mailbox 303 has the name “Joe Smith,” the Voice Mail system plays, ***Joe Smith does not answer*** instead of, ***Extension 303 does not answer.*** You can record a name that is up to 10 seconds long.

If your mailbox name was recorded via the System Administrator Menu, that name overrides the name recorded using the method below, and vice versa.

To record a name for a mailbox

1. Call your mailbox.
2. Press R N (7 6).
3. Follow the voice prompts. To hear the Recording Options while recording, press zero.

Using Mailbox Options

Using Message Notification

With Message Notification, you can have the Voice Mail system call you when you receive messages (including FAX Messages). You start by customizing the Message Notification options to meet your needs. You can specify:

- The notification numbers, up to three. For each number, you must specify the time of day that the Voice Mail system should start and stop calling that number. For example, you may want the Voice Mail system to call your home number only from 6PM to 8AM. To have Message Notification call the same number around the clock, enter the same time for the start and stop time. Once you set up the schedules, you must enable (activate) Message Notification for each number that you wish the Voice Mail system to call. The Voice Mail system only calls notification numbers that are active. (Note: In the voice prompts for Message Notification, the Voice Mail system refers to the notification numbers as notification groups.)
- Whether you want to be notified of all messages, only messages from a specific person's mailbox (including network mailboxes), or only Urgent Messages. If you select only Urgent Messages, the Voice Mail system will ask you to assign a calling priority to the numbers. That is, you can program the order in which the Voice Mail system calls the 3 notification numbers. If you do not assign a priority to a number, the Voice Mail system will not call that number for urgent messages. It will call that number for non-urgent messages.
- The type of number you want the Voice Mail system to call: outside, extension, a radio pager (with or without an announcer), or a digital pager.
- Whether you must enter your mailbox security code after you accept a notification call at an extension or outside telephone

Once you enable Message Notification, the Voice Mail system will call you as soon as you receive your first message. If you accept the call at a telephone or if the paging service gets through to you, the Voice Mail system waits a pre-programmed time before notifying you of the next messages you receive.

If the Voice Mail system calls the number and gets a busy tone or a no-answer at a telephone, it tries again for a pre-programmed number of times, then stops. If your notification number is a pager, you can have the Voice Mail system beep you until you call into your mailbox (see your System Administrator).

When you answer a Message Notification call at a telephone and say "Hello," the Voice Mail system says: ***Hello. I have a message for (extension or name). To accept this call, press 1. Otherwise, hang up, and I will call again later.*** If you dial 1, you automatically enter your mailbox (unless you specified that you must enter your security code first). If you hang up, the Voice Mail system treats the call as if it were a "no-answer" and tries you again. If the Voice Mail system does not say ***... press 1***, this means you must hang up and call your mailbox to get the message.

When you receive a Message Notification call at a pager, the paging service beeps you and you must call your mailbox to get your messages. At an announcement radio pager you hear an announcement as well as a beep. You hear: ***There is a message for (extension or name). You have x messages***. At a digital pager you see the number to call as well as hear the beep.

To use the Message Notification option

1. Call your mailbox.
2. Press O P (6 7).
3. Press N (6).
4. Follow the voice prompts.

If necessary, you can enter special codes in the notification number.

You will be able to enter a local or long distance notification number only if these types of notification numbers have been allowed in system programming. See your System Administrator.

If the notification number is an extension number and your phone system is programmed for voice announced intercom calls, you may have to enter a code after the extension number to make the notification call ring your extension.

Enter these codes	For this special entry
***F**	Flash
***H**	Wait 40 sec to hear any type of sound. If no sound, the Voice Mail system hangs up.
***W**	Wait 40 sec for dial tone. If no dial tone, the Voice Mail system hangs up.
***P**	Non-monitored pause (the Voice Mail system pauses 2 seconds, then dials the next digit)
***M**	Monitored pause (the Voice Mail system pauses 2 sec, then dials the next digit if there is no busy/ reorder tone. Otherwise, the Voice Mail system hangs up.)
***A**	Analyzed pause (the Voice Mail system pauses 4 sec, then dials the next digit if no busy/reorder tone. Otherwise hangs up.)
******	*
***#**	#
***0**	Clear number

Changing Auto Help

Auto Help is the automatic “mini” menu of options that plays right after you call your mailbox, after you listen to a message, or when you pause recording or exceed the recording limit. You can turn Auto Help on or off depending on your preference.

For example:

- If Auto Help is on and you call your mailbox when you have messages, you hear: ***You have x messages. To listen to your messages, press L. To record and send a message, press R S. For a complete Main Menu of features, press zero. Ready.*** If you do not press anything, the Voice Mail system repeats your choices.
- If Auto Help is off and you call your mailbox when you have messages, you hear: ***You have x messages. Ready.*** If you do not press anything, the Voice Mail system says: ***For a help message, press zero.***

Note: Turning Auto Help off or on does not affect the mini menu of options that plays to a caller who records a message through the Automated Attendant.

To turn the Auto Help option on or off

1. Call your mailbox.
2. Press O P (6 7).
3. Press A H (2 4).
4. Follow the voice prompts.

Changing the Auto Forward Option

With Auto Forward, the Voice Mail system can automatically copy each of your messages (including FAX Messages) to another person’s mailbox — your “partner mailbox”. This way, if you are on vacation, your partner can immediately respond to any messages you receive. You will not have to ask anyone to check your mailbox.

The Voice Mail system will Auto Forward a message only once unless your partner mailbox is a Distribution Mailbox, which represents a list of mailboxes. In this case, the Voice Mail system copies the message to each mailbox on the list, and then to their Auto Forward partners, if any.

If your mailbox is full when a message comes in, the Voice Mail system will not be able to put the message in your mailbox but will be able to copy the message to your partner mailbox.

If your mailbox and your partner mailbox are full when a message comes in, the Voice Mail system will not be able to accept the message at all.

Notes: You can activate Auto Forward to an Alias Network Mailbox.

The Voice Mail system also lets you manually forward a particular message to another mailbox. For details, see page 16.

To turn the Auto Forward option on or off

1. Call your mailbox.
2. Press O P (6 7).
3. Press A F (2 3).
4. Follow the voice prompts.

Changing the Auto Time-Stamp Option

After playing a message, the Voice Mail system can automatically play the time and date that the message was left and the name or number of the message sender. If Auto Time-Stamp is off, you must press T I during or after a message to get this information.

Note: The Voice Mail system always automatically plays the time and date that a FAX Message arrived. You can not turn off the time/date stamp for a FAX Message.

To turn the Auto Time Stamp option on or off

1. Call your mailbox.
2. Press O P (6 7).
3. Press A T (2 8).
4. Follow the voice prompts.

Changing Your Security Code

If you assign a security code to your mailbox, you will have to enter it every time you call your mailbox to listen to your messages or use other Voice Mail system features. A security code can be up to 6 digits long. And you can change the security code at any time. If you forget the security code, the System Administrator can erase your current one so you can enter a new one.

The following types of mailboxes can have a security code:

- Subscriber
- Message Center
- Guest
- Alias Network

To change a mailbox Security Code

1. Call your mailbox.
2. Press O P (6 7).
3. Press S (7).
4. Follow the voice prompts.

Changing the Call Waiting Option

Call Waiting lets Automated Attendant callers send a signal (beeps) to your extension while you are busy on a call. The callers then wait for you to respond.

It works like this:

When you are busy on a call, the Automated Attendant says this to a caller: ***Extension XXX (or your name) is busy. To leave a message, press 1. To wait for the extension to become available, press 2. For other options, press 3.***

If a caller presses 2, you hear beeps at your extension.

To answer the Call Waiting beeps, see the User's Guide for your phone. If you do not answer the Call Waiting beeps within a pre-programmed amount of time, the Voice Mail system lets the caller leave you a message.

To let callers page you when you are busy instead of sending you Call Waiting beeps, see your System Administrator. You still have to turn on Call Waiting using steps 1-4. In addition, you have to record a Paging Message (see *About Paging and the Paging Message* on page 12).

Notes: If you turn on Auto Attendant Do Not Disturb or the Paging Message, Call Waiting will not be available to callers.

Call Queuing overrides Call Waiting, but only if the pre-programmed number of idle Voice Mail ports is available. For more information, see *About Call Queuing*.

Call Waiting must be allowed for your mailbox in system programming.

Call Waiting may not be available in your Voice Mail system.

To turn Call Waiting on or off

1. Call your mailbox.
2. Press O P (6 7).
3. Press C W (2 9).
4. Follow the voice prompts.

Changing the Call Announcing Option

With Call Announcing, the Automated Attendant can let you know who is calling. You can accept the call or send it back to the Automated Attendant if you are too busy to take the call.

It works like this:

The Automated Attendant asks the caller to record his name, then the Automated Attendant calls you.

When you answer and say “Hello,” you will hear this: ***Hello. I have a call for (extension XXX or your name) from (the caller’s name). To accept this call, press 1. Otherwise, hang up.*** (For some phone systems, the Voice Mail system may ask you to press the pound key [#] before hanging up).

If you press 1, the Automated Attendant says, ***Connecting***, then connects you to the caller. If you hang up, the Automated Attendant says this to the caller: ***Extension XXX is unavailable. To leave a message, press 1. For other options, press 2.*** The caller can press 1 to leave you a message or press 2 to return to the Automated Attendant dialing options.

Notes: If you turn on Auto Attendant Do Not Disturb or the Paging Message, Call Announcing will not be available to callers.

Call Announcing must be allowed for your mailbox in system programming.

Call Announcing may not be available in your Voice Mail system.

To turn the Call Announcing option on or off

1. Call your mailbox.
2. Press O P (6 7).
3. Press C A (2 2).
4. Follow the voice prompts.

Sending Calls to a Mailbox

Transferring a Call to a Mailbox

You can transfer an outside call to a co-worker's mailbox (Subscriber, Guest, or Alias Network) so the caller can leave a recorded message or, if your system is set up for it, a FAX Message. This is handy when the caller needs to communicate with a co-worker who is out of the office.

You can also transfer a caller to other types of mailboxes. More specifically, you can transfer a call to an Announcement, Interactive, Message Center, Directory Dialing, or Call Routing Mailbox. Your System Administrator can tell you about Interactive, Directory Dialing and Call Routing Mailboxes. The others are described in this guide.

To transfer an outside call to a mailbox

1. Place the call on Hold.
2. Dial the Voice Mail system's extension number.

   If you automatically enter your own mailbox, you will have to dial 9 * to exit your mailbox, then go to step 3.
3. If the Voice Mail system plays the company greeting or the voice prompt, ***Please enter your mailbox number***, dial * then the extension number to receive your call.

   OR

   If the Voice Mail system plays, ***Please enter your security code***, dial *, *, then the extension number.
4. Hang up.

Forwarding Your Calls to Your Mailbox

When you forward calls to your mailbox, the Voice Mail system answers the call, plays a standard Mailbox Greeting or your personalized Mailbox Greeting, then lets the caller leave a message.

IMPORTANT: If the Voice Mail system is set up for Automated Attendant screened transfers, do not forward calls to your mailbox. See your System Administrator.

To forward calls to your mailbox or to cancel forwarding

Use your phone system's call forwarding procedure. When the procedure asks for the extension number to receive the calls, enter the Voice Mail system's extension number (commonly referred to as the Voice Mail Hunt Group number, Pilot number, or master extension number). See your System Administrator for the number.

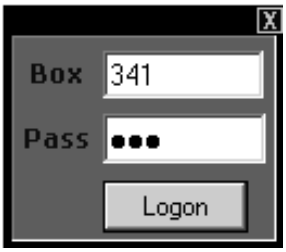
Accessing the Voice Mail User Interface

The Voice Mail server has a web-based user interface that can be accessed by any system subscriber from a desktop PC that is connected to the same LAN. The user interface allows the Subscriber to view his mailbox options and make changes if necessary.

To access the web-based user interface

1. From the web browser on your desktop PC, enter the IP address of the Voice Mail server. The log on screen will be displayed:

2. Click on the **Mailbox User** button. A dialog box will be displayed prompting you to enter your mailbox number and your password:

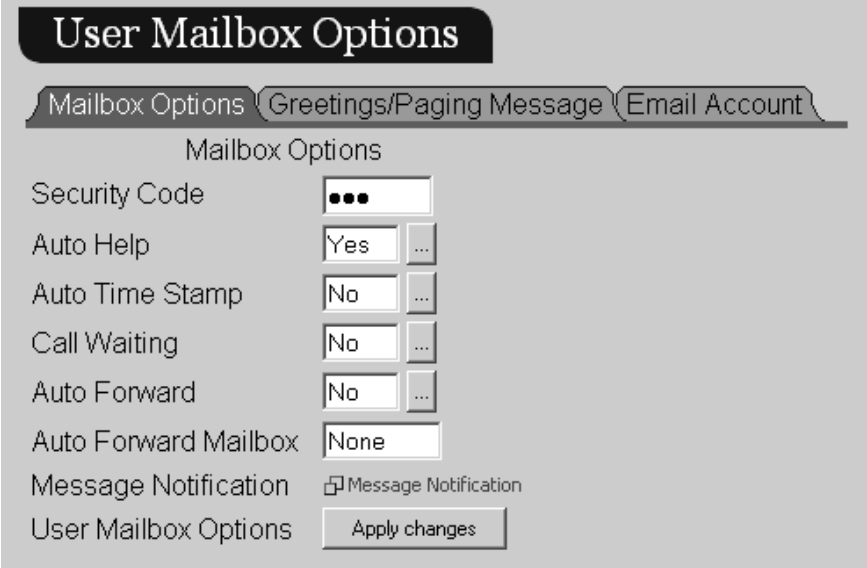


3. Enter your mailbox number. Usually this is the same number as your extension.
4. Enter your password. If this is the first time logging on to your mailbox, and you haven't established a password, use your mailbox number as the password. The Welcome screen is displayed:

5. Click on the hyperlink for **User Mailbox Options**. The User Mailbox Options screen will be displayed. This screen contains three tabs:
   - Mailbox Options
   - Greetings/Paging Message
   - Email Account

To set your Mailbox Options

1. After initially logging on to your mailbox, the Mailbox Options tab will be displayed:



2. Select the Mailbox Options in each field by making a selection from a pop-up menu or by writing over the data in the field:

   Security Code - Password protect the mailbox by entering a security code up to six digits in length. If no security code is desired, enter **None**. If you opt to have no security code, you can log on to your mailbox using your mailbox number as the password.

   Auto Help - This feature provides a menu of options that play right after you call your mailbox, after you listen to a message, or when you pause recording or exceed the recording limit. To enable this feature, select **Yes** from the pop-up menu.

   Auto Time Stamp - After playing a message, the Voice Mail system can automatically play the time and date that the message was left and the name or number of the message sender. To enable this feature, select **Yes** from the pop-up menu.

   Note:The Voice Mail system always automatically plays the time and date that a FAX Message arrived. You can not turn off the time/date stamp for a FAX Message.

   Call Waiting - This feature lets an Automated Attendant caller send a signal (beeps) to your extension while you are busy on a call. The caller then waits for you to respond. To enable this feature, select **Yes** from the pop-up menu.

   Auto Forward - With Auto Forward, the Voice Mail system can automatically copy each of your messages (including FAX Messages) to another person's mailbox — your "partner mailbox". This way, if you are on vacation, your partner can immediately respond to any messages you receive. You will not have to ask anyone to check your mailbox.

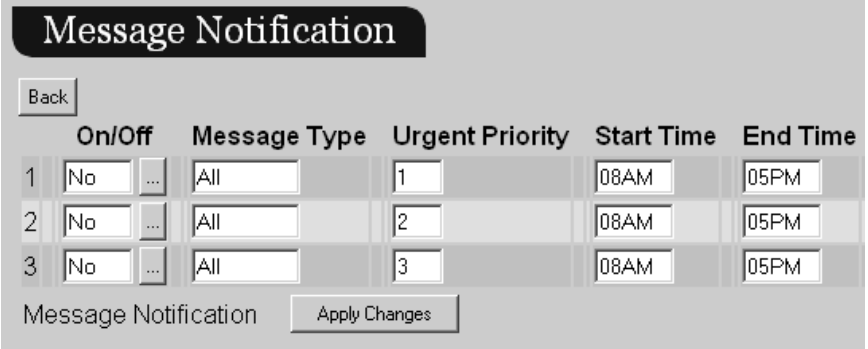
   The Voice Mail system will Auto Forward a message only once unless your partner mailbox is a Distribution Mailbox, which represents a list of mailboxes. In this case, the Voice Mail system copies the message to each mailbox on the list, and then to their Auto Forward partners, if any.

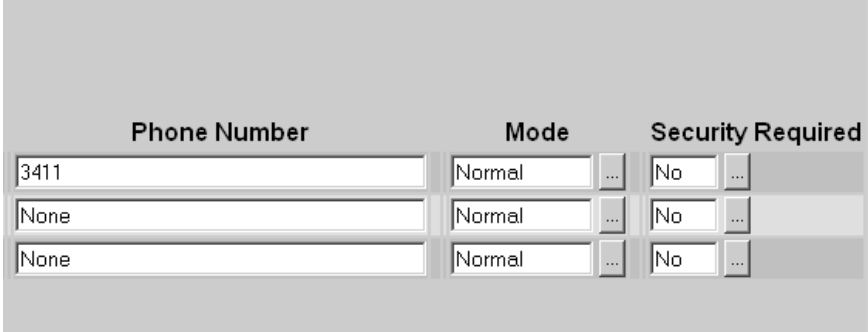
   If your mailbox is full when a message comes in, the Voice Mail system will not be able to put the message in your mailbox but will be able to copy the message to your partner mailbox.

   If your mailbox and your partner mailbox are full when a message comes in, the Voice Mail system will not be able to accept the message at all.

   Auto Forward Mailbox - Specify the mailbox number of the "partner mailbox" you want to use for Auto Forwarding. If you opted not to enable Auto Forwarding, enter **None** in this field.

Message Notification - You can have the Voice Mail system call you when you receive messages (including FAX messages). To customize the Message Notification options click on the Message Notification hyperlink. The following screen is displayed:





Enter up to three notification numbers. For each number, specify whether you want to be notified of all messages, only messages from a specific person's mailbox (including network mailboxes), or only Urgent Messages. For Urgent Messages, assign a calling priority to the numbers

Specify the time of day that the Voice Mail system should start and stop calling that number.

Specify the type of number you want the Voice Mail system to call: outside, extension, a radio pager (with or without an announcer), or a digital pager.

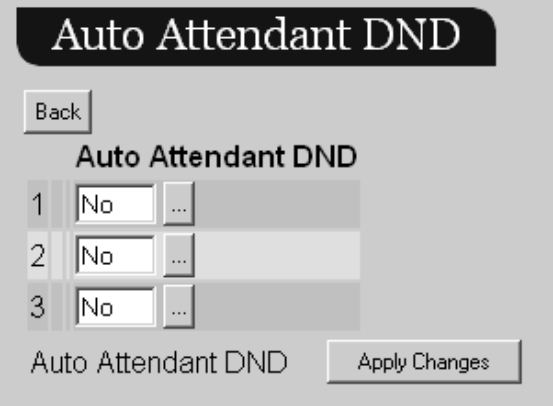
Indicate whether you must enter your mailbox security code after you accept a notification call at an extension or outside telephone.

3. Click on the **Greetings/Page Message** tab. The following screen will be displayed:

4. Select the Greetings/Paging Message options:

   Active greeting - You can record up to three different mailbox greetings to let callers know your whereabouts before they leave a message.The Voice mail plays the greeting that you select as active.

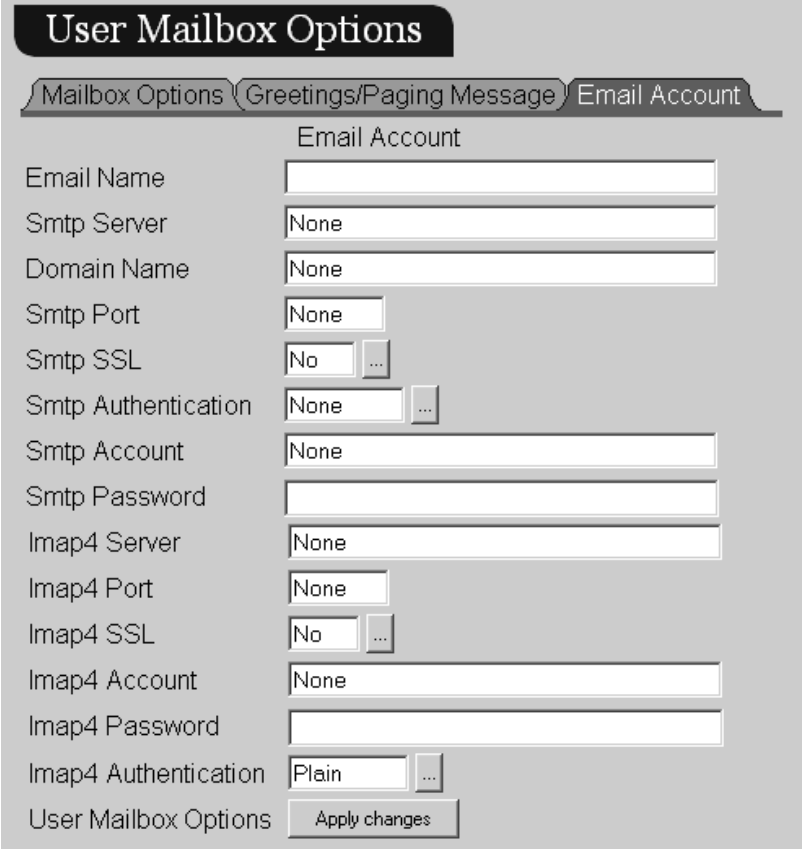
5. Having a recorded mailbox greeting also lets you prevent Automated Attendant calls from ringing your phone. Click on the Auto Attendant Do Not Disturb hyperlink.



6. Select **Yes** to enable the Do Not Disturb feature for a greeting. The Voice Mail automatically sends Auto Attendant callers to your mailbox when it plays the greeting. If Auto Attendant Do Not Disturb is off, Automated Attendant calls your phone. If you do not answer or are busy on a call, The Voice mail plays the greeting.

If the Voice mail system is integrated with an SMTP Email server, and you want to have Email access through your voice mailbox, continue with step 7.

7. Click on the **Email Account** tab. The following screen will be displayed:



8. Fill in the fields with the appropriate data. Consult your System administrator for network details.

   Email Name - The Email address where the voice mail will be received.

   Smtp Server - Name or IP Address of the SMTP Server

   Domain Name - The SMTP domain name if available. Otherwise, leave this field blank.

   Smtp Port - Normally, the port number will be **25**. If a Secure Socket Layer (SSL) is being used, enter **465** as the port number.

   Smtp SSL - Secure Socket Layer. If this feature is enabled, make sure that 465 is entered as the port number.

   Smtp Authentication - Authentication code (if required by the ISP)

   Smtp Account - The Email address for this subscriber, for example - petera@ctlinc.com

   Smtp Password - The password that would normally be used by this subscriber to access his Email

   Imap4 Server - Name or IP Address of the SMTP Server

   Imap4 Port - Normally, the port number will be **143**.

   Imap4 SSL - N/A

   Imap4 Account - The Email address for this subscriber

   Imap4 Password - The password that would normally be used by this subscriber to access his Email

   Imap4 Authentication - Authentication code (if required by the ISP)

Selecting **Client Software** from the menu will allow you to download software to a PC that is used a a client for Fax Mail or Desktop Call Control.

1. After selecting **Client Software** from the menu, a screen is displayed, similar to the one below, listing all the client software that can be downloaded to your PC. All client software files are zipped.

View folder: /a/doc/

---	Type	Name	Date	Size
1		DFX-CallControl.zip	Mon Jun 26 10:17:08 EDT 2006	4314575
2		DFX-FaxServer-95-98-Client.zip	Mon Jun 26 10:17:15 EDT 2006	5446171
3		DFX-FaxServer-95-98-PrinterDriver.zip	Mon Jun 26 10:17:17 EDT 2006	763652
4		DFX-FaxServer-NT-Client.zip	Mon Jun 26 10:17:24 EDT 2006	5456266
5		DFX-FaxServer-NT-PrinterDriver.zip	Mon Jun 26 10:17:27 EDT 2006	1432605
6		DMS-CallControl.zip	Mon Jun 26 10:16:37 EDT 2006	4314575
7		DMS-FaxServer-95-98-Client.zip	Mon Jun 26 10:16:45 EDT 2006	5446171
8		DMS-FaxServer-95-98-PrinterDriver.zip	Mon Jun 26 10:16:47 EDT 2006	763652
9		DMS-FaxServer-NT-Client.zip	Mon Jun 26 10:16:55 EDT 2006	5456266
10		DMS-FaxServer-NT-PrinterDriver.zip	Mon Jun 26 10:16:57 EDT 2006	1432605
11		LX-CallControl.zip	Mon Jun 26 10:16:06 EDT 2006	4314600
12		LX-FaxServer-95-98-Client.zip	Mon Jun 26 10:16:13 EDT 2006	5446701
13		LX-FaxServer-95-98-PrinterDriver.zip	Mon Jun 26 10:16:16 EDT 2006	763652
14		LX-FaxServer-NT-Client.zip	Mon Jun 26 10:16:24 EDT 2006	5456689
15		LX-FaxServer-NT-PrinterDriver.zip	Mon Jun 26 10:16:26 EDT 2006	1432608
16		NVM-DFx Call Control.pdf	Thu Jun 1 14:15:30 EDT 2006	373556

Refresh Top Up Down More Less

2. Click the icon for client software that you want to download. Refer to the appropriate document for details on which software you need to download such as *Setting Up and Using Fax Mail* or *Desktop Call Control*.

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