NEC

Aspire Mail

Feature Handbook

This manual has been developed by NEC Unified Solutions, Inc. It is intended for the use of its customers and service personnel, and should be read in its entirety before attempting to install or program the system. Any comments or suggestions for improving this manual would be appreciated. Forward your remarks to:

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Chapter 1:
Features

1

Introduction to Voice Mail Features

> **If you are not familiar with the voice mail features, review
> the <u>Feature Glossary</u> on page 2.**

This chapter provides detailed information on the voice mail features. The features in this chapter are in alphabetical order, like a dictionary. This chapter subdivides each feature definition into headings as follows:

■ **Description**
Read *Description* to get an overview of the feature, its benefit, any special considerations you should be aware of, and how it works in the default system.

■ **Operation**
Operation provides charts that show you how the feature operates.

Feature Glossary

Feature Glossary

Name	Description	Usage
Access Directory Dialing	■ See *Directory Dialing* in this glossary.	Automated Attendant
ACD Announcement Mailbox	Mailbox that provides a prerecorded greeting (announcement message) for an Automatic Call Distribution (ACD) group. ACD must be separately programmed in the telephone system. ■ See *ACD Announcement Mailbox* on page 11 for more.	Voice Mail
Administrator Security Code Control	■ See *Security Code* in this glossary.	Voice Mail
Announcement Mailbox	Mailbox that allows a prerecorded greeting to play to mailbox callers. ■ See *Announcement Mailbox* on page 12 for more.	Automated Attendant
Announcement Message	The message that the System Administrator records for a specific Announcement Mailbox. ■ See *Announcement Message* on page 14 for more.	Automated Attendant
Answering Machine Emulation	A keyset on the connected telephone system can work like a home answering machine. ■ See *Answering Machine Emulation* on page 15 for more.	Voice Mail
Answering Schedule Override	The System Administrator can call into the Automated Attendant and enable an alternate greeting and alternate dialing options for callers. ■ See *Answer Schedule Override* on page 16 for more.	Automated Attendant
Auto Attendant Do Not Disturb	If an extension user has a mailbox greeting recorded, Auto Attendant Do Not Disturb sends Automated Attendant calls directly to their mailbox. Their phone will not ring for calls from the Automated Attendant. ■ See *Auto Attendant Do Not Disturb* on page 18 for more. Also see *Greeting* in this glossary.	Automated Attendant
Auto Forward	Messages left in an extension user's mailbox can automatically forward to a co-worker's mailbox. ■ See *Auto Forward* on page 20 for more.	Voice Mail
Auto Help	An extension user can enable a *full* or *abbreviated* set of voice prompts that guide them while using their mailbox. ■ See *Auto Help* on page 21 for more.	Voice Mail
Auto Time Stamp	After a user listens to a message, voice mail can optionally announce the time and date the message was left. ■ See *Auto Time Stamp* on page 22 for more.	Voice Mail

Name	Description	Usage
Automated Attendant Transfer	While on a trunk call, an extension user can transfer their trunk call to the Automated Attendant so the caller can use the Automated Attendant dialing options. ■ See *Automated Attendant Transfer* on page 23 for more.	Voice Mail
Bilingual Voice Prompts	oice mail provides voice prompts in 2 languages. These 2 languages are available to Automated attendant callers, specific trns, or specific mailboxes. In addition, Automated Attendant ccallers may be able to selet the language of their chice. ■ See *Bilingual Voice Prompts* on page 24	System
Broadcast Message	A prerecorded Broadcast Message automatically plays to each mailbox user when they log into their mailbox. ■ See *Broadcast Message* on page 26 for more.	Voice Mail
Call Forward to a Mailbox	An extension user can forward their calls to their mailbox. ■ See *Call Forward to a Mailbox* on page 27 for more.	Voice Mail
Call Parking/Paging	■ See *Park and Page* in this glossary.	Automated Attendant
Call Queuing	Automated Attendant callers can wait in line (without hanging up) for a busy extension to become free. Voice prompts tell the caller their place in queue while they wait. ■ See *Call Queuing* on page 28 for more. ■ Also see *Call Waiting* in this glossary.	Automated Attendant
Call Waiting	Automated Attendant callers can wait in line (without hanging up) for a busy extension to beome free. Voice mail sends a beep to the busy exensin letting them know a cal is waiting ■ See *Call Waiting* on page 30 for more ■ Also see *Call Queuing* in the glossary	Automated Attendant
Calling (Logging Onto) a Mailbox	■ See *Log Onto Voice Mail* in this glossary.	Voice Mail
Calling the Automated Attendant	Automated Attendant callers can use various voice mail features and then return to the Automated Attendant for additional dialing options. ■ See *Calling the Automated Attendant* on page 31 for more.	Automated Attendant
Checking/Deleting a Message	An extension user can check if a voice mail message they left for a co-worker has been listened to by the co-worker. If not, they can delete it. ■ See *Checking/Deleting a Message* on page 32 for more.	Voice Mail
Confidential Message	An extension user can leave a Confidential Message for a co-worker that cannot be forwarded to another user. ■ See *Confidential Message* on page 33 for more.	Voice Mail

Feature Glossary

Name	Description	Usage
Conversation Record	Allows an extension user to record their active call as a message in their mailbox. Voice mail will broadcast a beep and a voice prompt to the callers as Conversation Record begins. ■ See *Conversation Record* on page 34 for more.	Voice Mail
Deleting a Message	■ See *Message Delete* in this glossary.	Voice Mail
Deleting Mailbox Security Code	■ See *Mailbox Security Code Delete* in this glossary.	Maintenance
Directory Dialing	An Automated Attendant caller can call an extension by dialing the first few letters of the extension user's name. ■ See *Directory Dialing* on page 35 for more.	Automated Attendant
Directory Dialing Mailbox	The type of mailbox voice mail can use to facilitate Directory Dialing, bypassing the Automated Attendant. ■ See *Directory Dialing Mailbox* on page 37 for more.	Automated Attendant
Directory Dialing Message	The announcement the Directory Dialing Mailbox provides to incoming callers so they know how to use the Directory Dialing feature. ■ See *Directory Dialing Message* on page 38 for more.	Automated Attendant
Distribution List	The list of extensions that will receive a message sent to the associated Distribution Mailbox. ■ See *Distribution List* on page 39 for more.	Voice Mail
Distribution Mailbox	Record a single message and send it to a Distribution Mailbox, which in turn sends the message to the extensions on that mailbox's predefined Distribution List. ■ See *Distribution Mailbox* on page 40 for more.	Voice Mail
Erasing All Messages	Lets the System Administrator delete mailbox messages system-side. ■ See *Erasing All Messages* on page 41 for more.	Maintenance
Exiting a Mailbox	An extension user can exit their mailbox by dialing a code or by hanging up. ■ See *Exiting a Mailbox* on page 42 for more.	Voice Mail
Forwarding Calls to a Mailbox	See *Call Forward to a Mailbox* in this glossary.	Voice Mail
Future Delivery Mailbox	The type of mailbox that enables extension users to leave Future Delivery Messages. ■ See *Future Delivery Mailbox* on page 43 for more.	Voice Mail
Future Delivery Message	An extension user can record a voice message for a co-worker and have voice mail deliver it at a specified time in the future. ■ See *Future Delivery Message* on page 44 for more.	Voice Mail
Getting Recorded Help	If an extension user dials an incorrect code or forgets what to dial while in their mailbox, they can request help from the voice mail voice prompts. ■ See *Getting Recorded Help* on page 45 for more.	Voice Mail

Name	Description	Usage
Greeting	A Subscriber or Guest Mailbox user can record up to 3 personalized greetings for their mailbox. Caller's to the user's mailbox hear the active personalized greeting. With Remote Greeting, an extension user can call into the Automated Attendant, access their mailbox, and remotely record their mailbox greeting. ■ See *Greeting* on page 46 for more. ■ Also see *Auto Attendant Do Not Disturb* in this glossary.	Voice Mail
Guest Mailbox	An outside party can have their own mailbox for receiving and sending messages. ■ See *Guest Mailbox* on page 48 for more.	Voice Mail
Help	■ See *Getting Recorded Help* in this glossary.	Voice Mail
Instruction Menu	The Instruction Menu is the second announcement that plays to Automated Attendant callers, right after the Welcome Message. Normally, the Instruction Menu provides callers with the Automated Attendant dialing options. ■ See *Instruction Menu* on page 49. ■ Also see *Welcome Message* in this glossary.	Automated Attendant
Interactive Mailbox	The mailbox type the facilitates Interactive Messaging. ■ See *Interactive Mailbox* on page 51 for more.	Automated Attendant
Interactive Messaging	Automated Attendant callers can respond to specific pre-recorded questions (the *Interactive Prompts*) and have their answers stored in a unique mailbox (the *Interactive Mailbox*). ■ See *Interactive Messaging* on page 52 for more.	Automated Attendant
Interactive Prompts	The Interactive Messaging pre-recorded prompts. ■ See *Interactive Prompts* on page 55 for more.	Automated Attendant
Leaving a Message	An extension user can leave a voice message in a co-worker's mailbox if that extension is busy, unanswered, or in Do Not Disturb. ■ See *Leaving a Message* on page 56 for more.	Voice Mail
Leaving a Message at a Busy/ DND Extension	■ See *Leaving a Message* in this glossary.	Voice Mail
Leave a Quick Message	■ See *Quick Message* in this glossary.	Automated Attendant
Listening Options	■ See *Listening to Messages* in this glossary.	Voice Mail
Listening to Messages	While or after listening to a message, an extension user has many message handling options from which to choose. ■ See *Listening to Messages* on page 57 for more.	Voice Mail
Local Notification	■ See *Message Notification* in this glossary.	Voice Mail

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Feature Glossary

Name	Description	Usage
Log Onto Voice Mail	An extension user can press a key to log onto (access) their voice mail mailbox. With Remote Logon, an employee calling through the Automated Attendant can dial a single digit followed by their own mailbox number to remotely log onto their mailbox. ■ See *Log Onto Voice Mail* on page 59 for more.	Voice Mail
Mailbox Greeting	■ See *Greeting* in this glossary.	Voice Mail
Mailbox Logon	■ See *Log Onto Voice Mail* in this glossary.	Voice Mail
Mailbox Name	A mailbox caller can hear the extension user's prerecorded name instead of their mailbox number. ■ See *Mailbox Name* on page 61 for more.	Voice Mail
Mailbox Security Code Delete	The System Administrator can delete the security code for any mailbox, effectively unlocking it. ■ See *Mailbox Security Code Delete* on page 63 for more. ■ Also see *Security Code* in this glossary.	Maintenance
Mailbox Transfer	■ See *Transfer to a Mailbox* in this glossary.	Voice Mail
Main Menu	The voice mail options available to an extension user when they log onto their mailbox. ■ See *Main Menu* on page 64 for more.	Voice Mail
Make Call	An extension user can listen to a voice message and dial a code to return the call without knowing the caller's phone number. ■ See *Make Call* on page 66 for more.	Voice Mail
Make Call to Sender	■ See *Make Call* in this glossary.	Voice Mail
Message Center Mailbox	A shared mailbox for a group of co-worker's. Can also be the routing destination for rotary dial Automated Attendant callers. ■ See *Message Center Mailbox* on page 67.	Voice Mail
Message Check	■ See *Checking/Deleting a Message* in this glossary.	Voice Mail
Message Count Display	The telephone display can show the number of new messages waiting in a user's mailbox. ■ See *Message Count Display* on page 69 for more.	Voice Mail
Message Delete	An extension user can delete any messages left in their mailbox. ■ See *Message Delete* on page 71 for more.	Voice Mail
Message Forward	A subscriber can forward a message in their mailbox to a co-worker. They can optionally record a comment before the forwarded message. ■ See *Message Forward* on page 72 for more.	Voice Mail

Name	Description	Usage
Message Listen Mode	When a user calls their mailbox, they can dial a code to listen to all their messages, their new messages, their saved messages, or their held messages. ■ See *Message Listen Mode* on page 74 for more.	Voice Mail
Message Notification	Once Message Notification is activated by the mailbox user, voice mail can dial up to 3 telephone numbers to let the recipient know there are new messages in their mailbox. Notification can call extensions, local numbers, long distance numbers and pagers. ■ See *Message Notification* on page 75 for more.	Voice Mail
Message Notification for Urgent Messages	Message Notification can be set up to notify only for urgent messages. ■ See *Message Notification for Urgent Messages* on page 82 for more.	Voice Mail
Message Playback Direction	An extension user can listen to their messages in either LIFO (last-in-first-out) or FIFO (first-in-first-out) order. ■ See *Message Playback Direction* on page 83 for more.	Voice Mail
Message Record	A Subscriber or Guest Mailbox user can record and send a message to any other Subscriber, Guest, Message Center, or Future Delivery Mailbox. ■ See *Message Record* on page 84 for more.	Voice Mail
Message Reply	An extension user can reply to a message in their mailbox by dialing a simple code, without knowing the caller's extension number. ■ See *Message Reply* on page 87 for more.	Voice Mail
Message Send	■ See *Message Record* in this glossary.	Voice Mail
Message Waiting Lamp	An extension's Message Waiting lamp flashes on the telephone indicating that they have new messages waiting in their mailbox. ■ See *Message Waiting Lamp* on page 88 for more.	Voice Mail
Multilingual Voice Prompts	See *Bilingual Voice Prompts* in this glossary	System
Multiple Mailbox Greetings	See *Greeting* in this glossary.	Voice Mail
Music On Hold	*Call Queuing* callers waiting for a busy extension to become free can hear prerecorded music or an announcement. ■ See *Music On Hold* on page 89 for more.	Automated Attendant
Name	■ See *Mailbox Name* in this glossary.	Voice Mail
One-Touch Forwarding	■ See *Call Forward to a Mailbox* and *Message Forward* in this glossary.	Voice Mail
One-Touch Mailbox Access	■ See *Log Onto Voice Mail* in this glossary.	Voice Mail
One-Touch Mailbox Retrieval	■ See *Log Onto Voice Mail* in this glossary.	Voice Mail
Paging Message	The prerecorded announcement used for Park and Page. ■ See *Paging Message* on page 91 for more.	Voice Mail

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Feature Glossary

Name	Description	Usage
Park and Page	Voice mail can Park an Automated Attendant call at an extension and automatically Page with a prerecorded greeting announcing the parked call. ■ See *Park and Page* on page 93 for more.	Automated Attendant
Personal Answering Machine Emulation	■ See *Answering Machine Emulation* in this glossary.	Voice Mail
Personalized Mailbox Greeting	■ See *Greeting* in this glossary.	Voice Mail
Pre-Greeting Announcement Mailbox	When enabled for a Subscriber Mailbox, callers leaving a message in the mailbox hear the Announcement Message recorded for the specified Pre-Greeting Announcement Mailbox prior to the Subscriber Mailbox's Personal Greeting. ■ See *Pre-Greeting Announcement Mailbox* on page 95 for more.	Voice Mail
Pre-installed Voice Prompts in Another Language	■ See *Bilingual Voice Prompts* in this glossary.	System
Programmable Security Code	■ See *Security Code* and *Mailbox Security Code Delete* in this glossary.	Voice Mail
Programmable Voice Prompts	■ See *Voice Prompts* in this glossary.	System
Quick Message	Automated Attendant callers can dial a digit followed by an extension number to leave a message directly in a user's mailbox. ■ See *Quick Message* on page 97 for more.	Automated Attendant
Record a Paging Message	■ See *Park and Page* in this glossary.	Voice Mail
Record and Send a Message	■ See *Message Record* in this glossary.	Voice Mail
Recorded Help	■ See *Auto Help* in this glossary.	Voice Mail
Recording a Confidential Message	■ See *Confidential Message* in this glossary.	Voice Mail
Recording a Conversation	■ See *Conversation Record* in this glossary.	Voice Mail
Recording a Future Delivery Message	■ See *Future Delivery Message* in this glossary.	Voice Mail
Recording a Message	■ See *Message Record* in this glossary.	Voice Mail
Recording an Urgent Message	■ See *Urgent Message* in this glossary.	Voice Mail
Recording Conversation Beep	■ See *Conversation Record* in this glossary.	Voice Mail
Recording Options	■ See *Message Record* in this glossary.	Voice Mail
Remote Greetings	See *Greeting* in this glossary.	Voice Mail
Remote Log On	See *Log Onto Voice Mail* in this glossary.	Voice Mail
Remote Message Notification	■ See *Message Notification* in this glossary.	Voice Mail

Name	**Description**	**Usage**
Requesting a Return Receipt	■ See *Return Receipt* in this glossary.	Voice Mail
Return Receipt	After recording and sending a message to a co-worker, an extension user can request a Return Receipt which notifies them when their co-worker has listened to the message. ■ See *Return Receipt* on page 98 for more. ■ Also see *Checking/Deleting a Message* in this glossary.	Voice Mail
Scripted Prompting	■ See *Interactive Messaging* in this glossary.	Automated Attendant
Security Code	An extension user's mailbox can have a security code to protect the mailbox from unauthorized access. ■ See *Security Code* on page 99 for more. ■ Also see *Mailbox Security Code Delete* in this glossary.	Voice Mail
Select Listen Mode	■ See *Message Listen Mode* in this glossary.	Voice Mail
Select Voice Prompts in Another Language	■ See *Bilingual Voice Prompts* in this glossary.	System
Subscriber Mailbox	The mailbox type normally used for telephone system extensions. ■ See *Subscriber Mailbox* on page 101 for more.	Voice Mail
System Administrator	The extension user that has voice mail system administration capabilities. ■ See *System Administrator* on page 103 for more.	Maintenance
System Administrator Mailbox	A Subscriber Mailbox option that enables the system administration capabilities. ■ See *System Administrator Mailbox* on page 104 for more. ■ Also see *System Administrator* in this glossary.	Voice Mail
Time and Date	After listening to a message, an extension user can dial a code to hear what time and date the message was sent. ■ See *Time and Date* on page 105 for more. ■ Also see *Auto Time Stamp* in this glossary.	Voice Mail
Time and Date Stamp	With caller ID installed, an extension can listen to a message and dial a code to hear the time and date the message was sent, as well as the caller's number. ■ See *Time and Date Stamp* on page 106 for more. ■ Also see *Make Call* and *Time and Date* in this glossary.	Voice Mail
Time and Date Stamp (with Caller ID Storage	See *Time and Date Stamp* in this glossary.	
Transfer by Name	■ See *Directory Dialing* in this glossary.	Automated Attendant
Transfer to a Mailbox	An extension user can transfer their active call to a co-worker's mailbox. ■ See *Transfer to a Mailbox* on page 107 for more.	Voice Mail

Feature Glossary

Name	Description	Usage
Transfer to the Automated Attendant	■ See *Automated Attendant Transfer* in this glossary.	Voice Mail
Urgent Message	An extension user can leave an Urgent Message for a co-worker for priority handling. ■ See *Urgent Message* on page 108 for more.	Voice Mail
Voice Prompt Customization	■ See *Voice Prompts* in this glossary.	System
Voice Prompts	Voice Prompts provide real-time instructions on how to use the voice mail features. Although Voice Prompts are provided by default, they can be rerecorded as required. ■ See *Voice Prompts* on page 109 for more.	System
Voice Prompts in Another Language	■ See *Bilingual Voice Prompts* in this glossary.	System
Volume Control	A mailbox user can turn the volume up or down while listening to their messages. ■ See *Volume Control* on page 110 for more.	Voice Mail
Welcome Message	The Welcome Message is the first announcement that plays to Automated Attendant callers. Normally, the Welcome Message provides the company greeting. ■ See *Welcome Message* on page 111 for more. ■ Also see *Instruction Menu* in this glossary.	Automated Attendant

Description

The ACD Announcement Mailbox can provide the announcements for the connected telephone system's Automatic Call Distribution. It is a simple, announcement-only mailbox. The ACD Announcement Mailbox message is recorded by the System Administrator, the same as for normal Announcement Mailboxes. This allows the telephone system's ACD to have customized announcements for callers waiting in queue for an agent to become free.

Operation

Recording an ACD Announcement Mailbox Message					
Log onto System Administrator's mailbox (301)					
SA (72)	Access System Administrator options				
	AN (26)	Select the Announcement Message options			
		Enter the Announcement Mailbox number			
			L (5)	Listen to current Announcement Mailbox message	
				B (2)	Backup
				BB (22)	Backup to beginning
				G (4)	Go forward
				*	Pause or restart listening
				VU (88)	Turn volume up
				VD (83)	Turn volume down
				VN (86)	Return volume to normal
				#	Exit listen mode
			R (7)	Record a new Announcement Mailbox message	
				Record message	
				B (2)	Backup
				BB (22)	Backup to beginning
				*	Pause or restart recording
				E (3)	Erase recording
				#	Exit recording mode
			E (3)	Erase the Announcement Mailbox message	
			#	Go to another Announcement Mailbox	
			##	Go back to the System Administrator options	
	0	Plays Help message at any menu level			

Announcement Mailbox

Description

An Announcement Mailbox plays a pre-recorded announcement to callers. The Announcement Mailbox is typically set up to provide information to callers (such as company directions) and then route the caller back to the Automated Attendant. For example:

■ The Automated Attendant answers and instructs the caller to dial a digit (e.g., 1) for company directions.

■ The caller dials the digit and listens to the prerecorded Announcement Mailbox message for directions.

■ After listening to the directions, the caller automatically routes back to the Automated Attendant.
    OR
The caller can route instead to a Next Call Routing Mailbox for new dialing options.

Announcement Mailbox Callout

An Announcement Mailbox can optionally call a predefined number and broadcast the recorded Announcement Mailbox message. You can program the times of the day and days of the week you want the callout to occur, as well as how often you want the broadcast to repeat during the callout period. You could, for example, set up Announcement Mailbox Callout to make a daily service announcement in a department store. Monday through Friday at 11:00AM, the voice mail could automatically broadcast, *"Our cafeteria is now open for lunch."* Additionally, 15 minutes before closing a separate Announcement Mailbox could broadcast, *"We will be closing in 15 minutes. Please bring your purchases to the nearest checkout."*

Typically, Announcement Mailbox Callouts route to the telephone system paging zones or a customer-provided paging system connected to an unused trunk port.

Operation

Recording an Announcement Mailbox Message					
Log onto System Administrator's mailbox (301)					
SA (72)	Access System Administrator options				
	AN (26)	Select the Announcement Message options			
		Enter the Announcement Mailbox number			
			L (5)	Listen to current Announcement Mailbox message	
				B (2)	Backup
				BB (22)	Backup to beginning
				G (4)	Go forward
				*	Pause or restart listening
				VU (88)	Turn volume up
				VD (83)	Turn volume down
				VN (86)	Return volume to normal
				#	Exit listen mode
			R (7)	Record a new Announcement Mailbox message	
			Record message		
				B (2)	Backup
				BB (22)	Backup to beginning
				*	Pause or restart recording
				E (3)	Erase recording
				#	Exit recording mode
			E (3)	Erase the Announcement Mailbox message	
			#	Go to another Announcement Mailbox	
			##	Go back to the System Administrator options	
	0	Plays Help message at any menu level			

Calling an Announcement Mailbox
(To hear the Announcement Mailbox message)
1. Dial voice mail master number (e.g., 700).
2. Dial Announcement Mailbox number (e.g., 800).
■ You may have to enter a Security Code before hearing the announcement.

Announcement Message

Description

The Announcement Message is the voice message that the System Administrator records for a specific Announcement or ACD Announcement Mailbox. See *Announcement Mailbox* on page 12 for more.

Operation

See *Announcement Mailbox* on page 12.

Description

A keyset on the connected telephone system can work like a home answering machine. This lets voice mail screen their calls, just like their answering machine at home. If activated, the extension's incoming calls route to the user's Subscriber Mailbox. Once the mailbox answers, the user hears two alert tones followed by the caller's incoming message. The keyset user can then:

■ Let the call go through to their mailbox, or

■ Intercept the call before it goes to their mailbox.

Operation

Personal Answering Machine Emulation (AME)

To enable Personal Answering Machine Emulation:
1. Press idle **CALL** key and dial ***21**.
  ■ You can optionally press your Call Forward to Station key.
2. Dial **2** to have AME pick up all calls.
  OR
  Dial **3** to have AME pick up just outside calls.
  OR
  Dial **4** to have AME pick up just Intercom calls.
3. Press **SPK** to hang up.

To cancel Personal Answering Machine Emulation: 1. Press idle **CALL** key and dial ***20**.
When Personal Answering Machine Emulation broadcasts your caller's voice, you can: ■ Do nothing to have the caller's message automatically recorded in your mailbox. ■ Press **CALL** key or lift the handset to intercept the call. ■ Press **SPK** to stop the broadcast and send the call directly to your mailbox.

Answer Schedule Override

Description

Answer Schedule Override provides alternate answering for Automated Attendant calls. When enabled, Answer Schedule Override sends calls to the specified Override Mailbox. The Override Mailbox can be an Announcement or Call Routing Mailbox. You can use Answer Schedule Override to provide holiday and bad weather closing enactments, for example. Enable override when you want callers to hear the special announcements; disable override to have the Automated Attendant answer normally.

To enable Answer Schedule Override, the administrator can:
- Call into the Automated Attendant.
- Dial # and their mailbox number.
- Dial SA to access the System Administrator Functions.
- Dial SO to enable Answer Schedule Override and choose an override mailbox.

Answer Schedule Override Mailbox	
This override mailbox type:	**Does this:**
Announcement	Plays the Announcement Message to callers.
Call Routing	Provides the caller with a new Welcome Message, Instruction Menu, and dialing options (Dial Action Table).

Answer Schedule Override stays in effect until the System Administrator turns it off.

Operation

<table>
<tr><td colspan="5" align="center">Using Answering Schedule Override</td></tr>
<tr><td colspan="5">Log onto System Administrator's mailbox (301)
■ To log into the System Administrator's Mailbox remotely, after the Automated Attendant answers dial # and the System Administrator's Mailbox number.</td></tr>
<tr><td>SA (72)</td><td colspan="4">Access the System Administrator options</td></tr>
<tr><td></td><td>SO (76)</td><td colspan="3">Select Answering Schedule Override</td></tr>
<tr><td></td><td></td><td>O (6)</td><td colspan="2">Turn Answering Schedule Override on or off
  -If on, the voice prompt will announce the override mailbox number</td></tr>
<tr><td></td><td></td><td></td><td colspan="2">Enter the override mailbox number (if you dialed O to turn Answering Schedule Override on)
  - The override mailbox can by an Announcement or Call Routing Mailbox.</td></tr>
<tr><td></td><td></td><td>C (2)</td><td colspan="2">Change the override mailbox number (if entered)</td></tr>
<tr><td></td><td></td><td></td><td colspan="2">Enter the new override mailbox number.
  -The override mailbox can by an Announcement or Call Routing Mailbox.</td></tr>
<tr><td></td><td></td><td>#</td><td colspan="2">Go back to the System Administrator options</td></tr>
<tr><td></td><td></td><td>0</td><td colspan="2">Plays Help message</td></tr>
</table>

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Auto Attendant Do Not Disturb

Description

If a Subscriber Mailbox user has a mailbox greeting recorded, they can enable Auto Attendant Do Not Disturb to send Automated Attendant calls directly to their mailbox. Their phone will not ring for calls from the Automated Attendant. A subscriber typically turns on Auto Attendant Do Not Disturb when they need to work at their desk uninterrupted by outside callers sent from the Automated Attendant.

Keep in mind that Auto Attendant Do Not Disturb will ***not*** block Intercom calls from co-workers or any other type of outside call not routed through the Automated Attendant. For example, with Automated Attendant Do Not Disturb enabled, outside calls transferred to the extension will connect normally.

Operation

					Setting Up Auto Attendant Do Not Disturb	
Log onto Subscriber Mailbox						
G (4)	Access the Mailbox Greeting options					
	Voice mail plays a summary of your current settings -By default, greeting 1 is active and Auto Attendant Do Not Disturb is off					
		L (5)	Listen to the active greeting (if recorded).			
			B (2)	Backup		
			BB (22)	Backup to beginning		
			G (4)	Go forward		
			*	Pause or restart listening		
			VU (88)	Turn volume up		
			VD (83)	Turn volume down		
			VN (86)	Return volume to normal		
			#	Exit listen mode		
		O (6)	Turn Auto Attendant Do Not Disturb off or on (if a greeting is recorded)			
		R (7)	Record a new greeting (if not recorded), or rerecord the active greeting (if recorded)			
			Record at the tone, then press # when done			
				B (2)	Backup	
				BB (22)	Backup to beginning	
				*	Pause or restart recording	
				E (3)	Erase the greeting	
				#	End the recording	
				0	Play recording options	
		E (3)	Erase the currently recorded greeting (if any)			
		A (2)	Activate a different greeting			
			Enter greeting number (1-3) that you want to make active			
			#	Exit Activate mode.		
		#	Go back to mailbox Main menu			
		0	Plays Help message.			

Auto Forward

Description

Messages left in a Subscriber, Guest, Network, or Message Center Mailbox can automatically forward to a co-worker's mailbox. This can help employees that work closely together cover each other's messages. For example, if an executive has to be out of the office for an extended length of time they can Auto Forward their mailbox to their secretary. Any messages left in the executive's mailbox will automatically forward to the secretary's mailbox.

There are two types of Auto Forward: *Forward and Save* and *Forward and Erase*.

- **Forward and Save**
  A new message left in the forwarded mailbox is **also** delivered as a new message in the Auto Forward destination mailbox. In the example above, both the executive and secretary receive the new message.
- **Forward and Erase**
  A new message left in the forwarded mailbox is delivered as a new message **only** in the Auto Forward destination mailbox. In the example above, only the secretary will receive the new message.

Operation

Turning Auto Forward On or Off					
Log onto Subscriber, Guest, Network, or Message Center Mailbox					
OP (67)	Access the Mailbox Options Menu				
	AF (23)	Access Auto Forward			
		Voice mail plays a summary of your Auto Forward settings -By default, Auto Forward is turned off			
			O (6)	Turn Auto Forward on or off	
					Enter mailbox number to receive Auto Forward Messages (if none programmed)
				#	Go back to Mailbox Options Menu
			C (2)	Change Auto Forward recipient	
					Enter mailbox number to receive Auto Forward Messages
				#	Go back to Mailbox Options Menu
			#	Go back to the Mailbox Options Menu	
		#	Go back to mailbox Main Menu		
		0	Plays Help message.		

Description

A Subscriber, Guest, Message Center, or Network Mailbox user can enable a *full* or *abbreviated* set of voice prompts to guide them while using their mailbox. An inexperienced voice mail user may want to leave Auto Help enabled. This ensures that they will get the maximum possible assistance from the voice prompts while using their mailbox. An expert user that has mastered the voice mail features may want to turn off Auto Help. The voice prompts are not needed since the expert user already knows the options and codes.

Operation

Turning Auto Help On or Off				
Log onto Subscriber, Guest, Message Center, or Network Mailbox				
OP (67)	Access the Mailbox Options Menu			
	AH (24)	Access Auto Help		
		Voice mail plays a summary of your Auto Help setting -By default, Auto Help is turned on		
			O (6)	Turn Auto Help on or off
			#	Go back to the Mailbox Options Menu
		0	Plays Help message.	

Auto Time Stamp

Description

After a Subscriber, Guest, or Message Center Mailbox user listens to a message, voice mail can optionally announce the time and date the message was left. If the telephone system provides Caller ID to the voice mail, Auto Time Stamp can also announce the caller's number. Auto Time Stamp could be helpful in a legal office, for example, when it is essential to keep track of the date and time each message was left. Rather than requiring the user to manually dial TI at the end of each message, voice mail will automatically announce the time stamp information at the conclusion of each received message.

Operation

Turning Auto Time Stamp On or Off				
Log onto Subscriber, Guest, or Message Center Mailbox				
OP (67)	Access the Mailbox Options Menu			
	AT (28)	Access Auto Time Stamp		
		Voice mail plays a summary of your Auto Time Stamp setting -By default, Auto Time Stamp is turned off		
			O (6)	Turn Auto Time Stamp on or off
			#	Go back to the Mailbox Options Menu
		0	Plays Help message.	

Description

An extension user can transfer their trunk call to the Automated Attendant so the outside caller can use the Automated Attendant dialing options. This helps an outside caller, for example, that wants to return to the Automated Attendant so they can dial another co-worker or use a different Automated Attendant option.

Operation

Automated Attendant Transfer
To transfer an outside call to the Automated Attendant: 1. Press **HOLD**. 2. Dial the voice mail master number (e.g., 700). 3. Hang up.

1

Bilingual Voice Prompts

Description

> **Compatibility Guidelines:**
> ■ *This option is not available on Aspire Mail. It is only available on Aspire Mail Plus.*

Voice mail provides voice prompts in 2 languages. These 2 languages are available to Automated Attendant callers, specific trunks, or specific mailboxes. In addition, Automated Attendant callers may be able to select the language of their choice.

The Aspire Mail Plushas four languages stored on the hard disk:

Stored Language Assignments		
Language	**Assignment**	**Status**
English Mnemonic	Language 1	Active
English Numeric	Language 2	Active
Spanish	N/A	Inactive
French	N/A	Inactive

Only 2 of these languages can be active at one time. By default, English mnemonic is active as Language 1 and English numeric is active as Language 2. The additional languages (Spanish or French) can be activated by the System Administrator as either Language 1 or Language 2, replacing the default assignments. For example, you can assign Spanish as Language 1 and French as Language 2. English mnemonic and English numeric would then be inactive. The System Administrator's Mailbox must have a Security Code enabled to activate a stored language.

Operation

Activating a Stored Language					
Log onto System Administrator's Mailbox (301) ■ You must have a Security Code enabled for the System Administrator's mailbox					
SA (72)	Access the System Administrator Menu				
	L (5)	Select the Language Option			

		Select Language to Modify
		Select the active language you want to change (**1** or **2**) and go to *Activate Stored Language*
		(The voice prompts announce the current language after you make a selection)
		■ **1** = Language 1
		■ **2** = Language 2
		■ <u>If this is your first time using this menu</u>:
		    # = Go back to the System Administrator menu
		    <u>If you returned to this menu from *Activate Stored Language* below</u>:
		    # = Start the shutdown routine. Go to *Shutdown Routine* below.			

			Activate Stored Language Select the stored language (**1**-**4**) you want assigned to the active language selected in the previous step ■ **1** = English 2 (English numeric) ■ **2** = English (english mnemonic) ■ **3** = French ■ **4** = Spanish		
				#	Accept the selection made in the previous step and go back to *Select Language to Modify*
		Shutdown Routine After you press # in *Select Language to Modify*:			
				Enter your security code. ■ The voice prompts tell you that shutdown has begun.	
				Shutdown begins ■ After about 50 seconds, the voice mail restarts with your new language selections activated.	
					#	Optionally cancel shutdown.
0	Plays Help message				

Broadcast Message

Description

A prerecorded Broadcast Message automatically plays to each Subscriber, Guest, Message Center, or Network Mailbox user when they log into their mailbox. It also plays to a user that calls a Future Delivery Mailbox to listen to any undelivered messages. Broadcast Message is typically used for important company announcements. For example, the personnel manager could record a Broadcast Message announcing an important promotion. Whenever a user logs onto their mailbox, they will hear the promotion announcement.

The System Administrator can record the Broadcast Message. Once recorded, the Broadcast Message plays at mailbox log on until the System Administrator deletes it.

Operation

Recording the Broadcast Message				
Log onto System Administrator's mailbox (301)				
SA (72)	Access System Administrator options			
	BR (27)	Select Broadcast Message		
		L (5)	Listen to current Broadcast Message	
			B (2)	Backup
			BB (22)	Backup to beginning
			G (4)	Go forward
			*	Pause or restart listening
			VU (88)	Turn volume up
			VD (83)	Turn volume down
			VN (86)	Return volume to normal
			#	Exit listen mode
		R (7)	Record a new Broadcast Message	
			Record message	
			B (2)	Backup
			BB (22)	Backup to beginning
			*	Pause or restart recording
			E (3)	Erase recording
			#	Exit recording mode
		E (3)	Erase the Broadcast Message	
		#	Go to the System Administrator Menu	
0	Plays Help message at any menu level			

Description

A subscriber can easily forward calls to their Subscriber Mailbox. Instead of dialing an extension as the forwarding destination, the user just press their message key instead. With Call Forward to a Mailbox, the subscriber is assured that their calls don't get forgotten when they are busy or unavailable. The subscriber can choose when and how they want their unanswered calls to go to voice mail.

Operation

Call Forward to your Mailbox
To forward your calls to your mailbox:
1. Press idle **CALL** key.
2. Dial ***2**.
3. Dial the Call Forwarding type: **0** = Cancel your extension's forwarding **2** = Call Forwarding Busy/No Answer **4** = Call Forwarding Immediate **6** = Call Forwarding No Answer
4. Press your Voice Mail key.
5. Dial **2** to forward all calls. OR Dial **3** to forward just outside calls. OF Dial **4** to forward just Intercom calls.

1

Call Queuing

Description

> **Compatibility Guidelines:**
> ■ Call Queuing is available only on Aspire Mail Plus. It is not available on Aspire Mail.

Automated Attendant callers can wait in line (without hanging up) for a busy extension to become free. Voice mail tells the caller their place in queue while they wait. While the caller is in queue, voice mail plays a Music on Hold program and periodically announces their position in line. The caller can continue to wait, leave a message for the called extension, go back to the Automated Attendant for other options, or hang up. With Call Queuing, the Automated Attendant caller will know they have not been forgotten while they wait – and will be reminded as their wait time shortens.

Here's how Call Queuing works:

1. An Automated Attendant caller dials a busy extension (that has Call Queuing enabled).

2. Voice mail tells the caller how many other caller's are waiting ahead of them, and offers 3 choices:
    - Dial **1** to leave a message.
    - Dial **2** to wait for the extension to become free.
    - Dial **3** to go back to the Automated Attendant for other options. (The caller then hears the active Call Routing Mailbox's Instruction Menu message.)

If the caller dials **2** to wait for the extension to become free:

1. Voice mail waits for the Call Queuing Hold time (see *Programming* below) and tries the extension again.
    - While voice mail retires the extension, the caller hears, "*Please continue to hold. I will try to connect you.*"

2. If the extension is available, voice mail puts the call through.

                    OR

    If the extension is unavailable:
    - The next caller in line hears, "*(Name or extension number) is still busy. You are the next caller for the extension. You may continue to wait. Or, to leave a message, press* **1**. *For other options, press* **2**."
    - All other waiting callers hear, "*(Name or extension number) is still busy. There are/is (position) caller(s) waiting ahead of you. You may continue to wait. Or, to leave a message, press* **1**. *For other options, press* **2**."
    The caller can:
        - Do nothing and continue to wait.
        - Dial **1** to leave a message in the extension's mailbox.
        - Dial **2** to go back to the Automated Attendant for other options. (The caller hears the active Call Routing Mailbox's Instruction Menu message.)

Notes:

■ Each caller waiting for a busy extension ties up a voice mail port for the duration of their wait. Always consider this when sizing your voice mail system.

■ To obtain the highest possible Music on Hold recording quality, consider using a a customer-provided handset recording device connected to the administrator's telephone.

Operation

Recording Music On Hold				
Log onto System Administrator's mailbox (301) ■ Optionally connect a customer-provided handset recording device to the administrator's telephone.				
SA (72)	Access System Administrator options			
	MH (64)	Select the Music On Hold options		
		L (5)	Listen to current Music on Hold recording	
			B (2)	Backup
			BB (22)	Backup to beginning
			G (4)	Go forward
			*	Pause or restart listening
			VU (88)	Turn volume up
			VD (83)	Turn volume down
			VN (86)	Return volume to normal
			#	Exit listen mode
		R (7)	Record new Music on Hold	
			Begin recording	
			B (2)	Backup
			BB (22)	Backup to beginning
			*	Pause or restart recording
			E (3)	Erase recording (and reinstate the default Music on Hold)
			#	Exit recording mode
		E (3)	Erase the Music on Hold recording (and reinstate the default Music on Hold)	
		#	Go back to the System Administrator options	
0	Plays Help message at any menu level			

Call Waiting

Description

Automated Attendant callers can wait in line (without hanging up) for a busy extension to become free. Voice mail sends a beep to the busy extension letting them know a call is waiting. Call Waiting is only available to Subscriber Mailboxes, and only when the outside caller is routed from the Automated Attendant by a Screened Transfer (TRF) action or by Directory Dialing. Call Waiting is beneficial if the receiving extension doesn't want waiting callers to automatically go to their mailbox when they are unavailable. They will wait in line to be answered instead.

Operation

Turning Call Waiting On or Off				
Log onto Subscriber Mailbox				
OP (67)	Access the Mailbox Options Menu			
	CW (29)	Access Call Waiting		
		Voice mail plays a summary of your Call Waiting setting -By default, Call Waiting is turned off		
			O (6)	Turn Call Waiting on or off
			#	Go back to the Mailbox Options Menu
		0	Plays Help message.	

Using Call Waiting
For the outside caller:
1. After Automated Attendant answers, dial busy extension. ■ You can also use Directory Dialing, if available.
2. When you hear: *"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."* ■ Dial 1 to leave a message in the called extension's mailbox. ■ Dial 2 to send a Call Waiting to the busy extension.   (If the extension still doesn't answer, you'll go to the extension's mailbox so you can leave a message.) ■ Dial 3 to go back to the Automated Attendant.

Description

Automated Attendant callers can use various voice mail features and then return to the Automated Attendant for additional dialing options. This lets the caller dial other extensions, leave messages for co-workers, or use other Automated Attendant features. The features below describe several ways to return to the Automated Attendant after using various voice mail features.

■ **Automated Attendant Transfer** (page 23)
An extension user can transfer their trunk call to the Automated Attendant so the outside caller can use the Automated Attendant dialing options.

Operation

Refer to the feature referenced in *Description* above.

1

Checking/Deleting a Message

Description

A Subscriber, Guest, or Message Center Mailbox user can check if a voice mail message they left for a co-worker has been listened to by the co-worker. If not, they can delete it. The mailbox user can check on messages they sent using either the Message Record (**RS**) or Message Forward (**MF**) method. In addition, they can check on Future Delivery messages *after* the message has been delivered. Checking/Deleting a Message is a handy way to check on a message a subscriber left for a co-worker if the recipient co-worker is out of the office. Rather than trying to locate the co-worker outside of the office, the subscriber can just dial **CM** to find out if the message they left has been reviewed.

Operation

Checking/Deleting a Message			
Log onto Subscriber, Guest, or Message Center Mailbox			
CM (26)	Access Checking/Deleting a Message		
	Enter the number of the mailbox whose messages you want to check		
		L (5)	Listen to the message you sent (If you sent multiple messages, dial **L** repeatedly to cycle through them)
		E (3)E	Erase the message you just heard
		#	Exit to your mailbox Main Menu

Description

A subscriber user can leave a Confidential Message for a co-worker that cannot be forwarded to another user. The subscriber can tag a message as confidential after using Message Record (**RS**), Message Forward (**MF**), or Future Delivery (**FD**) to record the message. Confidential Message provides the message sender with the confidence of knowing that an important message they sent will not be inappropriately shared with other co-workers.

Operation

Tagging a Message as Confidential

To record a message, then tag it as confidential:

Log onto Subscriber Mailbox		
RS (77)	Record the message + **#** + Dial mailbox number to receive message ■ See *Message Record* on page 84 for more.	
	*C (*2)	Tag the message you just recorded as confidential + #

To tag a message you are forwarding as confidential:

Log onto Subscriber Mailbox			
L (5)	Listen to your message ■ See *Listening to Messages* on page 57 for more.		
	MF (63)	Access Message Forward	
		Record a comment to add to the beginning of the forwarded message + **#**, or Press **#** to forward the message without adding a comment	
		Enter the mailbox to receive the forwarded message ■ See *Message Forward* on page 72 for more.	
		*C (*2)	Tag the message you just recorded as confidential + #

To tag a Future Delivery Message as confidential:

Log onto Subscriber Mailbox		
FD (33)	Access Future Delivery Message	
	Record the message + # + Dial mailbox number to receive message ■ See *Future Delivery Mailbox* on page 43 for more.	
	*C (*2)	Tag the message you just recorded as confidential + #
		Enter the time and date you want the message to be delivered + **C** ■ See *Future Delivery Mailbox* on page 43 for more.

1

Conversation Record

Description

Conversation Record allows a subscriber to record their active call as a new message in their mailbox, which they can review later on. Conversation Record can be helpful when an extension user is on a call that involves a lot of detail (such as a technical discussion or extensive directions). Rather than taking notes as the call progresses, the user can record the conversation and carefully review it later on. Voice mail broadcasts a beep and a voice prompt to the callers as Conversation Record begins. After calling their mailbox, the subscriber can save, edit, or delete the recorded conversation.

Caution
The use of monitoring, recording, or listening devices to eavesdrop, monitor, retrieve, or record telephone conversations or other sound activities, whether or not contemporaneous with transmission, may be illegal in certain circumstances under federal or state laws. Legal advice should be sought prior to implementing any practice that monitors or records any telephone conversation. Some federal and state laws require some form of notification to all parties to a telephone conversation, such as using a beep tone or other notification methods or requiring the consent of all parties to the telephone conversation, prior to monitoring or recording the telephone conversation. Some of these laws incorporate strict penalties.

Operation

Conversation Record
To record your active call in your mailbox:
1. Press your voice mail Record key.
■ You hear 2 beeps and your Record key flashes. The beeps periodically repeat to remind you that you are recording. You and your caller hear the voice prompt "*Recording*."
■ If you are using an optional Conversation Record One Touch Key, press **HOLD** + One Touch Key to start Conversation Record.
To turn conversation record off:
1. Press your voice mail Record key.
■ Recording stops.

Description

Directory Dialing allows an Automated Attendant caller to reach an extension by dialing the first few letters in the extension user's name. With Directory Dialing, the caller does not have to remember the extension number of the person they wish to reach — just their name. Here's how Directory Dialing works.

1. When the Automated Attendant answers:
   - It routes the call automatically to a Directory Dialing Mailbox.
     OR
   - It routes the call to a Call Routing mailbox which requests the caller to dial a digit to access Directory Dialing.
2. In either case, the caller is asked to dial letters for the name of the person they wish to reach.
3. The caller dials the letters for the person's name plus #. They can dial by first name or last name, depending on how the voice mail is set up.
4. The voice mail searches a list of programmed names for a match of the caller-entered letters.
5. Voice prompts announce the matches, and allow the caller to dial a digit to reach one of the announced matches.
6. The caller dials the digit for the extension they wish to reach, and voice mail sends the call to that extension. The call is sent as a Screened Transfer, Unscreened Transfer, or is sent directly to the destination's mailbox (depending on programming).

For callers to use Directory Dialing, voice mail must have a name programmed for each destination mailbox. To make resolving dialing conflicts easier, each mailbox should also have a name recorded.

Directory Lists

The extensions that the Automated Attendant caller can Directory Dial is determined by the Directory List programming of the *answering mailbox* and the *destination mailbox*. The *answering mailbox* is the Call Routing or Directory Dialing Mailbox the Automated Attendant uses to answer the call. The *destination mailbox* is the mailbox the Automated Attendant caller reaches when they dial the mailbox name. The voice mail has 100 Directory Lists. The *answering mailbox* and the *destination mailbox* can belong to a specific Directory List or to all Directory Lists.

1

Directory Dialing

Operation

Recording a Directory Dialing Message for a Directory Dialing Mailbox					
Log onto System Administrator's mailbox (301)					
SA (72)	Access System Administrator options				
	DD (33)	Select Directory Dialing Messages			
		Enter the Directory Dialing or Call Routing Mailbox number			
			L (5)	Listen to the current Directory Dialing Message (if any)	
				B (2)	Backup
				BB (22)	Backup to beginning
				G (4)	Go forward
				*	Pause or restart listening
				VU (88)	Turn volume up
				VD (83)	Turn volume down
				VN (86)	Return volume to normal
				#	Exit listen mode
			C (2)	Copy the Directory Dialing Message from another Directory Dialing Mailbox	
			Enter Directory Dialing Mailbox number		
			R (7)	Record a new Directory Dialing Message	
			Record message		
				B (2)	Backup
				BB (22)	Backup to beginning
				*	Pause or restart recording
				E (3)	Erase recording
				#	Exit recording mode
			E (3)	Erase the Directory Dialing Message	
			#	Go to another Directory Dialing Mailbox	
			##	Go back to the System Administrator options	
	0	Plays Help message at any menu level			

Using Directory Dialing
For the outside caller:
1. After Automated Attendant answers, the voice prompts will instruct you on which digits to dial.
■ The voice prompts will also tell you how many digits you must dial to reach the called party.
■ If there are name conflicts, the voice prompts will help you resolve those as well.

Description

A Directory Dialing Mailbox lets you set up a type of Directory Dialing that bypasses the Automated Attendant. The Directory Dialing Mailbox can answer outside calls, play a unique message, and let callers immediately dial by name. Outside callers do not have to go through the Automated Attendant, listen to the Welcome Message and Instruction Menu, and then dial additional codes. Refer to Directory Dialing in the System Guide (P/N 17710SWGxx).

Operation

See *Directory Dialing* on page 35 for more.

1

Directory Dialing Message

Description

The Directory Dialing Message is the announcement the Directory Dialing Mailbox provides to incoming callers. This announcement tells the callers how to use the Directory Dialing feature.

Operation

To record a message for a Directory Dialing Mailbox, see *Recording a Directory Dialing Message for a Directory Dialing Mailbox* on page 36.

Description

The Distribution List is the list of extensions that will receive a message sent to the associated Distribution Mailbox. Once you associate a Distribution List with a Distribution Mailbox, any message left in the Distribution Mailbox will automatically be sent to all the mailboxes in the list. The Distribution Lists can consist of Subscriber, Guest, Message Center, and Network Mailboxes. There are a total of 100 Distribution Lists. A Distribution List saves time when delivering the same message to many co-workers. Instead of recording the message and manually specifying a list of recipients, the user can send the message to a single Distribution List instead.

Notes
- Voice mail sends the messages to the mailboxes in the Distribution Lists in consecutive order (from low to high).
- If you leave a message for a Distribution List to which you belong, you will not be sent the message you recorded.
- The maximum number of mailboxes allowed in a single Distribution List, and the total of all mailboxes in all lists, is the total of all mailboxes in the voice mail database. For example, Aspire Mail Plus can have up to 1000 mailboxes in a single Distribution List. However, the total of all mailboxes in all lists cannot exceed 1000.

1

Operation

Recording a Distribution List Message			
Log onto your mailbox.			
RS (77)	Access Record and Send a Message.		
	Record Message + #.		
		Enter the Distribution Mailbox number ■ The Distribution List must be configured prior to recording the message.	
		*U (*8)	Mark the message as urgent.
		*C (*2)	Mark the message as confidential.
		*R (*7)	Request a return receipt.
		#	Send the message,
		*N (*6)	Specify recipients by name,
		*	Cancel mailbox entry,
		**	Ease the message.
0	Plays Help message.		

Distribution Mailbox

Description

Use a Distribution Mailbox when setting up a Distribution List. When you record a message and send it to the Distribution Mailbox, voice mail automatically sends the message to everyone on the predefined Distribution List. See *Distribution List* on page 39 for more.

Operation

To record and send a message to a Distribution Mailbox, see *Recording a Distribution List Message* on page 39.

Description

The System Administrator can delete all messages in a Subscriber, Guest, or Message Center Mailbox. The System Administrator can also delete all messages waiting to be delivered in a Network Mailbox. Erasing All Messages is an administrator's maintenance tool. The administrator may need to use this tool if an employee has left the company or has an excessive number of messages stored in their mailbox. By deleting the unwanted messages, the administrator can prevent the recording capacity from being reached (which would disable many of the voice mail messaging features).

Operation

Erasing All Messages System-Wide			
Log onto System Administrator's mailbox (301)			
SA (72)	Access System Administrator options		
	EM (36)	Select Erase Messages	
		Enter the number of the mailbox containing the messages you want to erase	
		C (2)	Dial C if you have entered the correct mailbox
		I (4)	Dial I to back up and enter a new mailbox number without erasing messages
0	Plays Help message		

Exiting a Mailbox

Description

A Subscriber, Guest, Message Center, or Future Delivery Mailbox user can exit their mailbox by dialing a code or by hanging up. After exiting, the mailbox user can use their extension for normal call processing.

Note: If you receive new messages while using your mailbox, you will hear, *"You have received new messages"* when you dial **X** to exit, ***** to return to the Automated Attendant, or **#** to go back to your mailbox's Main Menu.

Operation

Exiting a Mailbox		
To exit your mailbox.		
Log onto Subscriber, Guest, Message Center, or Future Delivery Mailbox		
XX (99)	Exit your mailbox	
To exit and immediately return to your mailbox:		
Log onto Subscriber, Guest, Message Center, or Future Delivery Mailbox		
X# (9#)	Exit and return to your mailbox	
0	Plays Help message	
If you receive new messages while using your mailbox:		
You hear: *You have received new messages*		
	X (9)	Exit your mailbox
	*	Return to the Automated Attendant
	#	Go back you mailbox's Main Menu

Description

The Future Delivery Mailbox is the type of mailbox that allows users to leave Future Delivery Messages. Voice mail allows a single Future Delivery Mailbox. See *Future Delivery Message* on page 44 for more.

Operation

See *Future Delivery Message* on page 44.

1

Future Delivery Message

Description

An extension user can record a voice message for a co-worker and have voice mail deliver it at a future time. If a co-worker is on vacation, for example, you can record a Future Delivery Message and have voice mail deliver it to them when they return. The Future Delivery Mailbox can hold multiple messages for varying future delivery times, limited by the Future Delivery Mailbox programming.

Operation

Recording a Future Delivery Message					
Log onto your mailbox					
FD (33)	Access Future Deliver Message				
	Record Message + #				
		Enter the mailbox number to receive the message			
		*N (*6)	Specify recipients by name		
		**	Erase the message and back up to main menu		
		Enter another mailbox number to receive the message, or one of the following			
			*U (*8)	Mark the message as urgent	
			*C (*2)	Mark the message as confidential	
			*R (*7)	Request a return receipt	
			#	Send the message	
			*N (*6)	Specify recipients by name	
			*	Cancel the previous mailbox entry	
			**	Erase the message and back up to main menu	
		Enter the time for the message to be delivered. Entries are HHMM (2 digits for the hour and 2 digits for the minute) followed by A (for AM) or P (for PM)			
			*	Reenter the time if you make a mistake	
			#	Exit without entering time and back up to main menu	
		Enter the date for the message to be delivered. Entries are MMDD (2 digits for the month and 2 digits for the day)			
			*	Reenter date if you make a mistake	
			#	Exit without entering date and back up to main menu	
		C (2)	Entry is correct. Voice mail will send Future Delivery Message		
		I (4)	Entry is incorrect. Voice mail asks you to reenter the time and date		
0	Plays Help message				

Description

If a Subscriber, Guest, Message Center, Network, or Future Delivery Mailbox user dials an incorrect code or forgets what to dial while in their mailbox, they can request help from the voice mail voice prompts. Recorded

Operation

Getting Recorded Help
Log onto your mailbox

0	Get recorded help. ■ Recorded help is always available from the Main Menu, while listening to a message, and while recording a message. ■ Recorded help may not be available at all levels.

1

Greeting

Description

A Subscriber or Guest Mailbox user can record up to 3 personalized greetings for their mailbox. One of the 3 greetings can be active, while the other 2 are stored. Caller's to the user's mailbox hear the active personalized greeting rather than a default message. The greeting can announce the subscriber's name, provide a personal message (such as "*Hello - I am on vacation this week"*), or instruct the caller how to leave a message or use other mailbox options. A greeting that provides mailbox instructions is very helpful if the mailbox has a Next Call Routing Mailbox set up that provides additional dialing options. Without the greeting, the caller would not know which digits to dial.

A Network Alias Mailbox user can also record a Greeting. A caller leaving a Quick Message in the Network Alias Mailbox hears the recorded Greeting.

Remote Greetings

A Subscriber or Guest Mailbox user can call into the Automated Attendant, access their mailbox, and remotely record their mailbox greeting. Following are two of the ways a user can do this:

- After the Automated Attendant answers, dial a digit (typically #) followed by their mailbox number. This method allows outside callers to log into their Subscriber or Guest Mailboxes from outside the company. Once they log into their mailbox, the user can dial **G** to record a greeting.
- If an extension has a Direct Inward Line that voice mail picks up, the caller can dial # and log into their mailbox (instead of leaving a message). Once they log into their mailbox, the user can dial **G** to record a greeting.

Operation

Recording a Greeting					
Log onto Subscriber or Guest Mailbox					
G (4)	Access the Mailbox Greeting options				
	Voice mail plays a summary of your current settings -By default, greeting 1 is active and Auto Attendant Do Not Disturb is off				
		L (5)	Listen to the active greeting (if recorded)		
			B (2)	Backup	
			BB (22)	Backup to beginning	
			G (4)	Go forward	
			*	Pause or restart listening	
			VU (88)	Turn volume up	
			VD (83)	Turn volume down	
			VN (86)	Return volume to normal	
			#	Exit listen mode	
		O (6)	Turn Auto Attendant Do Not Disturb off or on (if a greeting is recorded)		
		R (7)	Record a new greeting (if not recorded), or rerecord the active greeting (if recorded) ■ If your greeting is very short, always check it to be sure it has been completely recorded.		
			Record at the tone, then press # when done		
				B (2)	Backup
				BB (22)	Backup to beginning
				*	Pause or restart recording
				E (3)	Erase the greeting
				#	End the recording
				0	Play recording options
		E (3)	Erase the currently recorded greeting (if any)		
		A (2)	Activate a different greeting		
			Enter greeting number (1-3) that you want to make active		
			#	Exit Activate mode.	
		#	Go back to mailbox Main menu		
		0	Plays Help message.		

Guest Mailbox

Description

An outside party can have their own Guest Mailbox for receiving and sending messages. A Guest Mailbox is similar in many respects to a Subscriber Mailbox, but normally does not have an extension associated with it. A company visitor with a Guest Mailbox could, for example:

■ Go to any extension, get Intercom dial tone, dial 700, then dial their mailbox number.

■ Review their messages, leave messages for associates, or record a new greeting for their mailbox.

■ Use many other features available to a Subscriber Mailbox.

The following features are not available to a Guest Mailbox:

■ **Call Forward to a Mailbox** (page 27)

■ **Call Queuing** (page 28)

■ **Call Waiting** (page 30)

■ **Park and Page** (page 93)

■ **Pre-Greeting Announcement Mailbox** (page 95)

■ **System Administrator** (page 103)

Operation

Logging Onto a Guest Mailbox
To log onto a Guest Mailbox:
1. Press an idle **CALL** key + dial the voice mail master number (e.g., 700).
2. When voice mail answers, dial the Guest Mailbox number.

Logging Onto a Guest Mailbox from the Automated Attendant
To log onto a Guest Mailbox from the Automated Attendant:
1. After the Automated Attendant answers, dial # + the Guest Mailbox number.
■ This capability may be disabled in the Automated Attendant.
■ Your automated attendant may have GOTO or LOGON actions assigned to the Guest Mailbox. Check with your Communications Manager.

Description

The Instruction Menu is the second announcement that plays to Automated Attendant callers, right after the Welcome Message. Normally, the Instruction Menu provides callers with the Automated Attendant dialing options. The Instruction Menu is associated with the active Call Routing Mailbox. Normally, you should have the System Administrator customize (rerecord) the Instruction Menu to match the dialing options enabled in the active Dial Action Table. If a custom Instruction Menu is not recorded, the Automated Attendant callers hear:

> *"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."*

1

Instruction Menu

Operation

Recording an Instruction Menu for a Call Routing Mailbox					
Log onto System Administrator's mailbox (301)					
SA (72)	Access System Administrator options				
	I (4)	Select Instruction Menus			
		Enter the Call Routing Mailbox number			
			L (5)	Listen to the current Instruction Menu (if any)	
				B (2)	Backup
				BB (22)	Backup to beginning
				G (4)	Go forward
				*	Pause or restart listening
				VU (88)	Turn volume up
				VD (83)	Turn volume down
				VN (86)	Return volume to normal
				#	Exit listen mode
			C (2)	Copy the Instruction Menu from another Call Routing Mailbox	
				Enter Call Routing Mailbox number	
			R (7)	Record a new Instruction Menu	
				Record message	
				B (2)	Backup
				BB (22)	Backup to beginning
				*	Pause or restart recording
				E (3)	Erase recording
				#	Exit recording mode
			E (3)	Erase the Instruction Menu	
			#	Go to another Call Routing Mailbox	
			##	Go back to the System Administrator options	
	0	Plays Help message at any menu level			

Description

The Interactive Mailbox is a "question and answer" mailbox that provides callers with the ability to record answers to a sequence of pre-recorded Interactive Prompts. Voice mail saves the answers as new messages in the Subscriber, Guest, or Message Center Mailbox assigned to store the responses. See *Interactive Messaging* on page 52 for more.

Operation

Refer to *Interactive Messaging* on page 52.

1

Interactive Messaging

Description

Interactive Messaging provides callers with a "question and answer" order taker. It uses an Interactive Mailbox to give callers the ability to record answers to a sequence of pre-recorded Interactive Prompts. Voice mail saves the answers as new messages in the Subscriber, Guest, or Message Center Mailbox assigned to store the responses. You could set up Interactive Messaging, for example, to take a customer service automated survey. This would free up customer service agents to help with customer orders.

Here is how Interactive Messaging works:

1. The System Administrator records the questions (called Interactive Prompts) in the Interactive Mailbox.
   - Normally, the recorded Interactive Prompt asks the caller to dial # when they are done with their answer. (Interactive Messaging will, however, normally advance to the next prompt after a short delay.)
2. An Automated Attendant caller is routed to the Interactive Mailbox.
   - The caller can be routed via an Automated Attendant LOGON, GOTO, UTRF, TRF, or Quick Message.
3. The caller listens to the first question, records their answer, and dials # to advance to the next question.
   - The caller can optionally wait for the next question without dialing #.
4. After answering the next question, the caller repeats the process until all questions are answered.
   - When all questions are answered, voice mail can optionally provide a reference (tracking) number for the call.
   - Depending on how Interactive Messaging is set up, responses may be required for all questions.
5. The caller's responses to the questions are stored as a single new message in the mailbox programmed to receive the Interactive Messages.
   - When reviewing the caller's answers, the reviewer can dial **TI** to hear the reference number for the call (if enabled).

Operation

Recording Interactive Prompts					
Log onto System Administrator's mailbox (301)					
SA (72)	Access System Administrator options				
	IP (47)	Select Interactive Prompts			
		Enter the Interactive Mailbox Number			
		(If there are no Interactive Prompts recorded)			
			R (7)	Access the record menu for prompt 1	
			Record prompt		
				B (2)	Backup
				BB (22)	Backup to beginning
				*	Pause or restart recording
				E (3)	Erase recording
				#	Exit recording mode
			(If there are Interactive Prompts recorded)		
			L (5)	Listen to a prompt	
			Enter prompt number + #		
				B (2)	Backup
				BB (22)	Backup to beginning
				G (4)	Go forward
				*	Pause or restart listening
				VU (88)	Turn volume up
				VD (83)	Turn volume down
				VN (86)	Return volume to normal
				#	Exit listen mode
			R (7)	Rerecord a prompt	
			Enter prompt number + #		
				B (2)	Backup
				BB (22)	Backup to beginning
				*	Pause or restart recording
				E (3)	Erase recording
				#	Exit recording mode
			I (4)	Insert a new prompt	
			Enter prompt number for new prompt + # + Record new prompt		
				B (2)	Backup
				BB (22)	Backup to beginning
				*	Pause or restart recording

Interactive Messaging

<table>
<tr><td colspan="6" align="center">Recording Interactive Prompts</td></tr>
<tr><td></td><td></td><td></td><td></td><td>E (3)</td><td>Erase recording</td></tr>
<tr><td></td><td></td><td></td><td></td><td>#</td><td>Exit recording mode</td></tr>
<tr><td></td><td></td><td></td><td>A (2)</td><td colspan="2">Add a new prompt at the end of the list</td></tr>
<tr><td></td><td></td><td></td><td></td><td colspan="2">Record new prompt + #</td></tr>
<tr><td></td><td></td><td></td><td></td><td>B (2)</td><td>Backup</td></tr>
<tr><td></td><td></td><td></td><td></td><td>BB (22)</td><td>Backup to beginning</td></tr>
<tr><td></td><td></td><td></td><td></td><td>*</td><td>Pause or restart recording</td></tr>
<tr><td></td><td></td><td></td><td></td><td>E (3)</td><td>Erase recording</td></tr>
<tr><td></td><td></td><td></td><td></td><td>#</td><td>Exit recording mode</td></tr>
<tr><td></td><td></td><td></td><td>E (3)</td><td colspan="2">Erase a prompt</td></tr>
<tr><td></td><td></td><td></td><td></td><td colspan="2">Enter prompt number to erase + #, or # to exit</td></tr>
<tr><td></td><td></td><td></td><td>*</td><td colspan="2">Review all prompts</td></tr>
<tr><td></td><td></td><td></td><td>#</td><td colspan="2">Go to another Interactive mailbox</td></tr>
<tr><td></td><td></td><td>#</td><td></td><td colspan="2">Exit to the System Administrator Menu</td></tr>
<tr><td>0</td><td></td><td></td><td>0</td><td colspan="2">Plays Help message</td></tr>
</table>

<table>
<tr><td colspan="2" align="center">Calling an Interactive Mailbox
(to use Interactive Messaging)</td></tr>
<tr><td>1.</td><td>Dial voice mail master number (e.g., 700).</td></tr>
<tr><td>2.</td><td>Dial the Interactive Mailbox number.
■ You can also access the Interactive Mailbox through the Automated Attendant.</td></tr>
<tr><td>3.</td><td>Answer each Interactive Prompt, pressing # after each response.</td></tr>
</table>

Description

The Interactive Prompts are the Interactive Messaging pre-recorded prompts. When a caller logs into an Interactive Mailbox, they hear the Interactive prompts and can record responses to these prompts. See *Interactive Messaging* on page 52 for more.

Operation

See *Recording Interactive Prompts* on page 53 for instructions on how to record the Interactive Prompts.

1

Leaving a Message

Description

An extension user can leave a voice message in a co-worker's mailbox if that extension is busy, unanswered, or in Do Not Disturb. Leaving a voice message is a handy and efficient way to communicate with co-workers that avoids post-it notes, message pads, and unnecessary email.

Leaving a Message for Automated Attendant Callers

If an Automated Attendant caller leaves a message in a mailbox and dials #, voice mail sends the message and routes the caller back to the Automated Attendant. They are routed back to the Call Routing Mailbox that initially handled the call (termed the *previous* Call Routing Mailbox.). Note that if a caller who was not routed from the Automated Attendant dials # after leaving a message, voice mail sends the message and hangs up.

Operation

Leaving a Message
To leave a message in the mailbox of an unanswered extension:
1. Press your message key.
2. Leave message and hang up. OR Leave message and dial **#**. ■ If you are leaving a message from inside the company, dialing **#** sends the message and hangs up. ■ If your are an Automated Attendant caller leaving a message, dialing **#** sends you back to the Automated Attendant.

Description

While or after listening to a message, a Subscriber, Guest, Message Center, or Network Mailbox user has many message handling options from which to choose. The listening options let you quickly and efficiently manage your voice mail messages, respond to the message sender, or forward the message to a co-worker for additional handling. The following table shows these options.

Message Listen Options				
Option	**Description**	**Mailbox Availability**		
		Subscriber	Guest	Msg. Cntr
RE (73)	Record a reply. See *Message Reply* on page 87.	Yes	Yes	No
MF (63)	Forward the message to another mailbox. See *Message Forward* on page 72.	Yes	No	Yes
MC (62)	Make a call to the message sender. See *Make Call* on page 66.	Yes	Yes	Yes
TI (84)	Hear the time and date the message was sent. ■ See *Time and Date* on page 105.	Yes	Yes	Yes
SA (72)	Save the message in your mailbox.	Yes	Yes	Yes
E (3)	Erase the message. ■ See *Message Delete* on page 71 for more.	Yes	Yes	Yes
RL (75)	Reverse the message listen order. ■ See *Message Listen Mode* on page 74.	Yes	Yes	Yes
L (5)	Listen to the next message.	Yes	Yes	Yes
B (2)	Back up a few seconds.	Yes	Yes	Yes
BB (22)	Back up to the beginning of the message.	Yes	Yes	Yes
G (4)	Go ahead a few seconds.	Yes	Yes	Yes
*	Pause/resume recording.	Yes	Yes	Yes
1N (16) **1S** (17) **1H** (14) **1A** (12)	Listen to new messages. Listen to saved messages. Listen to held messages. Listen to all messages. ■ See *Message Listen Mode* on page 74.	Yes	Yes	Yes
VU (88)	Turn the message volume up. ■ See *Volume Control* on page 110.	Yes	Yes	Yes
VD (83)	Tag the message volume down. ■ See *Volume Control* on page 110.	Yes	Yes	Yes
VN (86)	Restore the message volume to normal. ■ See *Volume Control* on page 110.	Yes	Yes	Yes
#	Exit the listen mode.	Yes	Yes	Yes
Dial 0 while listening to hear the list of options.				

Listening to Messages

Operation

Listening to Messages	
Log onto Subscriber, Guest, Message Center, or Network Mailbox	
L (5)	Access the Message Listen mode ■ See *Message Listen Options* on page 57 for an explanation of the available options.
0	Plays Help message

Description

A subscriber can log onto their mailbox using a method that best suits their needs and location. While at their own phone, the subscriber just presses a single key to log onto their mailbox. To use their mailbox while at a co-worker's phone, the subscriber dials the voice mail master number, followed by their mailbox number (which is normally the same as their extension number). If they are away from the office, the subscriber can still use their mailbox by calling in through the Automated Attendant.

Local (On-site) Logon

A user can log onto their mailbox in the following ways:

- Press their **MSG** or Voice Mail key to log onto their Subscriber Mailbox.
- Dial the voice mail master number (e.g., 700), followed by their mailbox number. This method is typically used by Guest and Message Center Mailbox users, as well as subscribers attempting to log into their Subscriber Mailbox from a co-worker's phone.

Remote Log On

A Subscriber, Guest, or Message Center Mailbox user can call into the Automated Attendant, and log onto their mailbox. Following are two of the ways a user can do this:

- After the Automated Attendant answers, dial a digit (typically #) followed by their mailbox number. This method allows outside callers to log into their Subscriber, Guest, or Message Center Mailboxes from outside the company. Once they log into their mailbox, they can use the allowed features in the mailbox main menu.
- If an extension has a Direct Inward Line that voice mail picks up, the caller can dial # and log into their mailbox (instead of leaving a message). Once they log into their mailbox, they can use the allowed features in the mailbox main menu.

1

Log Onto Voice Mail

Operation

Logging Onto Your Mailbox
To log onto your Subscriber Mailbox: 1. Press your Voice Mail key. ■ From an on-premise single line telephone, lift handset and dial *8. ■ You can optionally press **MSG** instead (if programmed). **To log onto your Guest or Message Center Mailbox, or your Subscriber Mailbox from a co-worker's extension:** 1. Press an idle **CALL** key. 2. Dial the voice mail master number (e.g., 700). 3. Dial your mailbox number. **To log onto your Subscriber, Guest, or Message Center Mailbox from the Automated Attendant:** 1. Wait for the Automated Attendant to answer. 2. Dial **#** and your mailbox number. ■ This option may be different in your system. Check with your Communications Manager, **If you call your Direct Inward Line and voice mail picks up the call:** 1. Dial # to log onto your mailbox (instead of leaving a message). ■ This lets you dial your own number and then use the features of your mailbox.

Description

When a Greeting is not recorded, a caller leaving a message in a Subscriber, Guest, Message Center, or Network Alias Mailbox can hear the mailbox's prerecorded name instead of the mailbox number. The prerecorded Mailbox Name gives the mailbox that personal touch. Prior to leaving a message, caller's will hear the name instead of the default "*extension xxx*" prompt. Mailbox names can be up to 10 seconds long.

Operation

Recording Your Mailbox Name			
Log onto Subscriber, Guest, or Message Center Mailbox			
RN (76)	Access the Mailbox Name Menu		
	L (5)	Listen to the currently recorded name (if any)	
		B (2)	Backup
		BB (22)	Backup to beginning
		G (4)	Go forward
		*	Pause or restart listening
		VU (88)	Turn volume up
		VD (83)	Turn volume down
		VN (86)	Return volume to normal
		#	Exit listen mode
	R (7)	Record a new name	
		Record message	
		B (2)	Backup
		BB (22)	Backup to beginning
		*	Pause or restart recording
		E (3)	Erase recording
		#	Exit recording mode
	E (3)	Erase the currently recorded name	
	#	Go back to the Mailbox Main Menu	
	0	Plays Help message	

1

Mailbox Name

Recording Co-worker's Names from a System Administrator's Mailbox					
Log onto System Administrator's Mailbox (301)					
SA (72)	Access the System Administrator options				
	N (6)	Access the Mailbox Name menu			
		Enter the number of the mailbox whose name you want to record			
			L (5)	Listen to the currently recorded name (if any)	
				B (2)	Backup
				BB (22)	Backup to beginning
				G (4)	Go forward
				*	Pause or restart listening
				VU (88)	Turn volume up
				VD (83)	Turn volume down
				VN (86)	Return volume to normal
				#	Exit listen mode
			R (7)	Record a new name	
				Record message	
				B (2)	Backup
				BB (22)	Backup to beginning
				*	Pause or restart recording
				E (3)	Erase recording
				#	Exit recording mode
			E (3)	Erase the currently recorded name	
			#	Go to another mailbox	
			##	Go to the System Administrator Menu	
			0	Plays Help message.	

Description

The System Administrator can delete the security code for any Announcement, Future Delivery, Guest, Message Center, Modem, Network, or Subscriber Mailbox. This effectively unlocks the mailbox. If mailbox security is not necessary, deleting a mailbox's security code speeds up mailbox logon. Without a security code, the user just presses their or voice mail key to immediately log onto their mailbox.

Operation

Deleting a Mailbox Security Code					
Log onto System Administrator's Mailbox (301)					
SA (72)	Access the System Administrator options				
	DS (37)	Access the Security Code Delete menu			
		Enter the number of the mailbox whose security code you want to delete			
			D (3)	Delete the security code for the mailbox and return to the System Administrator Menu	
				0	Plays Help message.
				#	Go to the System Administrator Menu
		#	Go to the System Administrator Menu		

Main Menu

Description

After a Subscriber, Guest, Message Center, or Network Mailbox user logs into their mailbox, voice mail provides them with the Main Menu of options. The Main Menu provides quick access to the most commonly used mailbox features in a central location. The chart below summarizes these options, and indicates which options are available to each mailbox type. The chart lists features that appear on the Main Menu, and to which mailbox types they apply.

Mailbox Main Menu					
Option	**Description**	**Mailbox Availability**			
		Subscriber	**Guest**	**Msg. Cntr**	**Network**
L (5)	Listen to messages. ■ See *Listening to Messages* on page 57.	Yes	Yes	Yes	Yes
RS (77)	Record and send a message. ■ See *Message Record* on page 84.	Yes	Yes	No	No
CM (26)	Check on a message sent. ■ See *Checking/Deleting a Message* on page 32.	Yes	Yes	No	No
G (4)	Record a mailbox greeting. ■ See *Greeting* on page 46.	Yes	Yes	No	Yes
RN (76)	Record a mailbox name. ■ See *Mailbox Name* on page 61.	Yes	Yes	Yes	Yes
FD (33)	Record a Future Delivery Message. ■ See *Future Delivery Message* on page 44.	Yes	Yes	No	No
PG (74)	Record a Paging Message. ■ See *Park and Page* on page 93.	Yes	Yes	No	No
OP (67)	Use the Mailbox Options. See the following: ■ See *Security Code* on page 99. ■ *Message Notification* on page 75. ■ *Auto Help* on page 21. ■ *Auto Forward* on page 20. ■ *Auto Time Stamp* on page 22. ■ *Call Waiting* on page 30. ■ *Call Forward to a Mailbox* on page 27	Yes	Yes	Yes	Yes
TI (84)	Check the time/date a message was sent. ■ See *Time and Date* on page 105.	Yes	Yes	Yes	Yes
SA (72)	Access the System Administrator options. ■ See *System Administrator* on page 103.	Yes	No	No	No
1N (16) **1S** (17) **1H** (14) **1A** (12)	Listen to new messages. Listen to saved messages. Listen to held messages. Listen to all messages. ■ See *Message Listen Mode* on page 74.	Yes	Yes	Yes	Yes
To hear the complete Main Menu of options, dial 0 while in the Main Menu.					

Operation

Accessing the Mailbox Main Menu		
Log onto Subscriber, Guest, or Message Center Mailbox ■　You automatically go to the mailbox Main Menu.		
	0	Plays Help message which summarizes the Main Menu options ■　See *Customize: Mailbox Main Menu* on page 64 for the Main Menu options

1

Make Call

Description

Make Call lets a Subscriber, Guest, or Message Center Mailbox user listen to a voice message and dial **MC** to return the call without knowing their caller's phone number. Make Call automates returning messages since you don' have to dial the message sender's telephone number. Make Call is always available for messages received from co-workers. Make Call is available for messages received from outside callers if the telephone system has Caller ID enabled, Caller ID is provided by the connected telco, and the telephone system is set up to pass the Caller ID information to the voice mail.

Make Call uses Message Notification programming when processing callbacks. Be sure the Message Notification programming allows callouts for the types of number the mailbox is likely to receive.

Ask Caller's Number

With Ask Caller's Number, voice mail requests an outside caller to enter their telephone number prior to leaving a message in a Subscriber or Guest Mailbox. The voice mail stores the caller-entered number and uses it for the return call. This helps automate returning outside calls if the telephone system does not have Caller ID. The Subscriber or Guest Mailbox *must* have a Greeting recorded to use Ask Caller's Number.

If the voice mail is programmed to receive Caller ID, Ask Caller's Number does not occur.

Operation

Using Make Call from your Mailbox		
Log onto Subscriber, Guest, or Message Center Mailbox		
L (5)	Listen to the message for which you want to make a return call	
	MC (62)	Dial this code while listening to the message you want to return ■ Voice mail automatically places a return call to the party that left you the message ■ You must have Message Notification callouts enabled at your extension to use Make Call. If you hear, "*That number is restricted,*" your Message Notification setup does not allow callouts to the number stored. Check with your System Administrator.

How Voice Mail Asks Outside Callers to Enter Their Telephone Number
1. After the Automated Attendant answers, dial the extension number you wish to reach.
2. If the extension is unavailable, you hear: *"Please enter your telephone number and press the pound key when you are done. Otherwise, press only the pound key."*
3. Enter your telephone number, and press **#** when you are done. ■ After pressing #, you can leave a message in the called extension's mailbox ■ If you want to leave a message without entering your telephone number, just press #.

Description

A Message Center Mailbox is a unique mailbox type used to "collect" messages not intended for a specific mailbox. For example, a Technical Services group could have a Message Center Mailbox for storing shared messages. Automated Attendant callers could leave Quick Messages in the Message Center Mailbox, which could then be retrieved and processed by any member of the Technical Services group.

Although similar in many respects to a Subscriber Mailbox, a Message Center Mailbox does not provide the following features.
- **Call Forward to a Mailbox** (page 27)
- **Call Forward to a Mailbox** (page 27)
- **Call Queuing** (page 28)
- **Call Waiting** (page 30)
- **Future Delivery Message** (page 44)
- **Mailbox Greeting** (page 46) (Use the Welcome Message instead.)
- **Make Call** (page 66)
- **Message Record** (page 84)
- **Message Reply** (page 87)
- **Park and Page** (page 93)
- **Pre-Greeting Announcement Mailbox** (page 95)
- **System Administrator** (page 103)

Operation

Logging Onto a Message Center Mailbox
To log onto a Message Center Mailbox:
1. Press an idle **CALL** key + dial the voice mail master number (e.g., 700).
2. When voice mail answers, dial the Message Center Mailbox number.

Logging Onto a Message Center Mailbox from the Automated Attendant
To log onto a Message Center Mailbox from the Automated Attendant:
1. After the Automated Attendant answers, dial # + the Message Center Mailbox number.
■ This capability may be disabled in the Automated Attendant.
■ Your automated attendant may have GOTO or LOGON actions assigned to the Message Center Mailbox. Check with your Communications Manager.

Leaving a Quick Message in a Message Center Mailbox from the Automated Attendant
To leave a Quick Message from the Automated Attendant:
1. After the Automated Attendant answers, dial * + the Message Center Mailbox number.
■ This capability may be disabled in the Automated Attendant.

Message Center Mailbox

Recording and Sending a Message for a Message Center Mailbox			
Log onto Subscriber, Guest, or Message Center Mailbox ■ See *Message Record* on page 84 for additional Record and Send options.			
RS (77)	Record and send a message		
	Record at the tone and press **#** when you are done.		
		Enter the number of the Message Center Mailbox to receive the message and press # when you are done.	
		**	Erase the message and go back to the Main Menu
0	Plays Help message at any level		

Description

If you press **CHECK** and dial ***0** at an idle keyset, the display will show the number of new messages waiting in the mailbox.

Display Keyset Message Check Display

```
VOICE MESSAGE
1 MESSAGE
```

One message waiting in the
Subscriber Mailbox

Super Display Keyset Message Check Display

```
VOICE MESSAGE
1 MESSAGE
```

One message waiting in the
Subscriber Mailbox

When you log onto your mailbox, your display shows the active Message List (New, Saved, Held, or All) and the number of messages in the active list. For display keysets, this information is on the top line. For Super Display keysets, this information is on the bottom line. For more on logon screens, turn to *Keyset Status Line* on page 113 and *Super Display Status Line* on page 120.

Display Keyset Logon Display

Total messages in list

Message List

```
ALL:   003      G2:NR:OFF
       MAIN MENU
LSTN ADMIN   MSG      MORE
```
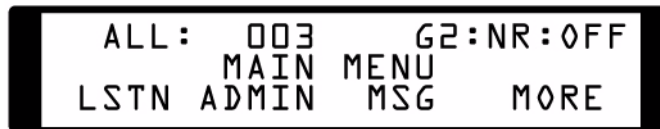
Super Display Logon Display

```
MESSGES       MAILBOX
ALL:   003     G2:NR:OFF
```

Message List

Total messages in list

Message Count Display

Enhanced Message Key Operation

When a keyset has *15-02-26: Multi-Line Telephone Basic Setup: MSG Key Operation Mode* set to 1, the **MSG** key provides one-button access to voice mail. When the user presses **MSG**, they immediately call their mailbox.

When a keyset has *15-02-26: Multi-Line Telephone Basic Setup: MSG Key Operation Mode* set to 0, the following occurs:

■ If a user has new voice mail messages waiting, pressing **MSG** shows the number of waiting voice mail messages. Pressing **MSG** a second time calls voice mail.

■ If a user has new Message Waiting indications left, pressing **MSG** shows the extension that left the Message Waiting. Pressing **MSG** a second time places an Intercom call to the co-worker that left the Message Waiting.

■ If a user has both new voice mail messages and Messages Waiting:
  - Pressing **MSG** shows the number of new voice mail messages.
  - Pressing **Vol Up** and **Vol Down** scrolls between the voice mail messages count and the Message Waiting count.

Pressing **MSG** a second time will either call voice mail or return the Message Waiting call, depending on which count is displayed.

Operation

Using the Message Count Display

To view the Message Count Display:
1. Press **CHECK** and dial ***0**.
    ■ You can press Vol ▲ and Vol ▼ to scroll your voice mail messages, VAU (VRS) messages, and Message Waiting indications.
    ■ While your voice mail Message Count displays, press an idle **CALL** key to call your mailbox.

Description

A Subscriber, Guest, Message Center, or Network Mailbox user can delete any messages left in their mailbox. In addition, a user can log onto a Future Delivery Mailbox and delete any undelivered messages in the Future Delivery Mailbox. Message Delete lets the user do their own mailbox maintenance. They can delete messages they no longer need and save messages that contain essential information. With Message Delete, the user doesn't have to rely on the System Administrator to perform these routine maintenance functions.

Operation

Deleting a Message		
Log onto Subscriber, Guest, Message Center, or Future Delivery Mailbox		
L (5)	Access the Message Listen mode (to listen to the message that you want to delete)	
	E (3)	Erase the message ■ You automatically return to the Message Listen mode

1

Message Forward

Description

A Subscriber or Message Center Mailbox user can forward a message in their mailbox to up to 10 co-workers. Forwarding is helpful when a user receives a message with which a co-worker can assist them. Rather than sending a new message, the user can just forward the message with which they need help. The user can also optionally record a comment before the forwarded message. Typically, the comment would describe the reason for the message forwarding.

The Message Forward destination receives the forwarded message as a new message.

Operation

Refer to the chart on the following page.

	**Forwarding a Message**
	Log onto Subscriber or Message Center Mailbox
L (5)		Access the Message Listen mode (to listen to the message that you want to forward)
	MF (63)		Access the Message Forward Menu
			Record a comment that will precede the forwarded message + **#**, OR Dial **#** to forward without a comment
				When recording a comment for your forwarded message
			B (2)		Backup
			BB (22)		Backup to beginning
			*		Pause or restart recording
			E (3)		Erase recording
			TI (84)		Hear the time and date you recorded the comment
			#		Exit recording mode
			X (9)		Exit your mailbox
			0		Plays Help message
			Enter the mailbox number(s) to receive the message (up to 10), OR Dial ***N** (*6) to specify recipients by name.
				If specifying recipients by name
				N		Enter name
					Enter 4 or more letters for name + #
						1		Accept the selected name and go to *After entering a mailbox number. . .*
						#		Exit without making a name selection
					#		Exit without making a name selection
						You may hear additional prompts to help you resolve name conflicts
				***N**		Specify recipients by mailbox number (i.e., back up in this menu)
				**		Erase the message
			After entering a mailbox number (or specifying a mailbox by name).
				Enter another mailbox number
			***U** (*8)		Mark the message as urgent
			***C** (*2)		Mark the message as confidential
			***R** (*7)		Request a return receipt
			#		Send the message
			***N** (*6)		Specify recipients by name (see above for the *N options)
			*		Cancel the previous mailbox entry
			**		Erase the message and back up to main menu
		**		Erase the message and go back to the Message Listen menu
0		Plays Help message

1

Message Listen Mode

Description

Message Listen Mode determines the type of messages a Subscriber, Guest, Message Center, or Network Mailbox user will hear when they dial **L** (5) after logging into their mailbox. The can hear all their messages, just their new messages, just their saved messages, or just their held messages. Message Listen Mode lets the subscriber customize their mailbox to initially play just the list of messages to which they want to listen.

The Select Listen Mode option from the mailbox Main Menu can temporarily override the setting of Message Listen Mode. See *Operation* below.

Operation

Message Listen Mode	
Log onto Subscriber, Guest, or Message Center Mailbox	
1N (16)	Listen to new messages
1S (17)	Listen to saved messages
1H (14)	Listen to held messages
1A (12)	Listen to all messages
0	Plays Help message

1

Description

Once activated by the Subscriber, Guest, or Message Center mailbox user, Message Notification dials up to 3 telephone numbers to let the user know when there are new messages in their mailbox. Notification can call extensions, local numbers, long distance numbers and pagers.

The options associated with each Message Notification callout number are combined into a Message Notification Group. When the user wants to set up a callout number, they program the options for the associated group. For example, to set up their first callout number, the user enters the options for Message Notification Group 1. For each group, these options are:

- If the group is enabled (activated) or disabled (deactivated).
  (Message Notification only calls groups that are active.)
- The time of day Message Notification should begin and end.
  (Callouts will only occur between the begin and end times.)
- The type of messages that will cause Message Notification to occur.
  (Notification can occur for all messages, messages just from a specific extension, or just urgent messages.)
- The type of device to which Message Notification will be calling.
  (Message Notification can call a normal telephone number, a radio pager, or a digital pager. Message Notification can also use Message Delivery, which plays all the user's messages when the recipient answers the notification callout.)
- The number Message Notification should dial.
  (The number should include any required digits, pauses, * characters, or # characters.)
- Whether or not a Security Code is required.
  (If required, the recipient must enter the mailbox Security Code before they can hear the messages.)

How Message Notification Works

1. Using the Admin program, enable Message Notification for the mailbox and enter the system-wide access codes for local and toll calls (if any).
   - The Admin program allows you to enter the callout numbers for a mailbox, but you *cannot* turn on or (activate) Message Notification for the mailbox.
2. The user activates Message Notification for their mailbox using the instructions in *Setting Up Message Notification* on page 78.
3. When the user receives a new message, voice mail dials the destination that should receive the Message Notification.
   - <u>If the recipient answers</u> and dials 1 to acknowledge, notification occurs (i.e., they automatically log onto their mailbox).
     - To acknowledge a digital pager call, the recipient must manually log onto their mailbox.
   - <u>If the recipient doesn't answer</u>, the system will retry the callout number. Message Notification will eventually cancel if the callout doesn't go through.
4. Notification will not reoccur until the user gets new messages in their mailbox.

Message Notification

Message Notification to Normal Telephone Numbers

Use Normal Notification when the Message Notification callout destination is a standard "voice" telephone. When the mailbox user receives a new message, voice mail dials the programmed callout number and waits for the recipient to answer. When the recipient answers, dials 1 to accept, and optionally enters the mailbox security code, they log into the user's mailbox.

■ To prevent an answering machine from answering a Message Notification callout and then inadvertently cancelling the notification, enable the Security Code for the active Message Notification groups.

Message Notification to Radio Pagers

Message Notification can call a radio pager, announce the number of new, held, and saved messages in the user's mailbox, and then hang up. The user must call their mailbox to retrieve their messages. Radio pagers are no longer commonly in use.

Message Notification to Digital Pagers

Voice mail can send Message Notification to a digital pager. The user must call their mailbox to retrieve their messages. When a Subscriber, Guest, or Message Center Mailbox user receives a new message, Message Notification can:

■ Access an outside line.
■ Call the pager service (i.e., dial the pager's phone number and wait for the pager service to answer).
■ Send a dial string to the pager service which will cause the pager display to show the user's mailbox number – as well as the number of new messages in their mailbox.

Message Notification to Message Delivery

Message Delivery Message Notification delivers all of a mailbox's messages to an off-site location and then saves them in the mailbox. When the recipient answers the notification callout, voice mail will play all of the messages currently in the mailbox. New messages are automatically saved in the mailbox so they are not lost. (The Message Delivery recipient will never be asked to enter the mailbox Security Code.)

Cascading Message Notification

The voice mail system automatically provides Cascading Message Notification. This means that if a user sets up and enables all three Message Notification groups, the voice mail will cycle (cascade) through the groups in order when the mailbox receives a new message. Cascading will continue until Message Notification is acknowledged or until it cancels. Following are some of the basic principles used by the voice mail when processing Cascading Message Notification.

Normal Notification

■ Message Notification callout uses the notification groups in order (from 1-3). For example, if the callout to group 1 is unanswered, voice mail will call group 2 next, followed by group 3.

■ If a callout is acknowledged (by the user dialing 1 and logging into the mailbox), the next new message will begin the notification process all over again (starting with group 1).

Pager Notification

■ Notification to a pager will not change the cascade in any way. Acknowledgement is the same as for normal voice notifications.

■ The user can enable a unique notification type (e.g., normal, digital pager, etc.) for each of the 3 possible notification groups. However, if the *Retry Until Acknowledge* option is enabled for pager notification, the pager notification will continue after the voice (normal) notifications expire (cancel). The pager notification will continue indefinitely until the user calls in and logs onto their mailbox to acknowledge.

Urgent Notification

■ Urgent Message Notification calls out according to the urgent message priority of the notification groups. For example, group 3 can have urgent priority 1, group 1 priority 2, etc. If there are both urgent and non-urgent messages, Urgent Message Notification overrides normal Message Notification.

■ If an urgent message comes in after notification has begun, voice mail immediately switches to the urgent routing.

■ If the mailbox has an urgent message to which the subscriber has not listened, a new normal message will activate Urgent Message Notification.

1

Message Notification

Operation

Setting Up Message Notification (Page 1 of 3)							
Log onto Subscriber, Guest, or Message Center Mailbox.							
OP (67)	Access the Mailbox Options menu						
	N (6)	Access the Message Notification Options Menu					
		S (7)	Hear a summary of your Message Notification Group settings				
		A (2)	Select which Message Notification Groups should be active				
			EF (33)	Enable first Message Notification Group (if disabled)			
			DF (33)	Disable first Message Notification Group (if enabled)			
			ES (37)	Enable second Message Notification Group (if disabled)			
			DS (37)	Disable second Message Notification Group (if enabled)			
			ET (38)	Enable third Message Notification Group (if disabled)			
			DT (38)	Disable third Message Notification Group (if enabled)			
			#	Exit and return to Message Notification Options Menu			
			0	Plays Help message			
		M (6)	Review or modify the parameters of a Message Notification group				
			Select the Message Notification group you want to modify, OR **#** to go back to the Message Notification Options Menu ■ **F** (3) = Group 1, **S** (7) = Group 2, **T** (8) = Group 3				
				Hear summary of the options for the group you select			
				C (2)	Accept current settings for selected group and go back to the Message Notification Options Menu		
				I (4)	Do not accept current entries for selected group		
				Enter the hour you want Message Notification to begin ■ Enter 2 digits for the hour, then A for AM or P for PM (e.g., 08A = 8:00 AM)			
						*	skip to next option
						#	Go back and select another group to modify
				Enter the hour you want Message Notification to end ■ Enter 2 digits for the hour, then A for AM or P for PM (e.g., 05P = 5:00 PM) ■ To have Message Notification call 24 hours a day, enter the same time as the start time			
						*	skip to next option
						#	Go back and select another group to modify
				Select the type of messages that should notify you			
						A (2)	To be notified of all new messages

							S (7)	To be notified only for new messages from a specific mailbox
								Enter the specific mailbox number
							U (8)	To be notified only for urgent messages
							*	skip to next option
							#	Go back and select another group to modify
						Select the type of device you will use to receive your Message Notification		
							N (6)	Telephone number
							R (7)	Radio pager
							D (3)	Digital pager
							L (5)	Message Delivery number
						Enter the number Message Notification should dial + # ■ Optionally enter special dialing codes (see *Entering Special Dial Codes* on page 80) ■ ***For Digital Pager Notification, be sure to include several pauses*** at the end of the pager number to give the pager service adequate time to answer. ■ You ***cannot*** use this option to enter digital pager callout numbers because they require the T command.		
							*	skip to next option
							#	Go back and select another group to modify
						Select the Security Code mode for notification		
							S	Security code required
							N	Security code not required
							#	Go back and select another group to modify
		U (8)	Set the priority of each group for Urgent Message Notification					
			Plays summary of current Urgent Message Notification Group priority					
					C (2)	Accept current priority list as correct and return to the Message Notification Options Menu		
				I (4)	Do not accept current priority list as correct			
					Select the group to have the highest priority. ■ When you make an entry for the first group, voice mail prompts you to select the next highest group, etc.			
							F (3)	Selects group 1
							S (7)	Selects group 2

Message Notification

<table>
<tr><td colspan="7" align="center">Setting Up Message Notification (Page 3 of 3)</td></tr>
<tr><td></td><td></td><td></td><td></td><td></td><td>T (8)</td><td>Selects group 3</td></tr>
<tr><td></td><td></td><td></td><td></td><td></td><td>*</td><td>Make no selection</td></tr>
<tr><td></td><td></td><td></td><td></td><td></td><td>#</td><td>Go back to Message Notification Options Menu without changing the priority order</td></tr>
<tr><td>0</td><td colspan="6">Plays Help message at any menu level.</td></tr>
</table>

<table>
<tr><td colspan="3" align="center">Entering Special Dial Codes</td></tr>
<tr><td align="center">Function</td><td align="center">Description</td><td align="center">Dial Code</td></tr>
<tr><td align="center">S (Wait for sound)</td><td>Wait 2 seconds for any constant sound (such as non-standard dial tone), then continue if sound is detected.</td><td align="center">*H (*4)</td></tr>
<tr><td align="center">W (Wait for dial tone)</td><td>Wait for CO dial tone and then continue.</td><td align="center">*W (*9)</td></tr>
<tr><td align="center">P (Pause)</td><td>Wait 2 seconds and then continue.</td><td align="center">*P (*7)</td></tr>
<tr><td align="center">T (Switch to voice mail DTMF dialing)</td><td>Always enter T after any special dial codes in a dial string or the voice mail will not dial any DTMF digits after the special codes.</td><td align="center">*T (*8)</td></tr>
<tr><td colspan="3" align="center">The T special dial code must follow any S, W P, M or A special codes you enter in your dial string.</td></tr>
<tr><td align="center">M (Monitored pause)</td><td>Wait 2 seconds, and then continue if busy tone or reorder tone are not detected.</td><td align="center">*M (*6)</td></tr>
<tr><td align="center">A (Analyzed pause)</td><td>Wait 4 seconds, and then continue if busy tone or reorder tone are not detected.</td><td align="center">*A (*2)</td></tr>
<tr><td align="center">*</td><td>Dials the digit *.</td><td align="center">**</td></tr>
<tr><td align="center">#</td><td>Dials the digit #.</td><td align="center">*#</td></tr>
<tr><td align="center">Erase number</td><td>Erases the entire callout number.</td><td align="center">*0</td></tr>
</table>

<table>
<tr><td align="center">Answering a Message Notification Callout</td></tr>
<tr><td>

To answer a Normal Message Notification callout:
1. Answer callout at programmed destination.
    - ■ Voice mail must hear your answer to proceed.
2. Dial 1 to accept the Message Notification,
    OR
    Hang up to have Message Notification call back later.
3. Enter the mailbox's Security Code (if requested).
4. You automatically log onto the user's mailbox.

To answer a Radio Pager or Digital Pager Message Notification callout:
1. Operation is automatic.

</td></tr>
</table>

Answering a Message Notification Callout

To answer a Message Delivery Message Notification callout:

1. Answer callout at programmed destination.
   - ■ Voice mail must hear your answer to proceed.

2. You hear all of the mailbox's new messages.
   - ■ The new messages are automatically saved in the mailbox.

1

Message Notification for Urgent Messages

Description

A Subscriber, Guest, or Message Center Mailbox user can set up Message Notification to provide unique handling for urgent messages. A user can be notified of just urgent messages, or be notified of all messages but have urgent messages given priority and special handling. This ensures that important messages always get through.

If the user sets up Message Notification just for urgent messages, only urgent messages will initiate a notification callout. Other types of messages will be received as new messages in the mailbox, but will not notify the mailbox user.

When the user sets up Message Notification for all messages, urgent messages automatically have priority and can have unique callout routing. In the example below, non-urgent messages will notify the home office first, while urgent messages will immediately call the user's cell phone. See *Message Notification* on page 75 for more on how to set this up.

Notification Group	Urgent Message Notifica-tion Group Priority	Destination
1	3	Home Office
2	2	Pager
3	1	Cell Phone

Operation

Refer to *Setting Up Message Notification* on page 78 for more.

Description

When a user dials **L** (5) after logging into their mailbox, voice mail will play their messages in either LIFO (last-in-first-out) or FIFO (first-in-first-out) order. In addition, the user can dial **RL** (75) to reverse the listening order temporarily while listening to their messages. Message Playback Direction applies to Subscriber, Guest, and Message Center Mailboxes. It also applies to undelivered messages in a Future Delivery Mailbox.

Since Message Playback Direction lets a subscriber listen to messages in the order they find the most helpful, check with them to find out how they want this option set. If the user prefers to hear their new messages first, enable LIFO (last-in-first-out) listening order. The newest (last-in) messages are at the top of the message list and the oldest messages are at the bottom of the list. If the user wants to be reminded of their oldest messages first, enable FIFO (first-in-first out) listening order. The oldest (first-in) messages are at the top of the message list and the newest messages are at the bottom.

Operation

Message Playback Direction		
Log onto Subscriber, Guest, or Message Center Mailbox		
L (5)	Listen to your messages	
	RL (75)	While listening to your messages, this reverses the message playback order
0	Plays Help message at any level	

1

Message Record

Description

A Subscriber or Guest Mailbox user can record and send a message to up to 10 Subscriber, Guest, Message Center, Network, or Future Delivery Mailboxes. Additionally, a Guest Mailbox user may be restricted to recording a Message Reply only, rather than an entire new message. Message Record is the heart of the voice messaging system. It allows co-workers to efficiently stay in touch and exchange essential information without relying on message slips, memos, or email.

Recording Options

While recording a message, an Subscriber or Guest Mailbox user has many recording options from which to choose. The following table shows these options.

Message Record Options	
Option	**Description**
Options available while recording:	
B (2)	Back up a few seconds.
BB (22)	Back up to the beginning of the message.
*	Pause/resume recording.
E (3)	Erase the recording.
TI (84)	Hear the time and date you recorded your message. ■ See *Time and Date* on page 105.
#	End recording.
Options available when you have completed recording:	
xxx	Enter the recipients mailbox number.
*N (*6)	Select recipients by name. ■ See *Mailbox Name* on page 61.
**	Erase your recording and return to the mailbox Main Menu. ■ See *Main Menu* on page 64.
Options available after you have selected a message recipient:	
*R (*7)	Request a Return Receipt. ■ See *Return Receipt* on page 98.
*U (*8)	Tag the message as urgent. ■ See *Urgent Message* on page 108.
*C (*2)	Tag the message as confidential. ■ See *Confidential Message* on page 33.
#	Send the message and return to the mailbox Main Menu.
*N (*6)	Select the next recipient by the opposite method (i.e., if you selected last recipient by name, dialing ***N** lets you select the next recipient by mailbox number). ■ See *Mailbox Name* on page 61.
*	Cancel your previous mailbox entry.
**	Erase the message and go back to the mailbox Main Menu.
Dial 0 while recording to hear the list of options.	

Operation

See the chart on the following page.

1

	**Message Record**
	Log onto Subscriber, Guest, or Message Center Mailbox
RS (77)		Record and send a message
		Record at the tone and press **#** when you are done.
			Options available while recording
			B (2)		Backup
			BB (22)		Backup to beginning
			*		Pause or restart recording
			E (3)		Erase recording
			TI (84)		Hear the time and date you recorded the comment
			#		Exit recording mode
			X (9)		Exit your mailbox
			0		Plays Help message
		Enter the mailbox number(s) to receive the message (up to 10), OR Dial ***N** (*6) to specify recipients by name.
			If specifying recipients by name
				N (6)		Enter name
						Enter 4 or more letters for name + #
						1		Accept the selected name and go to *After entering a mailbox number . . .*
						#		Exit without making a name selection
					#		Exit without making a name selection
						You may hear additional prompts to help you resolve name conflicts
				*N (*6)		Specify recipients by mailbox number (i.e., back up in this menu)
				**		Erase the message
		After entering a mailbox number (or specifying a mailbox by name).
			Enter another mailbox number
			*U (*8)		Mark the message as urgent
			*C (*2)		Mark the message as confidential
			*R (*7)		Request a return receipt
			#		Send the message
			*N (*6)		Specify recipients by name (see above for the *N options)
			*		Cancel the previous mailbox entry
			**		Erase the message and back up to main menu
		**		Erase the message and go back to the Main Menu
0		Plays Help message at any level

Description

A Subscriber or Guest Mailbox user can reply to a message from a co-worker by dialing a simple code, without knowing the caller's extension or mailbox number. Message Reply saves the user valuable time since they don't need to know the sender's extension number or send a separate message to respond. The subscriber can just listen to the co-worker's message, dial a code, and record their answer. The message sender receives the reply as a new message.

Operation

1

Message Reply								
Log onto Subscriber or Guest Mailbox								
L (5)	Listen to your messages							
	While listening to a message							
		RE (73)	Reply to the message					
			Record at the tone + # (or hang up) when you are done					
			If caller's mailbox is not known					
				*	To specify mailbox number			
					Dial Mailbox number and back up to *Record at the tone*			
						*	Specify the reply recipient by name	
							Enter 4 or more letters for name + #	
							1	Accept the selected name and go to *After entering a mailbox number . . .*
							#	Exit without making a name selection
					#	Back up to *If caller's mailbox is not known*		
			#	Go back to Message Listen Menu				
	0	Plays Help message						

Message Waiting Lamp

Description

An extension's Message Waiting lamp flashes on the telephone to indicate that the user has new messages waiting in their mailbox. Once voice mail is properly installed and programmed, telephone Message Waiting Lamp operation is automatic.

■ The Voice Mail key flashes green when there are new messages in the extension user's mailbox.

The Message Waiting Lamp is a visual reminder of new messages. The subscriber does not have to call their mailbox and listen to the voice prompts to find out when they have new messages.

Operation

N/A

Description

Compatibility Guidelines:
- Music On Hold is available only on Aspire Mail Plus. It is not available onAspire Mail.

When an Automated Attendant caller uses Call Queuing to wait for a busy extension to become free, voice mail plays a Music on Hold program and periodically announces their position in line. By default, the Music On Hold program that plays is Baby Elephant Walk alternating with a synthesized music program. The System Administrator can record an announcement or alternate music program in place of the default recording. The announcement can provide important company information such as product announcements and updates, pricing, and special offers.

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Note: To obtain the highest possible Music on Hold recording quality, consider using a customer-provided handset recording device connected to the administrator's telephone.

1

Music On Hold

Operation

Recording Music On Hold				
Log onto System Administrator's mailbox (301) ■ Optionally connect a customer-provided handset recording device to the administrator's telephone.				
SA (72)	Access System Administrator options			
	MH (64)	Select the Music On Hold options		
		L (5)	Listen to current Music on Hold recording	
			B (2)	Backup
			BB (22)	Backup to beginning
			G (4)	Go forward
			*	Pause or restart listening
			VU (88)	Turn volume up
			VD (83)	Turn volume down
			VN (86)	Return volume to normal
			#	Exit listen mode
		R (7)	Record new Music on Hold	
			Begin recording	
			B (2)	Backup
			BB (22)	Backup to beginning
			*	Pause or restart recording
			E (3)	Erase recording (and reinstate the default Music on Hold)
			#	Exit recording mode
		E (3)	Erase the Music on Hold recording (and reinstate the default Music on Hold)	
		#	Go back to the System Administrator options	
0	Plays Help message at any menu level			

Description

The Paging Message is the prerecorded announcement used for Park and Page. When the Paging Message is recorded and turned on, voice mail can Park an Automated Attendant call at the extension and automatically page with the prerecorded message. The Paging Message typically says something like, "*Mike Smart, you have a call.*" See *Park and Page* on page 93 for more.

Note: The Paging Message is only available at Subscriber Mailboxes.

Operation

See the chart on the following page.

1

Paging Message

Recording the Paging Message					
Log onto Subscriber Mailbox					
PG (74)	Access Paging Message options ■ If your Paging Message is recorded, voice mail tells you if it is on (active) or off (inactive)				
	L (5)	Listen to the Paging Message			
		Options available while listening			
			B (2)	Back up a few seconds.	
			BB (22)	Back up to the beginning of the message.	
			G (4)	Go ahead a few seconds.	
			*	Pause/resume listening.	
			VU (88)	Turn the message volume up.	
			VD (83)	Tag the message volume down.	
			VN (86)	Restore the message volume to normal.	
			#	Exit the listen mode.	
	O (6)	Turn Paging Message on or off			
	R (7)	Record (or re-record) Paging Message + #			
		Options available while recording			
			B (2)	Backup	
			BB (22)	Backup to beginning	
			*	Pause or restart recording	
			E (3)	Erase recording	
			#	Exit recording mode	
			0	Plays Help message	
	E (3)	Erase the Paging Message			
	#	Go back to the mailbox Main Menu			
0	Plays Help message at any level				

Description

Voice mail can Park an Automated Attendant Screened Transfer at an extension and automatically Page with a prerecorded Paging Message announcing the parked call. The Paging Message typically says something like, "*Mike Smart, you have a call."* With Park and Page, voice mail automatically tries to locate the subscriber instead of just sending the call to the mailbox. Additionally, there is no need for an operator or receptionist to manually answer the call, park it, and then try to locate the employee. To activate park and page, the subscriber records the Paging Message. Depending on how the subscriber wants Park and Page to operate, they can turn the Paging Message on or off. For more on the Paging Message, see page 91.

When the Paging Message is recorded and turned <u>on</u>:
- Park and Page occurs immediately when an Automated Attendant caller dials the subscriber's extension.

When the Paging Message is recorded but turned <u>off</u>:
- Park and Page will occur only if the extension is unanswered.

When the Paging Message is <u>not recorded</u>:
- Park and Page cannot occur.

Note: Park and Page is only available at Subscriber Mailboxes.

Park and Page and Direct Inward Lines

To have Park and Page activate for an extension's Direct Inward Line (DIL), the extension user should forward their calls to voice mail. The following chart shows the interaction between voice mail and the forwarded DIL. The operation occurs regardless of whether the Paging Message is on or off.

Call Forwarding Type	Action at the Extension
Ring No Answer	When Extension is Busy or Unanswered: Voice mail answers the call and lets the caller dial: ■ **1** to leave a message in the called extension's mailbox. ■ **2** to page the user (i.e., activate Park and Page). ■ **3** for other options (based on the extension's Next Call Routing Mailbox settings).
Busy/No Answer	When Extension is Busy: ■ Sends the DIL immediately to the called extension's mailbox. When Extension is Unanswered: Voice mail answers the call and lets the caller dial: ■ **1** to leave a message in the called extension's mailbox. ■ **2** to page the user (i.e., activate Park and Page). ■ **3** for other options (based on the extension's Next Call Routing Mailbox settings).
Immediate	Voice mail sends the DIL immediately to the called extension's mailbox.

For more on forwarding to voice mail, see *Call Forward to a Mailbox* on page 27.

Park and Page

Operation

<table>
<tr><td colspan="2" align="center">Park and Page
(With Automated Attendant Screened Transfers)</td></tr>
<tr><td colspan="2">

When the subscriber's Paging Message is recorded and turned <u>on</u>:

1. After the Automated Attendant answers, dial the subscriber's extension number.

2. Voice mail parks the call at the subscriber's extension and pages them with the Paging Message.
   - ■ The call will remain parked for telephone system's Park Recall time.

3. <u>To pick up the call</u>:
   - Subscriber presses idle **CALL** key + ****** + Their extension number.
   <u>If the subscriber does not pick up the call, you can dial</u>:
   - 1 to leave a message in the subscriber's mailbox.
   - 2 to page again.
   - 3 for other options (depending on the Next Call Routing Mailbox setting for the called subscriber's mailbox).
</td></tr>
<tr><td colspan="2">

When the subscriber's Paging Message is recorded and turned <u>off</u>:

1. After the Automated Attendant answers, dial the subscriber's extension number.
   - ■ If the subscriber's extension is busy, Park and Page does not occur. You are asked to leave a message in the called extension's mailbox instead.

2. Voice mail tries (rings) the subscriber's extension. If unanswered, you can dial:
   - 1 to leave a message in the subscriber's mailbox.
   - 2 to page again.
   - 3 for other options (depending on the Next Call Routing Mailbox setting for the called subscriber's mailbox).
</td></tr>
</table>

<table>
<tr><td align="center">Park and Page
(With Automated Attendant Unscreened Transfers and Directory Dialing)</td></tr>
<tr><td>

When the subscriber's Paging Message is recorded and turned <u>on</u> or <u>off</u>:

1. After the Automated Attendant answers, dial the subscriber's extension number.

2. If the subscriber's extension is unanswered or busy, you can dial:
   - 1 to leave a message in the subscriber's mailbox
   - 2 to page (i.e., use Park and Page)
   - 3 for other options (depending on the Next Call Routing Mailbox setting for the called subscriber's mailbox).
</td></tr>
</table>

Description

When you specify a Pre-Greeting Announcement Mailbox for a Subscriber Mailbox, callers leaving a message in the Subscriber Mailbox hear the Announcement Message recorded for the Pre-Greeting Announcement Mailbox *prior* to the Subscriber Mailbox's Greeting. The announcement can contain important legal information, a product advisory, or just general information about the company. The caller will only hear the Pre-Greeting Announcement message if the Subscriber Mailbox greeting is recorded and activated.

Note: Pre-Greeting Announcement Mailbox is only available at Subscriber Mailboxes.

1

Pre-Greeting Announcement Mailbox

Operation

Recording an Announcement Mailbox Message					
Log onto System Administrator's mailbox (301)					
SA (72)	Access System Administrator options				
	AN (26)	Select Prompt Customization			
		Enter the Announcement Mailbox number			
			L (5)	Listen to current Announcement Mailbox message	
				B (2)	Backup
				BB (22)	Backup to beginning
				G (4)	Go forward
				*	Pause or restart listening
				VU (88)	Turn volume up
				VD (83)	Turn volume down
				VN (86)	Return volume to normal
				#	Exit listen mode
			R (7)	Record a new Announcement Mailbox message	
				Record message	
				B (2)	Backup
				BB (22)	Backup to beginning
				*	Pause or restart recording
				E (3)	Erase recording
				#	Exit recording mode
			E (3)	Erase the Announcement Mailbox message	
			#	Go to another Announcement Mailbox	
			##	Go back to the System Administrator options	
0	Plays Help message at any menu level				

Description

Quick Message is a Dial Action Table action that allows Automated Attendant callers to dial a digit (normally *) followed by a mailbox number to leave a message in a Subscriber, Guest, or Network Mailbox. Since Quick Message is enabled by default, it is an efficient way for experienced Automated Attendant callers to leave messages. There is no need to dial an extension first. To make this option more readily available to all Automated Attendant callers, consider having the active Instruction Menu describe how to use the Quick Message option.

There are 6 Quick Message Dial Action Table actions:

- **Quick Message with Greeting** (REC1)
  The caller hears the mailbox greeting and can leave a message.
- **Quick Confidential Message with Greeting** (REC1C)
  The caller hears the mailbox greeting and can leave a Confidential Message.
- **Quick Urgent Message with Greeting** (REC1U)
  The caller hears the mailbox greeting and can leave an Urgent Message.
- **Quick Message without Greeting** (REC2)
  The caller bypasses the mailbox greeting (hearing "*Recording*" and a beep instead) and can leave a message. This is typically used with a Next Call Routing Mailbox when the caller is asked to dial a digit (e.g., 1) to leave a message. Otherwise, the mailbox greeting (if recorded) would be heard again.
- **Quick Confidential Message without Greeting** (REC2C)
  The caller bypasses the mailbox greeting (hearing "*Recording*" and a beep instead) and can leave an Confidential Message. This is typically used with a Next Call Routing Mailbox when the caller is asked to dial a digit (e.g., 1) to leave a message. Otherwise, the mailbox greeting (if recorded) would be heard again.
- **Quick Urgent Message without Greeting** (REC2U)
  The caller bypasses the mailbox greeting (hearing "*Recording*" and a beep instead) and can leave an Urgent Message. This is typically used with a Next Call Routing Mailbox when the caller is asked to dial a digit (e.g., 1) to leave a message. Otherwise, the mailbox greeting (if recorded) would be heard again.

Operation

Leaving a Quick Message from the Automated Attendant
To leave a Quick Message from the Automated Attendant:
1. After the Automated Attendant answers, dial * + the Subscriber, Guest, Message Center, or Network Mailbox number. ■ This capability may be disabled in the Automated Attendant.

Return Receipt

Description

After recording and sending a message to a co-worker, a Subscriber or Guest Mailbox user can request a Return Receipt which notifies them when their co-worker has listened to the message. By requesting a Return Receipt, the user will know when the recipient has reviewed the message without having to call them back. The Return Receipt notification is sent to the mailbox as a new message. While listening to their messages, the subscriber or guest will hear: *"The following Return Receipt arrived on (date and time) from (extension number or name)."* Voice mail then plays the original message.

Operation

Return Receipt				
Log onto Subscriber, Guest, or Message Center Mailbox				
RS (77)	Record and send a message			
	Record at the tone and press **#** when you are done. ■ For other recording options, see *Message Record* on page 84			
		Enter the mailbox number(s) to receive the message (up to 10). ■ For other recording options, see *Message Record* on page 84		
			*R (*7)	Request a return receipt
		#	Send the message.	
0	Plays Help message at any level			

Description

A mailbox can have a security code to protect it from unauthorized access. A Security Code can be six digits maximum, using 0-9. If a subscriber wants to keep their mailbox private, they can enter a Security Code. No one else can use the subscriber's mailbox unless they know the code.

Operation

Changing or Deleting a Security Code (From your Subscriber Mailbox)				
Log onto Subscriber Mailbox				
OP (67)	Access the Mailbox Options Menu			
	S (7)	Access the Security Code options		
		Enter new Security Code + **#**		
			C (2)	Accept Security Code entry and go back to the Mailbox Options Menu
			I (4)	Do not accept Security Code entry and go back to the Mailbox Options Menu
		0 + #	Optionally erase your Security Code and go back to the Mailbox Options Menu	
		#	Exit to the Mailbox Options Menu without making any changes to your Security Code	
	0	Plays Help message		
0	Plays Help message			

Security Code

	Deleting a Security Code (From your System Administrator's Mailbox)				
Log onto System Administrator's Mailbox (301)					
SA (72)	Access the System Administrator Menu				
	DS (37)	Access the Delete Security Code options			
		Enter the number of the mailbox whose Security Code you want to delete			
			D (3)	Delete the Security Code for selected mailbox and go back to System Administrator Menu	
			#	Go back to System Administrator Menu without deleting the Security Code	
		#	Go back to System Administrator Menu without deleting a Security Code		
0	Plays Help message				

Description

A Subscriber Mailbox is the type of mailbox assigned to a telephone system extension. The telephone assigned to the Subscriber Mailbox is called the subscriber's extension. When an extension user accesses their voice mail, they are using their Subscriber Mailbox. It provides voice messaging services.

For a brief overview of the features available at a Subscriber Mailbox, review the Releated Features below. Then, go to the individual feature to find out how it operates.

Related Features

Auto Forward (page 20)	Messages left in the Subscriber Mailbox can automatically forward to another mailbox.
Bilingual Voice Prompts (page 24)	Choose the language that a subscriber hears they log onto their Subscriber Mailbox.
Call Forward to a Mailbox (page 27)	Call Announcing lets the subscriber know who is calling before they answer an Automated Attendant call.
Call Queuing (page 28)	Automated Attendant callers can queue (wait in line) for a subscriber's busy extension. Voice mail tells them their position in line while they wait.
Call Waiting (page 30)	Automated Attendant callers can wait in line (without hanging up) for a busy subscriber's extension to become free.
Confidential Message (page 33)	A Subscriber Mailbox user can send a Confidential Message.
Conversation Record (page 34)	Enable or disable the Conversation Record beep for the Subscriber Mailbox.
Directory Dialing (page 35)	Callers can use Directory Dialing to access a Subscriber Mailbox.
Listening to Messages (page 57)	Review this feature to learn which features are available to a subscriber while listening to messages.
Make Call (page 66)	To simplify returning outside calls, voice mail can ask the caller leaving a message to enter their phone number prior to leaving the message. The subscriber can then dial **MC** to call the person back.
Mailbox Name (page 61)	The Subscriber Mailbox name facilitates Directory Dialing.
Main Menu (page 64)	The Main Menu provides access to the features available to a Subscriber Mailbox.
Message Listen Mode (page 74)	Set the type of messages a guest will listen to when they dial **L** (5) after logging into their Subscriber Mailbox.

Message Notification (page 75)	Once activated, Message Notification dials up to 3 telephone numbers to let the user know they have new messages in their Subscriber Mailbox.
Message Playback Direction (page 83)	Set the subscriber Mailbox message playback order.
Message Record (page 84)	Review this feature to learn which features are available to a subscriber while recording and sending a message.
Park and Page (page 93)	Voice mail can park an Automated Attendant call at the subscriber's extension and automatically page with a prerecorded greeting announcing the parked call.
Pre-Greeting Announcement Mailbox (page 95)	When enabled for a Subscriber Mailbox, callers leaving a message in the mailbox hear the Announcement Message recorded for the specified Pre-Greeting Announcement Mailbox prior to the Subscriber Mailbox's Personal Greeting.
Security Code (page 99)	If enabled, a subscriber must enter a security code before logging onto their Subscriber Mailbox.
System Administrator (page 103)	A Subscriber Mailbox designated as a System Administrator provides the subscriber with unique system administration capabilities through the **SA** menu.
Urgent Message (page 108)	A Subscriber Mailbox user can send an Urgent Message.

Operation

N/A

Description

The System Administrator is the Subscriber Mailbox that has unique system administration features such as recording Welcome Messages and Instruction Menus, and deleting messages in a co-worker's mailbox. The System Administrator features are an essential part of voice mail setup since they allow the recording of the system-wide messages and provide Subscriber Mailbox maintenance. After logging onto their Subscriber Mailbox, the System Administrator can use all of the features in the **SA** menu. The *System Administrator Options* table below shows these options.

System Administrator Options		
Option	**Description**	**For more, see:**
SA (72)	Access the System Administrator options.	
BR (27)	Record the Broadcast Message.	*Broadcast Message* on page 26.
W (9)	Record a Welcome Message.	*Welcome Message* on page 111.
I (4)	Record an Instruction Menu.	*Instruction Menu* on page 49.
DD (33)	Record a Directory Dialing Message.	*Directory Dialing Message* on page 38.
AN (26)	Record an Announcement Message.	*Announcement Message* on page 14.
N (6)	Record a Mailbox Name.	*Mailbox Name* on page 61.
SO (76)	Enable Answer Schedule Override.	*Answer Schedule Override* on page 16.
MH (64)	Record Music on Hold.	*Music On Hold* on page 89.
IP (47)	Record the Interactive Prompts.	*Interactive Prompts* on page 55.
PC (72)	Customize the voice prompts.	*Voice Prompts* on page 109.
SV (78)	Get the system version number.	
PD (73)	Shut down voice mail prior to turning off the telephone system power.	
EM (36)	Erase all messages in a mailbox.	*Erasing All Messages* on page 41.
L (5)	Assign a stored language as an active language.	*Bilingual Voice Prompts* on page 24.
DS (37)	Delete a mailbox security code.	*Mailbox Security Code Delete* on page 63.

Operation

Refer to the individual features referenced in the *System Administrator Options* on page 103.

Accessing the System Administrator Options	
Log onto System Administrator's Mailbox (301)	
SA (72)	Access the System Administrator Menu ■ Turn to *System Administrator Options* on page 103 *for more*.
0	Plays Help message

System Administrator Mailbox

Description

A System Administrator Mailbox is a Subscriber Mailbox in which you have enabled the System Administrator option. This provides the subscriber with system administration capabilities. Voice mail can have multiple System Administrator Mailboxes. Turn to *System Administrator* on page 103 for more.

Operation

See *Accessing the System Administrator Options* on page 103.

Description

A Subscriber, Guest, or Message Center Mailbox user can hear the time and date when they call their mailbox. This is frequently a convenient way to hear the time and date since the top line of the telephone display (which normally shows the time and date) changes when the user logs into their mailbox.

The voice mail clock will automatically synchronize with the telephone system clock as follows:

- When the telephone system resets.
- Once an hour.
- Whenever you change the date and time in the telephone system.

Operation

1

Hearing the Current Time and Date	
Log onto Subscriber, Guest, or Message Center Mailbox	
TI (84)	Access the Time and Date option ■ Voice mail plays the time and date, and then returns you to the mailbox Main Menu
0	Plays Help message

Time and Date Stamp

Description

While listening to a message, a Subscriber, Guest, or Message Center Mailbox user can dial **TI** to hear the Time and Date the message was left. In addition, a Future Delivery Mailbox caller can dial **TI** while listening to an undelivered Future Delivery message to find out when it was sent. With Network Mailboxes, Time and Date Stamp identifies the message as a network message, announces the sender's mailbox number, and announces the telephone number of the remote system. Time and Date Stamp is a handy option while reviewing messages. The subscriber can just dial a code to find out when the message arrived.

Time and Date Stamp with Caller ID

With caller ID installed, a mailbox user can dial **TI** to listening to a message to hear the time and date the message was sent, as well as the caller's number.

Operation

Hearing the Time and Date a Message was Left		
Log onto Subscriber, Guest, or Message Center Mailbox		
L (5)	Access the Message Listen mode	
	TI (84)	Hear the time and date the message was sent ■ Turn to *Listening to Messages* on page 57 for more on your listening options.
0	Plays Help message	

N/A

Description

An extension user can transfer their active call to a co-worker's mailbox. This lets the caller leave a personal message for the co-worker. Transfer to a Mailbox is one of the big conveniences of voice mail since the caller can state their business and not have to call back later. It saves the caller time and cuts down on unnecessary telephone system call processing. Transfer to a Mailbox is frequently used by attendants and receptionists as well as other co-workers.

Operation

1

Transferring your call to a Co-Worker's Mailbox

To transfer your active call to a co-worker's mailbox:
1. Press **HOLD**.
2. Dial your co-worker's mailbox number (e.g., 301 for extension 301).
   ■ You can optionally press a One Touch Key instead of dialing a mailbox.
3. Press your Voice Mail key.
4. Press **SPK** to hang up.
   ■ To optionally transfer a call to co-worker's mailbox without first ringing their phone, press your Voice Mail key before dialing their mailbox number.

Urgent Message

Description

A Subscriber or Guest Mailbox user can leave an Urgent Message for a co-worker for priority handling. When the Urgent Message recipient logs onto their mailbox, they hear, "*You have an Urgent Message.*" If they dial **L** (5) to listen to the message, they hear, "*This is an Urgent Message.*" An urgent message automatically goes to the top of the recipient's new message list, assuring that it will be the first message the recipient listens to when they log onto their mailbox.

Urgent Message Status

Urgent Message Status can optionally provide the mailbox user with the status of Urgent Messages they have sent. When the user sends an urgent message, voice mail can wait a programmed interval (called the Urgent Message Return Time) to determine if the recipient has listened to the message. If not, when the user dials **L** to listen to their messages, voice mail will play a voice prompt indicating that the urgent message has not been heard. It will then play a copy of the urgent message.

Operation

Urgent Message				
Log onto Subscriber, Guest, or Message Center Mailbox				
RS (77)	Record and send a message			
	Record at the tone and press **#** when you are done. ■ For other recording options, see *Message Record* on page 84			
		Enter the mailbox number(s) to receive the message (up to 10). ■ For other recording options, see *Message Record* on page 84		
			*U (*7)	Tag the message as urgent.
		#	Send the message.	
0	Plays Help message at any level			

Description

Voice Prompts provide real-time instructions on how to use the voice mail features. The Voice Prompts are provided by default, but can be rerecorded as required by the System Administrator. For a list of all the pre-recorded Voice Prompts, see *Chapter 3: Voice Prompts* on page 133.

Operation

Customizing (Rerecording) the Voice Prompts					
Log onto System Administrator's mailbox (301)					
SA (72)	Access System Administrator options				
	PC (72)	Select Prompt Customization			
		1	Select language 1		
		2	Select language 2		
		Enter prompt number + # to select a prompt			
				N (6)	Hear current prompt number
				L (5)	Listen to default prompt
				R (7)	Record a new prompt
					Record new prompt + #
				V (8)	Verify new prompt
					Listen to new prompt + #
				E (3)	Erase new prompt
				#	Back up to select another prompt
				*	Go to next consecutive prompt
			* to go to prompt 1		
			# to exit		
0	Plays Help message at any menu level				

Volume Control

Description

A Subscriber, Guest, or Message Center Mailbox user can use Volume Control to turn the volume up or down while listening to a message, greeting, or prerecorded voice prompt. Volume Control lets the user interactively adjust the loudness of the messages and prompts to a comfortable level. Volume Control is also available to a Future Delivery Mailbox caller while listening to undelivered Future Delivery messages.

Operation

Listening to Messages				
Log onto Subscriber, Guest, or Message Center Mailbox				
L (5)	Access the Message Listen mode ■ See *Message Listen Options* on page 57 for more on the listening options			
		While listening to a message		
			VU (88)	Turn up the message listening volume
			VD (83)	Turn down the message listening volume
			VN (86)	Return the message listening volume to normal
0	Plays Help message			

Description

The Welcome Message is the first announcement that plays to Automated Attendant callers, just before the Instruction Menu. Normally, the Welcome Message provides the company greeting. The Welcome Message is associated with the active Call Routing Mailbox, and can be customized (rerecorded) by the System Administrator. If a custom Welcome Message is not recorded, the Automated Attendant callers hear:

"Thank you for calling."

Disabling Default Messages and Single Digit Dialing

You can optionally disable the default Welcome Message (and Instruction Menu). You may want to do this if you program a Call Routing Mailbox that provides single digit dialing to co-worker's extensions. To set this up, for example:

■ In the Dial Action Table for the Call Routing Mailbox that initially answered the call, program a GOTO action (e.g., 1) to another Call Routing Mailbox.

■ In that second Call Routing Mailbox, program its Dial Action Table to have a sequence of TRF or UTRF actions that route to specific extensions.

■ Disable the default messages for the second Call Routing Mailbox.

■ After the Automated Attendant answers, the caller can dial 1, then the single digits for extensions.

1

Operation

Recording a Welcome Message for a Call Routing Mailbox				
Log onto System Administrator's mailbox (301)				
SA (72)	Access System Administrator options			
	W (9)	Select Welcome Messages		
		Enter the Call Routing Mailbox number		
			L (5)	Listen to the current Welcome Message (if any) + #
			C (2)	Copy the Welcome Message from another Call Routing Mailbox
				Enter Call Routing Mailbox number
			R (7)	Record a new Welcome Message
				Record message + #
			E (3)	Erase the Welcome Message
			#	Go to another Call Routing Mailbox
			##	Go back to the System Administrator options
0	Plays Help message at any menu level			

Welcome Message

Chapter 2:

Soft Keys

2

Keyset Soft Keys

Keyset Status Line

Total messages in list   **Active greeting**   **Greeting status**

Message List   **Auto Attn. DND Status**

```
ALL:   003      G2:NR:OFF
        MAIN  MENU
LSTN ADMIN   MSG    MORE
```
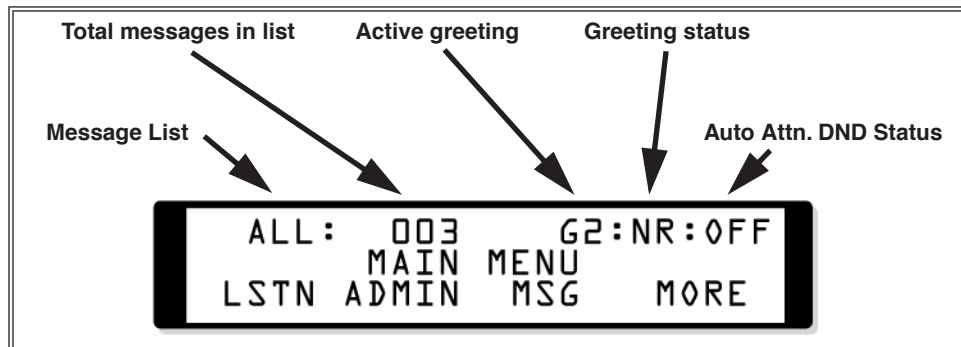
When you log onto your mailbox, the top line of your telephone display shows the following:

- ■ Which Message List is active.
  - **NEW** = New Messages (**1N**)
  - **SAVED** = Saved Messages (**1S**)
  - **HELD** = Held Messages (**1H**)
  - **ALL** = All Messages (**1A**)
- ■ The number of messages in the selected Message List.
  - **SAVED:003** = 3 saved messages
- ■ Which Greeting is active.
  - **G1** = Greeting 1 active
- ■ If the active Greeting is recorded.
  - **R** = Recorded
  - **NR** = Not recorded
- ■ The status of Auto Attendant Do Not Disturb.
  - **ON** = Auto Attendant Do Not Disturb on
  - **OFF** = Auto Attendant Do Not Disturb off

Keyset Soft Key Chart

The following chart shows the keyset soft keys.

Keyset Soft Keys (Page 1 of 6) (**More** = Display more options at same level, **<<<** = Go back.)					
Log onto mailbox					
Listn	Access the Message Listen options ■ This soft key only appears when you have messages in your mailbox				
	Prev	Go to the previous message			
	The enhanced soft keys for Message Reply and Message Forward require software version 11.05.02 or higher.				
	Forwd	Access the Message Forward options			
		Done	Press to send the message (with or without a recorded comment)		
		Erase	Erase message (unless message was saved)		
		Names	Specify recipients by name		
			Erase	Erase message (unless message was saved)	
			Name	Enter 4 or more letters for name	
				Done	Accept the selected name
			Mbox	Specify recipients by mailbox number	
				Erase	Erase message (unless message was saved)
				Names	Go back to Names (specify recipients by name)
		■ Use the following delivery options after specifying the message recipient (by selecting their name or entering their mailbox number)				
		DELIVERY OPTIONS:		Choose from the following delivery options.	
			Cancl	Cancel the previous mailbox entry	
			Names	Specify additional recipients by name (see **Name** options for more)	
				MAILBOX NAME?	Enter 4 or more letters for name
					DONE	Accept the selected name
			Mboxes	Specify additional recipients by mailbox number	
			Cnfdl	Mark the message as Confidential	
			Urgnt	Mark the message as Urgent	
			RRcpt	Request a Return Receipt	
			Erase	Erase recording	
			Send	Send the message	
	Reply	Access the Message Reply options			
		Send	When you are done recording, press to send your reply to the message sender		
	Next	Go to the next message			
Admin	Access the administration options				
	Systm	Access the System Administrator options ■ This soft key and the next level of options only appear if you are a System Administrator.			
		SYSTEM ADMINISTRATION		Listen to the System Administrator menu	

				Keyset Soft Keys (Page 2 of 6) (**More** = Display more options at same level, **<<<** = Go back.)	
		>>>		Scroll through the following screens that show the System Administrator dial options. There are no soft keys for these options.	
		6=>NAMES 37=>DEL SCRTY		Codes for recording a Mailbox Name and deleting a mailbox Security Code	
		27=>BRDCAST 4=>INSTR MNU		Codes for recording a Broadcast Message and Instruction Menu	
		9=>WELCOME 33=>DIR DIAL		Codes for recording a Welcome Message and Directory Dialing Message	
		26=>ANN MSG 47=>I/A PRP		Codes for recording an Announcement Message and Interactive Prompts	
		76=>SCH OVR 72=>CSTM PR		Codes for Answer Schedule Override and rerecording the system's Voice Prompts	
		73=>VM SDOWN 78=VER NO		Codes for shutting down the voice mail application and hearing its version number	
	Mbox			Access the Mailbox Options Menu ■ This soft key only appears if you are a System Administrator. The soft keys automatically skip to the next level of options.	
		Scrty		Access the Security Code option	
			Done	Press after entering your security code	
				Yes	Accept Security Code
				No	Do not accept Security Code
			Del	Erase your Security Code	
		Name		Access the Mailbox Name option	
			Recrd	Record your mailbox name + #	
				Del	Erase the mailbox name
				Recrd	Rerecord your mailbox name
				Play	Listen to the recorded mailbox name
			Del	Erase the mailbox name	
			Play	Listen to your mailbox name (if recorded)	
		Notfy		Access the Message Notification options	
			Gp1.D/E **Gp2.D/E** **Gp3.D/E**	Press to enable or disable a group (1-3). E=enabled. D=disabled. (If you press a soft key, you will automatically go to that group's Message Notification sub-menu.)	
			Sumry	Hear a summary of your current notification options (The submenu for each group displays as the summary plays.)	
			After selecting a notification group		
				Grpn	Press repeatedly to select group 1, 2 or 3
				Enable or disable the selected group	
					Enbld	Press to disable selected group
					Dsbld	Press to enable selected group

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Soft Keys
Soft Key Definitions

					Select the type of message notification device **NOTIFY: TELPHONE** (for example)	
					Change	Press to change the notification device, then dial the code for the desired device. **N** (6) = Telephone number **R** (7) = Radio pager **D** (3) = Digital pager **L** (5) = Message Delivery number
				Tel#		Enter the notification callout number
					Select the type of messages that should notify you **NOTIFY: ALL NEW MESSAGES** (for example)	
					Change	Press to select the type of messages that should notify you, then dial code for the type you want. **A** (2) = All new messages **S** (7) = Only from a specific mailbox **U** (8) = Only Urgent Messages
				Time		Enter the notification start and stop time.
				Pri.n		Go to the Urgent Message Notification Group priority options (URGNT)
		Urgnt				Access the Urgent Message Notification Group priority options
			OK			Accept current settings and go to NTFY option
			Gn=>Gn=>G3			Shows current group priority
			Modify			Modify the priority order
				Grp1 Grp2 Grp3		Select which of the 3 groups you want to have the highest priority
					Quit	Exit this option
				Grpn Grpn		Select which of the remaining 2 groups should have the next highest priority
					Save	Save your selection
				GRPn		Select the group with the lowest priority
					Save	Save your selection
		Back				Go back to the administration options
		AUTO-HELP IS nn				Auto Help option is selected. Also shows status (ON or OFF)
			Off			Turn Auto Help off
			On			Turn Auto Help on
			Next			Select the Auto Time Stamp option
			Back			Go back to the administration options
		AUTO-TIMESTAMP IS nn				Auto Time Stamp option is selected. Also shows status (ON or OFF).
			Off			Turn Auto Time Stamp off

				Keyset Soft Keys (Page 4 of 6) (**More** = Display more options at same level, **<<<** = Go back.)	
			On	Turn Auto Time Stamp on	
			Next	Select the Call Waiting option	
			Back	Go back to the administration options	
		CALL WAITING IS nn		Call Waiting option is selected. Also shows status (ON or OFF).	
			Off	Turn Call Waiting off	
			On	Turn Call Waiting on	
			Next	Select the Auto Forward option	
			Back	Go back to the administration options	
		AUTO-FORWARD IS nn		Auto Forward option is selected. Also shows status (ON or OFF).	
			Off	Turn Auto Forward off	
			On	Turn Auto Forward on	
			Next	Select the Auto Help option	
			Back	Go back to the administration options	
Msg		Access the message recording options			
	New	Record and send a message (**RS**)			
		Pause	Pause recording (*)		
		Appnd	Restart recording (*)		
		Names	Specify recipients by name		
			Erase	Erase recording	
			Name	Enter 4 or more letters for name	
				Done	Accept the selected name
			Mbox	Specify recipients by mailbox number	
				Erase	Erase recording
				Names	Go back to **Names** (specify recipients by name)
	Mboxes	Specify recipients by mailbox number			
		Erase	Erase recording		
		Names	Go back to **Names** (specify recipients by name)		
	After specifying a message recipient by either method				
		Cancl	Cancel the previous mailbox entry		
		Names	Specify recipients by name (see NAMES above for options)		
		Mboxes	Specify recipients by mailbox number (see MBOXES above for options)		
		Cnfdl	Mark the message as Confidential		
		Urgnt	Mark the message as Urgent		
		RRcpt	Request a Return Receipt		
		Erase	Erase recording		
		Send	Send the message		

Soft Keys
Soft Key Definitions

<td colspan="6" align="center">**Keyset Soft Keys** (Page 5 of 6) (**More** = Display more options at same level, **<<<** = Go back.)</td>					
	Future		Record and send a Future Delivery Message		
		Pause	Pause recording		
		Appnd	Restart recording		
		Names	Specify recipients by name		
			Erase	Erase recording	
			Name	Enter 4 or more letters for name	
				Done	Accept the selected name
			Mbox	Specify recipients by mailbox number	
				Erase	Erase recording
				Names	Go back to **Names** (specify recipients by name)
		Mboxes	Specify recipients by mailbox number		
			Erase	Erase recording	
			Names	Go back to **NAMS** (specify recipients by name)	
		After specifying a message recipient by either method			
			Cancl	Cancel the previous mailbox entry	
			Names	Specify recipients by name (see NAMS above for options)	
			Mboxes	Specify recipients by mailbox number (see MBXS above for options)	
			Cnfdl	Mark the message as Confidential	
			Urgnt	Mark the message as Urgent	
			RRcpt	Request a Return Receipt	
			Erase	Erase recording	
			Send	Send the message	
		DELIVERY TIME?	Enter the time for the message to be delivered		
		DELIVERY DATE?	Enter the date for the message to be delivered		
			No	Reenter the delivery time and date if incorrect	
			Yes	Press if time and date are correct.	
	Check		Access Checking/Deleting a Message		
		CHECK WHICH MAILBOX?		Enter the number of the mailbox whose messages you want to check	
			Del	Delete the message in the mailbox	
			nnn	Enter the number of another mailbox to check	
			Listn	Listen to the message you sent	
Page		Access the Paging Message options			
	PAGE MESSAGE: nn		Shows status of Paging Message (ON or OFF)		
	Off	Turn on the Paging Message			
	On	Turn off the Paging Message			
	Play	Listen to the Paging Message			

			Keyset Soft Keys (Page 6 of 6) (**More** = Display more options at same level, **<<<** = Go back.)	
	Del		Erase the Paging Message	
	Recrd		Record (or re-record) the Paging Message	
		Done	Press when recording complete (instead of dialing #)	
Greet	Access the options for the active greeting			
	MAILBOX GREETING:nn		Shows status of Greeting (ON or OFF)	
	Off		Turn Auto Attendant Do Not Disturb on	
	On		Turn Auto Attendant Do Not Disturb off	
	Play		Play the active greeting	
	Back		Go back to previous screen of Greeting Options	
	Del		Delete the active greeting	
	Recrd		Record greeting + #	
		Done	Press when recording complete (instead of dialing #)	
	Active		Activate a greeting (1-3) ■ Press to activate the next greeting	
Active	Activate a greeting (1-3) ■ Press to activate the next greeting			

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Soft Keys
Soft Key Definitions

Super Display Soft Keys

Super Display Status Line
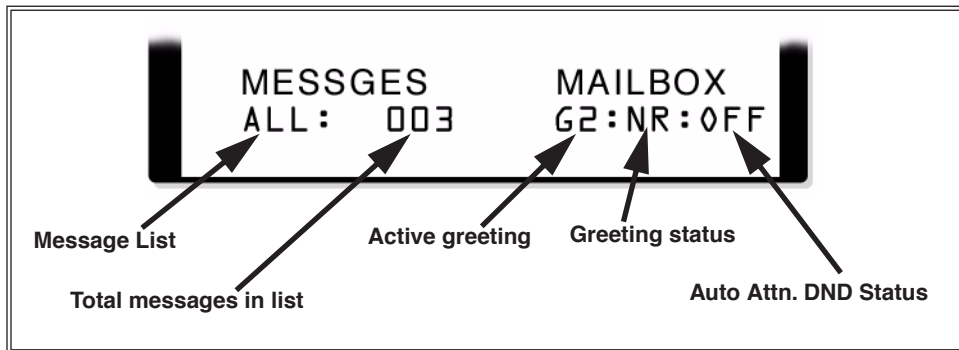
When you log onto your mailbox, the 8th line of your telephone display shows the following:

- ■ Which Message List is active.
  - **NEW** = New Messages (**1N**)
  - **SAVED** = Saved Messages (**1S**)
  - **HELD** = Held Messages (**1H**)
  - **ALL** = All Messages (**1A**)
- ■ The number of messages in the selected Message List.
  - **SAVED:003** = 3 saved messages
- ■ Which Greeting is active.
  - **G1** = Greeting 1 active
- ■ If the active Greeting is recorded.
  - **R** = Recorded
  - **NR** = Not recorded
- ■ The status of Auto Attendant Do Not Disturb.
  - **ON** = Auto Attendant Do Not Disturb on
  - **OFF** = Auto Attendant Do Not Disturb off

Super Display Soft Key Chart

The following chart shows the Super Display Telephone soft keys.

Super Display Soft Keys (Page 1 of 11) (**MORE** = Display more options at same level, **<<<** = Go back.)					
Log onto mailbox					
Queue	Alternately select the All, New, Saved, and Held Message Lists				
Rec/Send	Record and send a message ■ If you press # after recording, skip to **To.Mailboxes** below.				
	Pause	Pause recording			
	Resume.(append)		Restart recording		
	Lsn.Partl	Backup			
	Lsn.All	Backup to beginning			
	Erase	Erase recording			
	To. Names	Specify message recipients by name			
		Erase	Erase the recording		
		Add.Name	Press to select a recipient by their name		
			End.Name	Enter 4 or more letters of name then press this key	
			Message Delivery Options 1 (After selecting recipient by name)		
				Urgent	Mark the message as urgent
				Erase	Erase recording
				Return.Rcpt	Request a Return Receipt
				Add.Name	Go back to **To. Names** (specify more recipients by name)
				Add.Mailbox	Go back to **To Mailboxes** (specify more recipients by mailbox number)
				Cancel.Prev	Cancel the previous mailbox number or name
				Send.Messsage	Send the message
				Confidential	Mark the message as Confidential
		Add.Mailbox	Press to select a recipient by their mailbox number		
			Erase	Erase recording	
			Use.Names	Go back to **To.Names**	
			After entering the recipient's mailbox number		
			Message Delivery Options 2 (After selecting recipient by mailbox number)		
				Urgent	Mark the message as urgent
				Erase	Erase recording
				Return.Rcpt	Request a Return Receipt
				Use.Names	Go back to Message Delivery Options 1
				Cancel.Prev	Cancel the previous mailbox number or name
				Send.Messsage	Send the message

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					Super Display Soft Keys (Page 2 of 11) (MORE = Display more options at same level, <<< = Go back.)		
					Confidential	Mark the message as Confidential	
	To. Mailboxes	Specify recipients by mailbox number					
		Erase		Erase recording			
		Use.Names		Go back to **To.Names** and specify recipients by mailbox name			
		After entering a mailbox number					
					Message Delivery Options 2 (After selecting recipient by mailbox number)		
					Urgent	Mark the message as urgent	
					Erase	Erase recording	
					Return.Rcpt	Request a Return Receipt	
					Use.Names	Go back to Message Delivery Options 1	
					Cancel.Prev	Cancel the previous mailbox number or name	
					Send.Messsage	Send the message	
					Confidential	Mark the message as Confidential	
Chk.Sent	Access Checking/Deleting a Message						
	WHICH MAILBOX?		Prompts you to enter the number of the mailbox whose messages you want to check				
	Mailbox:	**xxx**	Displays the number of the mailbox you selected				
		PENDING MESSAGES:		Displays the number of messages you sent to the selected mailbox			
		Erase	Erase the message in the mailbox				
		Listen	Listen to the message you sent (Press repeatedly to cycle through additional messages)				
Futr-Dlvry	Record and send a Future Delivery Message						
	Pause	Pause recording					
	Resume.(append)		Restart recording				
	Lsn.Partl	Backup					
	Lsn.All	Backup to beginning					
	Erase	Erase recording					
	To. Names	Specify message recipients by name option					
		Erase	Erase recording				
		Add.Name		Press to select a recipient by their name			
			End.Name		Enter 4 or more letters of name then press this key		
					Message Delivery Options 1 (After selecting recipient by name)		
					Urgent	Mark the message as urgent	
					Erase	Erase recording	
					Return.Rcpt	Request a Return Receipt	
					Add.Name	Go back to **To. Names** (specify more recipients by name)	

				Super Display Soft Keys (Page 3 of 11) (**MORE** = Display more options at same level, **<<<** = Go back.)				
					Add.Mailbox	Go back to **To Mailboxes** (specify more recipients by mailbox number)		
					Cancel.Prev	Cancel the previous mailbox number or name		
					Send.Messsage	Send the message		
						DELIVERY TIME?	Enter the time for the message to be delivered	
						DELIVERY DATE?	Enter the date for the message to be delivered	
							ARE YOU SURE?	Prompts you to confirm date and time
								YES Press if time and date are correct
								NO Press if time and date are incorrect
					Confidential	Mark the message as Confidential		
		Add.Mailbox			Press to select a recipient by their mailbox number			
				Erase	Erase recording			
				Use.Names	Go back to **To.Names**			
				After entering the recipient's mailbox number				
				Message Delivery Options 2 (After selecting recipient by mailbox number)				
					Urgent	Mark the message as urgent		
					Erase	Erase recording		
					Return.Rcpt	Request a Return Receipt		
					Use.Names	Go back to Message Delivery Options 1		
					Cancel.Prev	Cancel the previous mailbox number or name		
					Send.Messsage	Send the message		
						DELIVERY TIME?	Enter the time for the message to be delivered	
						DELIVERY DATE?	Enter the date for the message to be delivered	
							ARE YOU SURE?	Prompts you to confirm date and time
								YES Press if time and date are correct
								NO Press if time and date are incorrect
					Confidential	Mark the message as Confidential		
		Erase		Erase recording				
	To. Mailboxes			Specify recipients by mailbox number				

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Soft Keys
Soft Key Definitions

		Erase		Erase recording		
		Use.Names		Go back to **To.Names** and specify recipients by mailbox name		
		After entering a mailbox number				
			Message Delivery Options 2 (After selecting recipient by mailbox number)			
			Urgent		Mark the message as urgent	
			Erase		Erase recording	
			Return.Rcpt		Request a Return Receipt	
			Use.Names		Go back to Message Delivery Options 1	
			Cancel.Prev		Cancel the previous mailbox number or name	
			Send.Messsage		Send the message	
				DELIVERY TIME?	Enter the time for the message to be delivered	
				DELIVERY DATE?	Enter the date for the message to be delivered	
					ARE YOU SURE?	Prompts you to confirm date and time
						YES Press if time and date are correct
						NO Press if time and date are incorrect
			Confidential		Mark the message as Confidential	
<- - Listen **Listen - - >**	Listen to the previous message Listen to the next message					
	Make.Call	Press for Make Call (which automatically places a return call to the message sender)				
	Reply	Press to record a reply to the message sender				
		Send.Reply	When you are done recording, press to send your reply to the message sender			
	Forward	Press to set up Message Forward				
		Send.Msg	Press to send the message (with or without a recorded comment)			
			Erase		Erase recording	
			Use.Names		Specify recipients by mailbox name	
				Add.Name	Press to select a recipient by their name	
					End.Name	Enter 4 or more letters of name then press this key
				Message Delivery Options 1 (After selecting recipient by name)		
					Urgent	Mark the message as urgent
					Erase	Erase recording

						Return.Rcpt	Request a Return Receipt
						Add.Name	Go back to **Add. Names** (specify more recipients by name)
						Add.Mailbox	Go to **Add.Mailbox** below (select recipient by mailbox number)
						Cancel.Prev	Cancel the previous mailbox number or name
						Send.Messsage	Send the message
						Confidential	Mark the message as Confidential
				Add.Mailbox	Press to select a recipient by their mailbox number and go to the next step		
				After entering the recipient's mailbox number			
				Message Delivery Options 2 (After selecting recipient by mailbox number)			
					Urgent		Mark the message as urgent
					Erase		Erase recording
					Return.Rcpt		Request a Return Receipt
					Use.Names		Go to Message Delivery Options 1
					Cancel.Prev		Cancel the previous mailbox number or name
					Send.Messsage		Send the message
					Confidential		Mark the message as Confidential
Greeting.#	Press to activate the next greeting ■ Also replays the Main Menu help message						
Notify. Optns	Access the Message Notification options						
	Group.1	Access the options for group 1 ■ See the options under *Summary* below.					
		Disabled	Press to enable notification group 1				
		Enabled	Press to disable notification group 1				
	Group.2	Access to options for group 2 ■ See the options under *Summary* below.					
		Disabled	Press to enable notification group 2				
		Enabled	Press to disable notification group 2				

Super Display Soft Keys (Page 5 of 11)
(**MORE** = Display more options at same level, **<<<** = Go back.)

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Soft Keys
Soft Key Definitions

	Group.3		Access the options for group 3 ■ See the options under *Summary* below.	
		Disabled		Press to enable notification group 3
		Enabled		Press to disable notification group 3
	Summary		Hear a summary of your Message Notification options and modify the settings	
		Group.n		Select the notification group you want to review or modify
		Enabled		The selected group is enabled - press to disable
		Disabled		The selected group is disabled - press to enable
		nn:nnam		Change the notification start time
		nn:nnpm		Change the notification stop time
		All.Msgs		Select the type of messages that should notify you
		Urg.Pri: n		Select the notification priority
		Phone		Select the type of device that will receive the notification
		No.Sec.Code		Choose the Security Code mode for notification
		No number to dial		Enter the number that notification should dial
		<<<		Back up without making any entries
		Accept		Accept (save) your selections
	Priorities		Set the Urgent Message Notification Group priority	
		Accept		Accept the display priority sequence
		Modify		Modify the priority sequence
			1.Only	Group 1 only
			2.Only	Group 2 only
			3.Only	Group 3 only
			1 - 2	Groups 1 and 2 in the displayed order
			1 - 3	Groups 1 and 3 in the displayed order
			2 - 3	Groups 2 and 3 in the displayed order
			1 - 2 - 3	All groups in the displayed order
			1 - 3 - 2	All groups in the displayed order
			2 - 1 - 3	All groups in the displayed order
			2 - 3 - 1	All groups in the displayed order
			3 - 1 - 2	All groups in the displayed order
			3 - 2 - 1	All groups in the displayed order
Security.Cd		Access the Security Code option		
	NEW SECURITY CODE?		Prompts you to enter your Security Code	
	DONE		Press after entering your Security Code	
		Security Code:xxx		Displays your current Security Code entry
		ARE YOU SURE?		Prompts you to confirm your Security Code entry

**Super Display Soft Keys** (Page 7 of 11)   (**MORE** = Display more options at same level, **<<<** = Go back.)

			Yes	Accept Security Code	
			No	Do not accept Security Code	
		Erase		Erase your Security Code	
Recordings				Access the mailbox and system-wide recordings	
		Page.Msg		Record your Paging Message	
			Record		Record your Paging Message
				Done	Press when recording complete (instead of dialing #)
			Erase		Erase your Paging Message (if already recorded)
			Back		Go back to the mailbox and system-wide recordings menu
			Listen		Listen to your Paging Message (if already recorded)
			Msg.Is.Off		Press to turn the Paging Message on
			Msg.Is.On		Press to turn the Paging Message off
			Systemwide		Go to the system-wide recordings (System Administrator's only) ■ See *Systemwide* below.
		Mbox.Name		Record your Mailbox Name	
			Record		Record your Mailbox Name
				Done	Press when recording complete (instead of dialing #)
			Erase		Erase your Mailbox Name (if already recorded)
			Back		Go back to the mailbox and system-wide recordings menu.
			Listen		Listen to your Mailbox Name (if already recorded)
			Systemwide		Go to the system-wide recordings (System Administrator's only) ■ See *Systemwide* below.
		Greeting 1		Record Greeting 1	
		Greeting 2		Record Greeting 2	
		Greeting 3		Record Greeting 3	
				You have the following options while recording a Greeting	
			Record		Record your Greeting
				Done	Press when recording complete (instead of dialing #)
			Erase		Erase your Greeting (if already recorded)
			Back		Go back to the mailbox and system-wide recordings menu
			Listen		Listen to your Greeting (if already recorded)
			DND.Is. Off		Press to turn Auto Attendant Do Not Disturb on (requires software version 11.05.02 or higher)
			DND.Is. On		Press to turn Auto Attendant Do Not Disturb off (requires software version 11.05.02 or higher)
			Systemwide		Go to the system-wide recordings (System Administrator's only) ■ See *Systemwide* below.
		Systemwide		Access the system-wide recordings (System Administrator's only)	
			Welcome		Record a Welcome Message

Soft Keys
Soft Key Definitions

				Copy	Copy the Welcome Message from another mailbox
				Mailbox:	Select another mailbox for recording
				Record	Record the Welcome Message
				Erase	Erase the Welcome Message (if already recorded)
				Back	Go back to the system-wide recordings menu.
				Listen	Listen to your Welcome Message (if already recorded)
				My.Mailbox	Go back to the mailbox and system-wide recordings menu
			Instr.Menu	Record an Instruction Menu	
				Copy	Copy the Instruction Menu from another mailbox
				Mailbox:	Select another mailbox for recording
				Record	Record the Instruction Menu
				Erase	Erase the Instruction Menu (if already recorded)
				Back	Go back to the system-wide recordings menu.
				Listen	Listen to your Instruction Menu (if already recorded)
				My.Mailbox	Go back to the mailbox and system-wide recordings menu
			Dir.Dial	Record a Directory Dialing Message	
				Copy	Copy the Directory Dialing Message from another mailbox
				Mailbox:	Select another mailbox for recording
				Record	Record the Directory Dialing Message
				Erase	Erase the Directory Dialing Message (if already recorded)
				Back	Go back to the system-wide recordings menu.
				Listen	Listen to your Directory Dialing Message (if already recorded)
				My.Mailbox	Go back to the mailbox and system-wide recordings menu
			Music	Record a Music on Hold program	
				Record	Record a Music on Hold program
				Erase	Erase the Music on Hold program (if already recorded)
				Back	Go back to the system-wide recordings menu.
				Listen	Listen to your Music on Hold program (if already recorded)
				My.Mailbox	Go back to the mailbox and system-wide recordings menu
			Sys.Options	Access Additional System Administrator Options	
				Del.Sec.Code	Delete a mailbox Security Code

				Super Display Soft Keys (Page 9 of 11) (MORE = Display more options at same level, <<< = Go back.)	
				Enter the number of the mailbox whose Security Code you want to delete	
				Mailbox	Enter another mailbox number
				Yes	Delete the Security Code
				No	Go back to the Additional System Administrator Options Menu without deleting the Security Code
				Back	Go back to the Additional System Administrator Options menu
				My.Mailbox	Go back to the mailbox and system-wide recordings menu
			Schedule.Ovr	Enable Answer Schedule Override	
				Back	Go back to the Additional System Administrator Options menu with changing the Answer Schedule Override setting
				Ovr.Is.Off	Press to enable Answer Schedule Override
				Enter the override mailbox number	
				Ovr.Is.On	Press to disable Answer Schedule Override
				My.Mailbox	Go back to the mailbox and system-wide recordings menu
			PBX.Clock	Not used	
			Recordings	Go back to the system-wide recordings	
			Shutdown	Shut down the voice mail system	
				Link.Sdown	Press to turn off the NSL link (which turns off the voice mail soft keys)
				VCMail.Sdown	Press to shut down voice mail
				Enter Security Code to confirm shutdown request	
				Cancel.Sdown	Cancel your shut down request
			My.Mailbox	Go back to the mailbox and system-wide recordings menu	
		Broadcast	Record the Broadcast Message		
			Record	Record the Broadcast Message	
			Erase	Erase the Broadcast Message (if already recorded)	
			Back	Go back to the system-wide recordings menu	
			Listen	Listen to your Broadcast Message (if already recorded)	
			My.Mailbox	Go back to the mailbox and system-wide recordings menu	
		Prompt.Cust	Customize the Voice Prompts (i.e., record substitute prompts)		
			Select a language to program (1 or 2)		
			nnnnnnnn (x)	Indicates the active language - press to cancel the active language and make a new selection	

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				Super Display Soft Keys (Page 10 of 11)	
				(**MORE** = Display more options at same level, **<<<** = Go back.)	
				Back	Go back to the system-wide recordings menu
				First.Prompt	Go to the first prompt
				Prompt:x	Select another prompt
				nnnnnnnn (x)	Indicates the active language - press to cancel the active language and make a new selection
				Rec.Subst	Record a substitute prompt
				Erase	Erase the substitute prompt and reinstate the default prompt
				Back	Go back to the system-wide recordings menu
				Next Prompt	Go to the next consecutive prompt
				Lsn.Default	Listen to the default prompt
				Lsn.Subst	Listen to the substitute prompt you recorded
				My.Mailbox	Go back to the mailbox and system-wide recordings menu
			My.Mailbox		Go back to the mailbox and system-wide recordings menu
		Mbox.Names		Record Mailbox Names	
			Enter the number of the mailbox whose name you want to record		
				Mailbox: xxx	Indicates the mailbox selected - press to select another mailbox
				Record	Record the Mailbox Name
				Erase	Erase the Mailbox Name (if recorded)
				Back	Go back to the system-wide recordings menu
				Listen	Listen to the Mailbox Name (if recorded)
				My.Mailbox	Go back to the mailbox and system-wide recordings menu
		Announcement		Record an Announcement Message	
			Enter the number of the Announcement Mailbox for the message you want to record		
			■ The display shows Repeat and Hang Up settings for the Announcement Mailbox you select.		
				Mailbox: xxx	Indicates the Announcement Mailbox selected - press to select another mailbox
				Record	Record the Announcement Message
				Erase	Erase the Announcement Message (if already recorded)
				Back	Go back to the system-wide recordings menu
				Listen	Listen to your Broadcast Message (if already recorded)
				My.Mailbox	Go back to the mailbox and system-wide recordings menu

			Super Display Soft Keys (Page 11 of 11)	
			(MORE = Display more options at same level, **<<<** = Go back.)	
		IA.Prompts	Record the Interactive Prompts	
			Enter the number of the Interactive Mailbox for the Interactive Prompts you want to record	
			Erase.#x	Erase the current prompt (if recorded) - x indicates the prompt number
			Mailbox: xxx	Indicates the Interactive Mailbox selected - press to select another mailbox
			Record	Record the Interactive Prompt
			Erase	Erase the Interactive Prompt (if already recorded) the you select
			Back	Go back to the system-wide recordings menu
			Insert	Insert an Interactive Prompt (that you specify)
			Add.To.End	Add an Interactive Prompt to the end of the list
			Listen	Listen to an Interactive Prompt (that you specify)
			Review.All	Listen to all the Interactive Prompts recorded for the selected Interactive Mailbox
			My.Mailbox	Go back to the mailbox and system-wide recordings menu
		My.Mailbox	Go back to the mailbox recordings	
DND.Is.Off	Press to turn Auto Attendant Do Not Disturb On			
DND.Is.On	Press to turn Auto Attendant Do Not Disturb Off			
Options	Access the Mailbox Options			
	AutoHlp: Off	Press to turn on Auto Help		
	AutoHlp: On	Press to turn off Auto Help		
	AutoTS:Off	Press to turn on Auto Time Stamp		
	AutoTS: On	Press to turn off Auto Time Stamp		
	CallAnn: Off	Press to turn on Call Announcing		
	CallAnn: On	Press to turn off Call Announcing		
	CallWt: Off	Press to turn on Call Waiting		
	CallWt: On	Press to turn off Call Waiting		
	AutoFwd: Off	Press to set up Auto Forward		
		Enter the number of the mailbox to receive the Auto Forward messages		
	AutoFwd: On	■ Press to see the Auto Forward mailbox assignment (then # to cancel) ■ Press a second time to turn Auto Forward off		
	Systemwide	Access the System Administrator Options (System Administrator's only)		

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Chapter 3:
Voice Prompts

Voice Prompts

Customizing (Rerecording) the Voice Prompts					
Log onto System Administrator's mailbox (301)					
SA (72)	Access the System Administrator options				
	PC (72)	Select Prompt Customization			
		1	Select language 1		
		2	Select language 2		
			Enter prompt number + # to select a prompt ■ Contact your dealer for more on customizing your voice prompts.		
				N (6)	Hear current prompt number
				L (5)	Listen to default prompt
				R (7)	Record a new prompt
					Record new prompt + #
				V (8)	Verify new prompt
					Listen to new prompt + #
				E (3)	Erase new prompt
				#	Back up to select another prompt
				*****	Go to next consecutive prompt
			* to go to prompt 1		
			# to exit		
	0	Plays Help message at any menu level			

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Voice Prompts

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