

# NEC

**1. Features**

**2. Soft Keys**

**3. Voice Prompts**

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## **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 [Feature Glossary](#) 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

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## Feature Glossary

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



<u>Name</u>	<u>Description</u>	<u>Usage</u>
<b>Automated Attendant Transfer</b>	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. <ul style="list-style-type: none"> <li>■ See <i>Automated Attendant Transfer</i> on page 23 for more.</li> </ul>	Voice Mail
<b>Bilingual Voice Prompts</b>	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. <ul style="list-style-type: none"> <li>■ See <i>Bilingual Voice Prompts</i> on page 24</li> </ul>	System
<b>Broadcast Message</b>	A prerecorded Broadcast Message automatically plays to each mailbox user when they log into their mailbox. <ul style="list-style-type: none"> <li>■ See <i>Broadcast Message</i> on page 26 for more.</li> </ul>	Voice Mail
<b>Call Forward to a Mailbox</b>	An extension user can forward their calls to their mailbox. <ul style="list-style-type: none"> <li>■ See <i>Call Forward to a Mailbox</i> on page 27 for more.</li> </ul>	Voice Mail
<b>Call Parking/Paging</b>	<ul style="list-style-type: none"> <li>■ See <i>Park and Page</i> in this glossary.</li> </ul>	Automated Attendant
<b>Call Queuing</b>	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. <ul style="list-style-type: none"> <li>■ See <i>Call Queuing</i> on page 28 for more.</li> <li>■ Also see <i>Call Waiting</i> in this glossary.</li> </ul>	Automated Attendant
<b>Call Waiting</b>	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 <ul style="list-style-type: none"> <li>■ See <i>Call Waiting</i> on page 30 for more</li> <li>■ Also see <i>Call Queuing</i> in the glossary</li> </ul>	Automated Attendant
<b>Calling (Logging Onto) a Mailbox</b>	<ul style="list-style-type: none"> <li>■ See <i>Log Onto Voice Mail</i> in this glossary.</li> </ul>	Voice Mail
<b>Calling the Automated Attendant</b>	Automated Attendant callers can use various voice mail features and then return to the Automated Attendant for additional dialing options. <ul style="list-style-type: none"> <li>■ See <i>Calling the Automated Attendant</i> on page 31 for more.</li> </ul>	Automated Attendant
<b>Checking/Deleting a Message</b>	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. <ul style="list-style-type: none"> <li>■ See <i>Checking/Deleting a Message</i> on page 32 for more.</li> </ul>	Voice Mail
<b>Confidential Message</b>	An extension user can leave a Confidential Message for a co-worker that cannot be forwarded to another user. <ul style="list-style-type: none"> <li>■ See <i>Confidential Message</i> on page 33 for more.</li> </ul>	Voice Mail

# Feature Glossary

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<u>Name</u>	<u>Description</u>	<u>Usage</u>
<b>Conversation Record</b>	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 <i>Conversation Record</i> on page 34 for more.	Voice Mail
<b>Deleting a Message</b>	■ See <i>Message Delete</i> in this glossary.	Voice Mail
<b>Deleting Mailbox Security Code</b>	■ See <i>Mailbox Security Code Delete</i> in this glossary.	Maintenance
<b>Directory Dialing</b>	An Automated Attendant caller can call an extension by dialing the first few letters of the extension user's name. ■ See <i>Directory Dialing</i> on page 35 for more.	Automated Attendant
<b>Directory Dialing Mailbox</b>	The type of mailbox voice mail can use to facilitate Directory Dialing, bypassing the Automated Attendant. ■ See <i>Directory Dialing Mailbox</i> on page 37 for more.	Automated Attendant
<b>Directory Dialing Message</b>	The announcement the Directory Dialing Mailbox provides to incoming callers so they know how to use the Directory Dialing feature. ■ See <i>Directory Dialing Message</i> on page 38 for more.	Automated Attendant
<b>Distribution List</b>	The list of extensions that will receive a message sent to the associated Distribution Mailbox. ■ See <i>Distribution List</i> on page 39 for more.	Voice Mail
<b>Distribution Mailbox</b>	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 <i>Distribution Mailbox</i> on page 40 for more.	Voice Mail
<b>Erasing All Messages</b>	Lets the System Administrator delete mailbox messages system-side. ■ See <i>Erasing All Messages</i> on page 41 for more.	Maintenance
<b>Exiting a Mailbox</b>	An extension user can exit their mailbox by dialing a code or by hanging up. ■ See <i>Exiting a Mailbox</i> on page 42 for more.	Voice Mail
<b>Forwarding Calls to a Mailbox</b>	See <i>Call Forward to a Mailbox</i> in this glossary.	Voice Mail
<b>Future Delivery Mailbox</b>	The type of mailbox that enables extension users to leave Future Delivery Messages. ■ See <i>Future Delivery Mailbox</i> on page 43 for more.	Voice Mail
<b>Future Delivery Message</b>	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 <i>Future Delivery Message</i> on page 44 for more.	Voice Mail
<b>Getting Recorded Help</b>	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 <i>Getting Recorded Help</i> on page 45 for more.	Voice Mail

# Feature Glossary

Name	Description	Usage
<b>Greeting</b>	<p>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.</p> <p>With Remote Greeting, an extension user can call into the Automated Attendant, access their mailbox, and remotely record their mailbox greeting.</p> <ul style="list-style-type: none"> <li>■ See <i>Greeting</i> on page 46 for more.</li> <li>■ Also see <i>Auto Attendant Do Not Disturb</i> in this glossary.</li> </ul>	Voice Mail
<b>Guest Mailbox</b>	<p>An outside party can have their own mailbox for receiving and sending messages.</p> <ul style="list-style-type: none"> <li>■ See <i>Guest Mailbox</i> on page 48 for more.</li> </ul>	Voice Mail
<b>Help</b>	<ul style="list-style-type: none"> <li>■ See <i>Getting Recorded Help</i> in this glossary.</li> </ul>	Voice Mail
<b>Instruction Menu</b>	<p>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.</p> <ul style="list-style-type: none"> <li>■ See <i>Instruction Menu</i> on page 49.</li> <li>■ Also see <i>Welcome Message</i> in this glossary.</li> </ul>	Automated Attendant
<b>Interactive Mailbox</b>	<p>The mailbox type the facilitates Interactive Messaging.</p> <ul style="list-style-type: none"> <li>■ See <i>Interactive Mailbox</i> on page 51 for more.</li> </ul>	Automated Attendant
<b>Interactive Messaging</b>	<p>Automated Attendant callers can respond to specific pre-recorded questions (the <i>Interactive Prompts</i>) and have their answers stored in a unique mailbox (the <i>Interactive Mailbox</i>).</p> <ul style="list-style-type: none"> <li>■ See <i>Interactive Messaging</i> on page 52 for more.</li> </ul>	Automated Attendant
<b>Interactive Prompts</b>	<p>The Interactive Messaging pre-recorded prompts.</p> <ul style="list-style-type: none"> <li>■ See <i>Interactive Prompts</i> on page 55 for more.</li> </ul>	Automated Attendant
<b>Leaving a Message</b>	<p>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.</p> <ul style="list-style-type: none"> <li>■ See <i>Leaving a Message</i> on page 56 for more.</li> </ul>	Voice Mail
<b>Leaving a Message at a Busy/DND Extension</b>	<ul style="list-style-type: none"> <li>■ See <i>Leaving a Message</i> in this glossary.</li> </ul>	Voice Mail
<b>Leave a Quick Message</b>	<ul style="list-style-type: none"> <li>■ See <i>Quick Message</i> in this glossary.</li> </ul>	Automated Attendant
<b>Listening Options</b>	<ul style="list-style-type: none"> <li>■ See <i>Listening to Messages</i> in this glossary.</li> </ul>	Voice Mail
<b>Listening to Messages</b>	<p>While or after listening to a message, an extension user has many message handling options from which to choose.</p> <ul style="list-style-type: none"> <li>■ See <i>Listening to Messages</i> on page 57 for more.</li> </ul>	Voice Mail
<b>Local Notification</b>	<ul style="list-style-type: none"> <li>■ See <i>Message Notification</i> in this glossary.</li> </ul>	Voice Mail

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# Feature Glossary

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<u>Name</u>	<u>Description</u>	<u>Usage</u>
<b>Log Onto Voice Mail</b>	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 <i>Log Onto Voice Mail</i> on page 59 for more.	Voice Mail
<b>Mailbox Greeting</b>	■ See <i>Greeting</i> in this glossary.	Voice Mail
<b>Mailbox Logon</b>	■ See <i>Log Onto Voice Mail</i> in this glossary.	Voice Mail
<b>Mailbox Name</b>	A mailbox caller can hear the extension user's prerecorded name instead of their mailbox number. ■ See <i>Mailbox Name</i> on page 61 for more.	Voice Mail
<b>Mailbox Security Code Delete</b>	The System Administrator can delete the security code for any mailbox, effectively unlocking it. ■ See <i>Mailbox Security Code Delete</i> on page 63 for more. ■ Also see <i>Security Code</i> in this glossary.	Maintenance
<b>Mailbox Transfer</b>	■ See <i>Transfer to a Mailbox</i> in this glossary.	Voice Mail
<b>Main Menu</b>	The voice mail options available to an extension user when they log onto their mailbox. ■ See <i>Main Menu</i> on page 64 for more.	Voice Mail
<b>Make Call</b>	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 <i>Make Call</i> on page 66 for more.	Voice Mail
<b>Make Call to Sender</b>	■ See <i>Make Call</i> in this glossary.	Voice Mail
<b>Message Center Mailbox</b>	A shared mailbox for a group of co-worker's. Can also be the routing destination for rotary dial Automated Attendant callers. ■ See <i>Message Center Mailbox</i> on page 67.	Voice Mail
<b>Message Check</b>	■ See <i>Checking/Deleting a Message</i> in this glossary.	Voice Mail
<b>Message Count Display</b>	The telephone display can show the number of new messages waiting in a user's mailbox. ■ See <i>Message Count Display</i> on page 69 for more.	Voice Mail
<b>Message Delete</b>	An extension user can delete any messages left in their mailbox. ■ See <i>Message Delete</i> on page 71 for more.	Voice Mail
<b>Message Forward</b>	A subscriber can forward a message in their mailbox to a co-worker. They can optionally record a comment before the forwarded message. ■ See <i>Message Forward</i> on page 72 for more.	Voice Mail

# Feature Glossary

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

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# Feature Glossary

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

# Feature Glossary

Name	Description	Usage
<b>Requesting a Return Receipt</b>	<ul style="list-style-type: none"> <li>See <i>Return Receipt</i> in this glossary.</li> </ul>	Voice Mail
<b>Return Receipt</b>	<p>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.</p> <ul style="list-style-type: none"> <li>See <i>Return Receipt</i> on page 98 for more.</li> <li>Also see <i>Checking/Deleting a Message</i> in this glossary.</li> </ul>	Voice Mail
<b>Scripted Prompting</b>	<ul style="list-style-type: none"> <li>See <i>Interactive Messaging</i> in this glossary.</li> </ul>	Automated Attendant
<b>Security Code</b>	<p>An extension user's mailbox can have a security code to protect the mailbox from unauthorized access.</p> <ul style="list-style-type: none"> <li>See <i>Security Code</i> on page 99 for more.</li> <li>Also see <i>Mailbox Security Code Delete</i> in this glossary.</li> </ul>	Voice Mail
<b>Select Listen Mode</b>	<ul style="list-style-type: none"> <li>See <i>Message Listen Mode</i> in this glossary.</li> </ul>	Voice Mail
<b>Select Voice Prompts in Another Language</b>	<ul style="list-style-type: none"> <li>See <i>Bilingual Voice Prompts</i> in this glossary.</li> </ul>	System
<b>Subscriber Mailbox</b>	<p>The mailbox type normally used for telephone system extensions.</p> <ul style="list-style-type: none"> <li>See <i>Subscriber Mailbox</i> on page 101 for more.</li> </ul>	Voice Mail
<b>System Administrator</b>	<p>The extension user that has voice mail system administration capabilities.</p> <ul style="list-style-type: none"> <li>See <i>System Administrator</i> on page 103 for more.</li> </ul>	Maintenance
<b>System Administrator Mailbox</b>	<p>A Subscriber Mailbox option that enables the system administration capabilities.</p> <ul style="list-style-type: none"> <li>See <i>System Administrator Mailbox</i> on page 104 for more.</li> <li>Also see <i>System Administrator</i> in this glossary.</li> </ul>	Voice Mail
<b>Time and Date</b>	<p>After listening to a message, an extension user can dial a code to hear what time and date the message was sent.</p> <ul style="list-style-type: none"> <li>See <i>Time and Date</i> on page 105 for more.</li> <li>Also see <i>Auto Time Stamp</i> in this glossary.</li> </ul>	Voice Mail
<b>Time and Date Stamp</b>	<p>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.</p> <ul style="list-style-type: none"> <li>See <i>Time and Date Stamp</i> on page 106 for more.</li> <li>Also see <i>Make Call</i> and <i>Time and Date</i> in this glossary.</li> </ul>	Voice Mail
<b>Time and Date Stamp (with Caller ID Storage)</b>	<ul style="list-style-type: none"> <li>See <i>Time and Date Stamp</i> in this glossary.</li> </ul>	
<b>Transfer by Name</b>	<ul style="list-style-type: none"> <li>See <i>Directory Dialing</i> in this glossary.</li> </ul>	Automated Attendant
<b>Transfer to a Mailbox</b>	<p>An extension user can transfer their active call to a co-worker's mailbox.</p> <ul style="list-style-type: none"> <li>See <i>Transfer to a Mailbox</i> on page 107 for more.</li> </ul>	Voice Mail

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# Feature Glossary

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<u>Name</u>	<u>Description</u>	<u>Usage</u>
<b>Transfer to the Automated Attendant</b>	■ See <i>Automated Attendant Transfer</i> in this glossary.	Voice Mail
<b>Urgent Message</b>	An extension user can leave an Urgent Message for a co-worker for priority handling. ■ See <i>Urgent Message</i> on page 108 for more.	Voice Mail
<b>Voice Prompt Customization</b>	■ See <i>Voice Prompts</i> in this glossary.	System
<b>Voice Prompts</b>	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 <i>Voice Prompts</i> on page 109 for more.	System
<b>Voice Prompts in Another Language</b>	■ See <i>Bilingual Voice Prompts</i> in this glossary.	System
<b>Volume Control</b>	A mailbox user can turn the volume up or down while listening to their messages. ■ See <i>Volume Control</i> on page 110 for more.	Voice Mail
<b>Welcome Message</b>	The Welcome Message is the first announcement that plays to Automated Attendant callers. Normally, the Welcome Message provides the company greeting. ■ See <i>Welcome Message</i> on page 111 for more. ■ Also see <i>Instruction Menu</i> in this glossary.	Automated Attendant



# ACD Announcement Mailbox

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

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# Announcement Mailbox

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

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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). <ul style="list-style-type: none"> <li>■ You may have to enter a Security Code before hearing the announcement.</li> </ul>

# Announcement Message

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## 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.

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## Operation

See *Announcement Mailbox* on page 12.

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## 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.

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## Operation

Personal Answering Machine Emulation (AME)
<p><b>To enable Personal Answering Machine Emulation:</b></p> <ol style="list-style-type: none"><li>1. Press idle <b>CALL</b> key and dial <b>*21</b>.<ul style="list-style-type: none"><li>■ You can optionally press your Call Forward to Station key.</li></ul></li><li>2. Dial <b>2</b> to have AME pick up all calls. OR Dial <b>3</b> to have AME pick up just outside calls. OR Dial <b>4</b> to have AME pick up just Intercom calls.</li><li>3. Press <b>SPK</b> to hang up.</li></ol>
<p><b>To cancel Personal Answering Machine Emulation:</b></p> <ol style="list-style-type: none"><li>1. Press idle <b>CALL</b> key and dial <b>*20</b>.</li></ol>
<p>When Personal Answering Machine Emulation broadcasts your caller's voice, you can:</p> <ul style="list-style-type: none"><li>■ Do nothing to have the caller's message automatically recorded in your mailbox.</li><li>■ Press <b>CALL</b> key or lift the handset to intercept the call.</li><li>■ Press <b>SPK</b> to stop the broadcast and send the call directly to your mailbox.</li></ul>

# Answer Schedule Override

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## 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

Using Answering Schedule Override			
Log onto System Administrator's mailbox (301)			
<ul style="list-style-type: none"> <li>■ To log into the System Administrator's Mailbox remotely, after the Automated Attendant answers dial # and the System Administrator's Mailbox number.</li> </ul>			
<b>SA (72)</b>	Access the System Administrator options		
	<b>SO (76)</b>	Select Answering Schedule Override	
		<b>O (6)</b>	Turn Answering Schedule Override on or off -If on, the voice prompt will announce the override mailbox number
			Enter the override mailbox number (if you dialed O to turn Answering Schedule Override on) - The override mailbox can be by an Announcement or Call Routing Mailbox.
		<b>C (2)</b>	Change the override mailbox number (if entered)
			Enter the new override mailbox number. -The override mailbox can be by an Announcement or Call Routing Mailbox.
		<b>#</b>	Go back to the System Administrator options
		<b>0</b>	Plays Help message

# Auto Attendant Do Not Disturb

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## 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.



# Auto Attendant Do Not Disturb

## Operation

Setting Up Auto Attendant Do Not Disturb				
Log onto Subscriber Mailbox				
<b>G</b> (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			
	<b>L</b> (5)	Listen to the active greeting (if recorded).		
		<b>B</b> (2)	Backup	
		<b>BB</b> (22)	Backup to beginning	
		<b>G</b> (4)	Go forward	
		*	Pause or restart listening	
		<b>VU</b> (88)	Turn volume up	
		<b>VD</b> (83)	Turn volume down	
		<b>VN</b> (86)	Return volume to normal	
		#	Exit listen mode	
	<b>O</b> (6)	Turn Auto Attendant Do Not Disturb off or on (if a greeting is recorded)		
	<b>R</b> (7)	Record a new greeting (if not recorded), or rerecord the active greeting (if recorded)		
		Record at the tone, then press # when done		
		<b>B</b> (2)	Backup	
		<b>BB</b> (22)	Backup to beginning	
		*	Pause or restart recording	
		<b>E</b> (3)	Erase the greeting	
		#	End the recording	
		<b>0</b>	Play recording options	
	<b>E</b> (3)	Erase the currently recorded greeting (if any)		
	<b>A</b> (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		
	<b>0</b>	Plays Help message.		

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# Auto Forward

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## 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			
<b>OP</b> (67)	Access the Mailbox Options Menu		
	<b>AH</b> (24)	Access Auto Help	
		Voice mail plays a summary of your Auto Help setting -By default, Auto Help is turned on	
		<b>O</b> (6)	Turn Auto Help on or off
		#	Go back to the Mailbox Options Menu
		<b>0</b>	Plays Help message.

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# Auto Time Stamp

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## 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.

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## Operation

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

# Automated Attendant Transfer

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## 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.

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## Operation

Automated Attendant Transfer
<p><b>To transfer an outside call to the Automated Attendant:</b></p> <ol style="list-style-type: none"><li>1. Press <b>HOLD</b>.</li><li>2. Dial the voice mail master number (e.g., 700).</li><li>3. Hang up.</li></ol>



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# Bilingual Voice Prompts

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## 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 Plus has 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)				
<ul style="list-style-type: none"> <li>■ You must have a Security Code enabled for the System Administrator's mailbox</li> </ul>				
SA (72)	Access the System Administrator Menu			
	L (5)	Select the Language Option		
		<p><b>Select Language to Modify</b>            Select the active language you want to change (1 or 2) and go to <i>Activate Stored Language</i> (The voice prompts announce the current language after you make a selection)</p> <ul style="list-style-type: none"> <li>■ 1 = Language 1</li> <li>■ 2 = Language 2</li> <li>■ If this is your first time using this menu:                # = Go back to the System Administrator menu                If you returned to this menu from <i>Activate Stored Language</i> below:                # = Start the shutdown routine. Go to <i>Shutdown Routine</i> below.</li> </ul>		
				<p><b>Activate Stored Language</b>            Select the stored language (1-4) you want assigned to the active language selected in the previous step</p> <ul style="list-style-type: none"> <li>■ 1 = English 2 (English numeric)</li> <li>■ 2 = English (english mnemonic)</li> <li>■ 3 = French</li> <li>■ 4 = Spanish</li> </ul>
			#	Accept the selection made in the previous step and go back to <i>Select Language to Modify</i>
		<p><b>Shutdown Routine</b>            After you press # in <i>Select Language to Modify</i>:</p>		
		Enter your security code. <ul style="list-style-type: none"> <li>■ The voice prompts tell you that shutdown has begun.</li> </ul>		
		Shutdown begins <ul style="list-style-type: none"> <li>■ After about 50 seconds, the voice mail restarts with your new language selections activated.</li> </ul>		
			#	Optionally cancel shutdown.
0	Plays Help message			



# Broadcast Message

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



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## 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.

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## 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.  
OR  
Dial **4** to forward just Intercom calls.

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# Call Queuing

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## 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 retries 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 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.			
<b>SA</b> (72)	Access System Administrator options		
	<b>MH</b> (64)	Select the Music On Hold options	
		<b>L</b> (5)	Listen to current Music on Hold recording
		<b>B</b> (2)	Backup
		<b>BB</b> (22)	Backup to beginning
		<b>G</b> (4)	Go forward
		*	Pause or restart listening
		<b>VU</b> (88)	Turn volume up
		<b>VD</b> (83)	Turn volume down
		<b>VN</b> (86)	Return volume to normal
		#	Exit listen mode
		<b>R</b> (7)	Record new Music on Hold
			Begin recording
		<b>B</b> (2)	Backup
		<b>BB</b> (22)	Backup to beginning
		*	Pause or restart recording
		<b>E</b> (3)	Erase recording (and reinstate the default Music on Hold)
		#	Exit recording mode
		<b>E</b> (3)	Erase the Music on Hold recording (and reinstate the default Music on Hold)
		#	Go back to the System Administrator options
<b>0</b>	Plays Help message at any menu level		

1

# Call Waiting

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## 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.

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## 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
<p><b>For the outside caller:</b></p> <ol style="list-style-type: none"><li>1. After Automated Attendant answers, dial busy extension.<ul style="list-style-type: none"><li>■ You can also use Directory Dialing, if available.</li></ul></li><li>2. When you hear: <i>"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."</i><ul style="list-style-type: none"><li>■ Dial 1 to leave a message in the called extension's mailbox.</li><li>■ 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.)</li><li>■ Dial 3 to go back to the Automated Attendant.</li></ul></li></ol>

# Calling the Automated Attendant

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## 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.

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## Operation

Refer to the feature referenced in *Description* above.

1

# Checking/Deleting a Message

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## 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			
<b>CM</b> (26)	Access Checking/Deleting a Message		
	Enter the number of the mailbox whose messages you want to check		
		<b>L</b> (5)	Listen to the message you sent (If you sent multiple messages, dial <b>L</b> repeatedly to cycle through them)
		<b>E</b> (3)E	Erase the message you just heard
		<b>#</b>	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	
<b>To record a message, then tag it as confidential:</b>	
Log onto Subscriber Mailbox	
<b>RS (77)</b>	Record the message + # + Dial mailbox number to receive message ■ See <i>Message Record</i> on page 84 for more.
<b>*C (*2)</b>	Tag the message you just recorded as confidential + #
<b>To tag a message you are forwarding as confidential:</b>	
Log onto Subscriber Mailbox	
<b>L (5)</b>	Listen to your message ■ See <i>Listening to Messages</i> on page 57 for more.
<b>MF (63)</b>	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 <i>Message Forward</i> on page 72 for more.
<b>*C (*2)</b>	Tag the message you just recorded as confidential + #
<b>To tag a Future Delivery Message as confidential:</b>	
Log onto Subscriber Mailbox	
<b>FD (33)</b>	Access Future Delivery Message
	Record the message + # + Dial mailbox number to receive message ■ See <i>Future Delivery Mailbox</i> on page 43 for more.
<b>*C (*2)</b>	Tag the message you just recorded as confidential + #
	Enter the time and date you want the message to be delivered + <b>C</b> ■ See <i>Future Delivery Mailbox</i> on page 43 for more.

# Conversation Record

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## 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.

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## 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.



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

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## Operation

See *Directory Dialing* on page 35 for more.

# Directory Dialing Message

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## 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.

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## 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.

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## Operation

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

# Distribution Mailbox

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## 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.

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## 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)			
<b>SA</b> (72)	Access System Administrator options		
	<b>EM</b> (36)	Select Erase Messages	
		Enter the number of the mailbox containing the messages you want to erase	
		<b>C</b> (2)	Dial C if you have entered the correct mailbox
		<b>I</b> (4)	Dial I to back up and enter a new mailbox number without erasing messages
<b>0</b>	Plays Help message		

1

# Exiting a Mailbox

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



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## 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.

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## Operation

See *Future Delivery Message* on page 44.

# Future Delivery Message

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## 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			
<b>FD (33)</b>	Access Future Deliver Message		
	Record Message + #		
	Enter the mailbox number to receive the message		
	<b>*N (*6)</b>	Specify recipients by name	
	<b>**</b>	Erase the message and back up to main menu	
	Enter another mailbox number to receive the message, or one of the following		
	<b>*U (*8)</b>	Mark the message as urgent	
	<b>*C (*2)</b>	Mark the message as confidential	
	<b>*R (*7)</b>	Request a return receipt	
	<b>#</b>	Send the message	
	<b>*N (*6)</b>	Specify recipients by name	
	<b>*</b>	Cancel the previous mailbox entry	
	<b>**</b>	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)		
	<b>*</b>	Reenter the time if you make a mistake	
	<b>#</b>	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)		
	<b>*</b>	Reenter date if you make a mistake	
	<b>#</b>	Exit without entering date and back up to main menu	
	<b>C (2)</b>	Entry is correct. Voice mail will send Future Delivery Message	
	<b>I (4)</b>	Entry is incorrect. Voice mail asks you to reenter the time and date	
<b>0</b>	Plays Help message		

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## 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.

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## Operation

Getting Recorded Help	
Log onto your mailbox	
<b>0</b>	Get recorded help. <ul style="list-style-type: none"><li>■ Recorded help is always available from the Main Menu, while listening to a message, and while recording a message.</li><li>■ Recorded help may not be available at all levels.</li></ul>

**1**

# Greeting

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## 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			
<b>G</b> (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		
	<b>L</b> (5)	Listen to the active greeting (if recorded)	
		<b>B</b> (2)	Backup
		<b>BB</b> (22)	Backup to beginning
		<b>G</b> (4)	Go forward
		*	Pause or restart listening
		<b>VU</b> (88)	Turn volume up
		<b>VD</b> (83)	Turn volume down
		<b>VN</b> (86)	Return volume to normal
		#	Exit listen mode
	<b>O</b> (6)	Turn Auto Attendant Do Not Disturb off or on (if a greeting is recorded)	
	<b>R</b> (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>B</b> (2)	Backup
		<b>BB</b> (22)	Backup to beginning
		*	Pause or restart recording
		<b>E</b> (3)	Erase the greeting
		#	End the recording
		<b>0</b>	Play recording options
	<b>E</b> (3)	Erase the currently recorded greeting (if any)	
	<b>A</b> (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	
	<b>0</b>	Plays Help message.	



# Guest Mailbox

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## 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)

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## Operation

Logging Onto a Guest Mailbox
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<b>To log onto a Guest Mailbox:</b>
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- |  |
|--|
| <ol style="list-style-type: none"><li>1. Press an idle <b>CALL</b> key + dial the voice mail master number (e.g., 700).</li><li>2. When voice mail answers, dial the Guest Mailbox number.</li></ol> |
|--|

Logging Onto a Guest Mailbox from the Automated Attendant
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<b>To log onto a Guest Mailbox from the Automated Attendant:</b>
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- |  |
|--|
| <ol style="list-style-type: none"><li>1. After the Automated Attendant answers, dial # + the Guest Mailbox number.<ul style="list-style-type: none"><li>■ This capability may be disabled in the Automated Attendant.</li><li>■ Your automated attendant may have GOTO or LOGON actions assigned to the Guest Mailbox. Check with your Communications Manager.</li></ul></li></ol> |
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## 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.”*

# Instruction Menu

## Operation

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



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## 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.

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## Operation

Refer to *Interactive Messaging* on page 52.

# Interactive Messaging

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

# Interactive Messaging

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

Calling an Interactive Mailbox (to use Interactive Messaging)	
1.	Dial voice mail master number (e.g., 700).
2.	Dial the Interactive Mailbox number. <ul style="list-style-type: none"> <li>■ You can also access the Interactive Mailbox through the Automated Attendant.</li> </ul>
3.	Answer each Interactive Prompt, pressing # after each response.

---

## 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.

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## Operation

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

# Leaving a Message

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## 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.

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## Operation

Leaving a Message
<p><b>To leave a message in the mailbox of an unanswered extension:</b></p> <ol style="list-style-type: none"><li>1. Press your message key.</li><li>2. Leave message and hang up. OR Leave message and dial #.</li></ol> <ul style="list-style-type: none"><li>■ If you are leaving a message from inside the company, dialing # sends the message and hangs up.</li><li>■ If your are an Automated Attendant caller leaving a message, dialing # sends you back to the Automated Attendant.</li></ul>

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

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## Operation

Listening to Messages	
Log onto Subscriber, Guest, Message Center, or Network Mailbox	
<b>L</b> (5)	Access the Message Listen mode ■ See <i>Message Listen Options</i> on page 57 for an explanation of the available options.
<b>0</b>	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

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

# Mailbox Name

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

# Mailbox Security Code Delete

## 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)				
<b>SA</b> (72)	Access the System Administrator options			
	<b>DS</b> (37)	Access the Security Code Delete menu		
		Enter the number of the mailbox whose security code you want to delete		
		<b>D</b> (3)	Delete the security code for the mailbox and return to the System Administrator Menu	
			<b>0</b>	Plays Help message.
			<b>#</b>	Go to the System Administrator Menu
		<b>#</b>	Go to the System Administrator Menu	

1

# 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
<b>L</b> (5)	Listen to messages. ■ See <i>Listening to Messages</i> on page 57.	Yes	Yes	Yes	Yes
<b>RS</b> (77)	Record and send a message. ■ See <i>Message Record</i> on page 84.	Yes	Yes	No	No
<b>CM</b> (26)	Check on a message sent. ■ See <i>Checking/Deleting a Message</i> on page 32.	Yes	Yes	No	No
<b>G</b> (4)	Record a mailbox greeting. ■ See <i>Greeting</i> on page 46.	Yes	Yes	No	Yes
<b>RN</b> (76)	Record a mailbox name. ■ See <i>Mailbox Name</i> on page 61.	Yes	Yes	Yes	Yes
<b>FD</b> (33)	Record a Future Delivery Message. ■ See <i>Future Delivery Message</i> on page 44.	Yes	Yes	No	No
<b>PG</b> (74)	Record a Paging Message. ■ See <i>Park and Page</i> on page 93.	Yes	Yes	No	No
<b>OP</b> (67)	Use the Mailbox Options. See the following: ■ See <i>Security Code</i> on page 99. ■ <i>Message Notification</i> on page 75. ■ <i>Auto Help</i> on page 21. ■ <i>Auto Forward</i> on page 20. ■ <i>Auto Time Stamp</i> on page 22. ■ <i>Call Waiting</i> on page 30. ■ <i>Call Forward to a Mailbox</i> on page 27	Yes	Yes	Yes	Yes
<b>TI</b> (84)	Check the time/date a message was sent. ■ See <i>Time and Date</i> on page 105.	Yes	Yes	Yes	Yes
<b>SA</b> (72)	Access the System Administrator options. ■ See <i>System Administrator</i> on page 103.	Yes	No	No	No
<b>1N</b> (16) <b>1S</b> (17) <b>1H</b> (14) <b>1A</b> (12)	Listen to new messages. Listen to saved messages. Listen to held messages. Listen to all messages. ■ See <i>Message Listen Mode</i> 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.		
	<b>0</b>	Plays Help message which summarizes the Main Menu options ■ See <i>Customize: Mailbox Main Menu</i> on page 64 for the Main Menu options

# Make Call

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## 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't 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 <ul style="list-style-type: none"><li>■ Voice mail automatically places a return call to the party that left you the message</li><li>■ You must have Message Notification callouts enabled at your extension to use Make Call. If you hear, "<i>That number is restricted,</i>" your Message Notification setup does not allow callouts to the number stored. Check with your System Administrator.</li></ul>

How Voice Mail Asks Outside Callers to Enter Their Telephone Number	
<ol style="list-style-type: none"><li>1. After the Automated Attendant answers, dial the extension number you wish to reach.</li><li>2. If the extension is unavailable, you hear: "<i>Please enter your telephone number and press the pound key when you are done. Otherwise, press only the pound key.</i>"</li><li>3. Enter your telephone number, and press # when you are done.<ul style="list-style-type: none"><li>■ After pressing #, you can leave a message in the called extension's mailbox</li><li>■ If you want to leave a message without entering your telephone number, just press #.</li></ul></li></ol>	



---

## 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
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<b>To log onto a Message Center Mailbox:</b>
--

- |   |
|---|
| <ol style="list-style-type: none"><li>1. Press an idle <b>CALL</b> key + dial the voice mail master number (e.g., 700).</li><li>2. When voice mail answers, dial the Message Center Mailbox number.</li></ol> |
|---|

Logging Onto a Message Center Mailbox from the Automated Attendant
--

<b>To log onto a Message Center Mailbox from the Automated Attendant:</b>
---

- |  |
|--|
| <ol style="list-style-type: none"><li>1. After the Automated Attendant answers, dial # + the Message Center Mailbox number.<ul style="list-style-type: none"><li>■ This capability may be disabled in the Automated Attendant.</li><li>■ Your automated attendant may have GOTO or LOGON actions assigned to the Message Center Mailbox. Check with your Communications Manager.</li></ul></li></ol> |
|--|

Leaving a Quick Message in a Message Center Mailbox from the Automated Attendant
--

<b>To leave a Quick Message from the Automated Attendant:</b>
---

- |  |
|--|
| <ol style="list-style-type: none"><li>1. After the Automated Attendant answers, dial * + the Message Center Mailbox number.<ul style="list-style-type: none"><li>■ This capability may be disabled in the Automated Attendant.</li></ul></li></ol> |
|--|

# Message Center Mailbox

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Recording and Sending a Message for a Message Center Mailbox			
Log onto Subscriber, Guest, or Message Center Mailbox ■ See <i>Message Record</i> on page 84 for additional Record and Send options.			
<b>RS (77)</b>	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	
<b>0</b>	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



One message waiting in the Subscriber Mailbox

Super Display Keyset Message Check Display



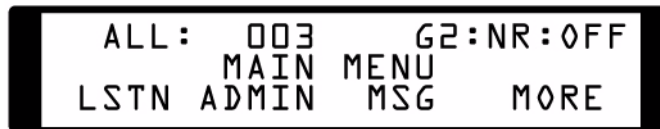
One message waiting in the Subscriber Mailbox

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



Super Display Logon Display

Message List

Total messages in list



# Message Count Display

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## 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
<p><b>To view the Message Count Display:</b></p> <ol style="list-style-type: none"><li>1. Press <b>CHECK</b> and dial <b>*0</b>.<ul style="list-style-type: none"><li>■ You can press <b>Vol ▲</b> and <b>Vol ▼</b> to scroll your voice mail messages, VAU (VRS) messages, and Message Waiting indications.</li><li>■ While your voice mail Message Count displays, press an idle <b>CALL</b> key to call your mailbox.</li></ul></li></ol>

---

## 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

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# Message Forward

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## 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.

# Message Forward

1

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

# Message Listen Mode

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## 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	
<b>1N</b> (16)	Listen to new messages
<b>1S</b> (17)	Listen to saved messages
<b>1H</b> (14)	Listen to held messages
<b>1A</b> (12)	Listen to all messages
<b>0</b>	Plays Help message



---

## 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.)

1

## 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.
  - If the recipient answers 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.
  - If the recipient doesn't answer, 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

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## 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.

# Message Notification

## Operation

Setting Up Message Notification (Page 1 of 3)			
Log onto Subscriber, Guest, or Message Center Mailbox.			
<b>OP</b> (67)	Access the Mailbox Options menu		
	<b>N</b> (6)	Access the Message Notification Options Menu	
		<b>S</b> (7)	Hear a summary of your Message Notification Group settings
		<b>A</b> (2)	Select which Message Notification Groups should be active
		<b>EF</b> (33)	Enable first Message Notification Group (if disabled)
		<b>DF</b> (33)	Disable first Message Notification Group (if enabled)
		<b>ES</b> (37)	Enable second Message Notification Group (if disabled)
		<b>DS</b> (37)	Disable second Message Notification Group (if enabled)
		<b>ET</b> (38)	Enable third Message Notification Group (if disabled)
		<b>DT</b> (38)	Disable third Message Notification Group (if enabled)
		#	Exit and return to Message Notification Options Menu
		<b>0</b>	Plays Help message
	<b>M</b> (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 ■ <b>F</b> (3) = Group 1, <b>S</b> (7) = Group 2, <b>T</b> (8) = Group 3	
			Hear summary of the options for the group you select
		<b>C</b> (2)	Accept current settings for selected group and go back to the Message Notification Options Menu
		<b>I</b> (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
		<b>A</b> (2)	To be notified of all new messages

# Message Notification

1

Setting Up Message Notification (Page 2 of 3)						
					<b>S</b> (7)	To be notified only for new messages from a specific mailbox
						Enter the specific mailbox number
					<b>U</b> (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		
					<b>N</b> (6)	Telephone number
					<b>R</b> (7)	Radio pager
					<b>D</b> (3)	Digital pager
					<b>L</b> (5)	Message Delivery number
				Enter the number Message Notification should dial + # <ul style="list-style-type: none"> <li>■ Optionally enter special dialing codes (see <i>Entering Special Dial Codes</i> on page 80)</li> <li>■ <b>For Digital Pager Notification, be sure to include several pauses</b> at the end of the pager number to give the pager service adequate time to answer.</li> <li>■ You <b>cannot</b> use this option to enter digital pager callout numbers because they require the T command.</li> </ul>		
					*	skip to next option
					#	Go back and select another group to modify
				Select the Security Code mode for notification		
					<b>S</b>	Security code required
					<b>N</b>	Security code not required
					#	Go back and select another group to modify
		<b>U</b> (8)	Set the priority of each group for Urgent Message Notification			
			Plays summary of current Urgent Message Notification Group priority			
			<b>C</b> (2)	Accept current priority list as correct and return to the Message Notification Options Menu		
			<b>I</b> (4)	Do not accept current priority list as correct		
				Select the group to have the highest priority. <ul style="list-style-type: none"> <li>■ When you make an entry for the first group, voice mail prompts you to select the next highest group, etc.</li> </ul>		
					<b>F</b> (3)	Selects group 1
					<b>S</b> (7)	Selects group 2

# Message Notification

Setting Up Message Notification (Page 3 of 3)								
						<b>T (8)</b>	Selects group 3	
						<b>*</b>	Make no selection	
						<b>#</b>	Go back to Message Notification Options Menu without changing the priority order	
<b>0</b>	Plays Help message at any menu level.							

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

Answering a Message Notification Callout
<p><b>To answer a Normal Message Notification callout:</b></p> <ol style="list-style-type: none"> <li>1. Answer callout at programmed destination. <ul style="list-style-type: none"> <li>■ Voice mail must hear your answer to proceed.</li> </ul> </li> <li>2. Dial 1 to accept the Message Notification, OR Hang up to have Message Notification call back later.</li> <li>3. Enter the mailbox's Security Code (if requested).</li> <li>4. You automatically log onto the user's mailbox.</li> </ol>
<p><b>To answer a Radio Pager or Digital Pager Message Notification callout:</b></p> <ol style="list-style-type: none"> <li>1. Operation is automatic.</li> </ol>

## 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.

# Message Notification for Urgent Messages

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## 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 Notification Group Priority	Destination
1	3	Home Office
2	2	Pager
3	1	Cell Phone

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## Operation

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



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## 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.

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## Operation

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

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

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## Operation

See the chart on the following page.

# Message Record

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

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

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# Message Waiting Lamp

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## 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.

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## Operation

N/A

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## Description

### Compatibility Guidelines:

- Music On Hold is available only on Aspire Mail Plus. It is not available on Aspire 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.

### Important

In accordance with U.S. copyright law, a license may be required from the American Society of Composers, Authors and Publishers (ASCAP) or other similar organizations, if radio, television broadcasts or music other than material not in the public domain are transmitted through the Music on Hold feature of telecommunications systems. NEC Unified Solutions, Inc. hereby disclaims any liability arising out of the failure to obtain such a license.

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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.

# 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.			
<b>SA</b> (72)	Access System Administrator options		
	<b>MH</b> (64)	Select the Music On Hold options	
		<b>L</b> (5)	Listen to current Music on Hold recording
		<b>B</b> (2)	Backup
		<b>BB</b> (22)	Backup to beginning
		<b>G</b> (4)	Go forward
		*	Pause or restart listening
		<b>VU</b> (88)	Turn volume up
		<b>VD</b> (83)	Turn volume down
		<b>VN</b> (86)	Return volume to normal
		#	Exit listen mode
		<b>R</b> (7)	Record new Music on Hold
			Begin recording
		<b>B</b> (2)	Backup
		<b>BB</b> (22)	Backup to beginning
		*	Pause or restart recording
		<b>E</b> (3)	Erase recording (and reinstate the default Music on Hold)
		#	Exit recording mode
		<b>E</b> (3)	Erase the Music on Hold recording (and reinstate the default Music on Hold)
		#	Go back to the System Administrator options
<b>0</b>	Plays Help message at any menu level		



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## 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.

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## Operation

See the chart on the following page.

1

# Paging Message

Recording the Paging Message			
Log onto Subscriber Mailbox			
<b>PG</b> (74)	Access Paging Message options <ul style="list-style-type: none"> <li>■ If your Paging Message is recorded, voice mail tells you if it is on (active) or off (inactive)</li> </ul>		
	<b>L</b> (5)	Listen to the Paging Message	
		Options available while listening	
		<b>B</b> (2)	Back up a few seconds.
		<b>BB</b> (22)	Back up to the beginning of the message.
		<b>G</b> (4)	Go ahead a few seconds.
		*	Pause/resume listening.
		<b>VU</b> (88)	Turn the message volume up.
		<b>VD</b> (83)	Tag the message volume down.
		<b>VN</b> (86)	Restore the message volume to normal.
		#	Exit the listen mode.
	<b>O</b> (6)	Turn Paging Message on or off	
	<b>R</b> (7)	Record (or re-record) Paging Message + #	
		Options available while recording	
		<b>B</b> (2)	Backup
		<b>BB</b> (22)	Backup to beginning
		*	Pause or restart recording
		<b>E</b> (3)	Erase recording
		#	Exit recording mode
		<b>0</b>	Plays Help message
	<b>E</b> (3)	Erase the Paging Message	
	#	Go back to the mailbox Main Menu	
<b>0</b>	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 on:

- Park and Page occurs immediately when an Automated Attendant caller dials the subscriber’s extension.

When the Paging Message is recorded but turned off:

- Park and Page will occur only if the extension is unanswered.

When the Paging Message is not recorded:

- 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	<p><u>When Extension is Busy or Unanswered:</u> Voice mail answers the call and lets the caller dial:</p> <ul style="list-style-type: none"> <li>■ <b>1</b> to leave a message in the called extension’s mailbox.</li> <li>■ <b>2</b> to page the user (i.e., activate Park and Page).</li> <li>■ <b>3</b> for other options (based on the extension’s Next Call Routing Mailbox settings).</li> </ul>
Busy/No Answer	<p><u>When Extension is Busy:</u> ■ Sends the DIL immediately to the called extension’s mailbox.</p> <p><u>When Extension is Unanswered:</u> Voice mail answers the call and lets the caller dial:</p> <ul style="list-style-type: none"> <li>■ <b>1</b> to leave a message in the called extension’s mailbox.</li> <li>■ <b>2</b> to page the user (i.e., activate Park and Page).</li> <li>■ <b>3</b> for other options (based on the extension’s Next Call Routing Mailbox settings).</li> </ul>
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

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## Operation

### Park and Page

(With Automated Attendant Screened Transfers)

#### When the subscriber's Paging Message is recorded and turned on:

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. To pick up the call:
  - Subscriber presses idle **CALL** key + \*\* + Their extension number.
  - If the subscriber does not pick up the call, 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).

#### When the subscriber's Paging Message is recorded and turned off:

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).

### Park and Page

(With Automated Attendant Unscreened Transfers and Directory Dialing)

#### When the subscriber's Paging Message is recorded and turned on or off:

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).

# Pre-Greeting Announcement Mailbox

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## 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.

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# Pre-Greeting Announcement Mailbox

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## Operation

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

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## Operation

Leaving a Quick Message from the Automated Attendant
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<b>To leave a Quick Message from the Automated Attendant:</b>
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- |   |
|---|
| <ol style="list-style-type: none"><li>1. After the Automated Attendant answers, dial * + the Subscriber, Guest, Message Center, or Network Mailbox number.<ul style="list-style-type: none"><li>■ This capability may be disabled in the Automated Attendant.</li></ul></li></ol> |
|---|

# Return Receipt

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## 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 <i>Message Record</i> on page 84		
		Enter the mailbox number(s) to receive the message (up to 10). ■ For other recording options, see <i>Message Record</i> 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

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



# Security Code

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<b>Deleting a Security Code</b> (From your System Administrator's Mailbox)			
Log onto System Administrator's Mailbox (301)			
<b>SA (72)</b>	Access the System Administrator Menu		
	<b>DS (37)</b>	Access the Delete Security Code options	
		Enter the number of the mailbox whose Security Code you want to delete	
		<b>D (3)</b>	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
<b>0</b>	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 Related Features below. Then, go to the individual feature to find out how it operates.

### Related Features

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



# Subscriber Mailbox

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<b>Message Notification</b> (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.
<b>Message Playback Direction</b> (page 83)	Set the subscriber Mailbox message playback order.
<b>Message Record</b> (page 84)	Review this feature to learn which features are available to a subscriber while recording and sending a message.
<b>Park and Page</b> (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.
<b>Pre-Greeting Announcement Mailbox</b> (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.
<b>Security Code</b> (page 99)	If enabled, a subscriber must enter a security code before logging onto their Subscriber Mailbox.
<b>System Administrator</b> (page 103)	A Subscriber Mailbox designated as a System Administrator provides the subscriber with unique system administration capabilities through the <b>SA</b> menu.
<b>Urgent Message</b> (page 108)	A Subscriber Mailbox user can send an Urgent Message.

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## 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:
<b>SA</b> (72)	Access the System Administrator options.	
<b>BR</b> (27)	Record the Broadcast Message.	<i>Broadcast Message</i> on page 26.
<b>W</b> (9)	Record a Welcome Message.	<i>Welcome Message</i> on page 111.
<b>I</b> (4)	Record an Instruction Menu.	<i>Instruction Menu</i> on page 49.
<b>DD</b> (33)	Record a Directory Dialing Message.	<i>Directory Dialing Message</i> on page 38.
<b>AN</b> (26)	Record an Announcement Message.	<i>Announcement Message</i> on page 14.
<b>N</b> (6)	Record a Mailbox Name.	<i>Mailbox Name</i> on page 61.
<b>SO</b> (76)	Enable Answer Schedule Override.	<i>Answer Schedule Override</i> on page 16.
<b>MH</b> (64)	Record Music on Hold.	<i>Music On Hold</i> on page 89.
<b>IP</b> (47)	Record the Interactive Prompts.	<i>Interactive Prompts</i> on page 55.
<b>PC</b> (72)	Customize the voice prompts.	<i>Voice Prompts</i> on page 109.
<b>SV</b> (78)	Get the system version number.	
<b>PD</b> (73)	Shut down voice mail prior to turning off the telephone system power.	
<b>EM</b> (36)	Erase all messages in a mailbox.	<i>Erasing All Messages</i> on page 41.
<b>L</b> (5)	Assign a stored language as an active language.	<i>Bilingual Voice Prompts</i> on page 24.
<b>DS</b> (37)	Delete a mailbox security code.	<i>Mailbox Security Code Delete</i> 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)	
<b>SA</b> (72)	Access the System Administrator Menu <ul style="list-style-type: none"> <li>■ Turn to <i>System Administrator Options</i> on page 103 for more.</li> </ul>
<b>0</b>	Plays Help message

# System Administrator Mailbox

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## 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.

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## Operation

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

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## 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

Hearing the Current Time and Date	
Log onto Subscriber, Guest, or Message Center Mailbox	
TI (84)	Access the Time and Date option <ul style="list-style-type: none"><li>■ Voice mail plays the time and date, and then returns you to the mailbox Main Menu</li></ul>
0	Plays Help message

# Time and Date Stamp

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## 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.

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## Operation

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

N/A



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## 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

Transferring your call to a Co-Worker's Mailbox
<p><b>To transfer your active call to a co-worker's mailbox:</b></p> <ol style="list-style-type: none"><li>1. Press <b>HOLD</b>.</li><li>2. Dial your co-worker's mailbox number (e.g., 301 for extension 301).<ul style="list-style-type: none"><li>■ You can optionally press a One Touch Key instead of dialing a mailbox.</li></ul></li><li>3. Press your Voice Mail key.</li><li>4. Press <b>SPK</b> to hang up.<ul style="list-style-type: none"><li>■ 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.</li></ul></li></ol>



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# Urgent Message

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## 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			
<b>RS</b> (77)	Record and send a message		
	Record at the tone and press # when you are done. ■ For other recording options, see <i>Message Record</i> on page 84		
	Enter the mailbox number(s) to receive the message (up to 10). ■ For other recording options, see <i>Message Record</i> on page 84		
		<b>*U</b> (*7)	Tag the message as urgent.
		<b>#</b>	Send the message.
<b>0</b>	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)				
<b>SA</b> (72)	Access System Administrator options			
	<b>PC</b> (72)	Select Prompt Customization		
		<b>1</b>	Select language 1	
		<b>2</b>	Select language 2	
			Enter prompt number + # to select a prompt	
			<b>N</b> (6)	Hear current prompt number
			<b>L</b> (5)	Listen to default prompt
			<b>R</b> (7)	Record a new prompt
				Record new prompt + #
			<b>V</b> (8)	Verify new prompt
				Listen to new prompt + #
			<b>E</b> (3)	Erase new prompt
			<b>#</b>	Back up to select another prompt
			<b>*</b>	Go to next consecutive prompt
			* to go to prompt 1	
			# to exit	
<b>0</b>	Plays Help message at any menu level			



# Volume Control

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## 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.

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## Operation

Listening to Messages				
Log onto Subscriber, Guest, or Message Center Mailbox				
L (5)	Access the Message Listen mode ■ See <i>Message Listen Options</i> on page 57 for more on the listening options			
	While listening to a message			
			<b>VU</b> (88)	Turn up the message listening volume
			<b>VD</b> (83)	Turn down the message listening volume
			<b>VN</b> (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)			
<b>SA</b> (72)	Access System Administrator options		
	<b>W</b> (9)	Select Welcome Messages	
		Enter the Call Routing Mailbox number	
		<b>L</b> (5)	Listen to the current Welcome Message (if any) + #
		<b>C</b> (2)	Copy the Welcome Message from another Call Routing Mailbox
			Enter Call Routing Mailbox number
		<b>R</b> (7)	Record a new Welcome Message
			Record message + #
		<b>E</b> (3)	Erase the Welcome Message
		#	Go to another Call Routing Mailbox
		##	Go back to the System Administrator options
<b>0</b>	Plays Help message at any menu level		

# Welcome Message

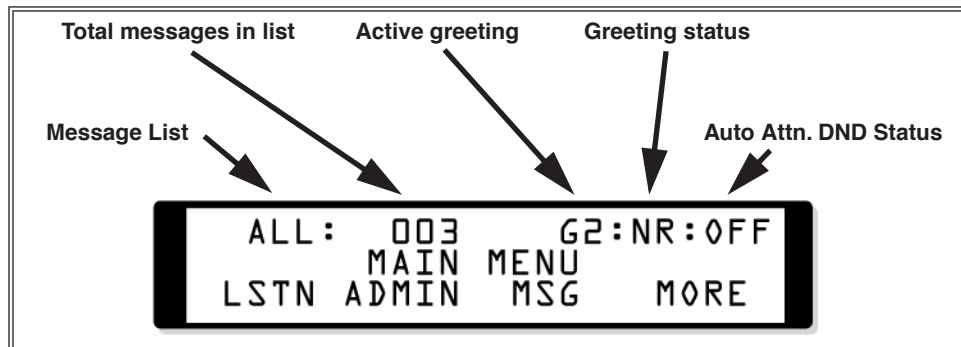
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# Chapter 2: Soft Keys

2

## Keyset Soft Keys

### Keyset Status Line



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

# Soft Keys

## Soft Key Definitions

### Keypad Soft Key Chart

The following chart shows the keypad soft keys.

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



# Soft Keys

## Soft Key Definitions

<b>Keypad Soft Keys</b> (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
	<b>Mbox</b>	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.	
		<b>Scrty</b>	Access the Security Code option
		<b>Done</b>	Press after entering your security code
		<b>Yes</b>	Accept Security Code
		<b>No</b>	Do not accept Security Code
		<b>Del</b>	Erase your Security Code
		<b>Name</b>	Access the Mailbox Name option
		<b>Recrd</b>	Record your mailbox name + #
		<b>Del</b>	Erase the mailbox name
		<b>Recrd</b>	Rerecord your mailbox name
		<b>Play</b>	Listen to the recorded mailbox name
		<b>Del</b>	Erase the mailbox name
		<b>Play</b>	Listen to your mailbox name (if recorded)
		<b>Notfy</b>	Access the Message Notification options
		<b>Gp1.D/E</b> <b>Gp2.D/E</b> <b>Gp3.D/E</b>	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.)
		<b>Sumry</b>	Hear a summary of your current notification options (The submenu for each group displays as the summary plays.)
		After selecting a notification group	
		<b>Grpn</b>	Press repeatedly to select group 1, 2 or 3
		Enable or disable the selected group	
		<b>Enbld</b>	Press to disable selected group
		<b>Dsbld</b>	Press to enable selected group

2

# Soft Keys

## Soft Key Definitions

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

# Soft Keys

## Soft Key Definitions

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

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# Soft Keys

## Soft Key Definitions

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

# Soft Keys

## Soft Key Definitions

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

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# Soft Keys

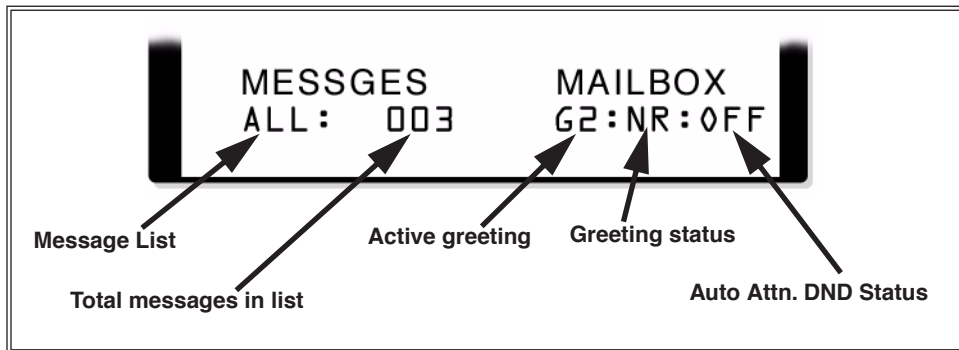
## Soft Key Definitions

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### 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

# Soft Keys

## Soft Key Definitions

### Super Display Soft Key Chart

The following chart shows the Super Display Telephone soft keys.

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

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# Soft Keys

## Soft Key Definitions

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



# Soft Keys

## Soft Key Definitions

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

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# Soft Keys

## Soft Key Definitions

<b>Super Display Soft Keys</b> (Page 4 of 11) (MORE = Display more options at same level, <<< = Go back.)			
		<b>Erase</b>	Erase recording
		<b>Use.Names</b>	Go back to <b>To.Names</b> and specify recipients by mailbox name
		After entering a mailbox number	
		<b>Message Delivery Options 2</b> (After selecting recipient by mailbox number)	
		<b>Urgent</b>	Mark the message as urgent
		<b>Erase</b>	Erase recording
		<b>Return.Rcpt</b>	Request a Return Receipt
		<b>Use.Names</b>	Go back to Message Delivery Options 1
		<b>Cancel.Prev</b>	Cancel the previous mailbox number or name
		<b>Send.Message</b>	Send the message
			<b>DELIVERY TIME?</b> Enter the time for the message to be delivered
			<b>DELIVERY DATE?</b> Enter the date for the message to be delivered
			<b>ARE YOU SURE?</b> Prompts you to confirm date and time
			<b>YES</b> Press if time and date are correct
			<b>NO</b> Press if time and date are incorrect
		<b>Confidential</b>	Mark the message as Confidential
<b>&lt; - Listen</b>	Listen to the previous message		
<b>Listen - - &gt;</b>	Listen to the next message		
	<b>Make.Call</b>	Press for Make Call (which automatically places a return call to the message sender)	
	<b>Reply</b>	Press to record a reply to the message sender	
		<b>Send.Reply</b>	When you are done recording, press to send your reply to the message sender
	<b>Forward</b>	Press to set up Message Forward	
		<b>Send.Msg</b>	Press to send the message (with or without a recorded comment)
		<b>Erase</b>	Erase recording
		<b>Use.Names</b>	Specify recipients by mailbox name
		<b>Add.Name</b>	Press to select a recipient by their name
		<b>End.Name</b>	Enter 4 or more letters of name then press this key
		<b>Message Delivery Options 1</b> (After selecting recipient by name)	
		<b>Urgent</b>	Mark the message as urgent
		<b>Erase</b>	Erase recording

# Soft Keys

## Soft Key Definitions

Super Display Soft Keys (Page 5 of 11) (MORE = Display more options at same level, <<< = Go back.)								
						<b>Return.Rcpt</b>	Request a Return Receipt	
						<b>Add.Name</b>	Go back to <b>Add.Names</b> (specify more recipients by name)	
						<b>Add.Mailbox</b>	Go to <b>Add.Mailbox</b> below (select recipient by mailbox number)	
						<b>Cancel.Prev</b>	Cancel the previous mailbox number or name	
						<b>Send.Message</b>	Send the message	
						<b>Confidential</b>	Mark the message as Confidential	
				<b>Add.Mailbox</b>	Press to select a recipient by their mailbox number and go to the next step			
			After entering the recipient's mailbox number					
				<b>Message Delivery Options 2</b> (After selecting recipient by mailbox number)				
					<b>Urgent</b>	Mark the message as urgent		
					<b>Erase</b>	Erase recording		
					<b>Return.Rcpt</b>	Request a Return Receipt		
					<b>Use.Names</b>	Go to Message Delivery Options 1		
					<b>Cancel.Prev</b>	Cancel the previous mailbox number or name		
					<b>Send.Message</b>	Send the message		
					<b>Confidential</b>	Mark the message as Confidential		
<b>Greeting.#</b>	Press to activate the next greeting ■ Also replays the Main Menu help message							
<b>Notify. Optns</b>	Access the Message Notification options							
	<b>Group.1</b>	Access the options for group 1 ■ See the options under <i>Summary</i> below.						
		<b>Disabled</b>	Press to enable notification group 1					
		<b>Enabled</b>	Press to disable notification group 1					
	<b>Group.2</b>	Access to options for group 2 ■ See the options under <i>Summary</i> below.						
		<b>Disabled</b>	Press to enable notification group 2					
		<b>Enabled</b>	Press to disable notification group 2					

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# Soft Keys

## Soft Key Definitions

<b>Super Display Soft Keys</b> (Page 6 of 11) (MORE = Display more options at same level, <<< = Go back.)			
	<b>Group.3</b>	Access the options for group 3 ■ See the options under <i>Summary</i> below.	
		<b>Disabled</b>	Press to enable notification group 3
		<b>Enabled</b>	Press to disable notification group 3
	<b>Summary</b>	Hear a summary of your Message Notification options and modify the settings	
		<b>Group.n</b>	Select the notification group you want to review or modify
		<b>Enabled</b>	The selected group is enabled - press to disable
		<b>Disabled</b>	The selected group is disabled - press to enable
		<b>nn:nnam</b>	Change the notification start time
		<b>nn:nnpm</b>	Change the notification stop time
		<b>All.Msgs</b>	Select the type of messages that should notify you
		<b>Urg.Pri: n</b>	Select the notification priority
		<b>Phone</b>	Select the type of device that will receive the notification
		<b>No.Sec.Code</b>	Choose the Security Code mode for notification
		<b>No number to dial</b>	Enter the number that notification should dial
		<b>&lt;&lt;&lt;</b>	Back up without making any entries
		<b>Accept</b>	Accept (save) your selections
	<b>Priorities</b>	Set the Urgent Message Notification Group priority	
		<b>Accept</b>	Accept the display priority sequence
		<b>Modify</b>	Modify the priority sequence
		<b>1.Only</b>	Group 1 only
		<b>2.Only</b>	Group 2 only
		<b>3.Only</b>	Group 3 only
		<b>1 - 2</b>	Groups 1 and 2 in the displayed order
		<b>1 - 3</b>	Groups 1 and 3 in the displayed order
		<b>2 - 3</b>	Groups 2 and 3 in the displayed order
		<b>1 - 2 - 3</b>	All groups in the displayed order
		<b>1 - 3 - 2</b>	All groups in the displayed order
		<b>2 - 1 - 3</b>	All groups in the displayed order
		<b>2 - 3 - 1</b>	All groups in the displayed order
		<b>3 - 1 - 2</b>	All groups in the displayed order
		<b>3 - 2 - 1</b>	All groups in the displayed order
<b>Security.Cd</b>	Access the Security Code option		
	<b>NEW SECURITY CODE?</b>	Prompts you to enter your Security Code	
	<b>DONE</b>	Press after entering your Security Code	
	<b>Security Code:xxx</b>	Displays your current Security Code entry	
	<b>ARE YOU SURE?</b>	Prompts you to confirm your Security Code entry	

# Soft Keys

## Soft Key Definitions

Super Display Soft Keys (Page 7 of 11) (MORE = Display more options at same level, <<< = Go back.)			
		<b>Yes</b>	Accept Security Code
		<b>No</b>	Do not accept Security Code
	<b>Erase</b>	Erase your Security Code	
<b>Recordings</b>	Access the mailbox and system-wide recordings		
	<b>Page.Msg</b>	Record your Paging Message	
		<b>Record</b>	Record your Paging Message
		<b>Done</b>	Press when recording complete (instead of dialing #)
		<b>Erase</b>	Erase your Paging Message (if already recorded)
		<b>Back</b>	Go back to the mailbox and system-wide recordings menu
		<b>Listen</b>	Listen to your Paging Message (if already recorded)
		<b>Msg.Is.Off</b>	Press to turn the Paging Message on
		<b>Msg.Is.On</b>	Press to turn the Paging Message off
		<b>Systemwide</b>	Go to the system-wide recordings (System Administrator's only) ■ See <i>Systemwide</i> below.
	<b>Mbox.Name</b>	Record your Mailbox Name	
		<b>Record</b>	Record your Mailbox Name
		<b>Done</b>	Press when recording complete (instead of dialing #)
		<b>Erase</b>	Erase your Mailbox Name (if already recorded)
		<b>Back</b>	Go back to the mailbox and system-wide recordings menu.
		<b>Listen</b>	Listen to your Mailbox Name (if already recorded)
		<b>Systemwide</b>	Go to the system-wide recordings (System Administrator's only) ■ See <i>Systemwide</i> below.
	<b>Greeting 1</b>	Record Greeting 1	
	<b>Greeting 2</b>	Record Greeting 2	
	<b>Greeting 3</b>	Record Greeting 3	
	You have the following options while recording a Greeting		
		<b>Record</b>	Record your Greeting
		<b>Done</b>	Press when recording complete (instead of dialing #)
		<b>Erase</b>	Erase your Greeting (if already recorded)
		<b>Back</b>	Go back to the mailbox and system-wide recordings menu
		<b>Listen</b>	Listen to your Greeting (if already recorded)
		<b>DND.Is.Off</b>	Press to turn Auto Attendant Do Not Disturb on (requires software version 11.05.02 or higher)
		<b>DND.Is.On</b>	Press to turn Auto Attendant Do Not Disturb off (requires software version 11.05.02 or higher)
		<b>Systemwide</b>	Go to the system-wide recordings (System Administrator's only) ■ See <i>Systemwide</i> below.
	<b>Systemwide</b>	Access the system-wide recordings (System Administrator's only)	
		<b>Welcome</b>	Record a Welcome Message

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# Soft Keys

## Soft Key Definitions

<b>Super Display Soft Keys</b> (Page 8 of 11) (MORE = Display more options at same level, <<< = Go back.)				
			<b>Copy</b>	Copy the Welcome Message from another mailbox
			<b>Mailbox:</b>	Select another mailbox for recording
			<b>Record</b>	Record the Welcome Message
			<b>Erase</b>	Erase the Welcome Message (if already recorded)
			<b>Back</b>	Go back to the system-wide recordings menu.
			<b>Listen</b>	Listen to your Welcome Message (if already recorded)
			<b>My.Mailbox</b>	Go back to the mailbox and system-wide recordings menu
		<b>Instr.Menu</b>	Record an Instruction Menu	
			<b>Copy</b>	Copy the Instruction Menu from another mailbox
			<b>Mailbox:</b>	Select another mailbox for recording
			<b>Record</b>	Record the Instruction Menu
			<b>Erase</b>	Erase the Instruction Menu (if already recorded)
			<b>Back</b>	Go back to the system-wide recordings menu.
			<b>Listen</b>	Listen to your Instruction Menu (if already recorded)
			<b>My.Mailbox</b>	Go back to the mailbox and system-wide recordings menu
		<b>Dir.Dial</b>	Record a Directory Dialing Message	
			<b>Copy</b>	Copy the Directory Dialing Message from another mailbox
			<b>Mailbox:</b>	Select another mailbox for recording
			<b>Record</b>	Record the Directory Dialing Message
			<b>Erase</b>	Erase the Directory Dialing Message (if already recorded)
			<b>Back</b>	Go back to the system-wide recordings menu.
			<b>Listen</b>	Listen to your Directory Dialing Message (if already recorded)
			<b>My.Mailbox</b>	Go back to the mailbox and system-wide recordings menu
		<b>Music</b>	Record a Music on Hold program	
			<b>Record</b>	Record a Music on Hold program
			<b>Erase</b>	Erase the Music on Hold program (if already recorded)
			<b>Back</b>	Go back to the system-wide recordings menu.
			<b>Listen</b>	Listen to your Music on Hold program (if already recorded)
			<b>My.Mailbox</b>	Go back to the mailbox and system-wide recordings menu
		<b>Sys.Options</b>	Access Additional System Administrator Options	
			<b>Del.Sec.Code</b>	Delete a mailbox Security Code

# Soft Keys

## Soft Key Definitions

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

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# Soft Keys

## Soft Key Definitions

Super Display Soft Keys (Page 10 of 11) (MORE = Display more options at same level, <<< = Go back.)				
			<b>Back</b>	Go back to the system-wide recordings menu
			<b>First.Prompt</b>	Go to the first prompt
			<b>Prompt:x</b>	Select another prompt
			<b>nnnnnnnn (x)</b>	Indicates the active language - press to cancel the active language and make a new selection
			<b>Rec.Subst</b>	Record a substitute prompt
			<b>Erase</b>	Erase the substitute prompt and reinstate the default prompt
			<b>Back</b>	Go back to the system-wide recordings menu
			<b>Next Prompt</b>	Go to the next consecutive prompt
			<b>Lsn.Default</b>	Listen to the default prompt
			<b>Lsn.Subst</b>	Listen to the substitute prompt you recorded
			<b>My.Mailbox</b>	Go back to the mailbox and system-wide recordings menu
			<b>My.Mailbox</b>	Go back to the mailbox and system-wide recordings menu
		<b>Mbox.Names</b>	Record Mailbox Names	
			Enter the number of the mailbox whose name you want to record	
			<b>Mailbox: xxx</b>	Indicates the mailbox selected - press to select another mailbox
			<b>Record</b>	Record the Mailbox Name
			<b>Erase</b>	Erase the Mailbox Name (if recorded)
			<b>Back</b>	Go back to the system-wide recordings menu
			<b>Listen</b>	Listen to the Mailbox Name (if recorded)
			<b>My.Mailbox</b>	Go back to the mailbox and system-wide recordings menu
		<b>Announcement</b>	Record an Announcement Message	
			Enter the number of the Announcement Mailbox for the message you want to record <ul style="list-style-type: none"> <li>■ The display shows Repeat and Hang Up settings for the Announcement Mailbox you select.</li> </ul>	
			<b>Mailbox: xxx</b>	Indicates the Announcement Mailbox selected - press to select another mailbox
			<b>Record</b>	Record the Announcement Message
			<b>Erase</b>	Erase the Announcement Message (if already recorded)
			<b>Back</b>	Go back to the system-wide recordings menu
			<b>Listen</b>	Listen to your Broadcast Message (if already recorded)
			<b>My.Mailbox</b>	Go back to the mailbox and system-wide recordings menu



# Soft Keys

## Soft Key Definitions

Super Display Soft Keys (Page 11 of 11) (MORE = Display more options at same level, <<< = Go back.)		
	<b>IA.Prompts</b>	Record the Interactive Prompts
		Enter the number of the Interactive Mailbox for the Interactive Prompts you want to record
	<b>Erase.#x</b>	Erase the current prompt (if recorded) - x indicates the prompt number
	<b>Mailbox: xxx</b>	Indicates the Interactive Mailbox selected - press to select another mailbox
	<b>Record</b>	Record the Interactive Prompt
	<b>Erase</b>	Erase the Interactive Prompt (if already recorded) the you select
	<b>Back</b>	Go back to the system-wide recordings menu
	<b>Insert</b>	Insert an Interactive Prompt (that you specify)
	<b>Add.To.End</b>	Add an Interactive Prompt to the end of the list
	<b>Listen</b>	Listen to an Interactive Prompt (that you specify)
	<b>Review.All</b>	Listen to all the Interactive Prompts recorded for the selected Interactive Mailbox
	<b>My.Mailbox</b>	Go back to the mailbox and system-wide recordings menu
	<b>My.Mailbox</b>	Go back to the mailbox recordings
<b>DND.Is.Off</b>	Press to turn Auto Attendant Do Not Disturb On	
<b>DND.Is.On</b>	Press to turn Auto Attendant Do Not Disturb Off	
<b>Options</b>	Access the Mailbox Options	
	<b>AutoHlp: Off</b>	Press to turn on Auto Help
	<b>AutoHlp: On</b>	Press to turn off Auto Help
	<b>AutoTS:Off</b>	Press to turn on Auto Time Stamp
	<b>AutoTS: On</b>	Press to turn off Auto Time Stamp
	<b>CallAnn: Off</b>	Press to turn on Call Announcing
	<b>CallAnn: On</b>	Press to turn off Call Announcing
	<b>CallWt: Off</b>	Press to turn on Call Waiting
	<b>CallWt: On</b>	Press to turn off Call Waiting
	<b>AutoFwd: Off</b>	Press to set up Auto Forward
		Enter the number of the mailbox to receive the Auto Forward messages
	<b>AutoFwd: On</b>	<ul style="list-style-type: none"> <li>■ Press to see the Auto Forward mailbox assignment (then # to cancel)</li> <li>■ Press a second time to turn Auto Forward off</li> </ul>
	<b>Systemwide</b>	Access the System Administrator Options (System Administrator's only)

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# Soft Keys

## *Soft Key Definitions*

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# Chapter 3: Voice Prompts

## Voice Prompts

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

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# Voice Prompts

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