
User Operations

This section explains how to operate the *Flash-based Voice Mail* features.

How to Use the Voice Mail System

- The system is programmed to respond when any of the 12 telephone keys are pressed. If no key is pressed in response to a prompt, the system assumes the caller is confused.
- The system repeats the caller's options. If there is still no response, the system automatically transfers an external caller to an attendant, or politely disconnects a user from the call.
- The system counts the number of errors (incorrect key presses) that a caller makes. If the count exceeds a certain number (usually 3) the caller is politely disconnected. The system does this to allow as many callers on the system as possible.

[*] Key

Use the [*] key to perform the following functions:

- Cancel what you are doing.
- Skip personal greetings and introductory prompts. (It gets you directly to the recording tone.)
- Return to the previous menu, while listening to a prompt.
- Disconnect, when at the Main Menu.

[#] Key

Use the [#] key to perform the following functions:

- Complete a step.
- Send a message.
- Skip a message.
- Denote the end of a variable-length number, such as a password (this keeps the system from having to wait to determine if you are finished entering digits).

Getting Started

Setting Up Your Mailbox

You need the following information from your system administrator to set up your mailbox: the number to reach the voice mail system, your mailbox number, and your temporary password. After you have this information, follow these steps:

1. Call the voice mail system: _____ (for example, dial 440).
2. If you hear the system greeting, press [#], then enter your mailbox number.
3. When asked for your temporary password, enter ____ (for example, 0000).
4. Press [3] for Mailbox Options.
5. Press [2] for Passwords.
6. When prompted, enter your new password. The system will confirm the new number selected and will then take you back to the Personal Options Menu.

7. Press [1] for Greetings.
 8. Press [2] to Record.
 9. Press [1] to Record your Name and [2] to Record your Mailbox Greeting. Follow the prompts to record both.
 10. Press [#] to stop recording.
- Your mailbox is now set up and ready to use. You may wish to change your mailbox greeting from time to time. To change your mailbox greeting, refer to *"Changing Your Mailbox Greeting"*.

Accessing Your Mailbox

You can access your mailbox by either calling into the voice mail system or by calling directly to your telephone number / personal mailbox.

When Calling to the Voice Mail System:

1. Call the voice mail system.
2. When you hear the system greeting, press [#] and then enter your mailbox number.
3. Enter your password. The system will then tell you how many new and how many saved messages you have. The main mailbox menu is then played.

When Calling to Your Telephone Number / Personal Mailbox:

1. Call your telephone number / personal mailbox.
2. When you hear your mailbox greeting, press [*] + [#] and then enter your mailbox number.
3. Enter your password. The system will then tell you how many new and how many saved messages you have. The main mailbox menu is then played.

Disconnecting from the System

1. When you finish using the system, press [*] until the system says, "Hanging up now. Goodbye."
2. If after pressing [1] you attempt to disconnect while there are new messages in your mailbox, the system plays a message, "The mailbox is not empty."
Press [1] if you wish to listen to the new message. Press [*] to hang up.

Message Options

Review Your Messages

Messages in your mailbox come from either external callers, who leave messages while in the telephone answering mode, or from other internal users. Messages are presented to you in the following order: new messages, skipped messages, and saved messages.

After the last new message has been presented to you, the system searches the mailbox to see if there are any remaining new messages to be reviewed. In particular, if new messages arrive during message review, they are presented in the same order as before but are considered "skipped".

To review the messages in your mailbox:

1. At the main menu, press [1]. The system plays your messages.
2. After each message is reviewed, the system prompts you for an action. The available options are.

[1]	Replay	repeats the entire message.
[2]	Save	keeps the message in your mailbox for future reference.
[3+#]	Delete	allows you to discard the message and confirm deletion.
[4]	Forward/Copy	allows you to forward a copy of the message to another user. When you send a copy, you have the option to send the copy with or without introductory comments.
[5]	Reply	allows you to record a reply to a message sent from another user's mailbox with a single keystroke.
[8]	Message Information	plays the time and date the message was sent, and where the message originated from.
[*]	Cancel	cancels message review.
[#]	Skip	skips to next message in the queue.



Any message not completely reviewed and either saved or deleted remains in the new message queue. If you forget to press [] to cancel review and just hang up, all partially reviewed and unheard messages will remain in the new message queue.*

Replay a Message

At the end of a message (when the system prompts with the "After Reviewing" menu) you can replay that message in its entirety.

1. At the Main Menu, press [1] to review the message.
2. When the message ends, press [1] again to replay the message.

Save a Message

If the message needs to be acted on later, it may be saved. Saved messages are kept in a separate queue. They will be played after new messages.

1. At the Main Menu, press [1] to review the message.
2. Press [2] to save the message.

Delete a Message

Deleting messages keeps the mailbox clear and reduces the need for system storage capacity. To delete a message:

1. At the Main Menu, press [1] to review the message.
2. Press [3] to delete the message.
3. Press [#] to confirm deletion.



*After a message has been deleted, it **cannot** be restored.*

Forward a Copy to Another Mailbox

You may wish to forward a copy of a message to another user. You can record introductory remarks and send the remarks plus a copy of the message to another user or just send the message. Copies may be sent to one or more users. You may send copies of messages that are received in either voice mail or telephone answering mode. To send a copy of a message:

1. At the Main Menu, press [1] to review the message.
2. Press [4] to forward the message.
3. Select the desired option:
Send w/ Comments = [1], then record your comments.
-or-
Send w/o Comments = [2].
4. Press [#], then enter destination.

Reply to a Message

You can reply to a message sent from another user's mailbox by pressing one key. Therefore, users should enter their own mailbox to record a message before sending, so recipients can conveniently reply.

1. At the Main Menu, press [1] to review the message.
2. Press [5] to reply to the message.
3. Press [#] if the message is acceptable.
4. Press [#] again to send the reply.

Message Information

Details about a message are available: who sent it and the time and date it was delivered. This information is called Message Information. To access message information, press [8] after listening to the message to hear the information that relates to that message.

- The time and date stamp on a new message always relates to message delivery.
- Once a message is saved, the time and date stamp refers to the time it was first saved.
- This time and date stamp allows the user to know how much longer the message can stay in the mailbox before it is automatically deleted.
- Reviewing a message and re-saving it does not change the time and date stamp or when the system automatically deletes the message.

Options While Reviewing

As you become more experienced, you may want to control the playback of the messages you receive. The system playback controls are designed to give you that flexibility. For example, with playback controls, you can scan through a long message to find a telephone number without reviewing the entire message.

After dialing [1] to review a message, you can press:

- [1] Rewind to the beginning of the message
- [6] Pause and restart the message
- [7] Rewind 5 seconds
- [9] Fast Forward 5 seconds
- [#] Skip to the next message

Send a Message

1. At the Main Menu, press [2] to access options to send a message.
2. Press [2] to Record a Message. The system prompts you to begin recording your message.
3. Record the message.
4. Press [#] to end the recording.

The system prompts you to send the message after giving you a chance to:

- [1] listen to the message you have just recorded,
 - [2] re-record the message,
 - or-
 - [3] append to the recording,
 - or-
 - [*] delete the message and begin again.
5. When the message is acceptable, press [#].
 6. Enter the destination.
 - The destination is the mailbox number of the person who is to receive the message. Messages may be sent individually or in combination with other destinations.
 - Once you enter the mailbox number, the system plays back the name of the person whose mailbox you have selected.
 - If you have selected the wrong mailbox, press the [*] key and enter a new number.
 7. Press [#] if there are no more destinations, or continue from Step 5.

Mailbox Greeting Options

Changing Your Mailbox Greeting

Your mailbox greeting is played to outside callers who enter a system mailbox in the telephone answering mode. This greeting enables you to give callers information about your schedule and to encourage callers to leave detailed messages.

To change your mailbox greeting:

1. At the Main Menu, press [3] to access Mailbox Options.
2. Press [1] to access Mailbox Greeting Options.
3. Press [2] to select the Record option.
4. Press [2] to record a Mailbox Greeting.
5. Record your greeting, then press [#].



If a mailbox greeting has not been recorded, the system uses your recorded name.

Reviewing Your Mailbox Greeting

You may use Personal Options to review your recorded greeting. To review your mailbox greeting:

1. At the Main Menu, press [3] to access Mailbox Options.
2. Press [1] to access Mailbox Greeting options.
3. Press [1] to select the Review option.
4. Press [2] to review the Mailbox Greeting.

Deleting Your Mailbox Greeting

The standard system greeting (recorded name) may be selected at any time by deleting your recorded greeting without recording a new one.

To delete your mailbox greeting:

1. At the Main Menu, press [3] to access Mailbox Options.
2. Press [1] to access Mailbox Greeting options.
3. Press [3] to select the Delete option.
4. Press [2] to delete the Mailbox Greeting.

Recording Your Name

You record your name the first time you use your mailbox. The recording of the name will be used to verify destinations, or as part of a system-generated personal greeting. You may change the way your name is recorded at any time.

To record your name:

1. At the Main Menu, press [3] to access Mailbox Options.
2. Press [1] to access Mailbox Greeting options.
3. Press [2] to select the Record option.
4. Press [1] to record your name.
5. Record your name, then press [#].

Reviewing Your Name

You may use Personal Options to review your recorded name. To review your name:

1. At the Main Menu, press [3] to access Mailbox Options.
2. Press [1] to access Mailbox Greeting options.
3. Press [1] to select the Review option.
4. Press [1] to review the recording of your name.

Deleting Your Name

To delete your name:

1. At the Main Menu, press [3] to access Mailbox Options.
2. Press [1] to access Mailbox Greeting options.
3. Press [3] to select the Delete option.
4. Press [1] to delete the recording of your name.

Recording Your Temporary Greeting

To record a Temporary Greeting:

1. At the Main Menu, press [3] to access Mailbox Options.
2. Press [1] to access Mailbox Greeting options.
3. Press [2] to select the Record option.
4. Press [3] to record a Temporary Greeting.
5. Record the greeting, then press [#]

Reviewing Your Temporary Greeting

To review your temporary greeting:

1. At the Main Menu, press [3] to access Mailbox Options.
2. Press [1] to access Mailbox Greeting options.
3. Press [1] to select the Review option.
4. Press [3] to review the Temporary Greeting.

Deleting Your Temporary Greeting

To delete a temporary greeting:

1. At the Main Menu, press [3] to access Mailbox Options.
2. Press [1] to access Mailbox Greeting options.
3. Press [3] to select the Delete option.
4. Press [3] to delete the Temporary Greeting.

Passwords

There is one password that is associated with each user mailbox. Each password is 4 numeric digits in length. A zero [0] should not be used as the first digit.

Changing Your Password

To change your password:

1. At the Main Menu, press [3] to access Mailbox Options.
2. Press [2] for Passwords.
3. Enter the desired password.

Outcall Notification

You can use the optional outcall notification feature to have the system call your pager and notify you that a new message has been received in your mailbox. Your system administrator will set up your notification schedule and can program your pager number. You can also program your pager number using the procedure, "Entering An Outcall Number", described below.

Turning Outcall On/Off

Once the outcall schedules and your pager number have been programmed, outcall notification can be turned on and off whenever desired. Outcall On/Off is a toggle. If outcall notification has been turned on, this procedure will turn it off.

1. From the Main Menu, press [3] to access Mailbox Options.
2. Press [3] for Outcall Notification.
3. Press [1] to activate or deactivate this option.



If an Outcall number is not already entered (refer to "Entering An Outcall Number" on page 5-51), Outcall Notification cannot be activated.

Entering An Outcall Number

You must enter a telephone number so that the system will be able to automatically inform you of new messages via the Outcall Notification feature.

1. From the Main Menu, press [3] to access Mailbox Options.
2. Press [3] for Outcall Notification.
3. Press [4] to select the Outcall Number option.
4. Enter the Outcall telephone number - up to 18 digits ([*] = pause).
5. Either press [1] to review, [2] to change, or [3] to delete the Outcall telephone number.

Direct Transfer

You can program the voice mail system so that incoming calls either initially ring at your extension prior to transferring to your voice mailbox or ring directly to your voice mailbox.

1. From the Main Menu, press [3] to access Mailbox Options.
2. Press [4] for Direct Transfer.
3. Press [1] to select the Extension option or press [2] to select the Mailbox option.