

VoiceWorks 16 user's guide

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Rev. B



We Make It Easy To Communicate

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Frequently used user/guest voice mail procedures

Entering mailbox programming mode

1. Dial the voice mail system's extension number.[‡] When the system answers, you'll hear the main greeting of the automated attendant.
2. Identify yourself to the system:
 - Press the * key.
 - Enter your mailbox number.
 - Press the # key.
6. The system will ask for your password. Enter it, followed by the # key.
7. The system will announce the number of new and old messages, and then begin playing them back. **At any time**, you may press **5** to enter programming mode. Instructions will prompt you to select your personal greeting, password, external message notification programming or the Message Recycle Bin.

Retrieving your messages

Retrieving your messages when you're in the office

1. Dial the extension number of the voice mail system.[‡] When the system answers, you'll hear the main greeting of the automated attendant.
2. Identify yourself to the system:
 - Press the * key.
 - Enter your mailbox number.
 - Press the # key.
3. The system will ask for your password. Enter it, followed by the # key.
4. The system will announce the number of new and old messages and will start playback of messages. You'll first hear any urgent messages or the oldest new message. Playback will continue until either all messages have played or you press the * key to end your call to the system.
5. Save or delete a message to listen to the next message.

Shortcut: Many telephone systems will allow a button on the telephone to be programmed as a **voice mail shortcut key**. It should dial the voice mail extension, pause until voice mail answers, then dial the * key followed by your mailbox number. This will reduce the number of keystrokes required to retrieve messages. Consult your system administrator if you need help.

[‡] You may have to call the system administrator to obtain this number.

Retrieving your messages when you're outside the office

1. If the operator or another user answers your call, have this person transfer you to the voice mail extension. When the system answers, you'll hear the main greeting of the automated attendant.
2. Identify yourself to the system:
 - Press the * key.
 - Enter your mailbox number.
 - Press the # key.
3. The system will ask for your password. Enter it, followed by the # key.
4. The system will announce the number of new and old messages, then will start playback of messages. You'll hear first any urgent messages or the oldest new message. Playback will continue until either all messages have played or you press the * key to end your call to the system.
5. Save or delete a message to listen to the next message.

Retrieving your messages when the system calls you with messages

If external message notification is set up for your mailbox, the voice mail system will call you when you receive new and/or urgent messages and play a prompt saying, "You have new messages. Enter your password."

To hear the message now:

1. Answer the phone and, after listening to the prompt, enter your password and then press the # key.
 - Note:** If you enter an incorrect password twice, the mailbox will hang up.
 - Note:** Even if you've programmed your mailbox not to require a password, you must enter **0** (zero) to hear your message(s).
2. Listen to your message(s) as you normally would.

To pass up on hearing the message now:

Enter the * key instead of the password. Your mailbox will not call you again until you get another message.

Note: If you program your home number into this feature, you might want to share this procedure with your family if you plan to leave the house for a while.

Retrieving your messages when the system pages you

You can set *pager notification* as your voice mail system's sole notification method or in conjunction with the phone delivery described above. The system will call and activate your external pager whenever the first new/urgent message is left in your mailbox; and it will repeat the page (at an interval programmed by the System Administrator) until you have retrieved all new/urgent messages. The system will tell you which mailbox has the message. Access your messages as described in previous items.

Message options available

These options are available during message playback.

Key	Function	Description
1	Pause	Pauses either for one minute or until you press 1 again.
2	Hear time/date	Pauses the message and plays the time/date when it was left, then resumes playback.
3	Reply	To reply to the originator of a message (if from a user in the system). Record your reply at the tone, then press 1 to stop. You will be returned to your mailbox and the original message.
4	Backup (rewind)	Each time you press this during message playback, the message backs up (partially rewinds) four seconds. If you press it after the playback has finished, this returns you to the beginning of the message.
5	Access user programming	Access certain user-programmable features.
6	Move	Moves a copy of the message to another user's mailbox. You have the option to move it with or without an introductory message. After finishing the operation, the system returns you to the original message in your mailbox.
7	Delete	Deletes the message from the mailbox. (The <i>message recycle bin</i> will save your 10 most recent deletions.)
8	Main greeting	Goes to the auto attendant's main greeting.
9	Save	Saves the message (it'll now be one of the "old messages" that play when you retrieve your messages). Note: See also *, below.
0	Operator	Transfers you to the operator.
#	To other mailbox	Leaves a message in another user's mailbox.
*	To disconnect	Always press the * key before hanging-up (if you press * during playback of a message, the message will be saved). Note: See also 9 , above.

Leaving messages for other users

When you call another user's extension

If you call another station that is busy or does not answer, you will be transferred to the user's voice mailbox. You can skip the personal greeting by pressing **1** and go directly to the record tone (or "beep"). Press **1** again or hang up when you're finished.

Leaving a message directly in another user's mailbox

To go directly to another user's mailbox without ringing that extension:

1. Dial the extension of the voice mail system.
2. After the automated attendant answers, dial the # key and then enter the user's mailbox/extension number.
3. The user's personal greeting will begin playing; you may press **1** to skip the greeting.
4. Begin speaking after the tone. Press **1** again or hang up when you're finished.

Moving a message to another user

You can move a copy of a message left in your mailbox to another user's mailbox.

1. Either during or just after message playback, press **6**.
2. You will be prompted to do one of the following:
 - Press **1** to record an optional introduction to be played before the copied message plays;
 - or
 - Press **6** again to move the message without an introduction.If you press **6**, ignore step 3.
3. When you're finished recording the introduction, either press **1** again or hang up.

The **original** message will **remain** in your mailbox and will play again after the copy is moved. You may press **7** to delete, or **9** to save the message. (The moved copy will remain in the other user's mailbox, regardless, until that user deletes it.)

Changing your personal greeting

Your mailbox can store up to three different personal greetings simultaneously. You can use each to tell callers a different reason why you are not at the phone at that time (see the examples, below). By having three different greetings, you have less need to re-record a greeting every time your accessibility changes.

Examples

- Greeting 1:** Hi, this is [name] at [company]. I'm away from my desk or on the phone right now; so please either dial zero to reach our operator, or leave me your name, number and message at the tone and I'll get back to you as soon as I can.
- Greeting 2:** Hi, this is [name] at [company]. I'm outside of the office. You may dial **122** for my assistant. If you prefer, you may leave me a voice message at the tone — I'll be checking in regularly — or, if it's important, dial **2** now to leave me an urgent message that will page me automatically.
- Greeting 3:** Hi, this is [name] at [company]. It's after normal business hours here, so please leave a message at the tone and I'll respond on the next business day.

Setting a greeting

These instructions explain both how to set which greeting should play and how to record (or re-record) a greeting.

1. Press **5** during message playback.
 2. Enter the greeting number (**1**, **2** or **3**) that you wish to play to callers **or** the greeting number you wish to re-record.
 3. Your mailbox will begin playback of the greeting, if you've recorded one.
 4. At any time, you may press the **#** key to confirm your selection, or press **1** to record the greeting or re-record the selected greeting which was just played.
 5. Press **1** when finished recording.
-

Undeleting messages

Your last 10 deleted messages will be stored in a *message recycle bin* to allow you to recover them, just in case you may have deleted any by mistake.

To gain access to the message recycle bin:

1. Press **5** during message playback.
2. Select option **5** to enter the message recycle bin. The last 10 deleted messages will begin playing back in "LIFO" (last-in, first-out) order.[‡]
3. Press **9** to advance through deleted messages.
4. When you hear the message you wish to un-delete, press **8**. This will restore the message to your mailbox as an old message.

[‡] When the bin has reached its capacity of 10 deleted messages that you haven't restored as described in step 4 of this procedure, your *next* deletion — therefore, the 11th one — will *permanently* delete the *first* one, based on how long ago you deleted it. This is called "FIFO" (first-in, first-out) order.

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Working with user/guest mailboxes

Important: Initially, your mailbox has no personal greeting recorded. Your mailbox is not active — *i. e.*, it cannot record messages from callers — until you have recorded at least one personal greeting for it (see page B-2).

Programming menu outline

The list below outlines the programming menu you'll hear in *user/guest mailbox programming mode*. Until you become familiar with the options, please listen carefully to the instructional voice prompts. (You don't have to listen to the entire instruction before making your selection.) In the next few pages, we explain these options and how to set them.

1 Select personal greeting

- 1 Record personal greeting
- 2 Delete personal greeting
- 3 Hear current personal greeting

2 Password

- 1 Enter new password
- 2 Restore default password
- 3 Hear current password

4 External message notification

- 1 Delivery options
- 2 Phone delivery
- 3 Pager notification
- 4 Urgent message

5 Message undelete

Entering mailbox programming mode

The first time you access your mailbox

1. Dial the voice mail system's extension number.[‡] When the system answers, you'll hear the main greeting of the automated attendant.
2. Identify yourself to the system:
 - Press the * key.
 - Enter your mailbox number.
 - Press the # key.
3. The system will ask for your password. Enter it, followed by the # key.
4. The system will announce the number of new and old messages, and then begin playing them back. **At any time**, you may press **5** to enter programming mode. Instructions will prompt you to select your personal greeting, password, external message notification programming or message recycle bin.

[‡]You may have to call the system administrator to obtain this number.

1 Select personal greeting

Your mailbox is capable of storing up to three different personal greetings simultaneously, in your own voice. Each greeting can give your callers the status of your availability. Selecting a greeting from among the three minimizes the need to re-record the greeting when your availability changes.

Important: Initially, your mailbox has no personal greeting recorded. Your mailbox is not active — *i. e.*, it cannot record messages from callers — until you have recorded at least one personal greeting for it.

Select the desired greeting Number — 1, 2, or 3 — followed by the # key. The current recording for that greeting will be played followed by instructional prompts to re-record, delete, hear again, or you may select the current greeting to be played to callers by pressing the # key. The mailbox will continue to play this greeting to all callers until you select another greeting or re-record the current greeting number.

Following is a list of options that you may wish to include in your personal greetings:

Option	Instruction
0	To reach the operator
1	To skip directly to the record tone (or “beep”)
2	To mark this message as an <i>urgent</i> message
8	To the main greeting (if auto attendant is used)
[xxx]	To reach [another user's extension]

Sample greetings

Greeting 1: *Hi, this is [name] at [company]. I'm away from my desk or on the phone, so please either dial **zero** to reach an operator, or leave me your name, telephone number and a detailed message at the tone and I'll get back to you as soon as I can. Thanks!*

Greeting 2: *Hi, this is [name] at [company]. I'm out of the office. To reach my assistant, dial **122**. Or you can leave me a message at the tone — I'll be checking in regularly — or dial **2** now to leave me an **urgent** message which will page me immediately. Thanks!*

Greeting 3: *Hi, this is [name] at [company]. You've reached my desk after normal business hours, so please leave me your name, telephone number and a detailed message at the tone, and I'll respond to it the next business day.*

Note: It's easy to change VoiceWorks¹⁶ personal greetings, as you'll see, so a greeting such as the third example could be readily adapted as a message for use on weekends and during company holidays.

1 Record selected personal greeting

You may change the personal greetings as often as necessary, by recording over a previously recorded personal greeting. The system will prompt you to "Begin recording at the tone. Press 1 to stop." The new personal greeting automatically replaces the previous greeting. Once you have established personal greetings that are unlikely to change, you can simply select the appropriate greeting without needing to re-record.

2 Delete selected personal greeting

When prompted, press 2 again to confirm deletion.

Warning: If you delete **all** of your personal greetings, this will **turn off** your mailbox until at least one greeting has been recorded.

3 Hear current personal greeting

This plays the current personal greeting that your callers hear.

2 Mailbox password

At first, your mailbox uses a *default password* that matches the extension number. For example, if your mailbox is 112, your default password will be 112#.

Warning: **We encourage you to change your password as soon as possible.** A secure password is the only means of preventing unauthorized use of a mailbox. The password may be up to eight digits (It may not start with "0").

Please change your password immediately. Passwords may be up to eight digits, for maximum security. If it is utterly safe, you can enter 0 (zero) as a password will eliminate the need to enter a password. You will be prompted to select from the following.

1 Enter new password

Follow the prompts you hear. Enter the new password, followed by the # key. The system will say the password back to you for verification.

2 Restore default password

This deletes the *current* password, reinstating the *default* password.

3 Hear current password

The system says the password back to you for verification.

4 External message notification

You can set the voice mail system to deliver messages to an off-premises phone, and/or to page you when it receives a message into your mailbox. You can set the *phone number* (cellular phone, home number, etc.), a pager number and a *delay time*. The delay time is how long the system should wait before attempting to deliver the message/page. You can further set the system to deliver only *urgent messages*; however, whether this function is available to you depends upon your telephone system.

The System Administrator, too, can program your mailbox for these parameters:

- Number to be called or paged
- Delay time
- Number of pager/phone attempts
- Interval between attempts (in increments of 10 minutes)
- “Quiet period” which suspends message delivery for late nights or privacy.

1 Delivery options

If you have programmed **both** an off-premises delivery number **and** a pager number, the system will prompt you to choose **one** of the following delivery options:

- Phone only
- Pager only
- Phone, then pager
- Phone and pager at the same time
- No off-premises delivery

2 Phone delivery

1 Phone delivery and delay

Enter the phone number (24 digits maximum) the voice mail system should call, followed by the # key. You **don't** need to include the code, such as a “9,” to access an outside line; the installer has already made that setting within the voice mail system for all outside calls.

Immediately after the caller leaves you a message, the voice mail system will light up the message-waiting lamp on your telephone.[‡] Unless a delay time is set, the system will immediately begin calling your off-premises telephone number and/or dial your pager number. (A delay will give you time to retrieve the message, should you be away from your desk, before the voice mail system begins calling you. Enter the delay time in one-minute increments.)

Note: While in programming mode, entering or deleting the number to be called activates or deactivates, respectively, this feature. Alternatively, you may also turn off this feature **without** deleting the number by simply selecting “No notification” in delivery options.

2 Delete phone number

When prompted, press **2** again to confirm deletion. The system will not attempt delivery until a new number is entered.

3 Hear current phone number

The system says the currently set phone number back to you for verification.

[‡] There are certain phone systems on which the voice mail system doesn't light this lamp. If you have questions about this, consult your System Administrator.

3 Pager notification

1 Enter pager number

Enter the phone number for your pager followed by the # key (24 digits maximum). *You **don't** need to include the code, such as a "9," to access an outside line.*

Note: While in programming mode, entering or deleting the number to be paged activates or deactivates, respectively, this feature. Alternatively, you may also turn off this feature **without** deleting the number by simply selecting "No notification" in delivery options.

2 Delete pager number

When prompted, press **2** again to confirm deletion. *The system will not page you until you've entered a new pager number.*

3 Hear current pager number

The system says the currently set pager number back to you for verification.

4 Urgent message activation

You can have all new messages delivered or choose to have only *urgent messages* delivered. If you have turned on urgent message capability, your personal greeting must include instructions for the caller to press **2** to mark the message as urgent. In addition, messages marked urgent will be played ahead of other new messages during message pick up.

5 Message recycle bin

The system will store each mailbox's 10 most recently deleted messages stored in a Message Recycle Bin. This allows you to recover messages that may have been deleted in error.

1. The system will play, first, the most recently deleted message. Press **9** to move to the next message.
2. To restore the message to your mailbox as an old message, press **8**.

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Frequently used group voice mail procedures

Entering group mailbox programming mode

To access the group mailbox:

1. Dial the voice mail system's extension number.[‡] When the system answers, you'll hear the main greeting of the automated attendant.
 2. Identify yourself to the system:
 - Press the * key.
 - Enter the group mailbox's number.
 - Press the # key.
 3. The system will ask for the group mailbox's password. Enter it, followed by the # key.
 4. Your mailbox will then announce the number of new and old messages and begin the playback. At any time, you may press **5** to enter programming mode. Instructions will prompt you to select *Personal greeting*, *Password* or *Edit the list of members*.
-

Leaving a message for a group/broadcast

1. Dial the voice mail system's extension number.[‡] When the system answers, you'll hear the main greeting of the automated attendant.
 2. Identify yourself to the system:
 - Press the * key.
 - Enter the mailbox's number.
 - Press the # key.
 3. The system will ask for the mailbox's password. Enter it, followed by the # key.
 4. Leave the message after the tone. Each group members (or, if it's a broadcast, all users on the voice mail system) will have a copy of the message in his/her individual mailbox.
 5. VoiceWorks¹⁶ will notify each group member, in the manner in which the person's individual mailbox is programmed, of the presence of the message.
-

Deleting a message from a group/broadcast mailbox

Warning: Deleting a message from a group mailbox automatically deletes all remaining copies of that message in all group members' mailboxes.

Warning: There is **no** message recycle bin (undeletion capability) for either the master message or for each group member's copy of the message. Once a copy is deleted from a group member's mailbox, the member can't restore it; and, once the master message is deleted, it's gone.

1. Dial the voice mail system's extension number.[‡] When the system answers, you'll hear the main greeting of the automated attendant.
2. Identify yourself to the system:
 - Press the * key.
 - Enter the mailbox's number.
 - Press the # key.

[‡]You may have to call the system administrator to obtain this number.

3. The system will ask for the mailbox's password. Enter it, followed by the # key.
4. You'll hear any previously recorded group messages that have not yet been deleted by all members of the group. Delete by pressing 7.
5. Exit by dialing the * key.

Editing the group members list

Group mailboxes may have members added or deleted from the list. Keep the member list in mind when your company hires new employees, and when employees leave the company. The broadcast mailbox does not allow the member list to be modified; it includes all mailboxes in which a personal greeting is recorded.

1. Dial the voice mail system's extension number.[‡] When the system answers, you'll hear the main greeting of the automated attendant.
2. Identify yourself to the system:
 - Press the * key.
 - Enter the mailbox's number.
 - Press the # key.
3. The system will ask for the mailbox's password. Enter it, followed by the # key.
4. The mailbox will then announce the number of new and old messages and begin the playback. At any time, you may press 5 to enter programming mode.
5. Select option 3, *Edit the list of group members*.
6. Then select to add a mailbox, delete a mailbox or hear the entire member list.

Changing a group mailbox's personal greeting

Each group mailbox can store up to three different personal greetings simultaneously, in your own voice. Each greeting can give your callers the status of the group's availability. Selecting a greeting from among the three minimizes the need to re-record the greeting when your availability changes.

Sample greetings

Greeting 1: *Hi, this is the Sales Department at [company]. We're all on the phone right now, so please either dial **zero** to reach an operator, or leave us your name, telephone number and a detailed message at the tone and we'll get back to you as soon as we can. Thanks!*

Greeting 2: *Hi, this is the Sales Department at [company]. We're all on the phone right now. To reach Customer Service, dial **110**. Or you can leave us a message at the tone — we check the box regularly — or dial **2** now to leave us an **urgent** message. Thanks!*

Greeting 3: *Hi, this is the Sales Department at [company]. You've reached our offices after normal business hours, so please leave us your name, telephone number and a detailed message at the tone, and we'll respond to it the next business day.*

Note: It's easy to change VoiceWorks¹⁶ personal greetings, as you'll see, so a greeting such as the third example could be readily adapted as a message for use on weekends and during company holidays.

[‡]You may have to call the system administrator to obtain this number.

- 1.** Dial the voice mail system's extension number.[‡] When the system answers, you'll hear the main greeting of the automated attendant.
- 2.** Identify yourself to the system:
 - Press the * key.
 - Enter the mailbox's number.
 - Press the # key.
- 3.** The system will ask for the mailbox's password. Enter it, followed by the # key.
- 4.** The mailbox will then announce the number of new and old messages and begin the playback. At any time, you may press **5** to enter programming mode.
- 5.** Enter the greeting number that you wish to play to callers, or the greeting number you wish to re-record.
- 6.** The mailbox will begin playback of the greeting.
- 7.** At any time, you may press the # key to confirm your selection, or press **1** to re-record the selected greeting that the system just played.
- 8.** Press **1** when finished recording.

[‡] You may have to call the system administrator to obtain this number.

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Working with group/broadcast mailboxes

Group mailboxes: an introduction

Group mailboxes let you broadcast a *master message* to everyone within a predefined *group* of users. When someone records a message in the group mailbox, the voice mail system instantly “copies” it into the mailbox of each member who’s recorded a personal greeting.[‡] To prevent unauthorized use, group mailboxes require entry of a *password* before accepting a message. Use *group mailboxes* if a group of employees, such as your salespeople, want to be able to easily leave messages for one another or receive them from outside callers.

There are 16 available group mailboxes, ranging **901–916**. Each may have up to 1,000 members **but** we recommend keeping the maximum for each at 100. Group mailboxes can record and playback messages only after a personal greeting is recorded, such as: “*You have reached the group mailbox for the Sales Department...*” (Deleting the personal greeting will turn the mailbox “off.”) A group mailbox can have as few as one member; this could be helpful if a particular extension needs to have multiple mailboxes.

Example: The receptionist may need both a personal mailbox and a “general delivery” mailbox — the group mailbox for our example — for after-hours callers. (Setting the group mailbox’s password to “0” lets it receive messages from anyone.) Each mailbox greets callers differently, but the mailbox owner needs to retrieve messages from only one location. It also allows her to retain a private mailbox, rather than having to share her own mailbox with the entire company.

Note: A member can delete only his/her copy of a group message; a saved group message will remain as a new message until deleted. A user cannot move his/her copy of a group message to another mailbox.

The master message remains in the group mailbox until all members have deleted their copies from their mailboxes.

Example: You have left a group message reminding each group meeting of a Friday meeting. The next Monday, you can delete it from the group mailbox; *this deletes it from the mailboxes of all members who have not yet deleted their copies of the message.*

Warning: Deleting a message from a group mailbox automatically deletes all remaining copies of that message in all group members’ mailboxes.

Warning: There is **no** message recycle bin (undeletion capability) for either the master message or for each group member’s copy of the message. Once a copy is deleted from a group member’s mailbox, the member can’t restore it; and, once the master message is deleted, it’s absolutely gone.

Giving the group mailbox number and password to others allows them also to record master messages. Once so authorized, members can distribute information among their own group. *Setting 0 (zero) as the password eliminates the password requirement;* this is necessary if outside callers are directed to the group mailbox, as described in our example, above, concerning the receptionist and the “general delivery” mailbox.

Example: A group mailbox for a sales staff could also allow the warehouse to leave a message advising against taking orders for items that are on back order. Sales reps could also use the mailbox to communicate with one another.

[‡] This keeps a group message from wasting space on the system long after all have heard it. The assumption is that a mailbox with no greeting has no active user to clean out messages as needed.

The broadcast mailbox: an introduction

A *broadcast mailbox* is similar in functionality to a group mailbox. Mailbox **900** is a broadcast mailbox; its group list consists automatically of all mailbox users **who have recorded personal greetings**. It's necessary to record a personal greeting for this mailbox.

Group/broadcast mailbox programming menu outline

Here's an outline of the menu for group/broadcast mailbox programming mode. Carefully listen to the instructional voice prompts until you become familiar with all the options. You don't have to listen to the entire instruction before making your selection.

1 Select personal greeting

- 1 Record personal greeting
- 2 Delete personal greeting
- 3 Hear current personal greeting

2 Password

- 1 Enter new password
- 2 Restore default password
- 3 Hear current password

3 Edit the list of group members (not applicable for the broadcast mailbox)

- 1 Add mailbox
 - 2 Delete mailbox
 - 3 Hear member list
-

Programming group/broadcast mailboxes

1. Dial the voice mail system's extension number.[‡] When the system answers, you'll hear the main greeting of the automated attendant.
 2. Identify yourself to the system:
 - Press the * key.
 - Enter the mailbox number.
 - Press the # key.
 3. The system will ask for the mailbox's password. Enter it, followed by the # key.
 4. The mailbox will then announce the number of new and old messages and begin the playback. At any time, you may press **5** to enter programming mode. Instructional prompts will play to select *Personal greeting*, *Password* or *Edit member list*.
-

1 Select personal greeting

You can record up to three different personal greetings. Initially, the mailbox has no personal greeting recorded. The mailbox will not record messages from callers until at least one personal greeting is recorded.

Select the desired greeting number — *1*, *2*, or *3*. The system will play the current greeting for that number, followed by instructional prompts to re-record, delete, or hear again; or you may

[‡]You may have to call the system administrator to obtain this number.

select the current greeting to be played to callers by pressing the # key. The mailbox will play this greeting to all callers until you select another greeting or re-record the current greeting.

Following is a list of options that you may wish to include in the mailbox's personal greetings:

Option	Instruction
0	To reach the operator
1	To skip directly to the record tone (or "beep")
2	To mark this message as an <i>urgent</i> message
8	To the main greeting (if auto attendant is used)
[xxx]	To reach [another user's extension]

Sample greetings

Greeting 1: *Hi, this is the Sales Department at [company]. We're all on the phone right now, so please either dial **zero** to reach an operator, or leave us your name, telephone number and a detailed message at the tone and we'll get back to you as soon as we can. Thanks!*

Greeting 2: *Hi, this is the Sales Department at [company]. We're all on the phone right now. To reach Customer Service, dial **110**. If you prefer, you may leave us a message at the tone — we check the mailbox regularly — or dial **2** now to leave us an **urgent** message. Thanks!*

Greeting 3: *Hi, this is the Sales Department at [company]. You've reached our offices after normal business hours, so please leave us your name, telephone number and a detailed message at the tone, and we'll respond to it the next business day.*

Note: It's easy to change VoiceWorks¹⁶ personal greetings, as you'll see, so a greeting such as the third example could be readily adapted as a message for use on weekends and during company holidays.

1 Record selected personal greeting

You may change any of the personal greetings as often as necessary by recording over the previously recorded one(s). The voice mail system will prompt you to "Begin recording at the tone; press **1** to stop." The new personal greeting automatically replaces the previous greeting. Once you have established personal greetings that are unlikely to change, you can simply select the appropriate greeting without needing to re-record.

2 Delete selected personal greeting

When prompted, press **2** again to confirm deletion.

Warning: If you delete **all** of the mailbox's personal greetings, this will turn off the mailbox until at least one greeting is recorded.

3 Hear current personal greeting

You may wish to hear the current personal greeting that will be played to callers.

2 Mailbox password

The mailbox initially uses a default password that matches the mailbox number. Passwords may be up to eight digits for maximum security. Entering **0** as a password will eliminate the need to enter a password. You will be prompted to select from the following.

1 Enter new password

Follow the instructional prompts played to you. Enter the new password, followed by the **#** key. The voice mail system will repeat your entry for verification.

2 Restore default password

Deleting the current password will re-instate the default password.

3 Hear current password

3 Edit the list of group members

(not applicable for the broadcast mailbox)

This is where you enter a list of the mailboxes to be included in the group mailbox. (You don't have to do this for the broadcast mailbox; it already contains all mailboxes with recorded greetings recorded.) You will be prompted to select from the following.

1 Add mailbox

Enter the number(s) of the mailbox(es) you wish to add to the Group Mailbox member list. After each entry, press the **#** key. After the last mailbox in the list, press the **#** key twice.

Example: To put mailboxes 100, 101, 102 and 103 into the box, enter:

100# 101# 102# 103##

2 Delete mailbox

Enter the number(s) of the mailbox(es) you wish to delete from the Group Mailbox member list. After each entry, press the **#** key. After the last mailbox in the list, press the **#** key twice.

3 Hear list

This lets you verify the Group Mailbox member list.

Frequently used cascade voice mail procedures

Entering cascade paging mailbox programming mode

1. Dial the voice mail system's extension number.[‡] When the system answers, you'll hear the main greeting of the automated attendant.
2. Identify yourself to the system:
 - Press the * key.
 - Enter the cascade paging mailbox's number.
 - Press the # key.
3. The system will ask for the mailbox's password. The default password is the same as the mailbox's number. Enter the password and then press the # key.
4. The mailbox will then announce the number of new and old messages and begin playback. At any time, you may press 5 to enter programming mode. Instructions will prompt you to select *Personal greeting*, *Password*, *Pager notification programming* or *Message recycle bin*.

Retrieving messages

Retrieving your messages when you're in the office

1. Dial the extension number of the voice mail system.[‡] When the system answers, you'll hear the main greeting of the automated attendant.
2. Identify yourself to the system:
 - Press the * key.
 - Enter the mailbox's number.
 - Press the # key.
3. The system will ask for the mailbox's password. Enter it, followed by the # key.
4. The system will announce the number of new and old messages and will start playback of messages. You'll first hear any urgent messages or the oldest new message. Playback will continue until either all messages have played or you press the * key to end your call to the system.
5. Save or delete a message to listen to the next message.

Shortcut: Many telephone systems will allow a button on the telephone to be programmed as a **voice mail shortcut key**. It should dial the voice mail extension, pause until voice mail answers, then dial the * key followed by your mailbox number. This will reduce the number of keystrokes required to retrieve messages. Consult your system administrator if you need help.

[‡]You may have to call the system administrator to obtain this number.

Retrieving your messages when you're outside the office

1. If the operator or another user answers your call, have this person transfer you to the voice mail extension. When the system answers, you'll hear the main greeting of the automated attendant.
2. Identify yourself to the system:
 - Press the * key.
 - Enter the mailbox's number.
 - Press the # key.
3. The system will ask for the mailbox's password. Enter it, followed by the # key.
4. The system will announce the number of new and old messages, then will start playback of messages. You'll hear first any urgent messages or the oldest new message. Playback will continue until either all messages have played or you press the * key to end your call to the system.
5. Save or delete a message to listen to the next message.

Editing pager numbers

1. Dial the voice mail system's extension number.[‡] When the system answers, you'll hear the main greeting of the automated attendant.
2. Identify yourself to the system:
 - Press the * key.
 - Enter the mailbox's number.
 - Press the # key.
3. The system will ask for the mailbox's password. The default password is the same as the mailbox's number. Enter the password and then press the # key.
4. The mailbox will then announce the number of new and old messages and begin playback. At any time, you may press **5** to enter programming mode.
5. Press **4** for pager notification.
6. Press **1** to enter a new pager number or replace one of the current pager numbers. VoiceWorks¹⁶ will start with the first number.
7. VoiceWorks¹⁶ will play the first pager number to be called (if one is installed).
Note: If there is **not** a pager number installed, VoiceWorks¹⁶ will request one; in that case, enter a number and skip to step 9.
8. To **confirm** (*not* change) this particular pager number, proceed immediately to step 9. To **change** this pager number, enter it and proceed to step 9.
9. Press the # key.
10. VoiceWorks¹⁶ will play the number of attempts for this number before it begins to add another pager.
To **confirm** (*not* change) the number of attempts, proceed immediately to step 11.
To **change** the number of attempts, enter that number and proceed to step 11.
11. Press the # key.
12. VoiceWorks¹⁶ will then play the next pager number listed. *Repeat steps 8–12 until all pager numbers are entered to your satisfaction.*

[‡]You may have to call the system administrator to obtain this number.

Changing the mailbox's personal greetings

Each mailbox can store up to three different personal greetings simultaneously, in your own voice. Each greeting can give your callers the status of your employees' availability (perhaps specifically that of your emergency help team). Selecting a greeting from among the three minimizes the need to re-record the greeting when your availability changes.

Sample greetings

Greeting 1: *Hi; you've reached the Emergency Service mailbox at [company]. We're all on the phone right now, so please either dial **zero** to reach an operator, or leave us your name, telephone number and a detailed message at the tone and we'll get back to you as soon as we can. Thanks!*

Greeting 2: *Hi; you've reached the Emergency Service mailbox at [company]. You've reached our offices after normal business hours, so please leave us your name, telephone number and a detailed message at the tone, and we will page someone to call you back. Thanks!*

Greeting 3: *Hi; you've reached the Emergency Service mailbox at [company]. You've reached us on the weekend, so please leave us your name, telephone number and a detailed message at the tone, and we'll respond to it within four hours. Thanks!*

1. Dial the voice mail system's extension number.[‡] When the system answers, you'll hear the main greeting of the automated attendant.
2. Identify yourself to the system:
 - Press the * key.
 - Enter the mailbox's number.
 - Press the # key.
3. The system will ask for the mailbox's password. The default password is the same as the mailbox's number. Enter the password and then press the # key.
4. The mailbox will then announce the number of new and old messages and begin playback. At any time, you may press **5** to enter programming mode.
6. Press **1** for *select personal greeting*.
7. Enter the greeting number (**1**, **2** or **3**) that you wish either to play to callers or to re-record.
8. The mailbox will begin playback of the greeting.
9. At any time, you may press the # key to confirm (*not* change) your selection, or press **1** to re-record the selected greeting which just played. If you record or re-record a greeting, press **1** when finished.

[‡]You may have to call the system administrator to obtain this number.

Following is a list of options that you may wish to mention in the mailbox's greetings; these options are available during message playback.

Key	Function	Description
1	Pause	Pauses either for one minute or until you press 1 again.
2	Hear time/date	Pauses the message and plays the time/date when it was left, then resumes playback.
3	Reply	To reply to the originator of a message (if from a user in the system). Record your reply at the tone, then press 1 to stop. You will be returned to the mailbox and the original message.
4	Backup (rewind)	Each time you press this during message playback, the message backs up (partially rewinds) four seconds. If you press it after the playback has finished, this returns you to the beginning of the message.
5	Access user programming	Access certain user-programmable features.
6	Move	Moves a copy of the message to another user's mailbox. You have the option to move it with or without an introductory message. After finishing the operation, the system returns you to the original message in the cascade paging mailbox.
7	Delete	Deletes the message from the mailbox. (The message recycle bin will save your 10 most recent deletions.)
8	Main greeting	Goes to the auto attendant's main greeting.
9	Save	Saves the message (it'll now be one of the "old messages" that play when you retrieve the mailbox's messages). Note: See also *, below.
0	Operator	Transfers you to the operator.
#	To other mailbox	Leaves a message in another user's mailbox.
*	To disconnect	Always press the * key before hanging-up (if you press * during playback of a message, the message will be saved). Note: See also 9 , above.

Working with cascade paging mailboxes

When someone leaves a new message in one of the special *cascade paging mailboxes* (**920** through **929**), the voice mail system will begin a programmed pattern of calling multiple pagers until someone retrieves (*i.e.*, either saves or deletes) the message. Each such mailbox is programmed with up to three numbers for the voice mail system to page whenever a new message arrives in the mailbox. The system will page the first paging number (for the number of times listed), and then add the second paging number (and page both for the number of times listed) and then add the third paging number — and will continue to page all three pagers until someone retrieves the message.

Cascade mailbox programming menu outline

Here is the programming menu you'll hear when you enter *cascade mailbox programming mode*. Carefully listen to the instructional voice prompts until you become familiar with all the options. You don't have to listen to the entire instruction before making your selection.

1 Select personal greeting

- 1 Record personal greeting
- 2 Delete personal greeting
- 3 Hear current personal greeting

2 Password

- 1 Enter new password
- 2 Restore default password
- 3 Hear current password

4 Pager notification

- 1 Enter pager numbers
- 2 Delete pager numbers
- 3 Hear current pager numbers

5 Message recycle bin

Entering cascade paging mailbox programming mode

1. Dial the voice mail system's extension number.[†] When the system answers, you'll hear the main greeting of the automated attendant.
2. Identify yourself to the system:
 - Press the * key.
 - Enter the mailbox's number.
 - Press the # key.
3. The system will ask for your password. The default password is the same as the mailbox's number. Enter it, followed by the # key.
4. The mailbox will then announce the number of new and old messages and begin playback. At any time, you may press **5** to enter programming mode. You will be prompted to select from the following items.

[†]You may have to call the system administrator to obtain this number.

1 Select personal greeting

You can record up to three different personal greetings. Initially, the mailbox has no greeting recorded. The mailbox won't record messages until at least one greeting is recorded.

Select the desired greeting number — 1, 2, or 3. The voice mail system will play that greeting's current recording (if any), followed by instructional prompts to re-record, delete or hear again — or you may select the current greeting to be played to callers by pressing the # key.

The mailbox will continue to play this greeting to all callers until you select another greeting or re-record the current greeting number.

Following is a list of options that you may wish to include in the mailbox's personal greetings:

Option	Instruction
0	To reach the operator
1	To skip directly to the record tone (or "beep")
2	To mark this message as an <i>urgent</i> message
8	To the main greeting (if auto attendant is used)
[xxx]	To reach [another user's extension]

Sample greetings

Greeting 1: *Hi; you've reached the Service Group's mailbox at [company]. We're all on the phone right now, so please either dial **zero** to reach an operator, or leave us your name, telephone number and a detailed message at the tone and we'll get back to you as soon as we can. Thanks!*

Greeting 2: *Hi; you've reached the Service Group's mailbox at [company]. We're all on the phone right now, so please either dial **110** for Customer Service, or leave us your name, telephone number and a detailed message at the tone — or dial **2** now to leave an urgent message and page us. Thanks!*

Greeting 3: *Hi; you've reached the Service Group's mailbox at [company] after normal business hours, so please leave us your name, telephone number and a detailed message at the tone; this will page us and we'll return your call promptly. Thanks!*

1 Record selected personal greeting

You may change a personal greeting as often as necessary by recording over the previously recorded one in that "slot" (*i.e.*, first, second or third message). The voice mail system will prompt you to "Begin recording at the tone; press **1** to stop." The new greeting automatically replaces the previous greeting. Once you've established personal greetings that are unlikely to change, you can simply select the appropriate greeting without needing to re-record.

2 Delete selected personal greeting

When prompted, press **2** again to confirm deletion.

Note: If you delete **all** personal greetings, this will "turn off" the mailbox until there once again is at least one greeting recorded for the mailbox.

3 Hear current personal greeting

This plays the current personal greeting that will be played to your callers.

2 Mailbox password

The mailbox *initially* uses a default password that matches the mailbox's number. The password may be up to eight digits for maximum security. Entering **0** as a password will eliminate the need to enter a password.

1 Enter new password

Follow the instructional prompts played to you. Enter the new password, followed by the **#** key. Voice mail will repeat your entry for verification.

2 Restore default password

This deletes the current password, reinstating the default password.

3 Hear current password

4 Pager notification

1 Enter pager numbers

To set the pager numbers, you enter each number and the number of times that it's to be paged before the system pages the next paging number, too (giving each "on-call" person either more or less time to respond before the next one gets the page).

1. Enter the phone number for your first pager number, followed by the **#** key (24 digits maximum). *You **don't** need to include the code (such as 9) to access an outside line.* The system will automatically "tell" a digital pager which cascade mailbox has new messages.
Note: If any pager number is already programmed and you **don't** want to change it, simply press the **#** key to confirm the number.
2. Enter the number of times that you want the system to page this number before paging the next one.
3. Repeat steps 1–2 each time for the second and third pager numbers. (If you're using only two pagers, you don't have to program a third.)

2 Delete all pager numbers

When prompted, press **2** again to confirm deletion.

Note: The system cannot page until new pager numbers are entered.

3 Hear current pager numbers

5 Message recycle bin (undelete)

The voice mail system will store each mailbox's 10 most recently deleted messages in a *message recycle bin* to give you a chance to recover any messages you or someone else may have deleted in error.

The system will play, first, the most recently deleted message. If you wish to restore the message to the mailbox as an old message, press **8**. Press **9** to move to the next message.

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Frequently used Q&A mailbox procedures

Entering Q&A mailbox programming mode

1. Dial the voice mail system's extension number.[‡] When the system answers, you'll hear the main greeting of the automated attendant.
2. Identify yourself to the system:
 - Press the * key.
 - Enter the mailbox's number.
 - Press the # key.
3. The system will ask for your password. The default password is the same as your mailbox number. Enter the mailbox's password and then press the # key.
4. The mailbox will then announce the number of new and old messages and begin playback. At any time, you may press 5 to enter programming mode. You will be prompted to select either *question*, *change password* or *message recycle bin*.

Retrieving messages

Retrieving your messages when you're in the office

1. Dial the extension number of the voice mail system.[‡] When the system answers, you'll hear the main greeting of the automated attendant.
2. Identify yourself to the system:
 - Press the * key.
 - Enter the mailbox's number.
 - Press the # key.
3. The system will ask for the mailbox's password. The default password is the same as the mailbox's number. Enter the password and then press the # key.
4. The system will announce the number of new and old messages and will start playback of messages. You'll first hear any urgent messages or the oldest new message. Playback will continue until either all messages have played or you press the * key to end your call to the system.
5. Save or delete a message to listen to the next message.

Shortcut: Many telephone systems will allow a button on the telephone to be programmed as a **voice mail shortcut key**. It should dial the voice mail extension, pause until voice mail answers, then dial the * key followed by your mailbox number. This will reduce the number of keystrokes required to retrieve messages. Consult your system administrator if you need help.

[‡]You may have to call the system administrator to obtain this number.

Retrieving your messages when you're outside the office

- 1.** If the operator or another user answers your call, have this person transfer you to the voice mail extension. When the system answers, you'll hear the main greeting of the automated attendant.
- 2.** Identify yourself to the system:
 - Press the * key.
 - Enter the mailbox's number.
 - Press the # key.
- 3.** The system will ask for the mailbox's password. The default password is the same as the mailbox's number. Enter the password and then press the # key.
- 4.** The system will announce the number of new and old messages, then will start playback of messages. You'll hear first any urgent messages or the oldest new message. Playback will continue until either all messages have played or you press the * key to end your call to the system.
- 5.** Save or delete a message to listen to the next message.

Following (on the next page) is a list of options that you may wish to include in the mailbox's personal greetings:

The table below is a list of options available during message playback.

Key	Function	Description
1	Pause	Pauses either for one minute or until you press 1 again.
2	Hear time/date	Pauses the message and plays the time/date when it was left, then resumes playback.
3	Reply	To reply to the originator of a message (if from a user in the system). Record your reply at the tone, then press 1 to stop. You will be returned to the mailbox and the original message.
4	Backup (rewind)	Each time you press this during message playback, the message backs up (partially rewinds) four seconds. If you press it after the playback has finished, this returns you to the beginning of the message.
5	Access user programming	Access certain user-programmable features.
6	Move	Moves a copy of the message to another user's mailbox. You have the option to move it with or without an introductory message. After finishing the operation, the system returns you to the original message in the cascade paging mailbox.
7	Delete	Deletes the message from the mailbox. (The message recycle bin will save your 10 most recent deletions.)
8	Main greeting	Goes to the auto attendant's main greeting.
9	Save	Saves the message (it'll now be one of the "old messages" that play when you retrieve messages). Note: See also *, below.
0	Operator	Transfers you to the operator.
#	To other mailbox	Leaves a message in another user's mailbox.
*	To disconnect	Always press the * key before hanging-up (if you press * during playback of a message, the message will be saved). Note: See also 9 , above.

Editing questions

1. Dial the voice mail system's extension number.[‡] When the system answers, you'll hear the main greeting of the automated attendant.
2. Identify yourself to the system:
 - Press the * key.
 - Enter the mailbox's number.
 - Press the # key.

[‡]You may have to call the system administrator to obtain this number.

3. The system will ask for the mailbox's password. The default password is the same as the mailbox's number. Enter the password and then press the # key.
4. The mailbox will then announce the number of new and old messages and begin playback. At any time, you may press **5** to enter programming mode.
5. Press **1**.
6. The voice mail system will ask which question number you wish to record. Enter question number **0-9**, with *0* being question 10.
7. To **record** this question (or re-record it, if it already has been recorded), press **1**.
To **delete** this question, press **2**.
Warning: If you delete a question within a list **and** don't replace it, the numbers of the other messages will not change.
To **play** this question (if it's been recorded), press **3**.
8. When you are finished recording and reviewing the current question, confirm the recording by pressing the # key.
9. The voice mail system is now ready to deal with the next question. Repeat steps 6–9 until all necessary questions are programmed to your satisfaction.

Working with Q&A mailboxes

Q&A (question and answer) mailboxes let you use the voice mail system to gain detailed information from callers, such as for an employment questionnaire or a survey. As a Q&A Mailbox owner, you can record up to 10 questions. There are 10 available Q&A mailboxes, in the range of **930** through **939**.

The system groups individual answers and plays them back as a single message, with answers separated by short beep tones. Normal system message handling capability — delete, save, etc. — applies to the entire message (all answers).

Note: Each *answer* can have the same maximum length as that of a regular message. The Installer programs that length.

In the **first** question, be sure to include instructions to conclude each answer by pressing **1** or just pausing for the next question: *"Please record your name at the tone; and then either press 1 or just stand by for the next question." ... "Record your address at the tone..." ... etc..*

At the conclusion, the caller can be forwarded to another extension or mailbox, or be automatically disconnected. Be sure to include in the **last** question the appropriate information, such as: *"This is the last question. After you have finished, please hang up, and thank you very much for your help ..."*

Note: If the caller fails to respond to two questions in a row, the system will disconnect the call.

Important: Q&A mailboxes are "turned on" **only** when at least one question has been recorded. **Deleting all questions will "turn off" the mailbox.**

Q&A mailbox programming menu outline

Here's an outline of the programming menu you'll hear when you enter *Q&A mailbox programming mode*. Please listen carefully to the instructional voice prompts until you become familiar with all the options. You don't have to listen to the entire instruction before making your selection.

1 Record question

- 1 Record question
- 2 Delete question
- 3 Hear current question

2 Password

- 1 Enter new password
- 2 Restore default password
- 3 Hear current password

5 Message undelete

Programming Q&A mailboxes

1. Dial the voice mail system's extension number.[‡] When the system answers, you'll hear the main greeting of the automated attendant.
 2. Identify yourself to the system:
 - Press the * key.
 - Enter the mailbox's number.
 - Press the # key.
 3. The system will ask for the mailbox's password. The default password is the same as the mailbox's number. Enter the password and then press the # key.
 4. The mailbox will then announce the number of new and old messages and begin playback. At any time, you may press **5** to enter programming mode. You will be prompted to select either *Question*, *Change password* or *Message recycle bin*.
-

1 Record questions

Select the desired question number, *1–10* (enter **0** to record question 10). The question (if recorded) will play, and a prompt will give you the choice to do one of the following:

1 Record question

Begin recording at the tone; press **1** to stop. The new question automatically replaces the old one. Prompt the caller to “press 1 after completing each answer” by including it in questions.

Note: The mailbox will be “on” only if questions are recorded.

2 Delete question

When prompted, press **2** again to confirm deletion. If you delete a question in the middle of a list and not replace it, the numbers of the other messages will not change.

Example: If you delete question number 3 (of 5), the system would play questions 1, 2, 4 and 5 to a caller. When you retrieve the message, **two** beep tones — rather than just one — will separate answers 2 and 4.

3 Hear current question

[‡]You may have to call the system administrator to obtain this number.

2 Mailbox password

Your mailbox initially uses a default password that matches the extension number. Passwords may be up to 8 digits for maximum security. Entering **0** as a password will eliminate the need to enter a password.

1 Enter new password

Follow the instructional prompts you hear. Enter the new password, followed by the **#** key. The voice mail system will repeat your entry for verification.

2 Restore default password

Deleting the current password will re-instate the default password.

3 Hear current password

5 Message recycle bin (undelete)

The voice mail system stores each mailbox's 10 most recently deleted messages in a *message recycle bin* to allow you to recover any messages you might have deleted in error.

The system will play first the most recently deleted message. Press **8** to restore the message to the mailbox as an old message. Press **9** to move to the next message.

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Working with informational mailboxes

Informational mailboxes can give callers detailed information that your employees might otherwise have to repeat several times a day, which reduces their efficiency. All businesses can make good use of informational mailboxes, such as giving callers the hours of operation, providing directions to a location or even promoting goods or services after hours.

After playing the recorded information, the mailbox can route the caller to an extension, department, mailbox or automated attendant branch — or be disconnected (the System Installer or System Administrator programs the call's destination).

Using the personal greeting (recording)

An informational mailbox can store up to three different personal greetings (recordings) simultaneously. Each greeting can provide your callers with the appropriate information. Selecting a recording from among the three minimizes the need to re-record the greeting when your message changes.

Sample greetings

Greeting 1: *The home at 100 Elm Street is 2,100 square feet and has four bedrooms, two-and-a-half-baths and a two-car garage. It has ceiling fans in every room and a Jacuzzi tub. The house will be open Sunday from noon to 5PM.*

Greeting 2: *The home at 100 Elm Street is 2,100 square feet and has four bedrooms, two-and-a-half-baths and a two-car garage. It has ceiling fans in every room and a Jacuzzi tub. A tour of the home is by appointment only.*

Greeting 3: *The home at 100 Elm Street has been sold. However, we have many other homes available in that price range. [At this point, the informational mailbox could transfer the caller to a **regular** mailbox, which then would prompt the caller to leave a name and phone number for later callback regarding such homes.]*

Entering informational mailbox programming mode

1. Dial the voice mail system's extension number.[‡] When the system answers, you'll hear the main greeting of the automated attendant.
2. Identify yourself to the system:
 - Press the * key.
 - Enter the mailbox's number.
 - Press the # key.
3. The system will ask for the mailbox's password. The default password is the same as the mailbox's number. Enter the password and then press the # key.
4. Your mailbox will then announce the number of new and old messages and begin playback. At any time, you may press **5** to enter *informational mailbox programming mode*. You then will have a choice between entering either **1** for *Select personal greeting* or **2** for *Password*. The following instructions will explain more.

[‡]You may have to call the system administrator to obtain this number.

Informational mailbox programming menu outline

Here's an outline of the programming menu you'll hear. Please listen carefully to the instructional voice prompts until you become familiar with all the options. You don't have to listen to the entire instruction before making your selection.

1 Select personal greeting

- 1 Record personal greeting
- 2 Delete personal greeting
- 3 Hear current personal greeting

2 Password

- 1 Enter new password
 - 2 Restore default password
 - 3 Hear current password
-

1 Select personal greeting

You can record up to three different personal greetings. Initially, the mailbox has no personal greeting recorded.

Select the desired greeting number — 1, 2 or 3. The system plays the current recording for that greeting, followed by instructional prompts to re-record, delete or hear again; or you may select the current greeting as the one to be played to callers by just pressing the # key. The mailbox will continue to play the selected greeting to all callers until you either select another greeting or re-record this one.

1 Record selected personal greeting

You may change a personal greeting as often as you wish by recording over it. Voice mail will prompt you to "Begin recording at the tone; press 1 to stop." The new greeting automatically replaces the previous one.

Once you establish personal greetings that are unlikely to change, you can simply select the appropriate greeting without needing to re-record.

2 Delete selected personal greeting

When prompted, press 2 again to confirm deletion.

Note: If you delete all personal greetings in this mailbox, it will be "turned off" until there's at least one greeting recorded for it.

3 Hear current personal greeting

You may wish to hear the current personal greeting that will be played to your callers.

2 Mailbox password

The mailbox initially uses a default password that matches the extension number. Passwords may be up to 8 digits for maximum security. Entering **0** as a password will eliminate the need to enter a password.

1 Enter new password

Follow the instructional prompts played to you. Enter the new password followed by the # key. The voice mail system will repeat your entry for verification.

2 Restore default password

Deleting the current password will reinstate the default password.

3 Hear current password

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Definitions

Note: Depending upon your system's setup, some of these terms may not be applicable to you.

Broadcast mailbox — Messages sent here go to all users in system.

Cascade paging mailbox — Messages sent here cause system to page successive, designated numbers, such as in order to reach someone after hours for emergency help.

Group mailbox — Accessible by multiple designated users.

Informational mailbox — Does **not** record; only plays back any of three user-selectable recorded messages

Message recycle bin — Stores each mailbox's 10 most recently deleted messages for restoring, in case of accidental deletion.

Q&A mailbox — Asks caller questions and saves answers; useful for surveys, over-the-phone applications, etc.

Urgent message — Is automatically put first in line in the playback queue of a mailbox set to use this feature.

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Note: Depending upon your system's setup, your manual may not have all these pages.

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