

VoiceWorks<sup>16</sup> will provide you with accurate and timely messages. Others will become more comfortable leaving messages for you if you promptly retrieve and respond to them. Carefully read this guide, as well as the **VoiceWorks<sup>16</sup> user's guide** your administrator or installer will provide; then program your mailbox. Enjoy your new voice mail system!

**Note:** You must record a greeting to activate your mailbox.

## How to retrieve your messages

1. Call extension \_\_\_\_\_ (your voice mail administrator will supply this information).
2. Enter your mailbox number: \* \_\_\_\_\_ #  
(your mailbox number will equal your extension, unless otherwise indicated by the administrator).
3. When prompted, enter your password: \_\_\_\_\_ #  
(Initially, your default password will be the same as the mailbox number — be sure to change it!)

**Note:** If you've changed your password to "0," the system won't prompt you for a password.

VoiceWorks will announce the number of new and old messages and then start playback of messages, beginning with the oldest new message and continuing until it has played all messages. After each, the system will prompt you for what to do next. (Once you've learned these prompts, you can respond at any time during the message or the prompt.)

- 1 Pause** — Pauses playback of a message either for one minute **or** until you press **1** again, whichever is sooner.
- 2 Hear time/date** — Pauses the message, says when the message was recorded, then resumes playback.
- 3 Reply** — Lets you reply to the message (if it's from a user logged onto the system). Begin recording your reply at the tone. Press **1** to stop. VoiceWorks<sup>16</sup> will return you to the original message.
- 4 Back up** — During playback, rewinds a message for about six seconds every time you press this. If you press it after playback, it returns you to the beginning of the message.
- 5 Access user mailbox programming** — Gives you access to programming your mailbox (*see right column*).
- 6 Move** — Moves a copy of the message to another user's mailbox. If you wish to add an introduction, press **1** when prompted, VoiceWorks will respond with the mailbox greeting and record tone. When you've finished your recording, press **1** to stop; or, to move a copy of the message without an introduction, press **6** when prompted.
- 7 Delete** — Removes the message from the mailbox (*but see also Message recycle bin [undelete], right column*).
- 8 Main greeting** — Returns you to the main greeting so you can dial another extension (such as when you're off-site).
- 9 Save** — Saves the message. (It will be played as an old message the next time you retrieve your messages.)
- 0 Operator** — Transfers you to the operator immediately.
- # Leave a message in another mailbox** — When prompted, enter the user's mailbox number.
- \* To disconnect** — Always use before hanging-up (if pressed during playback of a message, the message will be saved).

## User mailbox programming

- 1 Select personal greeting** — Your mailbox can store three greetings. Select greeting number 1, 2 or 3, and then ...
  - 1 *Record selected personal greeting* — Begin recording at the tone, press **1** to stop.
  - 2 *Delete personal greeting* — When prompted, press **2** again to confirm deletion.
 

**Note:** If you delete all greetings, this turns off the mailbox until you record at least one new greeting.
  - 3 *Hear current personal greeting.*
- 2 Password**
  - 1 *Enter new password* — Enter 2–8 digits; then press #.
  - 2 *Restore default password* — When prompted, press **2** again to confirm deletion of the current password. The system's default password is the same as the mailbox number.
  - 3 *Hear current password.*
- 4 External paging notification** — Optional feature.
  - 1 *Delivery options* — Select either *Phone or pager only*, *Phone then pager*, *Pager and phone together* or *None*.
  - 2 *Phone delivery* —
    - 1 *Enter phone number and delay* — Enter the phone number VoiceWorks<sup>16</sup> should call to deliver messages. **Do not** include any line access codes (e.g., "9"). Enter time delay before the system should begin calling.
    - 2 *Delete phone number* — Turns off phone delivery.
    - 3 *Hear current phone number.*
  - 3 *Pager notification* —
    - 1 *Enter pager number* — Enter the pager number VoiceWorks<sup>16</sup> should call to notify of messages. **Do not** include line access codes (e.g., "9").
    - 2 *Delete pager number* — Turns pager delivery off.
    - 3 *Hear current pager number.*
  - 4 *Urgent message notification* — You may wish for VoiceWorks<sup>16</sup> to contact you *only* when urgent messages arrive. (In your greeting, be sure to tell callers to press **2** to mark a message as urgent.)
- 5 Message recycle bin (undelete)** — (Your mailbox stores the last 10 messages you deleted.) The most recently deleted message plays first.
  - 8 *Restore message to your mailbox as an "old message."*
  - 9 *Hear the next message in the message recycle bin.*

		Personal greeting <b>1</b> <b>2</b> Password	
Dial: _____ VoiceWorks <sup>16</sup> extension		Message notification <b>4</b> <b>5</b> Message undelete	
* _____ # Mailbox number		<b>7</b> <b>8</b>	
_____ # Password		* # Back to previous menu	
<b>Mailbox programming</b>			
<b>Important mailboxes</b>			
<b>Message retrieval options</b> Date/time		Name MB#      Name MB#	
Pause	<b>1</b> <b>2</b> <b>3</b>	Reply	_____
Rewind	<b>4</b> <b>5</b> <b>6</b>	Move	_____
Delete	<b>7</b> <b>8</b> <b>9</b>	Save	_____
Hang up	* <b>0</b> <b>#</b>	Other m'boxes	_____
	Operator		_____

## Leaving messages

To leave a message in a user's mailbox, call VoiceWorks<sup>16</sup>'s extension. You'll hear the company's main greeting. Press # and then enter the user's mailbox number. This will send you directly to the user's personal greeting.

**Hint:** When leaving a message, pressing 1 during the personal greeting will skip directly to the record "beep."

If you leave a message for others after having entered your own mailbox, then they will be able to use the reply feature.

## Personal greetings

Your mailbox stores up to three personal greetings, and works **only** when **at least one** personal greeting has been recorded. Therefore, please be sure to record at least one personal greeting, in your own voice, indicating your availability to return calls. Based on your situation, select which greeting VoiceWorks<sup>16</sup> should play. Here are **examples** of how you could use the three greetings differently:

**#1:** "Hi, this is Bill. I'm away from my desk or on the phone, so please leave me your name, phone number and a detailed message at the tone and I'll get back to you as soon as I can. Thanks!"

**#2:** "Hi, this is Bill. I'm out of the office. To reach my assistant, dial 122. Or leave me a message at the tone — I'll check in regularly — or dial 2 now to leave an **urgent** message which will page me immediately. Thanks!"

**#3:** "Hi, this is Bill. 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. Thanks!"

As you can see, you may also wish to prompt your callers to dial certain codes that give them other options:

0	Reach the operator
1	Skip directly to the record tone ("beep")
2	Mark this message as "urgent"
8	Go to the main greeting*
[xxx]	Reach [that extension]

VoiceWorks<sup>16</sup> plays your selected greeting to all callers until you either select a different greeting or re-record the current selection. To change any personal greeting, just record over the previously recorded one.

**Deleting all personal greetings will turn off your mailbox.**

\* If your company is using the VoiceWorks<sup>16</sup> auto attendant.

## Shortcuts

During playback of messages:

Press	To go
8	To the main greeting
0	To the operator
5 1 1 1	Directly to your personal greeting's record "beep"
#	To another mailbox to leave a message
6 6	To move a message without an introduction
*	To disconnect

## Transferring callers to a mailbox

To transfer a caller to a user's mailbox, use the **supervised transfer** method required by your phone system (usually, placing the caller on hold and dialing VoiceWorks<sup>16</sup>'s extension). When VoiceWorks<sup>16</sup> answers, press #, then enter the user's mailbox number. **Hang up immediately.** This connects the caller to VoiceWorks<sup>16</sup>, who hears the user's greeting and can proceed accordingly.

## Group mailboxes

A group mailbox allows its owner to broadcast a "master" message to all members of the group. Recording a master message in the group mailbox instantly **copies** the message into the mailbox of each group member

A member can delete or save **only** his/her **copy** of a group message. (Saving the copy keeps it in the member's mailbox as a "new message.") The **master** message remains in the group mailbox until **all** members have **deleted** their copies from their mailboxes. If the owner deletes the master message from the group mailbox, this automatically deletes **all remaining copies** from the members' mailboxes.

The administrator assigns a group mailbox to its owner, who then enters a list of members' mailbox numbers. The owner may give the group's mailbox number and password to others to allow them, also, to record master messages.

**Note:** If you set "0" as the mailbox's password, this eliminates the password requirement.

To program a group mailbox or delete its messages, one must enter as a user — \* [mailbox number] #. One may leave messages in a group mailbox by entering as a caller — # [mailbox number] # — with the password.

## Off-premises notification

If external message notification is set up for your mailbox, VoiceWorks<sup>16</sup> 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, enter your password and then press #. Or, to pass up on hearing the message now, enter \* instead of the password.

## External pager notification

If so programmed at installation, the system can call and activate your external pager whenever someone leaves a new message in your mailbox. Entering or deleting the phone number to be called to activate your pager turns this feature on or off, respectively. VoiceWorks<sup>16</sup> will call your pager when your first new message is left and will repeat the page (at the time interval programmed at installation) until you retrieve all new messages.

## Cascade paging mailboxes

These special mailboxes allow the owner to have additional external pagers set to be paged when earlier pages have not been answered. The owner can program up to three paging numbers, each up to 16 digits in length, to be paged whenever the mailbox receives a new message. The system will page the first paging number (for the number of times programmed), and then add the second paging number (for the number of times programmed) and then add the third paging number — and will continue to page all three pagers until someone finally retrieves the message.

## Operational notes

If a caller hangs up prior to being connected via VoiceWorks<sup>16</sup>, you may have a call transferred to you or to your mailbox when in fact the caller is no longer there. You may hear (or VoiceWorks<sup>16</sup> may record) silence, a "fast busy" tone or other similar tone. This is a result of limitations of the telephone company, **not** of either your telephone system or VoiceWorks<sup>16</sup>.