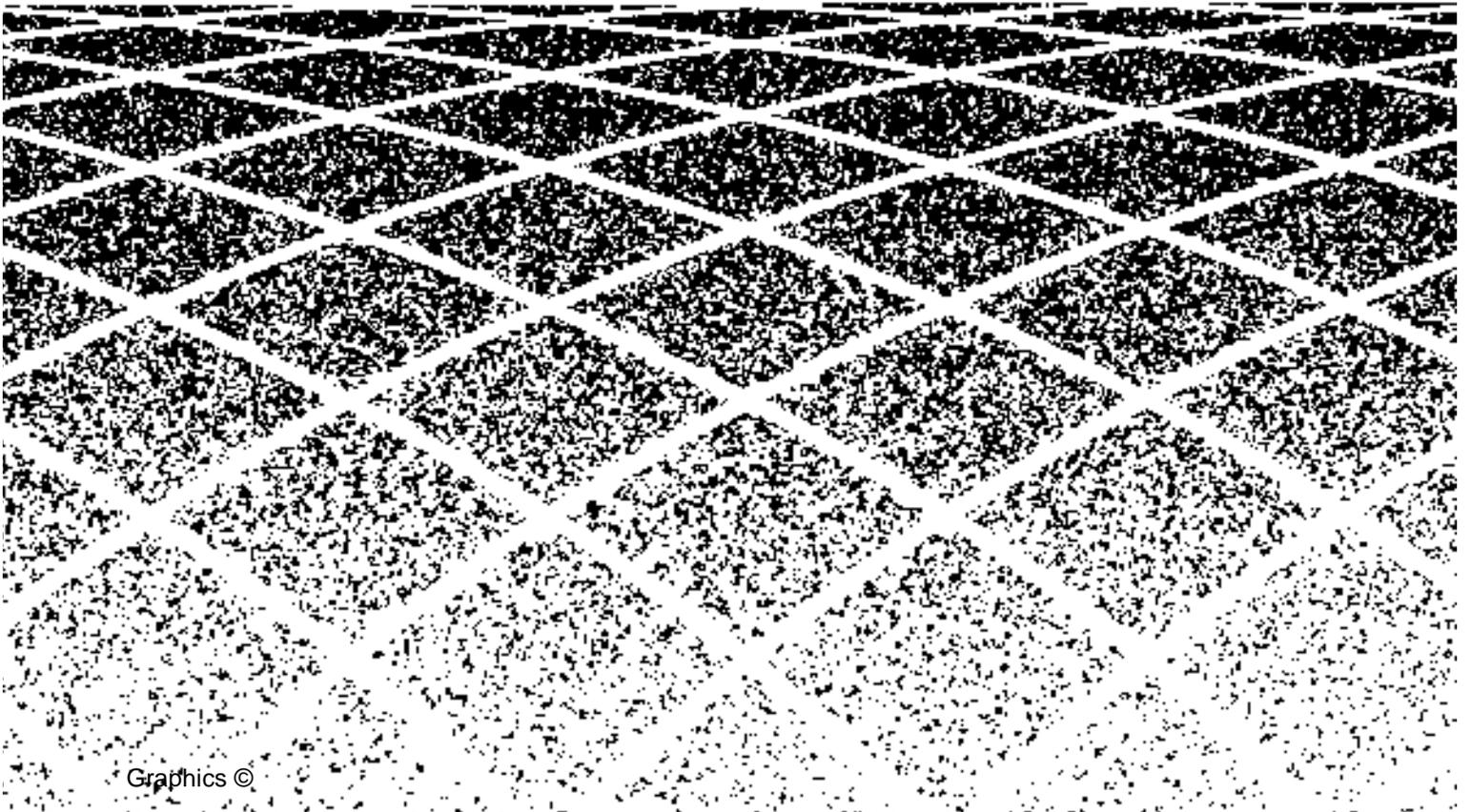




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# INTUITY Voice/FAX Messaging User Guide





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## **Welcome**

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INTUITY™ Voice/FAX Messaging is a powerful call answer, voice mail, and fax-message system. Besides sending and receiving voice mail, you can send, receive, forward, and voice-annotate faxes.

## **Call Answering**

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INTUITY Voice/FAX Messaging answers calls when you are unavailable or too busy to answer your telephone. Callers may then leave messages in your “mailbox.” Later, you can access your mailbox to get those messages.

## **Voice Mail**

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INTUITY Voice/FAX Messaging lets you record voice and voice-fax messages in advance and send them directly to the mailboxes of other system users without actually calling their telephones.

Conversely, other users can record and send voice mail messages and voice-fax messages directly to your mailbox. When convenient, you can access your mailbox to get those messages.

## **FAX Messaging**

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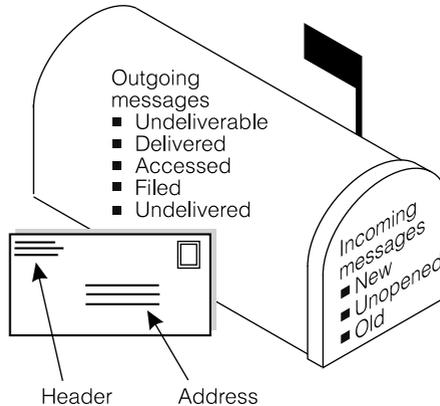
INTUITY Voice/FAX Messaging lets you send, receive, and voice-annotate faxes. You can forward received faxes; send faxes to printers, PCs, or laptop computers; send or forward faxes to internal extensions, to system mailing lists, and/or to external numbers.

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## How to Login to Your Mailbox

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Your mailbox is a personal storage area for incoming and outgoing voice, fax, or voice-fax messages and headers, stored in categories according to their status.



Your mailbox keeps incoming messages until you delete them or until the system deletes them automatically. Because space is limited, it is wise to review and delete messages regularly.

To login the first time:

1. Dial your system-access number.
2. Enter your extension.
3. Press **#**.
4. Enter your default password.
5. Press **#**.



### NOTE:

Change your default password to a new password as soon as possible. See "Changing Your Password," page 14.

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# Getting Around In the System

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## Activity Menu

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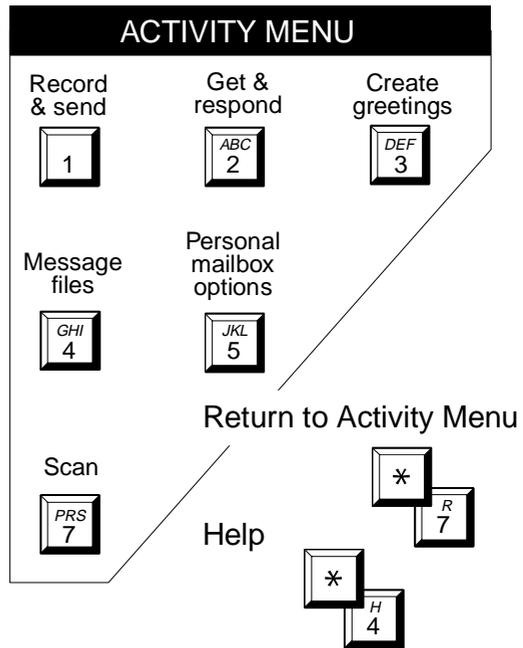
When you login, you reach the ACTIVITY MENU.

The ACTIVITY MENU has six principal keypad activities, represented by the illustration below. As you access the principal functions, you move to different menu levels and the keys change meaning.

After you log in, use your keys to access the Activity Menu.

Voice prompts describe your options.

*All fax, voice, and voice-fax features, including listening/responding and recording/sending, are reached from your telephone keypad.*



---

## Voice Prompts and Help

---

After you login successfully, you can *rely solely on the voice prompts* to figure out what to do.

- For *help* at any time, press **\* H (\* 4)** to get information about your *current* options, or
- To return to the ACTIVITY MENU, press **\* R (\* 7)**.

---

### Tip

Usually, you can dial through voice prompts to enter a command, without waiting, from anywhere in the system. You can't dial through error messages and important announcements the system wants you to hear.

---

#### BASIC COMMANDS

\*H or \*4 Help  
\*R or \*7 Return to Activity Menu  
\*W or \*9 Wait  
\*\*N or \*\*6 Look up number/name  
\*\*X or \*\*9 Exit system  
    \*0 Transfer call to operator  
\*D or \*3 Delete  
\*\*U or \*\*8 Undelete  
    *(not available on all systems)*  
\*\*H or \*\*4 Hold message in category  
    \*T or \*8 Transfer out  
\*\*R or \*\*7 Relogin

---

*Use while addressing:*

\*A or \*2 Alternate address (switch between name and number addressing)  
\*L or \*5 Use mailing list for addressing

---

## How to Set Your Mailbox Options

---

As you navigate the ACTIVITY MENU, you will be prompted to select from submenus that let you customize your mailbox to your individual needs.

To select and set your Mailbox Options:

1. Login to your mailbox.
2. Press **[5]** from the ACTIVITY MENU *first*; then, to select from the submenus:
  - Press **[1]** to reach the Mailing List submenu, then
    - Press **[1]** to create lists.
    - Press **[2]** to scan lists, and/or
    - Press **[3]** to review and modify lists.
  - Press **[2]** to reach the Personal Directory submenu, then
    - Press **[1]** to create a directory.
    - Press **[2]** to review a directory.
    - Press **[3]** to review and modify a specific entry.
  - Press **[3]** to reach the FAX Options submenu.

If autoprint is turned off:

- Press **[1]** to change the default fax-printer number.
- Press **[Y]** to turn autoprint on.
  - Press **[Y]** to turn autodelete on.
  - Press **[N]** to turn autodelete off.

If autoprint is turned on:

- Press **[1]** to change the default fax-printer number.
- Press **[N]** to turn autoprint off.

- 
- Press **[9]** to change autodelete options.
    - Press **[Y]** to turn autodelete on.
    - Press **[N]** to turn autodelete off.
  - Press **[4]** to change your password.
  - Press **[5]** to record your name.
  - Press **[6]** to reach the Addressing Options submenu, then
    - Press **[1]** to select address-before-record on/off.
  - Press **[7]** to reach the Call Answer Options submenu, then
    - Press **[1]** to select call answer on/off.

## Changing Your Password

---



### NOTE:

Your system administrator establishes your default password. Replace the default password with your personal password *immediately* after you login the first time.

To change your password:

1. Login to your mailbox.
2. Press **[5]** **[4]** from the ACTIVITY MENU.
3. Enter new password (up to 15 digits) and press **[#]** .
4. Re-enter new password and press **[#]** .



### SECURITY ALERT:

*To ensure the security of your messages and the system, do not use a password that uses:*

- Ascending or descending digits (for example, 1234 or 4321)
- The same digits (for example 0000)

- 
- Digits corresponding to your name or initials (for example, 5646 for John)
  - The current year (for example, 1996)
  - The same number as your extension (for example, extension 3455, password 3455)
  - A reverse extension (for example, extension 3455, password 5543)
  - Numbers that identify you, such as your social security number, employee ID, room number, or department
  - A programmable function key or speed-dial key

## **Recording Your Name**

---



### **NOTE:**

This capability may not be available on your system.

Record your name to replace the system greeting for your mailbox. Callers hear your voice and feel comfortable about leaving messages.

To record your name:

1. Login to your mailbox.
2. Press **5** **5** from the ACTIVITY MENU.
3. Say your name after the tone.
4. Press **1**.
5. **(Optional):**  
Press one of the following:
  - 1** Re-record (return to step 2).
  - 2** **3** Play back.
6. Press **#** to approve.

---

## Creating Your Personal Greeting

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Your system allows you to record and store several personal greetings, each for a specific situation. You can manually activate each greeting as needed (basic mode), or you can keep a number of greetings active at once. See "How to Create and Use Multiple Personal Greetings," page 35.

## Recording Your Basic Greeting

---

1. Login to your mailbox.
2. Press **[3]** from the ACTIVITY MENU.
3. Press **[1]** to record or re-record a greeting.
4. Speak greeting at the tone.

**(Optional):**

To edit your greeting:

Press **[1]** to stop recording or pause.

Press one of the following:

- |                          |                           |
|--------------------------|---------------------------|
| <b>[1]</b>               | Continue recording.       |
| <b>[2] [3]</b>           | Play back.                |
| <b>[*] [D] ([*] [3])</b> | Delete (and begin again). |

5. Press **[#]** to approve.
6. Do one of the following:
  - Press **[#]** to leave the greeting inactive.
  - Follow the prompts to activate the greeting.

---

## Composing a Voice-Fax Extension Greeting

Fax messaging is a new capability and many callers will be unfamiliar with it at first. Callers will find it helpful if you record a greeting that briefly instructs them about *how to send* a fax message to your voice mail number.

*For example:*

“This is Richard Hyatt at Gobels & Nixon. I’m away from my desk; please leave a message at the tone. My telephone is also a *fax line*. To send me a fax, send it to this number the same way you send any fax.”

## Composing a Greeting If You Have a Personal Fax Extension

If you receive frequent faxes, your system administrator may set up a second fax-only extension, your *personal fax extension*.

You may want to compose a message on your primary extension that instructs callers *how to send* a fax message to your fax extension.

*For example:*

“This is Diane Downer at the Commander Heater Company. I’m unable to take your call; please leave a message at the tone. If you want to send me a fax, please call my fax number at 332-3626.”



### NOTE:

A personal fax extension *does not accept* voice messages. To leave a voice-fax messages, you must call *must* be the primary mailbox extension.

## Setting Addressing Options

Before creating a message, you must determine whether messages will be addressed before they are recorded or recorded before they are addressed. Once set, addressing can be left in the selected option with no further action by you, or you can modify it according to your individual requirements. The options are address before record (ABR) *on* or *ABR off*.

---

To change the ABR setting:

1. Login to your mailbox.
2. Press **5** (Personal Mailbox Options) from the ACTIVITY MENU.
3. Press **6**.  
You hear the prompt, "Address before record turned on/off."
4. Press **1** to change ABR setting.

## **Setting Fax Printing Options**

---

### **Setting the Default Fax-Printer Number**

To print faxes to the same fax machine each time, you must first select and set the phone number of a fax machine as your *default* fax printer.

To select and set your default fax printer:

1. Login to your mailbox.
2. Press **5** **3** from the ACTIVITY MENU.
3. Press **1** to select the fax machine phone number.



#### **NOTE:**

Your system administrator provides a fax-print prefix number that **you must enter** before you enter your default fax-printer number.

4. Enter the fax-print prefix number, followed by the number of the fax machine you want to be your default fax printer.

*For example:*

Enter 329 12345—when the fax-print prefix is 329 and the fax machine phone number is 12345.

5. Press **#** to approve selection.

### **Selecting Autoprint/Autodelete (Optional)**

To have your faxes print automatically to the default fax printer:

- 
1. Login to your mailbox.
  2. Press **5** **3** from the ACTIVITY MENU.
  3. Press **Y** to turn autoprint on.

To have your fax messages delete automatically after they print to the default printer:

4. Select your autodelete preference:
  - Press **Y** to turn autodelete on.
  - Press **N** to turn autodelete off.

## **How to Get and Respond to Messages**

---

### **Listening to a Message**

---

1. Login to your mailbox.
2. Press **2** from the ACTIVITY MENU.
3. Listen to the header of the first message; the header tells you if the message is a voice, fax, or voice-fax message.
4. Press any of the following:
  - 0** Listen to voice message, if any. (To rewind and listen from the start, press **0** again.)
  - 2** Rewind to previous header.
  - 2** **3** Play back the header.
  - \*** **1** Print fax, if any. See "Printing Fax Messages," page 21.

### **Acting on a Message**

After you have listened to a header or message, you can choose from several options.

---

5. **(Optional):**

Press any of the following:

- \* D (\* 3) Delete message.
- \* \* U (\* \* 8) Undelete message.
- # Save and skip to next message.
- \* \* H (\* \* 4) Hold message in current category and skip to next message.
- \* # Skip to next message category.

### Responding to a Message

You can respond to a message during or after listening to the header or message.

6. **(Optional):**

Press 1, then press one of the following:

- 0 Call sender.
  - 1 Reply to sender by voice mail.
  - 2 Forward with comment at beginning.
  - 3 Forward with comment at end.
  - 4 Record and address a new message.
7. Record and optionally address your message.
  8. Press # to approve.
  9. Press # to send, or enter a delivery option. See "Selecting Delivery Options," page 34.

---

## Scanning Messages Quickly

---

Once you are familiar with how to get messages, try the easier autoscan method. Autoscan is most useful for mobile telephone users, because it requires fewer button presses.

1. Login to your mailbox.
2. Press **7** from the ACTIVITY MENU, then press one of the following
  - 1 Scan headers and messages.
  - 2 Scan headers only.
  - 3 Scan messages only.
  - 4 Print all new faxes.
3. Use the *respond* and *act on* options as necessary.

## Printing Fax Messages

---

You can print faxes in these ways:

- Select and print to a *specific* fax printer each time.
- Print to a *default* fax printer you select in advance.
  - You can specify that faxes print automatically to the default printer.
  - You can specify that faxes delete automatically after they print to the default printer.
- Print on any handset-equipped fax machine on the same call.
- Print all new faxes on the same call.

---

## Printing to a Specific Printer

To specify a fax-printer number:

1. Login to your mailbox.
2. Press **2** from the ACTIVITY MENU.
3. Listen to your message headers.  
The header tells you if a message is a voice, fax, or voice-fax message.
4. Press **\* 1** to print the fax.



### NOTE:

Your system administrator provides a fax-print prefix number that ***you must enter*** before you enter a specific fax-printer number.

5. Enter the fax-print prefix number, followed by the fax machine number.
6. Press **#** to print.

Your system administrator may designate the *same* fax print prefix for internal, local, long distance, and international calls or may designate a different prefix for each call type.

For example:

### To print to a fax machine *within* your system

Enter 329 56789, when the fax prefix is 329 and the telephone extension is 56789.

### To print to a fax machine that is an external local telephone call from the Intuity Messaging system

Enter 385 9 668 2311, when the fax prefix for local calls is 385, the access code for an outside local call is 9, and the fax machine number is 668 2311.

---

## To print to a fax machine that is a long-distance call from the Intuity Messaging system

Enter 123 9 1 616 9640668, when the long distance fax prefix is 123, the access code for an outside line is 9, the access code for a long-distance call is 1, the area code for the destination number is 616, and the fax machine number is 9640668.

## Printing to the Default Fax-Printer Number



### NOTE:

Before you use this procedure, you must already have selected and setup your default fax printer. See "Setting the Default Fax-Printer Number," page 18.

To print to the default fax-printer number:

1. Login to your mailbox.
2. Press **2** from the ACTIVITY MENU.
3. Listen to your message headers.  
The header tells you if a message is a voice, fax, or voice-fax message.
4. Press **\* 1** to print the fax.
5. Press **#** to print.

## Printing from a Handset-Equipped Fax Machine

To call your mailbox from a fax handset and print at that machine:

1. Login to your mailbox from the fax machine handset.
2. Press **2** from the ACTIVITY MENU.
3. Listen to your message headers.  
The header tells you if a message is a voice, fax, or voice-fax message.
4. Press **\* 1** to print.
5. Press **\* 6** to print on the fax machine from which you call.

- 
6. Press **START** on the fax machine.



**NOTE:**

Your fax machine buttons may be labeled something other than **START**. Common alternates are **PRINT** and **RECEIVE**.

### **Printing All New Faxes at Once**

1. Login to your mailbox.
2. Press **[7] [4]** from the **ACTIVITY MENU** to print all *new* faxes.
3. Specify (according to the previous procedures) to which fax phone number you want to send.

### **Downloading a Fax to a Modem-Equipped Computer**

Downloading faxes to a modem-equipped PC or laptop is similar to printing from a handset-equipped fax machine.

To download a fax to a PC or laptop:

1. Set up your modem and fax software.
  - Connect the fax modem to the computer with a serial cable (if an external modem).
  - Connect your telephone wall jack to the modem jack marked "Line."
  - Connect the telephone set to the modem jack marked "Phone."
  - Disable **ANSWER ON** (number of rings) and/or **AUTOMATIC RECEIVE** options in your fax-software dialogue.
  - Enable **MANUAL RECEIVE** in your fax-software dialogue.
2. Place a call to the **AUDIX** system from the telephone handset.
3. Login to your mailbox.
4. Press **[2]** to listen to the message.

The header tells you if a message is a voice, fax, or voice-fax message.

- 
5. Press **\*** **1** to print.
  6. Press **\*** **6** to “print on the fax machine from which you are calling.”  
(Here, your PC or laptop substitutes for the fax machine.)
  7. At the prompt, select **MANUAL RECEIVE** from the fax-software dialogue.



**NOTE:**

Your fax dialogue choice may be labeled something other than **MANUAL RECEIVE**. Common alternates are **START**, **CONNECT**, **RECEIVE**, or **PRINT**. Press whatever key begins the downloading process.

## **How to Record and Send Messages from Your Mailbox**

---

Sending voice messages, fax messages, and voice-fax messages from your mailbox are similar tasks, but there are *important* differences:

- You can record and send a voice message from any telephone.
- You can send a fax message from any handset-equipped fax machine.
- You can record and send a voice-fax message in two ways:
  - From a handset-equipped fax machine, record a voice message, insert a fax in the machine, tell AUDIX to attach the fax to the voice message, and send it; *or*
  - Send a fax to your own mailbox and forward the fax (requires a voice component).

### **Sending a Voice Message (ABR off)**

---

1. Login to your mailbox.
2. Press **1** from the **ACTIVITY MENU**.
3. Record message at the tone.

**(Optional):**

---

To edit your message before approving:

- Press **[1]** to stop recording or pause.
- Press one of the following:

**[1]** Continue recording.

**[2]** **[3]** Play back.

**[\*]** **[D]** (or **[\*]** **[3]**) Delete (and begin again).

4. Press **[#]** to approve message.

5. To address your voice message, select one of the following:

- Enter recipient's telephone number and press **[#]**.
- To send to a mailing list:
  - a. Press **[\*]** **[L]** to access a list.
  - b. Enter list owner's extension and press **[#]**.  
If you're the owner, press **[#]**. See "How to Create Mailing Lists," page 44.
  - c. Enter list ID(name) and press **[#]**.

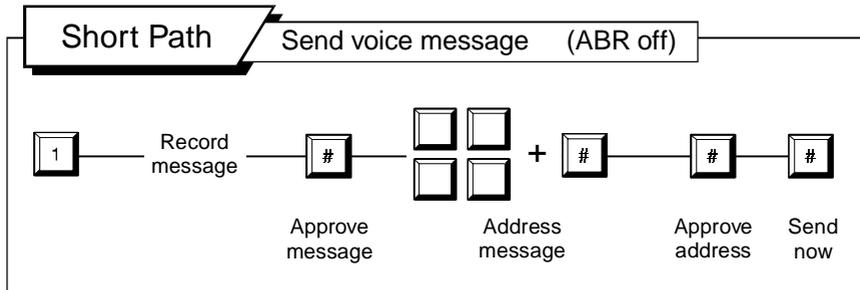
6. Press **[#]** to approve address.

7. **(Optional):**

Press **[0]** to listen to the list of delivery options:

- [1]** Make your message private. (Press **[1]** again to undo.)
- [2]** Make your message priority (if available). (Press **[2]** again to undo.)
- [3]** Schedule delivery. (Press **[3]** again to undo.)
- [4]** File a copy. (Press **[4]** again to undo.)

8. Press **[#]** to send.



## Sending a Voice Message (ABR on)

1. Login to your mailbox.
2. Press **1** from the ACTIVITY MENU.
3. To address your voice message, select one of the following:
  - Enter recipient's telephone number and press **#**.
  - To send to a mailing list:
    - a. Press **\* L** to access a list.
    - b. Enter list owner's extension and press **#**.  
If you're the owner, press **#**. See "How to Create Mailing Lists," page 44.
    - c. Enter list ID (name) and press **#**.
4. Press **#** to approve address.
5. Record message at the tone.

### **(Optional):**

To edit your message before approving:

- Press **1** to stop recording or pause.

- Press one of the following:

- 1 Continue recording.
- 2 3 Play back.
- \* D (or \* 3) Delete (and begin again).

6. Press # to approve message.

7. **(Optional):**

To review or add to your mailing list, press one of the following:

- \* 1 Review addressees.
- Extension # Add to list.

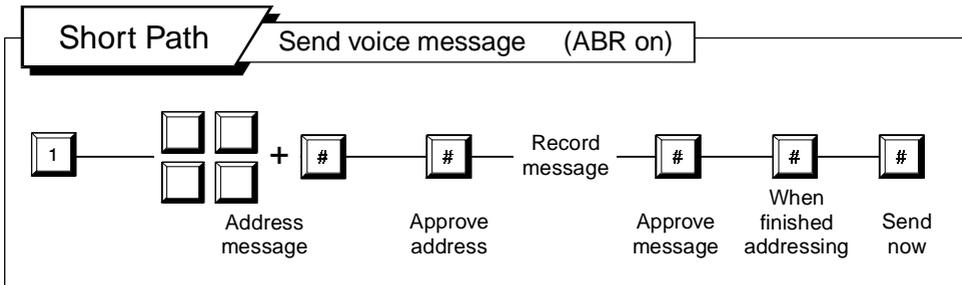
8. Press # when finished addressing.

9. **(Optional):**

Press 0 to listen to the list of delivery options:

- 1 Make your message private. (Press 1 again to undo.)
- 2 Make your message priority (if available). (Press 2 again to undo.)
- 3 Schedule delivery. (Press 3 again to undo.)
- 4 File a copy. (Press 4 again to undo.)

10. Press # to send message.



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## Sending a Fax Message

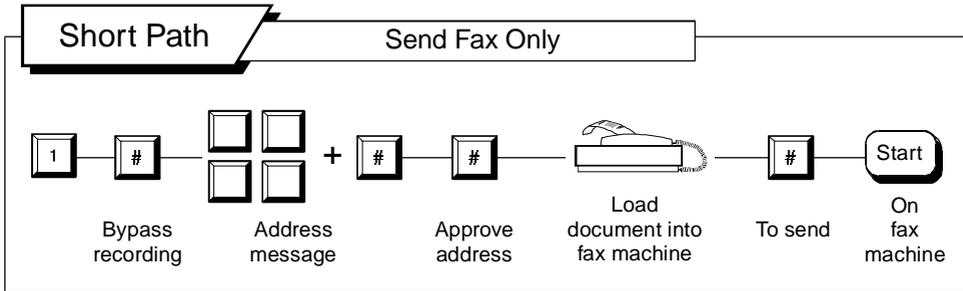
---

From a handset-equipped fax machine:

1. Login to your mailbox.
2. Press **1** from the ACTIVITY MENU.
3. Press **#** to bypass recording.
4. To address a fax message, select one of the following:
  - Enter recipient's telephone number and press **#**.
  - To send to a mailing list:
    - a. Press **\* L** to access a list.
    - b. Enter list owner's extension and press **#**.  
If you're the owner, press **#**.
    - c. Enter list ID (name) and press **#**.
5. Press **#** to approve addresses.
6. Load document into fax machine.
7. **(Optional):**

Press **0** to listen to the list of delivery options:

  - 1** Make your message private. (Press **1** again to undo.)
  - 2** Make your message priority (if available). (Press **2** again to undo.)
  - 3** Schedule delivery. (Press **3** again to undo.)
  - 4** File a copy. (Press **4** again to undo.)
8. Press **#** to send fax.
9. Press **START** on the fax machine.



## Sending a Voice-Fax Message

You can record and send a voice-fax message two ways:

- Method 1: From any handset-equipped fax machine, record a voice message, insert a fax in the machine, tell AUDIX to attach the fax to the voice message, and send it; *or*
- Method 2: From any fax machine, send a fax to your own mailbox and forward the fax (requires a voice component).

### ⇒ NOTE:

Both methods *begin* at a fax machine. Either method can be accomplished with ABR on or off. The following examples show both ABR conditions.

### Method 1

#### Recording and Sending a Voice-Fax Message from a Fax Machine (ABR on)

1. Login to your mailbox from the fax machine handset.
2. Press **1** from the ACTIVITY MENU.
3. To address a voice-fax message, select one of the following:
  - Enter recipient's telephone number and press **#**.

- 
- To send to a mailing list:
    - a. Press [\*] [L] to access a list.
    - b. Enter list owner's extension and press [#].  
If you're the owner, press [#].
    - c. Enter list ID (name) and press [#].
  - 4. Press [#] to approve address.
  - 5. Record message at the tone.

**(Optional):**

To edit your message before approving:

- Press [1] to stop recording or pause.
- Press one of the following:

[1] Continue recording.

[2] [3] Play back.

[\*] [D] (or [\*] [3]) Delete (and begin again).

- 6. Press [#] to approve message.

7. **(Optional):**

To review or add to your mailing list, press one of the following:

[\*] [1] Review addressees.

Extension [#] Add to list.

- 8. Press [#] when finished addressing.

9. **(Optional):**

Press **0** to listen to the list of delivery options:

- 1** Make your message private. (Press **1** again to undo.)
- 2** Make your message priority (if available). (Press **2** again to undo.)
- 3** Schedule delivery. (Press **3** again to undo.)
- 4** File a copy. (Press **4** again to undo.)

10. Press **5** to attach a fax.

11. Load document into fax machine.

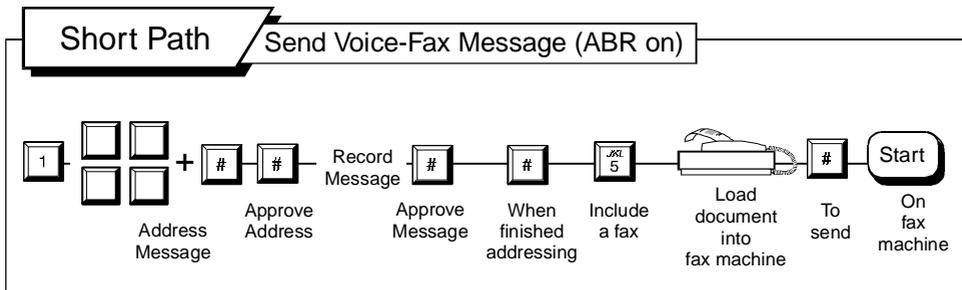
12. Press **#** to send voice-fax message.

13. Press **START** on the fax machine.



**NOTE:**

The button label on your fax machine may be labeled something other than **START**. Common alternate keys are **SEND**, **TRANSMIT**, and **CONNECT**.



---

## **Method 2**

### **Sending a Fax to Your Own Mailbox and Forwarding It (ABR off)**

You may want to store a fax for later use, or it may simply be more efficient to send a fax from your own desk, particularly if you want to attach a private voice message to your fax. Method 2 allows you to create voice-annotated faxes and send them from anywhere.

1. From any fax machine, send a fax to your own mailbox.
2. From any telephone, login to your mailbox.
3. Press **[2]** from the ACTIVITY MENU.
4. Listen to your message headers.

The header tells you if a message is a voice, fax, or voice-fax message.

5. Press **[1]** **[2]** to forward the fax with voice comment attached.
6. Record message at the tone.

#### ***(Optional):***

To edit your message before approving:

- Press **[1]** to stop recording or pause.
- Press one of the following:

**[1]** Continue recording.

**[2]** **[3]** Play back.

**[\*]** **[D]** (or **[\*]** **[3]**) Delete (and begin again).

7. Press **[#]** to approve voice message.
8. To address the message, select one of the following:
  - Enter recipient's address and press **[#]**.
  - To send to a mailing list:
    - a. Press **[\*]** **[L]** to access a list.

- 
- b. Enter list owner's extension and press **#**.  
If you're the owner, press **#**.
    - c. Enter list ID (name) and press **#**.
  9. Press **#** when finished addressing.
  10. **(Optional):**  
Press **0** to listen to the list of delivery options:
    - 1** Make your message private. (Press **1** again to undo.)
    - 2** Make your message priority (if available). (Press **2** to undo.)
    - 3** Schedule delivery. (Press **3** again to undo.)
    - 4** File a copy. (Press **4** to undo.)
  11. Press **#** to send.

## Selecting Delivery Options

---

When you have created/addressed your message, and are ready to send, several delivery options are available.

Press **0** to listen to the list of options:

- 1** Make your message private. (Press **1** again to undo.)
- 2** Make your message priority (if available). (Press **2** again to undo.)
- 3** Schedule delivery. (Press **3** again to undo.)

To schedule delivery:

- a. Enter delivery time (405 = 4:05).
- b. Enter **A** (or **2**) for AM or **P** (or **7**) for PM and press **#**.
- c. Enter delivery month and day (502 = May 2) and press **#**

---

d. Press **#** to approve or **\* 3** (or **\* D**) to start over.

**4** File a copy. (Press again to undo.)

**5** To include a fax (in voice-fax mode).

## **How to Create and Use Multiple Personal Greetings**

---

After you have recorded several personal greetings, you may want to assign those greetings to specific types of incoming calls. Besides the basic mode of using one greeting for all calls, you can set up specific greetings for:

- 1) internal and 2) external calls
- 1) busy and 2) no answer calls
- 1) prime-time internal, 2) prime-time external, and 3) out-of-hours calls
- 1) prime-time busy, 2) prime-time no answer, and 3) out-of-hours calls

The first step is to define the types of calls you want to differentiate; then move on to changing call type definitions and assigning greetings to call types.

### **Call Types**

---

|              |  |
|--------------|--|
| Internal     | Those from callers at your business location.  |
| External     | Those from outside your business location.   |
| Busy         | Those that come in when you are using your telephone line(s).  |
| No answer    | Those that come in when you do not answer.   |
| Out-of-hours | Those that come in after standard business hours (as defined by your system administrator).<br><br>(Weekend greetings must be activated manually—basic mode only.) |

---

## Defining Call Types (the first time)

---

1. Login to your mailbox.
2. Press **3** **4** from the ACTIVITY MENU.
3. Press one of the following:
  - 1 Differentiate internal/external calls.
  - 2 Differentiate busy/no answer calls.
4. Press one of the following:
  - 3 Differentiate out-of-hours calls.
  - 4 Make no distinction between prime time and out-of-hours calls.

## Changing Call Type Definition

---

1. Login to your mailbox.
2. Press **3** **4** from the ACTIVITY MENU.
3. Press any of the following:
  - 1 Differentiate internal/external calls.
  - 2 Differentiate busy/no answer calls.
  - 3 Differentiate out-of-hours calls.
  - 4 Turn off out-of-hours differentiation.
  - 5 Use a single greeting for all calls (negate call type definition).
4. Press **#** to approve, then see "Assigning Greetings to Call Types," page 37. When you've recorded multiple greetings, use the following procedures to assign them to call types.

---

## Assigning Greetings to Call Types

---

1. Login to your mailbox.
2. Press **3** from the ACTIVITY MENU.
3. Listen to the summary of active greetings.
4. Press **3** to activate a greeting.
5. Enter a number (0 to 9) to indicate which greeting you want to assign to a call type.
6. Press any of the following:
  - 1 Use the greeting for each call type.
  - 2 Use the greeting for internal (or busy) calls.
  - 3 Use the greeting for external (or no answer) calls.
  - 4 Use the greeting for out-of-hours calls.
  - 5 Use a single greeting for all calls (negate call type definition).
7. Press **#** to approve.
8. Press **\* R (\* 7)** to return to the ACTIVITY MENU.

### NOTE:

To set up different greetings strictly for prime-time and out-of hours calls, you must assign the same greeting to the two prime-time calls types (internal/external or busy/no answer). Listen to the voice prompts.

## Activating Previously Recorded Greetings

---

1. Login to your mailbox.
2. Press **3 3** from the ACTIVITY MENU.
3. Enter the greeting number.
4. Follow the prompts to activate for all calls or for individual call types.

---

## Scanning All Greetings

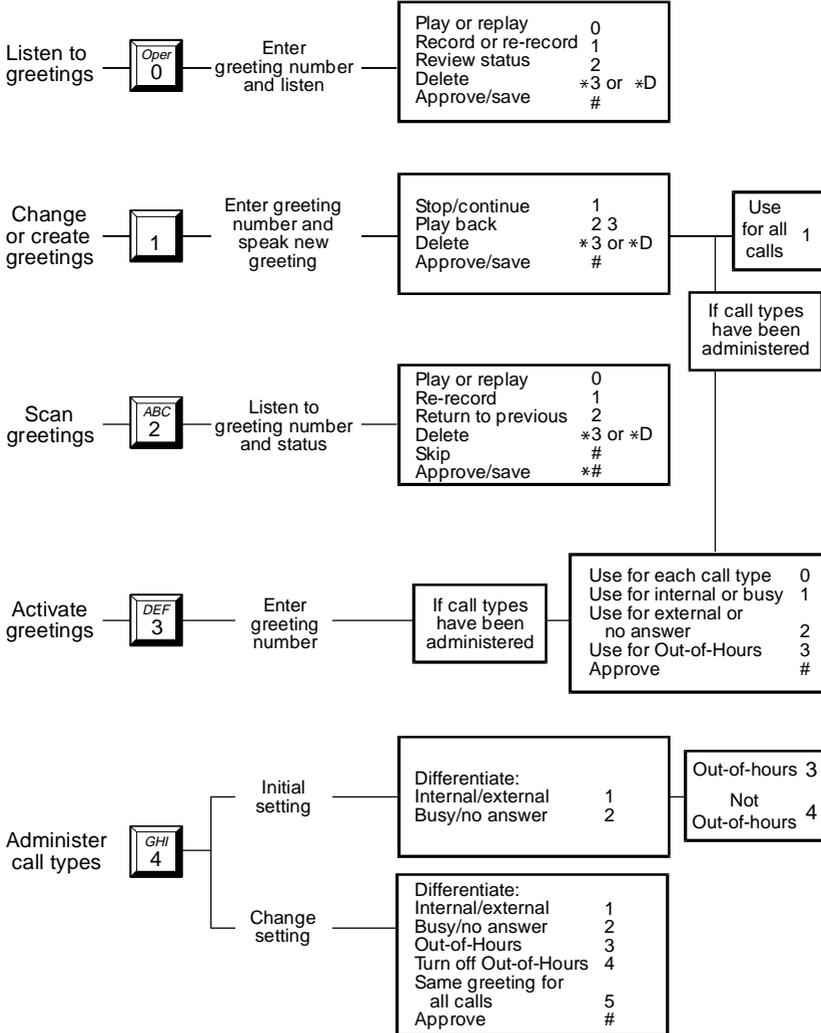
---

1. Login to your mailbox.
2. Press **[3] [2]** from the ACTIVITY MENU.
3. Listen to first greeting status statement.
4. Press any combination of the following:
  - [0]** Listen to a greeting.
  - [1]** Re-record a greeting.
  - [\*] [D] (\* [3])** Delete and skip to the next greeting.
  - [2]** Return to the previous greeting.
  - #** Save and skip to the next greeting.
5. Press **[\*] [#]** to quit scanning.



**DEF 3**

**Create Personal Greetings**



---

## How to Access Outgoing or Filed Messages

---

To check the status of outgoing messages, access them by following the steps listed below, then move on to selecting, modifying, and re-sending them.

### Accessing Outgoing Messages

---

1. Login to your mailbox.
2. Press **4** from the ACTIVITY MENU.
3. Listen to the first category and message header. Categories:

|               |  |
|---------------|--|
| Undeliverable | Can't be delivered, usually because the recipient's mailbox is full. You can listen to, re-address, and re-record these messages.          |
| Filed         | Copies of outgoing messages you've saved to re-send and/or modify.   |
| Undelivered   | Not yet sent because they're scheduled for future delivery. You can listen to, re-address, and re-record these messages prior to delivery. |
| Delivered     | Delivered but not yet listened to.   |
| Accessed      | Delivered and listened to.   |

### Selecting a Message

When you have accessed your filed messages, select individual messages to modify by following the selection procedure.

4. Press any or none of the following:
  - 0** Listen to the message.
  - 1** Modify/resend modified messages.
  - 2** **3** Play back the message header.

- \* D (\* 3)** Delete and skip to the next message.
- 2 2** Return to previous messages.
- #** Save and skip to the next message.
- # #** Skip to the next message category.

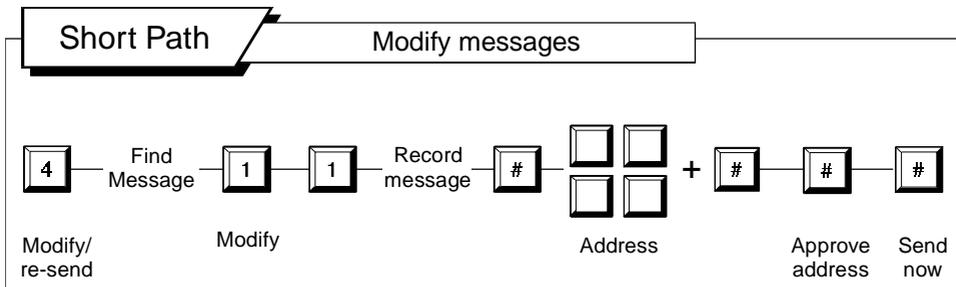
**⇒ NOTE:**

For delivered or accessed messages, you can listen to the headers only. You can't change or re-send these messages. After you review an accessed message header, the system deletes the header automatically.

### Modifying a Message

When you reach a message you want to modify or re-send:

5. Press **1** to modify and/or re-send the selected message.
  - Press **#** to re-send the message as is.
  - To re-record the message:
    - a. Press **1**.
    - b. Speak message at the tone.
    - c. Edit normally.
    - d. Press **#** to approve.



---

### **Tips**

You can modify/re-send three types of outgoing messages:

- Undelivered (scheduled for future delivery)
- Undeliverable (incorrect address or recipient's mailbox is full)
- Filed

Press **# #** to re-send an undelivered message to the original recipient only.

---

### **Re-sending a Message**

When you have selected a message to modify/re-send, choose one of the following options to re-direct your message.

6. For filed and undeliverable messages:
    - a. Enter address(es) or list via **\* L (\* 5)**.
    - b. Press **# #** to approve and send immediately.  
or
    - c. Enter delivery options and press **#**.
  7. For undelivered messages:
    - a. Enter additional addresses and press **#**.
    - b. Press **\* 1** to review and edit original addresses.
    - c. Change delivery times or options.
- 

### **Tips**

If you re-send a filed message, it leaves the file cabinet portion of your mailbox. You must file a copy again to retain it.

Press **# #** to re-send an undelivered message to the original recipient(s) only.

---

---

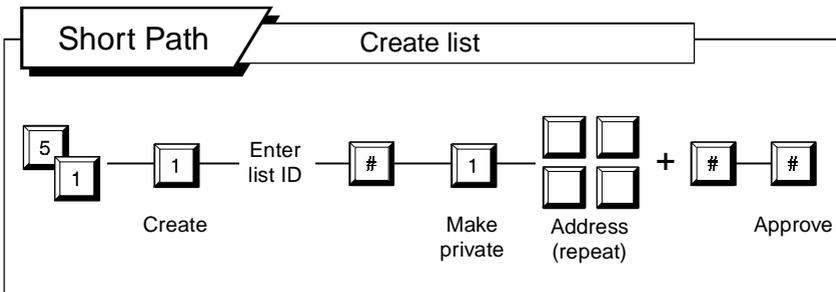
# How to Create Mailing Lists

---

## Creating a List

---

1. Login to your mailbox.
2. Press **[5] [1] [1]** from the ACTIVITY MENU.
3. Enter list ID (up to 6 letters or digits) and press **[#]**.
4. Press one of the following:
  - [1]** Make the list private.
  - [2]** Make the list public
5. Enter an address and press **[#]** .
6. Repeat step 5 until list is complete.
7. Press **[#]** to approve.



### NOTE:

After you address a message with a list, the system asks for more extensions. Specify an address as a number or name — press **[\*] [A]** (**[\*] [2]**) to switch modes.

---

 **Tip**

When creating a list, you can also include an existing list by entering **[\*] [L]** (**[\*] [5]**) at step 5.

---

## **Deleting Addresses from a List**

---

Delete addresses from a mailing list in two ways:

- Review the list until you find each address, then press **[\*] [D]** (**[\*] [3]**) or
- At step 5 (when creating a list), enter the address again and press **[\*] [D] (\* [3])**

**NOTE:**

Though it appears that you have added a recipient twice, by deleting that number immediately after you add it, it will be deleted.

Repeat for other addresses.

## **Scanning List Summaries**

---

1. Login to your mailbox.
2. Press **[5] [1] [2]** from the ACTIVITY MENU.
3. Listen to the list summary.
4. Press any of the following:

- |                        |  |
|------------------------|--|
| <b>[#]</b>             | Skip to next list.   |
| <b>[*] [D] (* [3])</b> | Delete the entire list.  |
| <b>[0]</b>             | Review/modify list members. see "Reviewing and Modifying a List," page 46. |

---

## Reviewing and Modifying a List

---

1. Login to your mailbox.
2. Press **[5] [1] [3]** from the ACTIVITY MENU.
3. Enter list owner's extension and press **[#]**. (If you own the list, simply press **[#].**)
4. Enter list ID and press **[#]**.
5. Listen to the first name, then press any of the following:
  - [#]** Skip to the next name.
  - \* [D] (\* [3])** Delete name.
  - [2]** Repeat name.
  - [2] [2]** Return to previous name.
  - \* [1]** Review from beginning.
  - [1]** Add specified entries or change public/private status, then do the following:
    - a. Press **[Y] ([9])** or **[N] ([6])** to change status.
    - b. Enter address and press **[#]**.
    - c. Listen to name.
    - d. Repeat b and c for each addition.
  - \* [#]** Stop reviewing/modifying specified entries.
6. Press **[#]** when finished reviewing.

---

## How to Create a Personal Directory

---

The system allows you to create a personal directory of abbreviated names (aliases) for frequently used addresses. It's essentially a sophisticated speed-dialing feature.

### Creating and Appending a Directory

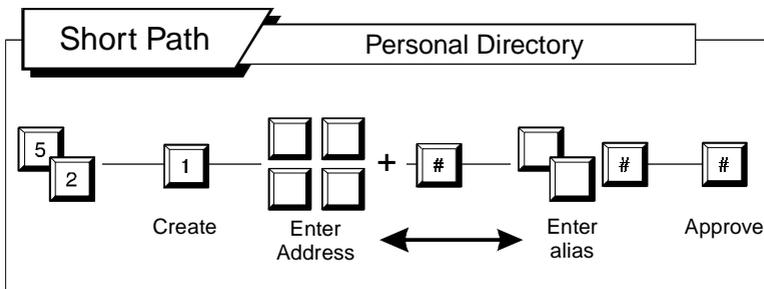
---

You must be addressing by name **[\*] [A] (\* [2])** to *use* your personal directory. You can *create* your personal directory in name or number addressing mode.

1. Login to your mailbox.
2. Press **[5] [2] [1]** from the ACTIVITY MENU.
3. Enter an address and press **[#]**.
4. Listen to your entry's address.

If the name is incorrect, press **[\*] [D] (\* [3])** to delete and repeat step.

5. Enter your abbreviated version of the address (up to 10 characters) and press **[#]**.
6. Repeat steps 3 to 5 to add more names to your personal directory.
7. Press **[#]** to approve.



---

## Reviewing and Deleting Entries from a Directory

---

1. Login to your mailbox.
2. Press **[5] [2]** from the ACTIVITY MENU.
3. Do one of the following:
  - Press **[2]** to review all aliases. While listening to each entry, press:
    - [#]** Skip to next alias.
    - [\*] [D] (\* [3])** Delete.
    - [2] [2]** Return to the previous alias.
    - [#] [#]** Stop reviewing.
  - Press **[3]** to review specific aliases:
    - a. Enter alias to review and press **[#]**.
    - b. Listen to corresponding address.
    - c. Press **[\*] [D] (\* [3])** to delete.
    - d. Repeat for more aliases.
    - e. Press **[\*] [#]** to stop reviewing.
4. Press **[\*] [R] (\* [7])** to return to the ACTIVITY MENU.

---

### Tips

Your personal directory activates automatically; the system refers to your personal directory anytime you enter a name address.

The system doesn't care what numbers or letters you use for each alias.

You should try to use 2- or 3-letter abbreviations that use people's initials. For example, for Mel F. Lewis, you might enter M F L instead of the longer name. You can also use an alias when transferring out of the system with **[\*] T (\* [8])**.

---

---

## How to Use Directory Assistance

---

If you know the name of a person, you can use the names directory to find that person's extension. If you know the extension, you can use the names directory to find the name of the person with that extension.

1. Press **\* \* N (\* \* 6)** from anywhere in the system.
2. Do one of the following:
  - To hear the extension number associated with a name, enter the name (last name first, with no spaces between the first and last name), then press **#**.
  - To hear the name associated with an address, press **\* A (\* 2)**, enter the address, then press **#**.

---

### Tips

The extension you hear associated with a name is not always the entire address.

You must add the appropriate prefix numbers for users on remote systems.

---

## How to Leave a Call Answer Message

---

When leaving a call answer message, you have several options for making full and efficient use of the system. When it answers the telephone, you can:

- Press **1** to dial through the greeting (if you won't be missing information in the greeting).
- Leave a detailed message (it's generally more efficient to convey information than just requesting a return call).
- Press **\* D (\* 3)** to delete and start over.

- 
- Press **[1] [2] [3]** to stop recording and review your message.

Before or after leaving a message, you can:

- Transfer to another extension:
  - a. Press **[\*] T ([\*] [8])**.
  - b. Enter the extension.
  - c. Press **[#]**.



**NOTE:**

If you record a message and either hang up or go to another option, the system automatically delivers your message to the person you are calling. To prevent delivery of your message, you must delete it with **[\*] [D] ([\*] [3])**.

## Command Summary

### BASIC COMMANDS

- \*H or \*4 Help
- \*R or \*7 Return to Activity Menu
- \*W or \*9 Wait
- \*\*N or \*\*6 Look up number/name
- \*\*X or \*\*9 Exit system
  - \*0 Transfer call to operator
- \*D or \*3 Delete
- \*\*U or \*\*8 Undelete  
*(not available on all systems)*
- \*\*H or \*\*4 Hold message in category
  - \*T or \*8 Transfer out
- \*\*R or \*\*7 Relogin

*Use while addressing:*

- \*A or \*2 Alternate address (switch between name and number addressing)
- \*L or \*5 Use mailing list for addressing

### ACTIVITY MENU

Record & send



Get & respond



Create greetings



Message file



Mailbox options



Scan



Q = 7

Z = 9



### PLAYBACK CONTROLS



Rewind



Pause/Play



Louder



Back Up



Advance



Softer



Slower



Faster



Q = 7

Z = 9



---

## Tips and Highlights

---

### General Message Handling

|                                    |  |
|------------------------------------|--|
| Logging in quickly                 | From your telephone, dial the system extension, press # (you don't need to enter your extension), and enter your password.   |
| Logging in from a system telephone | From any telephone connected to your company's system, dial the system extension, then enter your extension and password.  |
| Logging in from a remote telephone | From any telephone not connected to your company's system, dial the complete system number, including local prefix and the area code if long distance, then enter your extension and password. |
| Dialing through                    | If you know which buttons to push, push them without waiting for the system to respond.  |



#### NOTE:

You can't bypass error beeps and important system messages.

For Help, press [\*] [H] [\*] [4]. The system states your current options or the next step.

### Getting Messages

|                       |  |
|-----------------------|--|
| Scan messages quickly | You can automatically play all your messages by pressing just two buttons, [7] plus either [1] to scan messages and headers, [2] to scan headers only, or [3] to scan messages only. Scanning is especially useful with a car telephone. |
|-----------------------|--|

---

|                                   |   |
|-----------------------------------|---|
| Use playback controls             | When listening to messages, you have controls for loudness, speed, stepping back and forth, pausing, and repeating messages.  |
| Record a personal greeting        | Replace the automatic system greeting with your personal hello. Tell callers they can press <b>1</b> to skip your greeting and press <b>* H (* 4)</b> for Help. Change your greeting everyday to match your daily schedule.                                 |
| Delete old messages               | Your mailbox has limited space. When it's getting full, the system tells you. Delete messages or greetings you don't need.  |
| Answer messages from your mailbox | Answer a message sent by another user immediately after listening to it, either by pressing <b>1 0</b> to call the person or by sending the caller a return voice mail message by pressing <b>1 7</b> .   |
| Forward messages                  | You can forward a message to another user or a list of users immediately after listening to it. After you forward it, you return to the original place in your mailbox. To forward to a mailing list, press <b>* L (* 5)</b> to specify the list's address. |

---

## Leaving Messages When No One Answers

Use playback and record controls

To listen to and edit the messages you leave when there's no answer, you have many controls.

Bypass greetings and record immediately

You don't have to listen to another user's call answer greeting. You can, instead, press **1** to bypass the greeting and begin recording immediately.

Use directory assistance

If you don't know the extension of another user, find it with your voice messaging system. Login, press **\* \* N (\* \* 6)** and enter the person's name, last name first. The system tells you the extension.

## Sending Voice Mail

Make messages priority

When you want someone to listen to your message right away, send it as a priority message.

Make messages private

When you want to prevent another user from forwarding a message you send, make it private.

Save messages you send

Before sending a message, you can save it in the Outgoing Message file. Retrieve the message later to use again.

Check on receipt of messages you send

After you send a message, check your Outgoing Message file to see if the message was delivered and if the person listened to it.

Delete outgoing/ filed messages

Delete messages filed in the Outgoing Message file. Saved outgoing messages use system storage unnecessarily.

---

|   |  |
|---|--|
| Schedule delivery                         | Schedule a message for delivery to others at a specified time and date. Use the system as a calendar/reminder by scheduling messages to yourself.  |
| Use mailing lists                         | Create a mailing list of extensions. Then send your message to one destination—the mailing list. All extensions in the list receive the message. You can also forward messages to a mailing list.                              |
| Send messages to a name, not an extension | When you send a message and don't know the extension of the recipient, press <b>* A (*</b> <b>2</b> ). Then enter the person's name, last name first. <b>* A (* 2)</b> switches you back and forth between extension and name. |

---

## **Terms and Concepts**

---

### **Autodelete**

---

An option (on/off) with which you decide whether the system *automatically* deletes faxes from your mailbox after they are autoprinted to the default fax printer.

### **Autoprint**

---

An option (on/off) with which you decide whether the system *automatically* sends faxes to a default fax printer.

### **Default Fax Printer**

---

A fax machine you choose as the everyday destination for your faxes.

### **Fax-print Prefix Number**

---

A number, determined by your system administrator, you must enter before you specify a fax print destination number.

## **Messages**

---

### **Incoming Messages (received by you)**

|                   |                                       |
|-------------------|---------------------------------------|
| Voice Message     | A voice-only transmission.            |
| Fax Message       | A fax-only transmission.              |
| Voice-Fax Message | A fax annotated with a voice message. |

---

|          |  |
|----------|--|
| New      | Voice, fax, or voice-fax messages you haven't retrieved.   |
| Unopened | Voice, fax, or voice-fax message headers to which you've listened, but have not yet listened to or printed the message itself. |
| Old      | Voice, fax, or voice-fax messages to which you've listened or printed, but haven't deleted.                                    |

### **Outgoing Messages (sent by you)**

|               |  |
|---------------|--|
| Accessed      | Voice, fax, or voice-fax messages delivered and listened to by the recipient.  |
| Undelivered   | Voice, fax, or voice-fax messages not yet sent but scheduled for future delivery. You can listen to, re-address, and re-record these messages any time before delivery.                |
| Undeliverable | Voice, fax, or voice-fax messages that could not be delivered, normally because the intended recipient's mailbox is full. You can listen to, re-address, and re-record these messages. |
| Filed         | Copies of outgoing voice, fax, or voice-fax messages that you've saved to re-send and/or modify.   |

---

## **Header**

---

A summary of an incoming voice, fax, or voice-fax message (equivalent to a return address and postmark on a letter). It includes the length of the message in minutes and/or seconds, and a page count for fax messages.

Three header type examples:

### **Voice message**

“Message from Norman Bates, received 7:34 AM, Friday, April seventh, 70 seconds, extension 77956.”

### **Fax message**

“Fax call from extension 40668, received 1:22 PM, Thursday, August third, 4 pages.”

### **Voice-fax message**

“Voice and fax message from Eileen Dover, received 3:16 PM, Monday, December twelfth, 45 seconds, 3 pages, extension 75433.”