AVAYA
communication

INTUITY™ Multimedia Messaging

User's Guide

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Notice

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Avaya Inc. formed as a result of Lucent's planned restructuring, design builds and delivers voice, converged voice and data, customer relationship management, messaging, multi-service networking and structured cabling products and services. Avaya Labs is the research and development arm for the company.

Preventing Toll Fraud

"Toll fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or working on your company's behalf). Be aware that there may be a risk of toll fraud associated with your system and that, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya Inc. Fraud Intervention:

If you suspect *that you are being victimized* by toll fraud and you need technical assistance or support, call the Technical Service Center's Toll Fraud Intervention Hotline at 1-800-643-2353.

Providing Telecommunications Security

Telecommunications security (of voice, data, and/or video communications) is the prevention of any type of intrusion to (that is, either unauthorized or malicious access to or use of your company's telecommunications equipment) by some party.

Your company's "telecommunications equipment" includes both this Avaya product and any other voice/data/video equipment that could be accessed via this Avaya product (that is, "networked equipment").

An "outside party" is anyone who is not a corporate employee, agent, subcontractor, or working on your company's behalf. Whereas, a "malicious party" is anyone (including someone who may be otherwise authorized) who accesses your telecommunications equipment with either malicious or mischievous intent.

Such intrusions may be either to/through synchronous (time-multiplexed and/or circuit-based) or asynchronous (character-, message-, or packet-based) equipment or interfaces for reasons of:

- Utilization (of capabilities special to the accessed equipment)
- Theft (such as, of intellectual property, financial assets, or toll-facility access)
- Eavesdropping (privacy invasions to humans)
- Mischief (troubling, but apparently innocuous, tampering)
- Harm (such as harmful tampering, data loss or alteration, regardless of motive or intent)

Be aware that there may be a risk of unauthorized intrusions associated with your system and/or its networked equipment. Also realize that, if such an intrusion should occur, it could result in a variety of losses to your company (including but not limited to, human/data privacy, intellectual property, material assets, financial resources, labor costs, and/or legal costs).

Your Responsibility for Your Company's Telecommunications Security

The final responsibility for securing both this system and its networked equipment rests with you – a Avaya customer's system administrator, your telecommunications peers, and your managers. Base the fulfillment of your responsibility on acquired knowledge and resources from a variety of sources including but not limited to:

- Installation documents
- System administration documents
- Security documents
- Hardware-/software-based security tools
- Shared information between you and your peers
- Telecommunications security experts

To prevent intrusions to your telecommunications equipment, you and your peers should carefully program and configure your:

- Avaya-provided telecommunications systems and their interfaces
- Avaya-provided software applications, as well as their underlying hardware/software platforms and interfaces
- Any other equipment networked to your Avaya products.

Avaya Inc. does not warrant that this product or any of its networked equipment is either immune from or will prevent either unauthorized or malicious intrusions. Avaya Inc. will not be responsible for any charges, losses, or damages that result from such intrusions.

Federal Communications Commission Statement

Part 15: Class A Statement. This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio-frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his/her own expense.

Part 68: Network Registration Number. This equipment is registered with the FCC in accordance with Part 68 of the FCC Rules. It is identified by FCC registration number AS593M-13283-MF-E. Refer to "Federal Communications Commission Statement" in "About This Book" for more information regarding Part 68.

Canadian Department of Communications (DOC) Interference Information

This digital apparatus does not exceed the Class A limits for radio noise emissions set out in the radio interference regulations of the Canadian Department of Communications.

Le Présent Appareil Nomérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la class A préscrites dans le reglement sur le brouillage radioélectrique édicté par le ministére des Communications du Canada.

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Order: Document No. 585-310-748
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Issue 2, January 2001

For additional documents, refer to the section in "About This Book" entitled "Related Documents."

You can be placed on a standing order list for this and other documents you may need. Standing order will enable you to automatically receive updated versions of individual documents or document sets, billed to account information that you provide. For more information on standing orders, or to be put on a list to receive future issues of this document, contact the Avaya Publications Center.

European Union Declaration of Conformity

The "CE" mark affixed to the DEFINITY ONE equipment described in this book indicates that the equipment conforms to the following European Union (EU) Directives:

- Electromagnetic Compatibility (89/336/EEC**)**
- Low Voltage (73/23/EEC)
- Telecommunications Terminal Equipment (TTE) i-CTR3 BRI and i-CTR4 PRI

The "CE" mark affixed to the equipment means that it conforms to the above directives.

For more information on standards compliance, contact your local distributor.

Comments

Please send an email message to infodev@avaya.com with your comments about this document.

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Important Numbers and Codes for Your Messaging System

This page lists the primary numbers and codes you need to use your multimedia messaging system effectively. If the blanks on this page have not been completed, call your system administrator for the proper codes/numbers.

- System phone number: ___________
- System *default* password: ___________
- Your system administrator's telephone number: ___________
- Guest password: ___________
- Your mailbox holds ______ minutes of greetings and messages. One fax page is the equivalent of 40 seconds of a voice message. Two kilobytes of e-mail or a binary file is the equivalent of 1 second of a voice message.
- A message can be up to _____ minutes in length.
- A message expires and is deleted after _____ days in your mailbox.
- Mail prefixes for remote locations:

Prefix	**Description**
_____________	______________________________________
_____________	______________________________________
_____________	______________________________________
_____________	______________________________________

See attachment for additional mailing prefixes.

- Fax print prefix numbers:

_________ (prefix) and ________ (digits required, in-house system)
_________ (prefix) and ________ (digits required, local area)
_________ (prefix) and ________ (digits required, long-distance
_________ (prefix) and ________ (digits required,__________________)
_________ (prefix) and ________ (digits required,__________________)

- FAX Extended Dialing Option (**5) Available: yes no
- Transfer into AUDIX code: ______________________
- Current large list extensions:

List Extension	**Description**

See attachment for additional large lists.

For information about PC-based voice/fax message handling, see the Avaya *Intuity Message Manager User's Guide* for your specific system.

Welcome

With the INTUITY™ AUDIX® messaIssue 3 January 2001w.messenger, or any standards-based (POP3) e-mail client.

You have the following capabilities using your telephone:

Call Answering	The system answers calls when you can't. Callers may then leave messages in your "mailbox." Later, you can access your mailbox to get those messages.
Voice Mail	You can record voice messages in advance and send them to the mailboxes of other users without actually calling their telephones. This can include sending messages to anyone with an e-mail address. Other users also can record and send voice mail messages directly to your mailbox. When convenient, you can access your mailbox to get those messages.
Fax Messaging	Callers can send faxes to your normal telephone number instead of to a fax machine. In addition, you and other users can: Attach a fax to a voice mail message in a single call Forward received faxes Send faxes to printers, PCs, or laptop computers Send or forward faxes to internal extensions, system mailing lists, and/or *external numbers.* This can also include sending messages to anyone with an e-mail address.

Text Message Storage and Retrieval

AUDIX lets you receive text mail and attached files[1] (from e-mail or from users of Message Manager or www.messenger). You can:

- Print an e-mail message to a fax machine
- Forward text mail and attached files to:
  - — Internal extensions and mailing lists
  - — E-mail addresses
  - — Fax phone numbers
- Listen and reply to text mail
- However, you can't create a text message using your telephone.

Avaya INTUITY Message Manager and www.messenger

Avaya INTUITY Message Manager is a Windows™-based interface to AUDIX that runs on your P.C. With it, you can:

- Create, send, receive, forward, respond to, and review all message types, including voice, fax, text, e-mail, and attached files[1]
- Launch (start) other applications to view and use an attached file
- Reorder the sequence used to store and playback messages
- See a list of message headers
- Annotate messages with subject headings
- Change your personal greeting and other personal options

For more information, see the Avaya INTUITY™ Message Manager Release 4 User Guide, 585-310-743 or the online help for www.messenger.

---

[1] *CAUTION*: By sending or receiving an attached file, you might inadvertently spread a computer virus. Always check files you send or receive for viruses before running them.

Standards-based (POP3) e-mail clients

You can use a standards-based e-mail client (such as Netscape® Mail or Microsoft® Outlook™ Express) to access your mailbox.

You can:

- Manage all of your incoming messages (voice, fax, text, and attached files). Thus, a voice message in your mailbox appears as a blank e-mail with an audio file attachment. A fax message appears as a blank e-mail with a fax file (.tif) attachment.
- Click on an icon in your e-mail client to listen to a voice message, instead of logging into your voice mailbox (if you have Avaya Voice Player).
- Click on an icon in your e-mail client to view a fax message (using an appropriate .tif file viewer).
- Send and record a voice message from your P.C. (if you have Avaya Voice Player).
- Print e-mail from your voice mailbox in the same way you print faxes.

For more information, see the user instructions for your Internet Messaging software.

Call Your Mailbox

Your mailbox stores incoming and outgoing voice, fax, e-mail, or multimedia messages and headers. Your mailbox stores messages by their status (see Figure 1).

---

1. CAUTION: By sending or receiving an attached file, you might inadvertently spread a computer virus. Always check files you send or receive for viruses before running them.

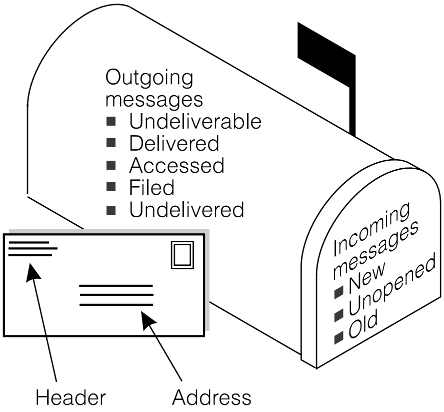

Outgoing messages
■ Undeliverable
■ Delivered
■ Accessed
■ Filed
■ Undelivered
Incoming messages
■ New
■ Unopened
■ Old
Header
Address

Figure 1. Your Voice Mailbox

To call the first time, pick up your phone and enter:

1. Your system-access number.
2. Your extension, followed by [#].
3. Your default password, followed by [#].

NOTE:
Change your default password to a new password as soon as possible. See "Change Your Password'' on page 6.

Get Around in Your Mailbox

When you call your mailbox and login, you reach the Main Menu. The Main Menu is also referred to as the Activity Menu.

MAIN MENU OPTIONS

1	Record and send messages Create, address, and select delivery options for mail messages.
2	Get messages Listen to, respond to, print, and delete messages.
3	Create greetings Create, change, and activate personal greetings
4	Outgoing and filed messages Determine the status of and listen to messages you previously created.
5	Personal options Set up mailing lists, personal directory, fax printing, preferred medium, password, recorded name, and addressing sequence.
6	Outcalling Select if, when, and where the system calls you when new messages are delivered to your mailbox.
7	Autoscan/Autoprint Scan messages or print all new faxes by pushing just two buttons.

Voice Prompts and Help

After you log in, *the voice prompts always tell you what to do*.

- For *help* at any time, press * H (* 4) to get a list of your *current* options, or
- To return to the Main Menu, press * R (* 7).

Tips	Usually, you can dial through a voice prompt to enter a command without waiting for the prompt to finish. But you can't dial through error messages and prompts the system wants you to hear.

Basic Commands

Touch-Tone Keys	Command
* 4 (or * H)	Help
* 7 (or * R)	Return to Main Menu
* 9 (or * W)	Wait
* * 6 (or * * N)	Look up number/name
* * 9 (or * * X)	Exit system
* 0	Transfer call to operator
* 3 (or * D)	Delete
* * 8 (or * * U)	Undelete
* * 4 (or * * H)	Hold message in category
* 8 (or * T)	Transfer out
* * 7 (or * * R)	Log in again
Use while listening to messages	
9	Increase speed
8	Decrease speed
4	Increase volume
7	Decrease volume
6	Skip forward
5	Skip backward
* 6	Skip to next message component
* 5	Skip to previous message component
Use while addressing	
* 2 (or * A)	Alternate between name and number addressing
* 5 (or * L)	Use mailing list for addressing

Change Your Password

Your system administrator establishes your default password. Change this password *immediately* after you login the first time.

To change your password (Figure 2):

1. Press 5 4 from the Main Menu.
2. Enter the new password (up to 15 digits), followed by # .

3. Re-enter the new password again, followed by # .

SECURITY ALERT:
Don't use a password that uses:

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

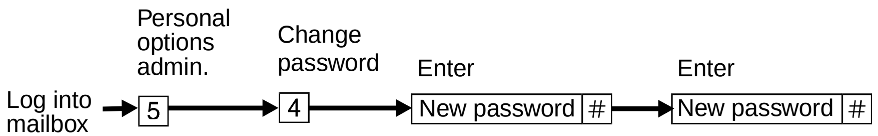


Figure 2. Change Password

Record Your Name

Record your name to replace the system greeting for your mailbox. Callers hear your voice and feel comfortable they have reached the right person.

To record your name (Figure 3):

1. Press 5 5 from the Main Menu. Speak your name after the tone.
2. Press 1 to stop.
3. (Optional): One of the following:

1	Re-record.
2 3	Play back.

4. # to approve.

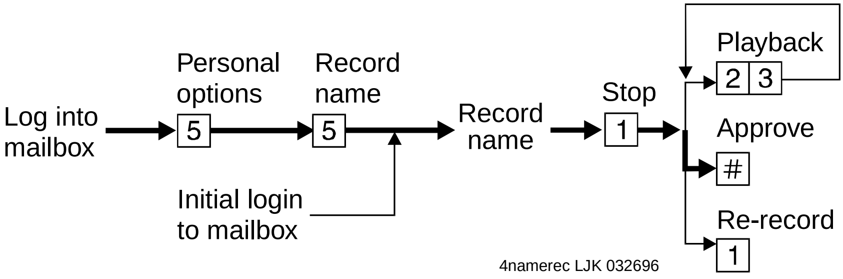

Log into mailbox
Personal options
5
Record name
5
Initial login to mailbox
Record name
Stop
1
Playback
2 3
Approve
#
Re-record
1
4namerec LJK 032696

Figure 3. Record Your Name[1]

Record a Greeting for Callers

When you don't answer your telephone, the system works just like an answering machine. The system sends the call to your mailbox. Then, the caller either hears a system greeting or a greeting you've recorded.

You can record and store several personal greetings, each for a specific situation. You can manually activate each greeting as needed, or you can keep a number of greetings active at once (see "Create and Use Multiple Personal Greetings" on page 28).

Recording Your Basic Greeting

To record your basic greeting (Figure 4):

1. Press 3 1 from the Main Menu. Speak your greeting at the tone.

   You may need to enter a greeting number before you speak your greeting.
2. (Optional): Press one of the following:

1	Pause (and 1 again to continue recording).
2 3	Play back.
* 3 (* D)	Delete and begin again.

3. Press # to approve. Do one of the following:
   - Follow the prompts to activate the greeting.
   - Press # to leave the greeting inactive.

---

[1] The bold line in this figure shows the simplest, most direct path.

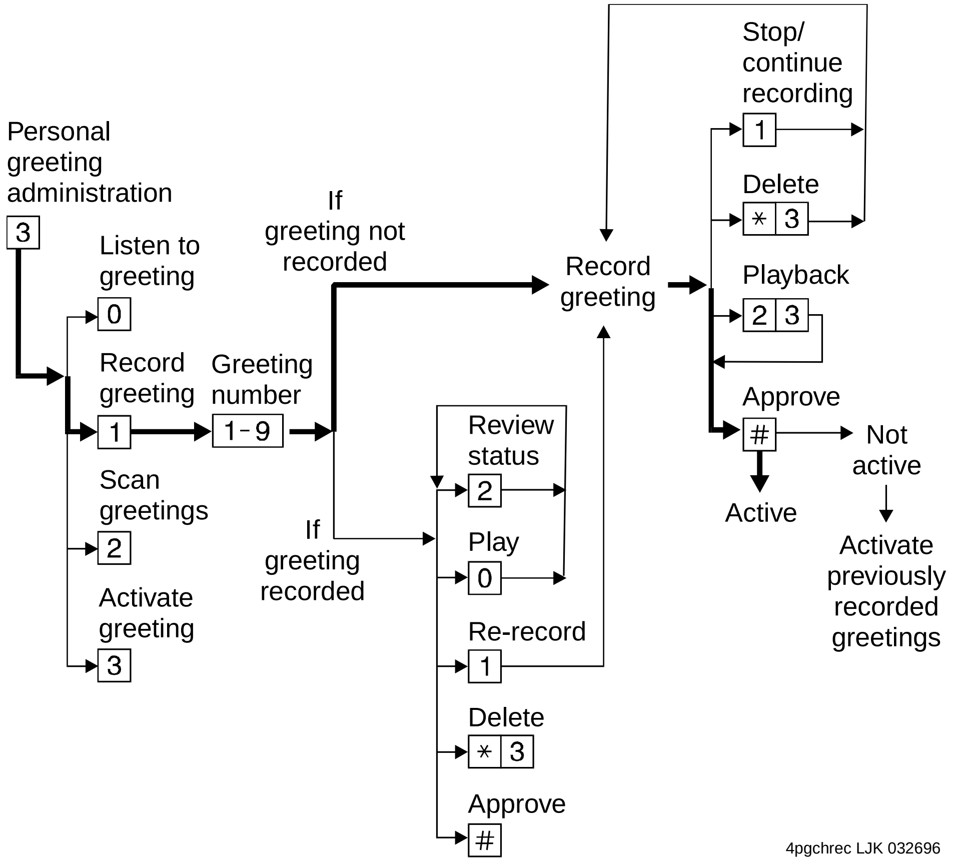

Personal greeting administration
3
Listen to greeting
0
Record greeting
1
Greeting number
1-9
Scan greetings
2
Activate greeting
3
If greeting not recorded
If greeting recorded
Record greeting
Stop/ continue recording
1
Delete
* 3
Playback
2 3
Approve
#
Not active
Active
Activate previously recorded greetings
Review status
2
Play
0
Re-record
1
Delete
* 3
Approve
#
4pgchrec LJK 032696

Figure 4. Record Basic Greeting[2]

Recording a Special Greeting for Voice/Fax Messages

Fax messaging is new. So your greeting should briefly tell callers *how to send* a fax to your mailbox number.

Example:
"This is Richard Hyatt. 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."

---

[2] The bold line in this figure shows the simplest, most direct path.

Recording a Special Greeting for a Personal Fax Extension

If you receive frequent faxes, your system administrator may set up a second fax-only extension, your *personal fax extension.* In this case, your greeting should tell callers *how to send* a fax to your fax extension.

Example:
"This is Diane Miller. 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 555-3626."

A personal fax extension *does not accept* voice messages. To leave a voice-fax message, callers must call your normal extension.

Get Messages You've Received

You can listen to:

- Message headers, which tell you:
  - — Message type(s) — voice, fax, text, and/or attached file
  - — Who sent the message
  - — When the message was sent and how big it is
- Voice messages
- Text messages. See "How the System Interprets Text/E-Mail" on page 39.

You can print out:

- Fax messages
- E-Mail messages

A cover page is included when you print. It lists the size of each component of a message, including the size of attached files. You can view an attached file only by using Message Manager, www.messenger, or a standards-based client such as Netscape Communicator or Microsoft Outlook Express. For an overview, see Figure 5.

⚠ CAUTION:
By sending or receiving an attached file, you might inadvertently spread a computer virus. Always check files you send or receive for viruses before running them.

Listening to a Voice/Text Message

1. Press `2` from the Main Menu. Listen to the header of the first message.

   If someone sends you a message with two or more components of the same media, the system tells you that some components couldn't be delivered. In this case, contact the sender to find out what you failed to receive.

2. Press any of the following:

0	Listen to the voice or text message, if any. Press 0 again to rewind and listen from the start.
2	Rewind to the start of the message. Press * 2 to skip to the previous message.
3	Play back the header after pressing 2.
* 1	Print the fax or text, if any. See "Printing Fax/E-Mail Messages" on page 14.
9	Increase speed
8	Decrease speed
4	Increase volume
7	Decrease volume
6	Skip forward
5	Skip backward
* 6	Skip to next message component
* 5	Skip to previous message component

Responding to a Message

3. (Optional): Press 1, and one of the following:

0	Call the sender. In this case, you exit your mailbox.
1	Reply to the sender by voice mail, even when the sender is an e-mail user.
2	Forward with comment at the beginning.
3	Forward with comment at the end.
4	Record and address a new message.

If you press any key other than 0, continue with Steps a, b, and c.

a. Record and address your message, if necessary. See Step 4 in "Sending a Voice or Voice-Fax Message" on page 16. (If you're replying to the sender, you don't need to address the message.)

b. Press # to approve, if necessary.

c. Press # to send, or enter a delivery option, then press #. See "Enhanced Delivery Options" on page 21.

Acting on a Message

4. Press one of the following:.

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

Tips

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.

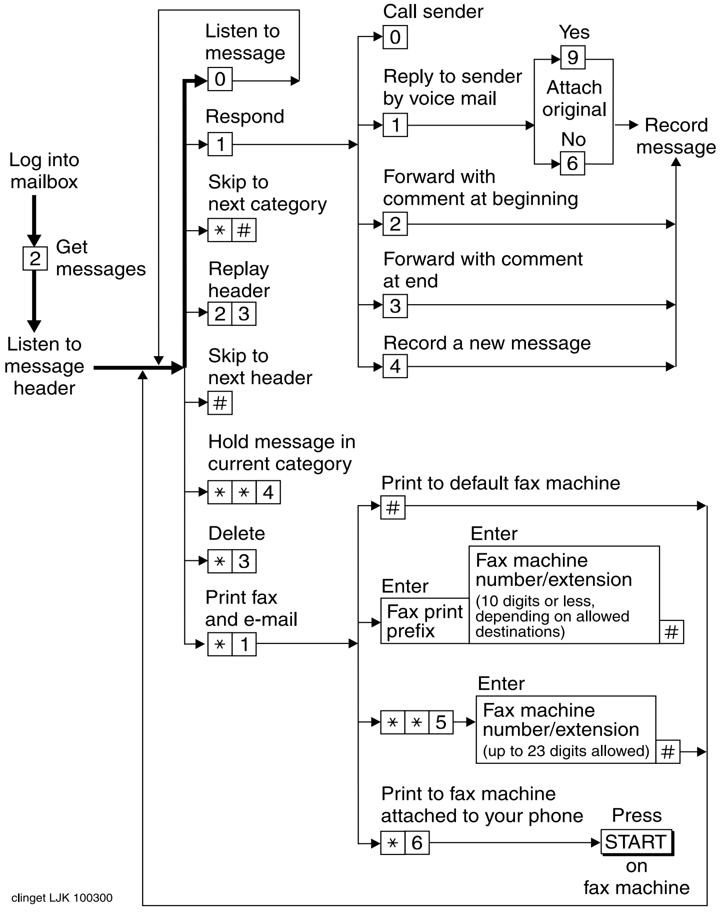

Log into mailbox
2 Get messages
Listen to message header
Listen to message
0
Respond
1
Skip to next category
∗ #
Replay header
2 3
Skip to next header
#
Hold message in current category
∗ ∗ 4
Delete
∗ 3
Print fax and e-mail
∗ 1
Call sender
0
Reply to sender by voice mail
1
Yes
9
Attach original
No
6
Record message
Forward with comment at beginning
2
Forward with comment at end
3
Record a new message
4
Print to default fax machine
#
Enter
Fax print prefix
Enter
Fax machine number/extension
(10 digits or less, depending on allowed destinations)
#
∗ ∗ 5
Enter
Fax machine number/extension
(up to 23 digits allowed)
#
Print to fax machine attached to your phone
∗ 6
Press
START
on fax machine
clinget LJK 100300

Figure 5. Get and Respond to Messages[3]

Handling a Call When You Hear Fax Tones

You may answer your phone and hear fax tones. Fax tones indicate someone's trying to send you a fax. In this case, you must manually transfer the call to your mailbox.

To transfer the call to your mailbox, do the following (marked with an X):

Option One ____

1. Press TRANSFER on your telephone.
2. Enter the Transfer into Mailbox code.

---

[3] The bold line in this figure shows the simplest, most direct path.

3. Press TRANSFER again.

   This action sends the fax call to your mailbox.

Option Two

1. Press TRANSFER on your telephone.
2. Enter the Transfer into Mailbox code.
3. Enter your mailbox extension when prompted.
4. Press TRANSFER again.

   This action sends the fax call to your mailbox.

Printing Fax/E-Mail Messages

To print a fax or text message:

1. Press 2 from the Main Menu.
2. Listen to the message header.
3. Press * 1 to print the fax and/or text portions of the message.
4. Select one of the following options:

Print to your default fax machine.	Press #. *Important*. You must already have selected and set up your default fax printer. See "Set Fax/Text Print Options" on page 24.
Print to the fax machine attached to your phone.	Press * 6. Press START on the fax machine, and hang up. The button on your fax machine may be labeled something other than START. Common alternates are PRINT and RECEIVE.
Print to a fax machine you specify	Enter the fax print prefix and the fax machine's extension/phone number (4 to 10 digits, depending on your system). Press #. or Enter * * 5 and the fax machine's extension/phone number (up to 23 digits allowed). Press #. For this option, you must enter the correct number of digits for the extension/phone number of the fax machine. This may require entering a external trunk access code (for example 9) and international/long distance codes and area codes).

Fax Print Prefixes and the Fax Extended Dial Code

Your system administrator may designate * * 5 as the fax print command, most typically when people need to send faxes to international destinations. Alternatively, your administrator may designate the same fax print prefix for internal, local, long distance, and international calls or a different prefix for each call type.

Fax print prefix examples:

To print to a fax machine that is . . .	You might use prefix	Followed by
Within your system	3 (F for fax)	4 digits (for example, extension 5679)
An external local telephone call	3 5 (F L for fax local)	8 digits (for example, 9 555 3201)
A long-distance telephone call	3 5 5 (F L D for fax long distance)	10 digits (for example, 9 303 555 3201)

Printing All *New* Faxes at Once

See "Scan/Print Messages Quickly" on page 37.

Downloading a Fax or Text Message to a Modem-Equipped Computer

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

To download a fax or e-mail to a PC or laptop:

1. Set up your modem and fax-software:
    a. Connect the fax modem to the computer with a serial cable (if you're using an external modem).
    b. Connect your telephone wall jack to the modem jack marked "Line."
    c. Connect the telephone set to the modem jack marked "Phone."
    d. Disable the ANSWER ON (number of rings) and/or AUTOMATIC RECEIVE options in your fax-software dialogue.
    e. Enable the MANUAL RECEIVE in your fax-software dialogue.
2. Place a call to your mailbox from the telephone handset.
3. Press 2 to listen to the message.
4. Press * 1 to print.
5. Press * 6 to print on the fax machine from which you are calling. (Here, your PC or laptop substitutes for the fax machine.)

6. At the prompt, select MANUAL RECEIVE from the fax-software dialogue.

NOTE:
Your fax dialogue choice may be labelled something other then MANUAL RECEIVE. Common alternates are START, CONNECT, RECEIVE, or PRINT. Press whatever key begins the downloading process.

Record and Send Messages

Sending voice, fax, voice-fax, and voice-text messages from your mailbox (Figure 6) are similar tasks, but there are *important* differences:

- You can record and send a voice message from any telephone.
- You can send a fax or voice-fax message from any telephone attached to a fax machine.
- You can send a fax to your own mailbox and forward the fax.
- You can record and send a voice-text or a voice-fax-text message (with or without attached files) *only if* you first send the text to your phone mailbox (from Message Manager or your e-mail client) and then forward it with an attached voice and/or fax. (Of course, you can send voice-text and voice-fax-text messages in a single step with Message Manager or an e-mail client.)

CAUTION:
By sending or receiving an attached file, you might inadvertently spread a computer virus. Always check files you send or receive for viruses before running them.

Sending a Voice or Voice-Fax Message

NOTE:
This procedure says to record the message, then address it. For an alternative sequence, see "Addressing a Message Before Recording It" on page 42.

NOTE:
To send only a fax, see "Sending a Fax-Only Message" on page 18.

1. Press 1 from the Main Menu.
2. Record your voice message at the tone, or press # for a fax-only message. For a fax-only message, go to Step 4.

   (Optional): To edit, press one of the following:

1	Pause. Press 1 again to continue recording.
2 3	Play back.
* D (or * 3)	Delete (and begin again).

3. Press # to approve the message.
4. To address, select one or more of the following:
   - Enter the user's extension and press #.

     If the user is in a different location, you may need to also add a prefix and a phone number, with or without area code or international codes.
   - Enter an enhanced list extension and press #.

     An enhanced list is a large list of users that your administrator makes. The system automatically forwards the message you send to each user in the enhanced list. *Users on certain systems may not be able to reply to you with* 1 1 9, 1 1 6, 1 4, or 1 0. *You may want to include a comment about this in your message.*

     NOTE:
     You should schedule delivery of messages to enhanced lists for off-peak hours, for example, at 10:00 p.m. or 4:00 a.m. That way, delivery of messages will not conflict with other user-generated traffic.
   - To send to an e-mail user:
     a. Be sure you have first created a personal mailing list that contains the e-mail address of the recipient(s).
     b. Follow the steps to send to a mailing list (described later)
   - To send to a mailing list:
     a. Press * L to access a list.
     b. Enter the list owner's extension and press #.
     If you're the owner, press #.
     c. Enter the list ID (name) and press #.
5. Press # to approve the address.
6. (Optional.): To attach a fax, press 5.

   This option works only if you are using a phone attached to a fax machine.
7. Press # to send. Or, enter other options, and press # to send. See "Enhanced Delivery Options'' on page 21.
8. If attaching a fax, do the following:
   a. Load the document into the fax machine.
   b. Press START on the fax machine.

   NOTE:
   The button on your fax machine may be labeled something other than START. Common alternates are SEND, TRANSMIT, and CONNECT.

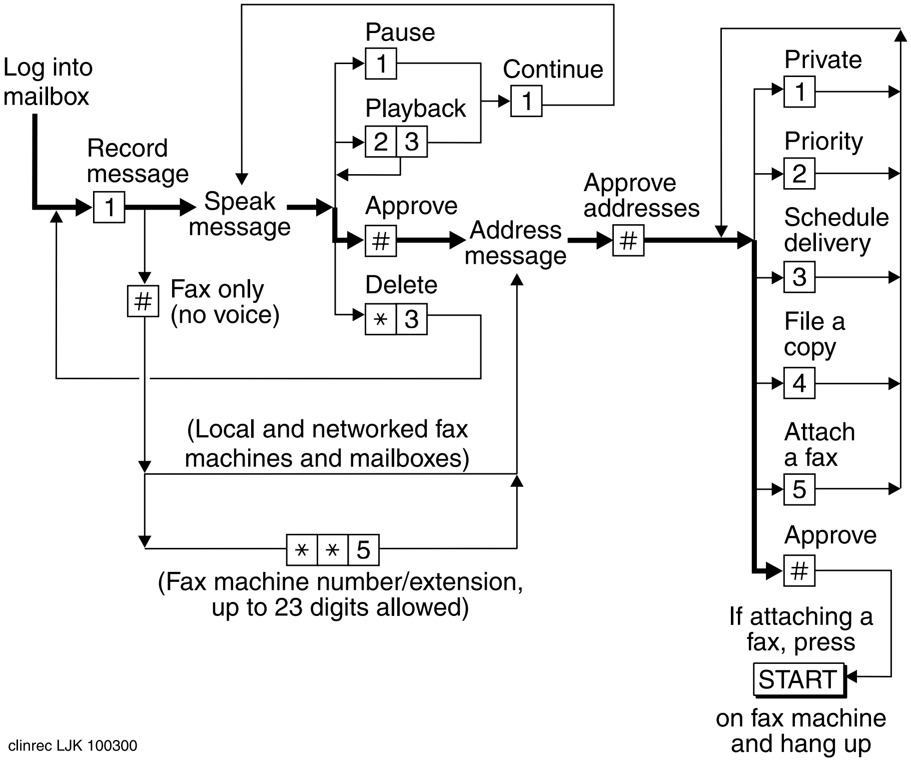

Log into
mailbox
Record
message
1
Speak
message
Pause
1
Continue
1
Playback
2 3
Approve
#
Address
message
Delete
* 3
# Fax only
(no voice)
(Local and networked fax
machines and mailboxes)
* * 5
(Fax machine number/extension,
up to 23 digits allowed)
Approve
addresses
#
Private
1
Priority
2
Schedule
delivery
3
File a
copy
4
Attach
a fax
5
Approve
#
If attaching a
fax, press
START
on fax machine
and hang up
clinrec LJK 100300

Figure 6. Recording and Sending Messages[4]

Sending a Fax-Only Message

To send a fax-only message from a telephone that is attached to a fax machine:

1. Press 1 from the Main Menu.
2. Press # to bypass voice recording.
3. Press * * 5 and the fax machine's extension/phone number (up to 23 digits allowed).Then press #

   or

   Alternatively, follow Step 4 in “Sending a Voice or Voice-Fax Message” on page 16.

   For the * * 5 option, you must enter the correct number of digits for the extension/phone number of the fax machine. This may require entering a external trunk access code (for example 9) and international/long distance codes and area codes).

---

[4] The bold line in this figure shows the simplest, most direct path.

4. Press # to approve addresses.
5. Load the document into the fax machine.
6. Press # to send. Or, enter other options, and press # to send. See "Enhanced Delivery Options" on page 21.
7. Press START on the fax machine.

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

Sending a Voice-Fax Message by Forwarding a Fax

You can send a fax to your own mailbox and then forward the fax.

1. From any fax machine, send a fax to your own mailbox.
2. Log into your mailbox.
3. Press 2 from the Main Menu. Listen to your message headers.
4. Press 1 2 to forward the fax with your voice comment attached.
5. Speak your message at the tone.

   (Optional): To edit, press one of the following:

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

6. Press # to approve the voice message.
7. Address the message. (See Step 4 in "Sending a Voice or Voice-Fax Message" on page 16.)
8. Press # when finished addressing.
9. Press # to send. Or, enter other options, and press # to send. See "Enhanced Delivery Options" on page 21.

Sending a Multimedia Message by Forwarding Text and Attached Files

You can send text messages and/or an attached file to your own phone mailbox and then forward it. You may also attach a fax.

1. From your e-mail client or from Message Manager, send a text message and/or attached file message to your own phone mailbox.
2. Log into your mailbox.
3. Press 2 from the Main Menu. Listen to your message headers.
4. Press 1 2 to forward the text/attached file with your voice comment attached.

5. Speak your message at the tone.

   (Optional): To edit, press one of the following:

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

6. Press # to approve the voice message.
7. Address the message. See Step 4 in "Sending a Voice or Voice-Fax Message" on page 16.
8. Press # when finished addressing.
9. (Optional): To attach a fax, press 5.
10. Press # to send. Or, enter other options, and press # to send. See "Enhanced Delivery Options" on page 21.
11. If attaching a fax, do the following:
    a. Load the document into the fax machine.
    b. Press START on the fax machine.

NOTE:
The button on your fax machine may be labeled something other than START. Common alternates are SEND, TRANSMIT, and CONNECT.

Enhanced Delivery Options

When you have created/addressed a message and are ready to send, several delivery options are available (Figure 7). Select any of the following:

0 Review delivery options

1 Make your message private. (Press 1 again to undo.)

NOTE:
The person receiving a private message can't forward it.

NOTE:
The system cannot deliver a private message to an e-mail user.

2 Make your message priority (if available). (Press 2 again to undo.)

NOTE:
The system places a priority message in a mailbox ahead of all other messages, regardless of when the other messages were received. Also, when sent to an e-mail user, a priority message appears to that user as a priority message.

3 Schedule delivery. (Press 3 again to undo.)

To schedule delivery:

a. Enter the delivery time (405 = 4:05).
b. Enter 2 (A) for AM or 7 (P) for PM and press #.
c. Enter month and day of delivery (502 = May 2nd) and press #
d. Press # to approve or * 3 (or * D) to start over.

You should schedule delivery of messages to enhanced lists for off-peak hours, for example, at 10:00 p.m. or 4:00 a.m. That way, delivery of messages will not conflict with other user-generated traffic.

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

5 Include a fax (only if you are calling from a telephone attached to a fax machine).

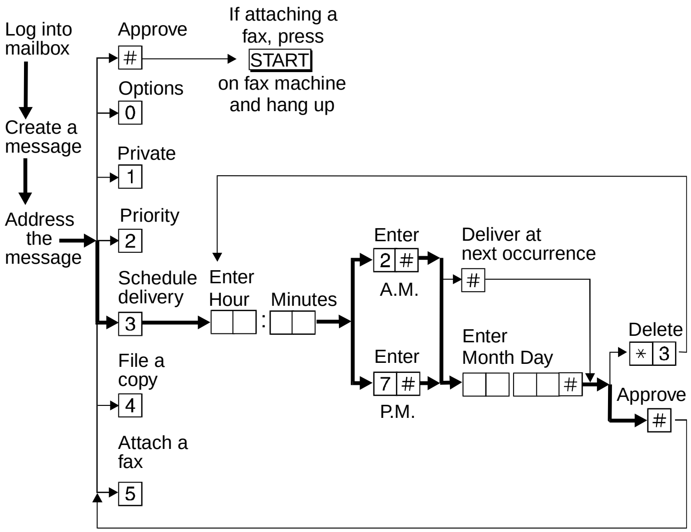

Log into mailbox
Create a message
Address the message
Approve
#
If attaching a fax, press START on fax machine and hang up
Options
0
Private
1
Priority
2
Schedule delivery
3
Enter Hour
Minutes
Enter
2 #
A.M.
Enter
7 #
P.M.
Deliver at next occurrence
#
Enter Month Day
#
Delete
* 3
Approve
#
File a copy
4
Attach a fax
5

Figure 7. Enhanced Call Delivery[5]

Leave a Message When a User Doesn't Answer

If you call a user who doesn't answer, your call goes to the user's mailbox. At this point, you have several options for making full and efficient use of the system (Figure 8). When you hear the user's mailbox greeting, do any of the following:

1. (Optional): Press 1 to dial through the greeting (if you won't be missing information in the greeting).
2. Record your voice message at the tone.

   Leave a detailed message (it's generally more efficient to convey information than just requesting a return call).
3. (Optional): To edit, press one of the following:

1	Pause. Press 1 again to continue recording.
2 3	Play back.
* D (or * 3)	Delete (and begin again).

---

[5] The bold line in this figure shows the simplest, most direct path.

4. Hang up, or press # to approve the message and enter other options. See "Enhanced Delivery Options" on page 21.
5. If attaching a fax, do the following:
   a. Load the document into the fax machine.
   b. Press START on the fax machine.

Before or after leaving a message, you can transfer to another extension.

To 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).

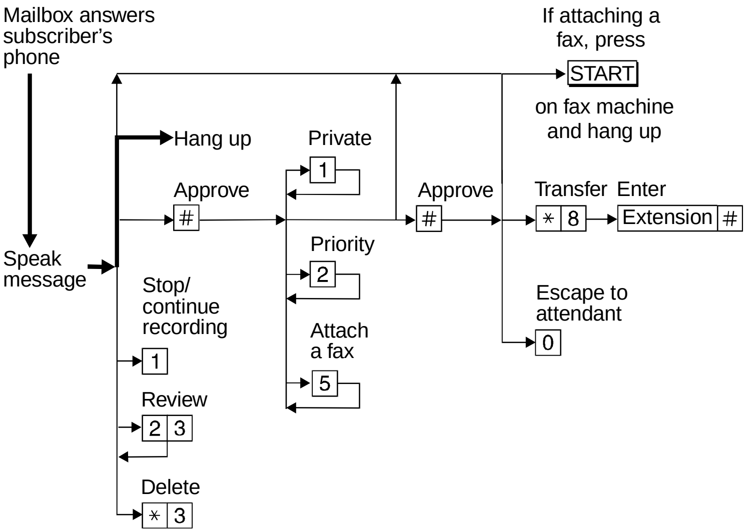

Mailbox answers subscriber's phone
Speak message
Hang up
Approve
#
Stop/ continue recording
1
Review
2 3
Delete
* 3
Private
1
Priority
2
Attach a fax
5
Approve
#
If attaching a fax, press
START
on fax machine and hang up
Transfer
* 8
Enter
Extension #
Escape to attendant
0

Figure 8. Leaving a Message and/or Fax[6]

---

[6] The bold line in this figure shows the simplest, most direct path.

Set Fax/Text Print Options

To print faxes and text messages to the same fax machine each time, select the telephone number of a fax machine as your *default* fax print number.

To select your default fax/e-mail print number:

1. Press 5 3 from the Main Menu.
2. Press 1 to select the default fax print number.
3. Enter * * 5 to identify an extension/phone number (up to 23 digits). At the prompt enter the extension/phone number.

   or

   Alternatively, enter the fax print prefix number and the default fax print number.

   For example:

   When the fax-print prefix is 329 (FAX) and the fax machine extension is 12345, enter 32912345.

   NOTE:
   *If you do not use the * * 5 option, you must enter a fax print prefix.* Attach this prefix to the front of the extension or telephone number of the fax machine. You must also use the correct number of digits in the phone number or extension of the fax machine.

4. Press # to approve.
5. (Optional if autoprint is turned on): Press:

9 (Y)	Turn on autodelete. Autodelete deletes each fax (and e-mail message if included in the same message) immediately after it autoprints. Manually printed faxes won't autodelete.
6 (N)	Turn off autodelete.

Selecting Autoprint/Autodelete (Optional)

To have your faxes print automatically to the default fax machine, do the following:

NOTE:
Autoprint includes text messages if the text is included in the same message as a fax.

1. Press 5 3 from the Main Menu.
2. Press 9 (Y) to turn autoprint on. Press 6 (N) to turn autoprint off.
3. (Optional if autoprint is turned on): To have your fax and text messages deleted automatically after they print to the default printer, press 9 (Y) to turn autodelete on. Press 6 (N) to turn autodelete off.

Create Mailing Lists

A mailing list is a list of users to whom you might send a message simultaneously. A mailing list can save you a lot of time if you periodically send messages to the same group or groups of people (Figure 9).

1. Press 5 1 1 from the Main Menu.
2. Enter the list ID (up to six letters or digits) and press #.
3. Press one of the following:

1	Make the list private.
2	Make the list public

4. Enter an address and press # .

   If the user is in a different location, you may need to add a prefix to the extension.
5. Repeat Step 4 until the list is complete.
6. Press # to approve..

Tips	When creating a list, you can also include an existing list by entering * L (* 5) at step 4.

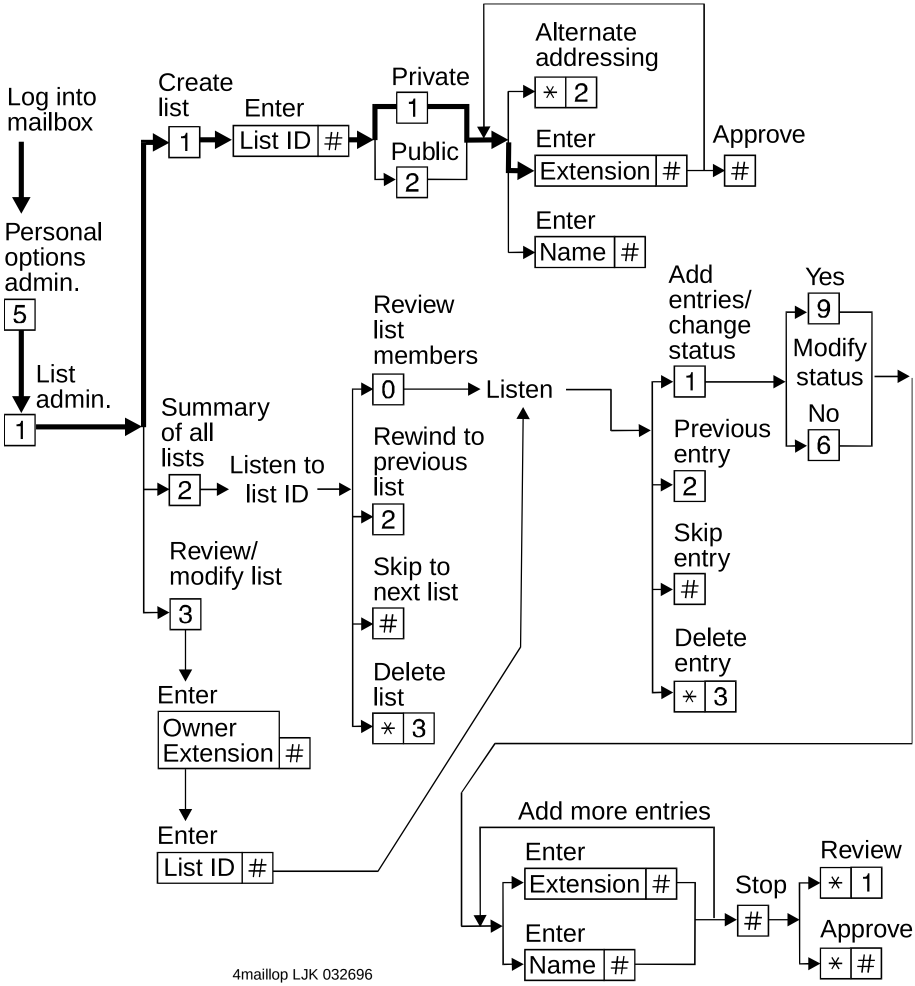

Log into mailbox
Personal options admin.
5
List admin.
1
Create list
1
Enter
List ID #
Private
1
Public
2
Alternate addressing
* 2
Enter
Extension #
Approve
#
Enter
Name #
Summary of all lists
2
Listen to list ID
Review/ modify list
3
Enter
Owner Extension #
Enter
List ID #
Review list members
0
Listen
Rewind to previous list
2
Skip to next list
#
Delete list
* 3
Add entries/ change status
1
Yes
9
Modify status
No
6
Previous entry
2
Skip entry
#
Delete entry
* 3
Add more entries
Enter
Extension #
Enter
Name #
Stop
#
Review
* 1
Approve
* #
4maillop LJK 032696

Figure 9. Create a Mailing List[7]

Deleting Addresses from a List

There are two ways to delete addresses:

- Review the list until you find an address, then press * D (* 3), or
- At step 4 (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.

---

7. The bold line in this figure shows the simplest, most direct path.

Scanning List Summaries

1. Press 5 1 2 from the Main Menu.
2. Listen to the list summary.
3. Press any of the following:

#	Skip to next list.
* D (* 3)	Delete the entire list.
0	Review/modify list members. See "Reviewing and Modifying a List" on page 27.

Reviewing and Modifying a List

1. Press 5 1 3 from the Main Menu.
2. Enter the list owner's extension and press #. (If you own the list, you need only press #.)
3. Enter the list ID and press #.
4. Listen to the first name, then press any of the following:

#	Skip to the next name.
* D (* 3)	Delete the name.
2	Repeat the name.
2 2	Return to the previous name.
* 1	Review from the beginning.
1	Add entries or change public/private status, then do the following: a. Press Y (9) or N (6) to change the status. b. Enter the address and press # . c. Listen to the name. d. Repeat steps b and c for each addition.
* #	Stop reviewing/modifying specified entries.

5. Press # when finished reviewing.

Set the Message Medium You Want to Get First

You can set your mailbox so that the first messages you get over the telephone are in a specific medium. Thus, if you specify faxes as your preferred medium, you get all new faxes before any new voice messages, text messages, or attached files. You also get all old faxes before any old messages in other media.

The preferred medium you set also applies to multimedia messages whose primary medium matches the one you set. For example, say that a new voice/fax/e-mail message arrives in your mailbox. If your preferred medium is fax, you will get the message before any other voice, text, or attached file messages that are in a single medium.

NOTE:
The system still plays priority messages first, regardless of their primary medium.

Setting the Preferred Medium

1. Press [5] [8] to access the preferred media list.
2. Press:

[0]	No preferred media (keep a chronological order)
[1]	Voice
[2]	Fax
[3]	Text
[4]	Messages with file attachments
[*] [7] ([*] [R])	Return to Main Menu

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:

- Internal and external calls
- Busy and no-answer calls
- Prime-time internal, prime-time external, and out-of-hours calls
- Prime-time busy, prime-time no-answer, and 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 (Figure 10).

Call Types

Internal	Calls from inside your business location.
External	Calls from outside your business location.
Busy	Calls that come in when you’re using your telephone line(s).
No answer	Calls that come in when you don’t answer.
Out-of-hours	Calls that come in after standard business hours (as defined by your system administrator). (You must activate weekend greetings manually.)

Defining Call Types the First Time

1. Press 3 4 from the Main Menu.
2. Press one of the following:

1	Differentiate internal/external calls.
2	Differentiate busy/no-answer calls.

3. 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 Types

1. Press 3 4 from the Main Menu.
2. 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).

3. Press # to approve, then see “Assigning Greetings to Call Types’’ on page 30.

Assigning Greetings to Call Types

1. Press 3 from the Main Menu.
2. Listen to the summary of active greetings.
3. Press 3 to activate a greeting.
4. Enter a number (0 to 9) to indicate which greeting you want to assign to a call type.
5. 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).

6. Press # to approve.
7. Press * R (* 7) to return to the Main 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 call types (internal/external or busy/no-answer) and a second greeting for out-of-hours calls.

Activating Previously Recorded Greetings

1. Press 3 3 from the Main Menu.
2. Enter the greeting number.
3. Listen to the prompts for instructions on activating call types.

Scanning All Greetings

1. Press 3 2 from the Main Menu.
2. Listen to the status of the first greeting.

3. 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.

4. Press * # to quit scanning.

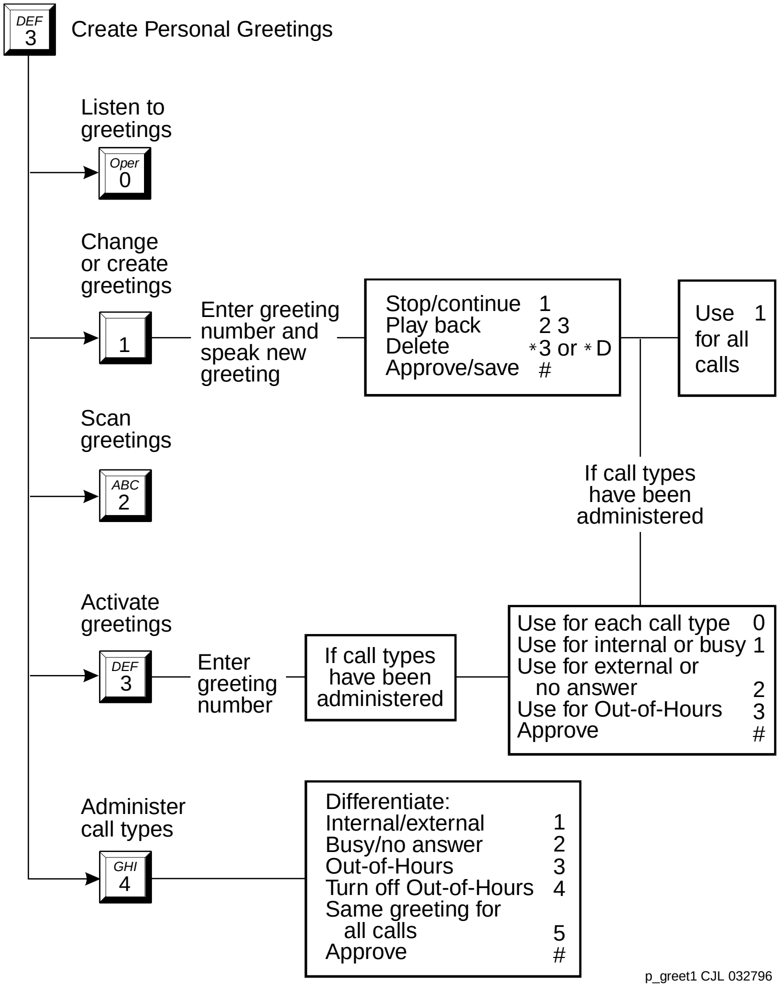

DEF 3
Create Personal Greetings
Listen to greetings
Oper 0
Change or create greetings
1
Enter greeting number and speak new greeting
Stop/continue 1
Play back 2 3
Delete *3 or *D
Approve/save #
Use 1 for all calls
If call types have been administered
Scan greetings
ABC 2
Activate greetings
DEF 3
Enter greeting number
If call types have been administered
Use for each call type 0
Use for internal or busy 1
Use for external or no answer 2
Use for Out-of-Hours 3
Approve #
Administer call types
GHI 4
Differentiate:
Internal/external 1
Busy/no answer 2
Out-of-Hours 3
Turn off Out-of-Hours 4
Same greeting for all calls 5
Approve #
p_greet1 CJL 032796

Figure 10. Create Multiple Personal Greetings

Check and Reuse Outgoing or Filed Messages

After you've sent a message, it progresses through a series of status categories. These categories are::

Undelivered	Not yet sent because it's scheduled for future delivery. You can listen to, re-address, and re-record the message prior to delivery.
Delivered	Delivered but not yet listened to. **NOTE:** For a message you send to an e-mail user, the system tells you it is delivered before the message actually appears in the user's mailbox.
Accessed	Delivered and listened to. **NOTE:** For a message you send to an e-mail user, the system does not tell you when the recipient has accessed the message.
Undeliverable	Can't be delivered, usually because the recipient's mailbox is full. You can listen to, re-address, and re-record the message.
Filed	Copies and saves the outgoing message to re-send and/or modify.

You can check the status of outgoing messages. Or you can select, modify, and re-send them.

Checking the Status of Messages You've Sent

To check the status of outgoing messages (Figure 11):

1. Press $\boxed{4}$ from the Main Menu.
2. Listen to the first category and message header.

3. Press any or none of the following:

0	Listen to the message.
1	Modify/re-send 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. After you review an accessed message header, the system deletes the header automatically.

Changing and Re-sending a Message

4. Press 1 to change and/or re-send the selected message.
   - Press # to re-send the message as is.
   - To change the message:
     a. Press 1.
     b. Speak the message at the tone.
     c. (Optional): To edit, press one of the following:

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

     d. Press # to approve.

Re-sending a Message

5. For filed and undeliverable messages:
   a. Enter address(es) or list via * L (* 5).
   b. Press # # to approve and send immediately, or enter delivery options and press #.

   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	You can change/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. 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.

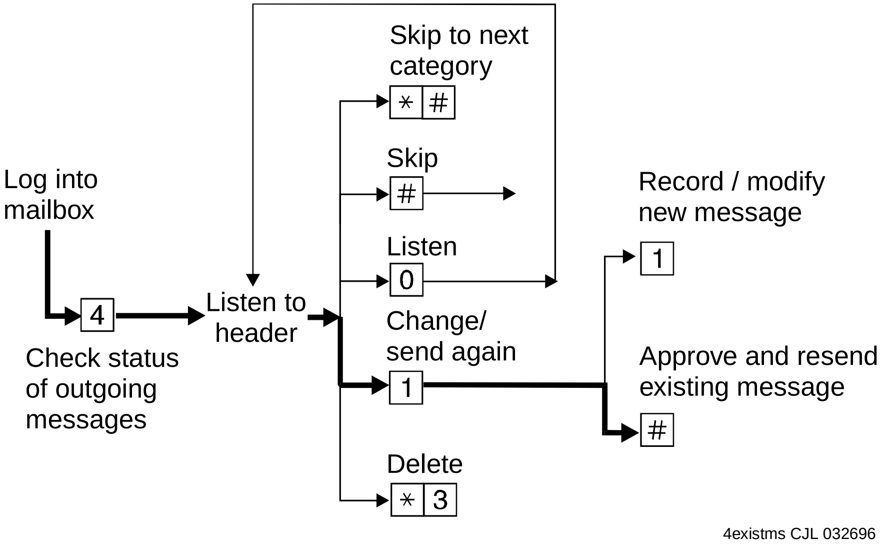

Log into mailbox
4
Check status of outgoing messages
Listen to header
Skip to next category
* #
Skip
#
Listen
0
Change/ send again
1
Delete
* 3
Record / modify new message
1
Approve and resend existing message
#
4existms CJL 032696

Figure 11. Checking Status of Messages You've Sent[8]

Create a Personal Directory

You can create a personal directory of abbreviated names (aliases) for frequently used addresses (Figure 12). Essentially, it's a sophisticated speed-dialing feature.

NOTE:
You must be addressing by name * A (* 2) to use an alias as an address.

---

[8] The bold line in this figure shows the simplest, most direct path.

Creating and Appending a Directory

1. Press 5 2 1 from the Main Menu.
2. Enter an address and press #.

   You can enter most addresses in your personal directory using name or number addressing.
3. Listen to your entry's address.

   If the name is incorrect, press * D (* 3) to delete and repeat step.
4. Enter your abbreviated version of the address (up to 10 characters) and press #.
5. Repeat Steps 2 to 4 to add more names to your personal directory.
6. Press # to approve.

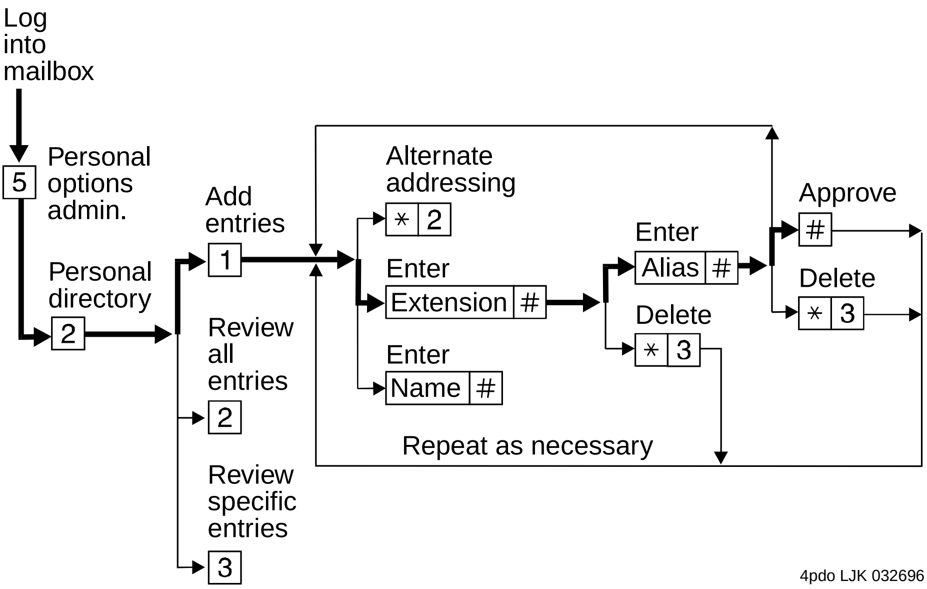

Log into mailbox
5
Personal options admin.
Personal directory
2
Add entries
1
Review all entries
2
Review specific entries
3
Alternate addressing
* 2
Enter Extension #
Enter Name #
Enter Alias #
Delete * 3
Approve #
Delete * 3
Repeat as necessary
4pdo LJK 032696

Figure 12. Create a Personal Directory[9]

---

[9] The bold line in this figure shows the simplest, most direct path.

Reviewing and Deleting Entries from a Directory

1. Press 5 2 from the Main Menu.
2. Press:
   - 2 to review all aliases. While listening to each entry, press:

#	Skip to the next alias.
* D (* 3)	Delete.
2 2	Return to the previous alias.
# #	Stop reviewing.

   - 3 to review specific aliases:
     a. Enter an alias to review and press #.
     b. Listen to the corresponding address.
     c. Press * D (* 3) to delete.
     d. Repeat for more aliases.
     e. Press * # to stop reviewing.
3. Press * R (* 7) to return to the Main Menu.

Tips

The system refers to your personal directory automatically each time you enter a name address.

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

A common method is to use two- or three-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 directory assistance to find that person's extension. If you know the extension, you can use directory assistance 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. Add the appropriate prefix numbers for users on remote systems.

Scan/Print Messages Quickly

The autoscan option lets you get messages automatically with just 2 button presses. Autoscan is useful for car telephone users because it requires fewer button presses (Figure 13).

The autoscan option also lets you print all *new* faxes (and text messages, if included with a fax). Note however that this option doesn't print text if a fax is not also included in the same message.

1. Press 7 from the Main Menu, then press:

1	Scan headers and messages.
2	Scan headers only.
3	Scan messages only.
4	Print all new faxes.

2. Respond to the voice prompts as necessary.

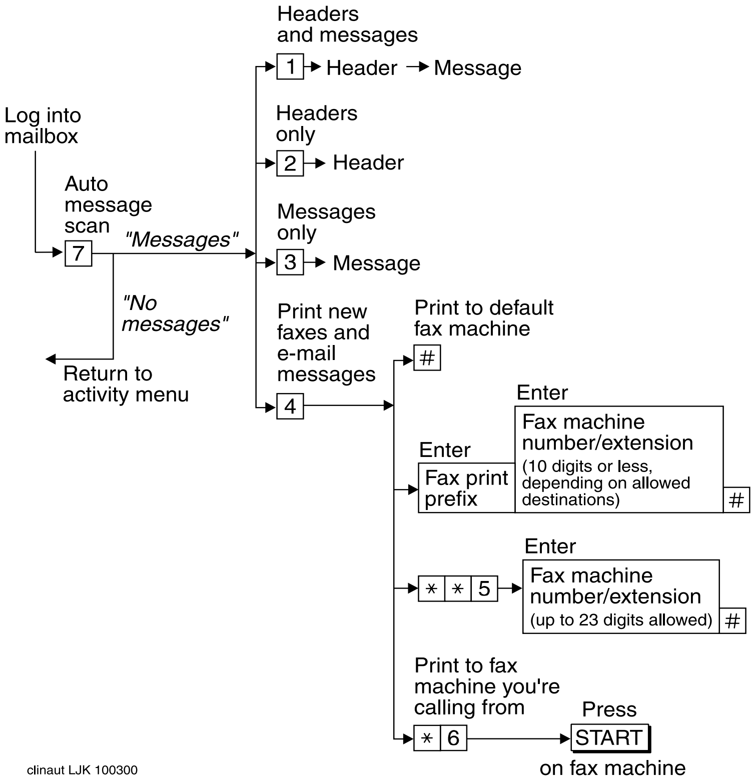

Headers
and messages
1
Header
Message
Log into
mailbox
Headers
only
2
Header
Auto
message
scan
"Messages"
7
Messages
only
3
Message
*"No
messages"*
Return to
activity menu
Print new
faxes and
e-mail
messages
4
Print to default
fax machine
#
Enter
Fax machine
number/extension
(10 digits or less,
depending on allowed
destinations)
#
Enter
Fax print
prefix
Enter
* * 5
Fax machine
number/extension
(up to 23 digits allowed)
#
Print to fax
machine you're
calling from
Press
* 6
START
on fax machine
clinaut LJK 100300

Figure 13. Autoscanning Messages/Autoprinting All New Faxes

How the System Interprets Text/E-Mail

Your system changes e-mail into speech so you can listen to it. The system follows certain rules to make these changes. Therefore, some parts of an e-mail message may sound odd because of the way the system interprets it. The following list explains what things might sound odd.

Acronyms and abbreviations that use capital letters	The system normally pronounces words exactly as they are spelled. The system also pronounces acronyms as words. For example, for unicef, the system says "UNICEF." The system also pronounces many all-capital abbreviations letter by letter. For example, for IBM, the system says "I B M." However, the system may inappropriately pronounce some all-capital abbreviations as words. For example, the abbreviation VAT stands for the value-added tax typical of European countries. The system reads this abbreviation as "vat," not "V A T." If a period (.) appears before a space in an all-caps abbreviation, the system ignores it. Thus, for V. A. T. , the system says "V A T." If a period is followed by a letter or number, the system says "period."
Other common abbreviations	The system pronounces many common abbreviations in their full form. For example, the system pronounces Wed. as "Wednesday," Mr. as "Mister", and Oct. as "October." It also pronounces re: as "regarding." However, some abbreviations may have more than one interpretation. In these cases, the system may pronounce the wrong interpretation. For example, Dr could be "drive," "doctor," or "Denver." But the system is sensitive to the context of the abbreviation. So if the context is clear, the system usually uses the correct interpretation.
Dates	The system pronounces numbers written with two single slashes not as dates but numbers with slashes. For example, the system says "4 slash 10 slash 96" if written as *04/10/96*. Also, the system doesn't pronounce numbers with single dashes(-) as dates. For example, the system says "4 dash 10 dash 96" if written as *4-10-96*.
Times	The system pronounces numbers written with colons as hours and minutes, including times that use the 24-hour clock. For example, the system pronounces *10:23* as "ten twenty-three." The system also recognizes and pronounces 24-hour-clock time.

Fractions and Decimals	The system recognizes a slash (/) with a number before and after it as a fraction. For example, for *1/3*, the system says "one third." The system also recognizes decimal points. For example, for 2.50, the system says "two point five zero."
Punctuation[1]	The system ignores most punctuation, including the following: ■ Comma (,) ■ Exclamation point (!) ■ Parentheses () ■ Dash (–), except with numbers before and after it ■ Colon and semicolon ■ Brackets, both square [ ] and curly { } ■ Question mark (?) ■ Slash (/) and backslash (\) ■ Double quotes (") ■ Smily face — colon and right parenthesis (:)) ■ Apostrophe ('). NOTE: The system pronounces contractions correctly.

---

[1] The system ignores a period(.) at the end of a sentence or when a space follows the period. The system says "period" if text follows the period. For example, U.S.A. is pronounced "U period S period A."

Spoken symbols

The system pronounces some symbols as follows:

- ampersand (&) as "and"
- plus sign (+) as "plus sign"
- equals sign (=) as "equals sign"
- greater than (>) as "greater than sign"
- less than (<) as "less than sign"
- percent sign (%) as "percent sign"
- dollar sign ($) as "dollar sign," or "dollars" when followed by numbers
- at sign (@) as "at sign"
- minus sign (-) as "minus"(with a number before and after it)
- greater than and less than (<>) as "less than sign greater than sign"
- less than and equals (<=) as "less than sign equals sign"
- greater than and equals (<=) as "greater than sign equals sign"
- circumflex (^) as "circumflex"
- asterisk (*) as "asterisk"
- <grin> as "less than sign grin greater than sign"

Other special characters

The system ignores all other special characters.

Rules for Creating Text Messages You Send to Phone Mailboxes

Because of the way the system interprets text, use the following rules when sending text messages to users who might listen to, not read, them:

1. Use capital letters only at the beginning of a sentence or for very common all-capital abbreviations.
2. Do not use abbreviations, if possible.
3. For all capital abbreviations, insert a period and space between each letter, if possible.
4. Write dates with slashes, including the year, or spell out the dates.
5. Always include a space after a period, except for decimal numbers.

6. Use a colon (:) in clock time, a slash (/) for fractions, a dollar sign ($) followed by numbers for dollars, and an apostrophe in contractions.
7. Avoid all other punctuation, especially when the punctuation carries any other significant meaning. Instead, spell out the significant punctuation. For example, instead of *When the $ are > 100, issue 11 (issue 12 and 13 are also sometimes included) sells much more quickly, write When the price is greater than 100, issue 11 sells much more quickly. Issue 12 and 13 are also sometimes included in this pattern*.

Set Addressing Options

You can address a message before you record it (Figure 14). To set this addressing sequence:

1. Log into your mailbox.
2. Press 5 from the Main Menu.
3. Press 6.

   You hear the prompt, "Address before record turned on/off."
4. Press 1 to change the setting.

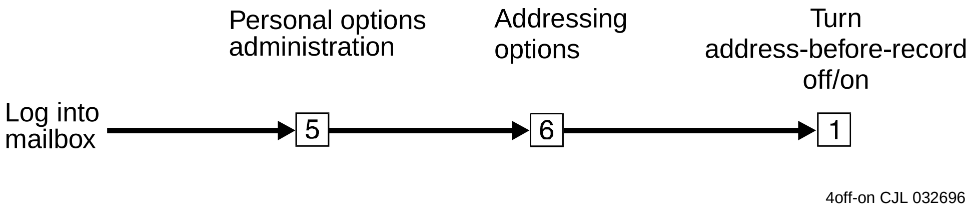
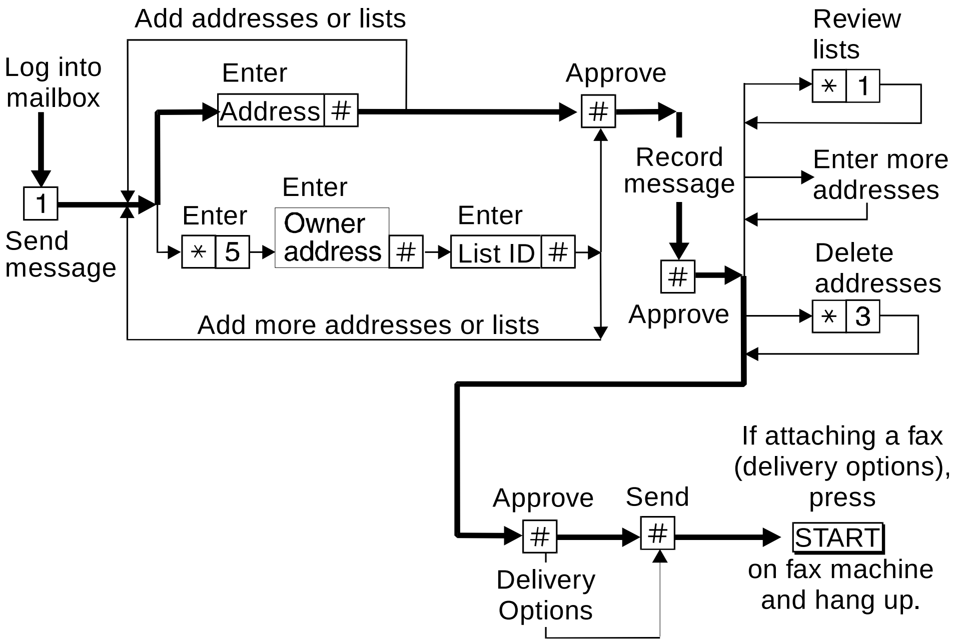

Personal options administration
Addressing options
Turn address-before-record off/on
Log into mailbox
5
6
1
4off-on CJL 032696

Figure 14. Changing the Addressing Sequence

Addressing a Message Before Recording It

The way you record and send a message with addressing before record is shown in Figure 15.


Add addresses or lists
Log into mailbox
Enter
Address #
Approve
#
Review lists
* 1
1
Send message
Enter
Enter
* 5
Owner address #
Enter
List ID #
Record message
Enter more addresses
#
Approve
Delete addresses
* 3
Add more addresses or lists
Approve
#
Send
#
If attaching a fax (delivery options), press
START
on fax machine and hang up.
Delivery Options

4sendmsg CJL 032696

Figure 15. Sending a Message with Address Before Record[10]

Leave Messages with the Guest Password

You can access a user's mailbox by dialing your messaging system number, entering the user's extension, and entering the system-wide guest password. You can leave a message for that user, but you can't listen to other messages in that user's mailbox..

Tips	Give the guest password to clients and friends so they can leave you messages quickly without ringing your phone.

Leaving a Guest Password Message

To leave a message using the guest password:

1. Dial the system number using a touch-tone telephone.
2. Enter the extension of the user for whom you wish to leave a message, and press #.
3. Enter the system-wide guest password and press #.
4. Leave a message for the user.

---

[10] The bold line in this figure shows the simplest, most direct path.

Once connected to a user's mailbox, you can use the normal edit and review commands.

Figure 16 shows the steps necessary to leave a message with a guest password.

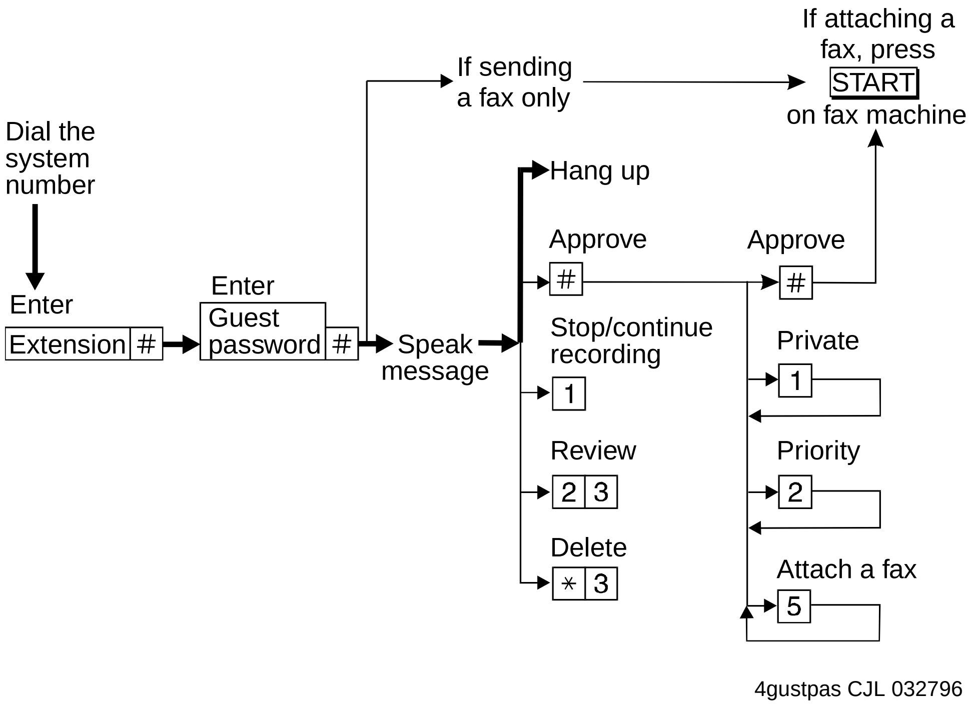

Dial the system number
Enter
Extension #
Enter
Guest password #
Speak message
If sending a fax only
If attaching a fax, press
START
on fax machine
Hang up
Approve
#
Stop/continue recording
1
Review
2 3
Delete
* 3
Approve
#
Private
1
Priority
2
Attach a fax
5
4gustpas CJL 032796

Figure 16. Guest Password Operation[11]

---

[11] The bold line in this figure shows the simplest, most direct path.

Tips and Highlights

General Message Handling

Log in quickly	From your telephone, dial the system extension, press # (you don't need to enter your extension), and enter your password.
Log in from a system telephone	From any telephone connected to your company's system, dial the system extension, then enter your extension and password.
Log 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.
Dial through	If you know which buttons to push, push them without waiting for the system to respond.

NOTE:
You can't dial through error beeps and important system messages.

For Help, press * H (* 4). The system states your current options or the next step.

Getting Messages

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 1 to skip your greeting and press * H (* 4) for Help. Change your greeting daily to match your 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	You can answer a message sent by another user immediately after listening to it, either by pressing 1 0 to call the person or by sending the caller a return voice mail message by pressing 1 7.

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 * L (* 5) to specify the list's address.
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.
Print all new faxes at one time	You can automatically print all new faxes by pressing just two buttons, 7 and 4. Old and private faxes don't print automatically.
Print faxes to yourself while travelling	Press * 1 followed by # to print the fax. Then, depending on your system administration, press either * * 5 (allows up to 23 digit fax phone number) or a fax print prefix and the fax phone number (4 to 10 digits, depending on your system).
Set up a default fax print number	Set up a default fax print number. Then, when you have a fax in your mailbox, simply press * 1 followed by # to print the fax. **NOTE:** You must include either * * 5 or a fax print prefix in your default fax print number.
Transfer calls to your mailbox upon hearing fax tone.	When you answer a phone call and hear fax tone, don't hang up. Instead, transfer it to your mailbox by doing one of the following (marked with an X): — Press TRANSFER on your phone, enter the Transfer into Mailbox code, and press TRANSFER again. This action sends the fax call to your mailbox. — Press TRANSFER on your phone, enter the Transfer into Mailbox code, enter your mailbox extension when prompted, and press TRANSFER again. This action sends the fax call to your mailbox.
Print faxes automatically as they arrive in your mailbox	Turn on autoprint to print faxes automatically as they arrive in your mailbox. To do this, press 5 3 from the Main Menu. Then press 9 (Y) to turn autoprint on. **NOTE:** Private faxes don't autoprint.

Always get the message medium you prefer first	Set your mailbox so that the first messages you get are in a specific medium — voice, fax, e-mail, or binary files. Thus, you can get all new faxes before any new voice messages, e-mail messages, or binary files. In this case, you also get all old faxes before any old messages in other media.
Record a greeting that tells people about sending faxes	Let people know how to take advantage of your fax messaging capability. Record a greeting that tells them to simply press START on their fax machine to send you a fax.
Listen to e-mail while travelling	When you are gone from the office and can't use Message Manager or an e-mail client to read e-mail, call into your mailbox and listen to your e-mail.
Turn off your mailbox when away	Turn off the call answer capability of your mailbox for times when you're on vacation or away from your office for awhile. This prevents your mailbox from filling up and encourages people to seek other personnel for assistance. It also helps save resources on your AUDIX system. To do this, press 5 7.

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, log into your mailbox, press * * N (* * 6) and enter the person's name, last name first. The system tells you the extension.
Leave a fax message	Send a fax from a fax machine directly to another user's extension or phone number. To do so, simply dial the user's phone number and press START on the fax machine. When the user doesn't answer, the fax is placed in the user's mailbox.
Leave a voice-fax message	From a fax machine, call a user's phone number. When the user doesn't answer, record your voice message in the user's mailbox. Then load your fax in the fax machine and press START. The fax is attached to your voice message.

Mailing Messages

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 your 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. **NOTE:** This capability does not apply to messages you send to an e-mail user.
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 a fax to a group of people at once	Don’t stand at the fax machine sending the same fax over and over. Instead, send the fax simultaneously to as many people as you wish. You can do this in two ways: ■ Send the fax to your own mailbox. Then forward it to anyone you want, including mailing lists. ■ From a phone attached to a fax machine, call your mailbox, address the message to anyone you want, including mailing lists, press START on the fax machine, and hang up.
Send messages to a name, not an extension	When you send a message and don't know the extension of the recipient, press * A (* 2). Then enter the person's name, last name first. Pressing * A (* 2) switches you back and forth between extension and name.

Attach a fax to a message	Send a voice-fax message and explain in the voice portion what the attached fax contains. To do this, call your mailbox from a phone attached to a fax machine. Next, record and address your message, press 5, #, and START on the fax machine, and hang up.
Send a message to an e-mail-only user	Record voice messages and address them to e-mail users. You do this by addressing to a personal mailing list that contains the users' e-mail addresses.
Address a message before recording it	Address messages before recording them. To turn on this option, press 5 6 from the Main Menu.
Send messages to system enhanced lists	Address and send a message to an enhanced mailing list that may contain up to 1500 users. Your administrator creates these special lists.

Terms and Concepts

Autodelete	An option (on/off) with which you decide whether the system *automatically* deletes faxes and e-mail 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 (Messages You Receive)

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 (MessagesYou Send)

Delivered	Messages that the user has received but hasn't listened to.
Accessed	Messages the user has received and listened to.
Undelivered	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	Messages that could not be delivered, normally because the intended user's mailbox is full. You can listen to, re-address, and re-record these messages.
Filed	Copies of outgoing messages that you've saved to re-send and/or modify.

Multimedia message

A message that contains two or more components of different media — voice, fax, text, or attached file.

Header	A summary of an incoming voice, fax, text, or multimedia message (equivalent to a return address and postmark on a letter). It may include the length of a voice component in minutes and/or seconds, the length of a text component in pages, a page count for the fax component, and the size of an attached file in bytes/kilobytes. When a text message or an annotated message from Message Manager is included, the header also tells you the subject of the text. The following are examples header types:
Personal Fax Extension	An additional extension that you have to receive faxes. A personal fax extension allows your mailbox to receive faxes without causing your phone to ring. A personal fax extension doesn't allow callers to leave voice messages.
Fax-tone call	A call that is playing fax-tones when you answer the call. A fax-tone call occurs when someone sends a fax to your phone number and you answer it before it is sent to your mailbox. When you receive a fax-tone call, you should press TRANSFER on your phone, enter the Transfer into Mailbox code, and press TRANSFER again.
Attached file	A computer software file that you can look at with the appropriate software product. An attached file might be a spreadsheet, a Word document, or a Powerpoint document.

Header 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."
Voice-fax-e-mail message	"Multimedia message from Laura Morrisey, received 4:10 PM, Monday, December twelfth, 45 seconds, 3 pages, 1 minute 25 seconds, extension 93117."

Preferred medium

The message medium you want to get first when you access messages. Thus, if you specify faxes as your preferred medium, you get all new faxes before any new voice messages, text messages, or attached files. You also get all old faxes before any old messages in other media.

The preferred medium you set also applies to multimedia messages whose primary medium matches the one you set. For example, say that a new voice/fax/textl message arrives in your mailbox. If your preferred medium is fax and the new message consists of a fax, you will get the message before any other voice, fax, or binary file messages.

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