



## Enterprise Edge 2.0 Voice Messaging Reference Guide

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## Introduction

Use the *Enterprise Edge 2.0 Voice Messaging Reference Guide* with the *Enterprise Edge 2.0 Voice Messaging Quick Reference Guide*. The *Enterprise Edge 2.0 Voice Messaging Reference Guide* gives you detailed information about using the Enterprise Edge Voice Messaging system.

This chapter describes:

- How this guide is organized
- Conventions and symbols used in this guide
- Prerequisites

## How this guide is organized

The *Enterprise Edge 2.0 Voice Messaging Reference Guide* contains the following chapters:

Chapter	Description
1. How to use this guide	Describes the contents and conventions of this guide.
2. Using Enterprise Edge Voice Messaging	Describes Enterprise Edge telephones, how Alternate sets work, Enterprise Edge ATA 2, entering characters on the Enterprise Edge dialpad, Enterprise Edge Voice Messaging voice prompts, the Automated Attendant, types of mailboxes and quitting Enterprise Edge Voice Messaging.
3. Setting up your mailbox	Shows how to initialize and open your mailbox. Explains passwords, the Company Directory and Assigning a Target Attendant.
4. Feature codes and mailbox options	Describes feature codes and mailbox options.
5. Greetings	Describes Primary, Alternate, Personalized and Information mailbox greetings. Explains how to record and choose greetings.
6. Accessing your messages	Describes Receiving Calls, the Enterprise Edge Voice Messaging Never Full mailbox feature, listening to your mailbox messages, and Call Screening.
7. Sending messages	Explains types of messages, using the Company Directory, message delivery options, recording and sending a message, replying to messages and how to send a message to more than one recipient.
8. Call Forwarding your calls	Describes Call Forwarding your calls.
9. Transferring calls	Describes transferring calls and Outbound Transfer.
10. About Off-premise Message Notification	Explains what Off-premise Message Notification is and how to set up and change Off-premise Message Notification.

Chapter	Description
11. Recording a call	Describes the Call Record feature.
12. Enterprise Edge Voice Messaging Tips	Provides suggestions for the optimal use of Enterprise Edge Voice Messaging.
13. Troubleshooting	Provides helpful procedures for problems that can occur while operating Enterprise Edge Voice Messaging.
Appendix A: Default values and tone commands	Provides a list of default values and tone commands.
Glossary	Defines terms used in this guide.
Index	Provides an alphabetical list of information contained in this guide.

## Conventions and symbols used in this guide

The following conventions and symbols are used for describing features and their operation:

Convention	Example	Used for
Word is in a special font (shows top line of display)	<b>Pswd:</b>	Command line prompts. Used on Enterprise Edge one line and two line display telephones.
Underlined word in capital letters (shows bottom line of a two-line display telephone)	<u>PLAY</u>	Display button option. Available only on Enterprise Edge two line display telephones. You can press the button directly below the option on the display to proceed.
Dialpad buttons	#	Represents the buttons you press on the dialpad to select a particular option.

## Prerequisites

If you are a new user, make sure you are familiar with how to operate Enterprise Edge one line and two line display telephones. Refer to [Enterprise Edge telephones](#) on page 9 and read the *Enterprise Edge Telephone User Card*.

For more information about Enterprise Edge Voice Messaging, ask your System Administrator.

## Introduction

Enterprise Edge Voice Messaging works with the Enterprise Edge system to provide an automated receptionist service. Enterprise Edge Voice Messaging answers incoming calls, routes them to extensions and mailboxes in the system, and provides message taking capability.

This chapter describes:

- Enterprise Edge telephones
- Alternate extensions
- Enterprise Edge ATA 2
- Entering characters on the Enterprise Edge dialpad
- Enterprise Edge Voice Messaging voice prompts
- Automated Attendant
- Types of mailboxes

## Enterprise Edge telephones

### Enterprise Edge one line display telephones

You can use Enterprise Edge one line display telephones for most Enterprise Edge Voice Messaging sessions. If you use an Enterprise Edge one line display telephone, the display shows the Enterprise Edge Voice Messaging display command line. The Enterprise Edge one line display telephone does not show the display button options.

On an Enterprise Edge one line display telephone, all options are given immediately by the voice prompts. You make selections using the dialpad only. You do not need to wait for the voice prompt to complete the option list. You can interrupt the voice prompt and make your selection immediately.

## Enterprise Edge two line display telephones

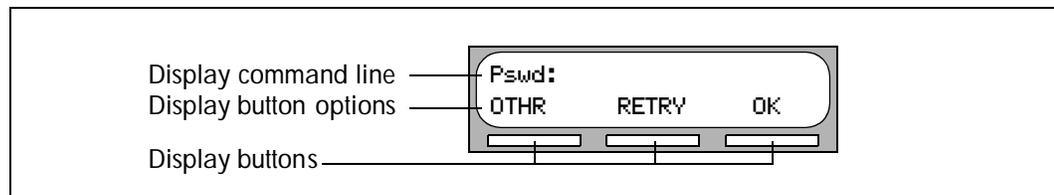
Enterprise Edge two line display telephones show you Enterprise Edge Voice Messaging commands and options. All system administration tasks, such as setting up a Group List, require a two line display telephone.

Enterprise Edge two line displays can show up to three display button options at once. In cases where there are more options, wait for the voice prompt to state the other available options. If you know the corresponding dialpad number for the option you want, you can press it any time during the voice prompt.

Press **\*** to return to the previous display prompt.

An example of the Enterprise Edge Voice Messaging two line display is shown in the following illustration.

### Enterprise Edge two line display



## Alternate extensions

You can have up to two Alternate extensions for your mailbox. If a caller dials the main extension (an extension that has Alternate extensions assigned), the call rings only at the main extension.

If the call is not answered and a message is left, a message indicator appears at the main extension and at the Alternate extension(s). You can access the message from the Alternate extension(s) with **Feature 9 8 1** the same way that you access messages from your main extension telephone. Only an extension without a mailbox assigned to it can be used as an Alternate extension.

If an Alternate extension is assigned to a telephone that has Caller ID (CLID) and Display Caller enabled, CLID information displays and an audible tone occurs at all telephones when the call goes to Enterprise Edge Voice Messaging. (For information on enabling Display Caller refer to [Call Forward with Caller ID \(CLID\)](#) on page 50.) The message can be intercepted using the Interrupt Feature, **Feature 9 8 7**, at any telephone as long as the caller is still leaving a message.

## Enterprise Edge ATA 2

You cannot use a telephone attached to an Enterprise Edge ATA 2 for Enterprise Edge Voice Messaging System Administration tasks.

There is no Message Waiting Notification if you are using a telephone connected to an Enterprise Edge ATA 2.

To access Enterprise Edge Voice Messaging features such as Leave Message or Open Mailbox, call the Enterprise Edge Voice Messaging extension and follow the voice prompts. You can determine the Enterprise Edge Voice Messaging extension by pressing     from any Enterprise Edge telephone equipped with a display.

You can also press:

- \*    to open your mailbox

or

- \*    to leave a message and follow the voice prompts.

## Entering characters on the Enterprise Edge dialpad

The buttons on your Enterprise Edge telephone dialpad act as both numbers and letters. Each button represents a number and also represents letters of the alphabet.

You can enter a maximum of 16 characters on the command line of the Enterprise Edge dialpad. The display shows up to 16 characters. The prompt remains on the display if you enter fewer than ten characters.

If you enter information where the prompt and the information is fewer than 16 characters, you can see both the prompt and the information you enter.

An example of a display with fewer than 16 characters, where the command line prompt remains on the display is the **Pswd** command line prompt.

```
Pswd:1111
OTHR  RETRY  OK
```

The prompt disappears for the following command line prompts:

- **Name:**
- **Log:**
- **Dest.ph:**

For instance, the following display shows the **Name:** command line prompt:

```
Name:
RETRY  BKSP  OK
```

When you begin to enter the last name, the **Name:** command line prompt disappears. For example, if you enter the name Partridge, you press the dialpad button **7** for P, and the display drops the **Name:** prompt.

```
P
RETRY  BKSP  OK
```

The command line prompt is still not shown on the display after you enter the entire name, although the name is only nine characters.

```
PARTRIDGE
RETRY  BKSP  OK
```

## Enterprise Edge Voice Messaging voice prompts

All Enterprise Edge telephones provide voice prompts.

The voice prompt tells you the dialpad button to press to use Enterprise Edge Voice Messaging options. Voice prompts provide the same options as display buttons. Prompts also provide options that do not appear on the display. If you use an Enterprise Edge two line display telephone, you can use either the display button or the dialpad button to access the option.

On an Enterprise Edge one line display telephone the voice prompt plays immediately. If you do not choose an option after five seconds, the voice prompt replays the options. If you still do not choose an option, Enterprise Edge Voice Messaging ends the session.

On an Enterprise Edge two line display telephone the voice prompt plays after a five second delay. If you do not choose an option, Enterprise Edge Voice Messaging ends the session.

### Interrupting a voice prompt

You can interrupt a voice prompt by selecting any option on the display or dialpad. You can also interrupt a voice prompt by pressing **#**. You cannot interrupt a voice prompt that is informing you of an error.

## Automated Attendant

The Automated Attendant acts as a receptionist for incoming calls. When enabled, the Automated Attendant answers your company's incoming telephone lines depending on the time of day. If callers know which option they want, they can interrupt the Automated Attendant by entering their selection on the dialpad of any tone-dial telephone.

The Automated Attendant provides callers with voice prompt commands associated with each of the following options:

- entering a mailbox number
- entering the extension
- using the Company Directory
- leaving a message
- reaching the Operator
- selecting an Alternate Language\* (not a voice prompt)

\* If your Enterprise Edge Voice Messaging system is installed with bilingual capabilities, the caller can press  to listen to the Automated Attendant in the Alternate Language.

When a caller selects an option, the Automated Attendant responds to the command either by routing the call to an extension or mailbox within your company, or by directing the caller to the Company Directory or the Operator.

The caller listens and then selects the option they want to use.

## Types of mailboxes

A mailbox is a storage place for messages. A Enterprise Edge Voice Messaging system can have up to 1,000 mailboxes. There are three types of mailboxes:

- Personal
- Information
- Special

Most users have personal mailboxes.

### Personal mailbox

A personal mailbox is assigned by the System Administrator and is maintained by the mailbox owner. A personal mailbox can be a user or a guest mailbox.

#### User mailbox

A user mailbox can be assigned to each mailbox owner who has an operating Enterprise Edge extension.

### **Guest mailbox**

Guest mailboxes provide temporary employees and guests with access to internal messaging and call routing features. Guest mailboxes do not have an operating extension. They are assigned a number that looks and works like an extension. This lets the guest mailbox owner access Enterprise Edge Voice Messaging the same way a mailbox owner accesses their mailbox from another extension or telephone. If you need a guest mailbox, request one from the System Administrator.

### **Information mailbox**

Information mailboxes play informative messages to callers. Information mailboxes do not have an operating Enterprise Edge extension, and callers cannot leave a message in them. A voice prompt provides callers with access to Information mailboxes. An Information mailbox is reached through the Automated Attendant, Custom Call Routing (CCR) or the Operator. For more information, refer to [Information mailbox greetings](#) on page 27.

Information mailboxes are created by the System Administrator, and are maintained by either the System Administrator or a mailbox owner.

### **Special mailboxes**

Special mailboxes are set up automatically when the Enterprise Edge Voice Messaging system is initialized.

The Special mailboxes include:

- General Delivery mailbox
- System Administrator mailbox

#### **General Delivery mailbox**

The General Delivery mailbox is used:

- to collect messages from callers who use a rotary dial telephone
- for individuals in your company who do not have personal mailboxes
- for mailbox owners whose mailboxes are full. For more information, refer to the [Enterprise Edge Voice Messaging Never Full mailbox feature](#) on page 33.

The receptionist or System Administrator sends messages left in the General Delivery mailbox to the appropriate mailbox owner. For more information about the General Delivery mailbox, refer to [Default mailbox numbers for the General Delivery mailbox](#) on page 87.

#### **System Administrator mailbox**

This mailbox is used by your System Administrator as a personal mailbox. You can leave messages for your company's System Administrator in this mailbox.

Ask your System Administrator for the mailbox number.

## Introduction

This chapter shows you how to set up your mailbox and describes the following topics:

- Initializing your mailbox
- Opening your mailbox
- Mailbox Password
- Company Directory
- Assigning a Target Attendant

## Initializing your mailbox

Initializing your mailbox prepares your mailbox to receive messages. Your mailbox cannot receive and store messages until it is initialized.

Initializing your mailbox involves:

- choosing a password from four to eight digits long that does not start with zero
- changing the Enterprise Edge Voice Messaging default password to your new password
- recording your name in the Company Directory (refer to [Recording or changing your name in the Company Directory](#) on page 19)

To initialize your mailbox, follow the steps in [Initializing and opening your mailbox for the first time](#) on page 16.

**Initializing and opening your mailbox for the first time**

To initialize and open your mailbox for the first time:

1. Press    .

Pswd:  
OTHR RETRY OK

2. Press     (the default password) and press  or .

**Note:** If you are at another Enterprise Edge set, press  or  to access the **LOG:** display prompt. From the **LOG:** prompt, enter your mailbox number and password as a continuous number. Your mailbox number is normally the same as your extension. Your default password is    .

Must change Pswd

3. This display appears briefly to indicate that you must change your password.

Pswd:  
RETRY OK

4. Choose a password from four to eight digits long that does not start with zero. Enter your new mailbox password and press  or .

Again:  
RETRY OK

5. Enter your new mailbox password again and press  or .

Record name:  
RETRY OK

6. At the tone, record your name in the Company Directory. Press  to end your name. Press  or  to erase and re-record your name.

**Note:** Include your mailbox number in your Company Directory recording. For example “Paul Wayne, mailbox 5813”.

Accept name?  
RETRY PLAY OK

7. Press  or  to accept the recording. Press  or  to listen to the recording. Press  or  to erase and re-record your name.

0 new 0 saved  
PLAY REC ADMIN

8. Press  to end the session.

After your mailbox is initialized, record your Personal mailbox greetings. If you do not record any Personal greetings, your Company Directory name recording plays to callers who reach your mailbox.

## Opening your mailbox

You can open your mailbox from:

- your own extension
- another Enterprise Edge Voice Messaging extension
- an outside telephone (as shown in [Opening your mailbox remotely](#))

### Opening a mailbox after it is initialized

This section describes how to open:

- your mailbox from your own telephone
- your mailbox from another Enterprise Edge extension
- a Guest mailbox

After a mailbox is initialized, follow these steps to open it:

1. Press    .



2. Enter your mailbox password and press  or .

**Note:** If you are at another Enterprise Edge extension, or if you are using a Guest mailbox, press  or  to access the  display prompt. From the  prompt, enter your mailbox number and password as a continuous number. Your mailbox number is normally the same as your extension.

### Opening your mailbox remotely

If you are calling your Enterprise Edge Voice Messaging mailbox from an outside telephone, press  , or in the UK press  , during your greeting to open your mailbox. At the voice prompt, enter your mailbox number, password and press . Follow the voice prompts.

## Mailbox Password

Your password is from four to eight digits long and cannot start with zero. When you initialize Enterprise Edge Voice Messaging, the default mailbox password is four zeros (0000). You are prompted to change this password.

It is recommended that you change your password every 30 days. By changing your password regularly, you decrease the chance that someone can discover your password and gain access to your system.

Keep a written copy of your password in a safe place, and avoid giving it to your co-workers. Your mailbox password is used to keep your voice messages private and confidential. For security reasons, it is a good idea to choose an uncommon password (not a predictable password like 1234 or 1111). If someone else knows your password, they can access your mailbox and listen to or delete your messages. They can also access your Enterprise Edge Voice Messaging system and use it fraudulently or disrupt service.

### Changing your mailbox password

You can change your mailbox password at any time. Remember to choose a password from four to eight digits long that does not start with zero.

To change your password:

1. Press **Feature** **9** **8** **1** to open your mailbox.

```
Pswd:
OTHR  RETRY  OK
```

2. Enter your mailbox password and press **OK** or **#**.

```
0 new 0 saved
PLAY  REC  ADMIN
```

3. Press **ADMIN** or **8**.

```
Mailbox admin
GREET PSWD  QUIT
```

4. Press **PSWD** or **4**.

```
Pswd:
RETRY  OK
```

5. Enter your new mailbox password and press **OK** or **#**.

```
Again:
RETRY  OK
```

6. Enter your new mailbox password again and press **OK** or **#**.

```
Mailbox admin
GREET PSWD  QUIT
```

7. Press **Rls** to end the session.

## Company Directory

The Company Directory is a list of mailbox owners on the Enterprise Edge Voice Messaging system. Before you can use your mailbox to receive messages, you must record your name in the Company Directory. It is a good idea to include your mailbox number in your Company Directory recording. For example “*Paul Wayne, mailbox 5813*”.

This establishes your “voice” name in a directory that is used by other Enterprise Edge Voice Messaging users and outside callers who use the Company Directory.

If you do not want your name in the Company Directory, tell your System Administrator. The Company Directory feature can be disabled by the System Administrator. If you do not know whether you have this feature, ask your System Administrator.

### Recording or changing your name in the Company Directory

Names included in the Company Directory can be changed at any time.

To change your name in the Company Directory:

1. Press     to open your mailbox.

```
Pswd:
OTHR  RETRY  OK
```

2. Enter your mailbox password and press  or .

```
0 new 0 saved
PLAY  REC  ADMIN
```

3. Press  or .

```
Mailbox admin
GREET  PSWD  QUIT
```

4. Press .

**Note:** This is a voice prompt option. It does not appear as a display button option on a two line display telephone.

```
Record name:
RETRY  OK
```

5. At the tone, record your name. Press  or  to end your recording. The recording of your name is automatically placed in the Company Directory.

```
Accept name?
RETRY  PLAY  OK
```

6. Press  or  to accept your recording. Press  or  to listen to the recording. Press  or  to erase and re-record your name in the Company Directory.

```
Mailbox admin
GREET  PSWD  QUIT
```

7. Press  to end the session.

## Assigning a Target Attendant

The person that you assign to answer your telephone is your Target Attendant.

After you assign your Target Attendant, a caller who reaches your mailbox can press **0** to speak with the Target Attendant.

If the Target Attendant does not answer, the call goes to your mailbox. If your personal mailbox is not available, the call goes to the General Delivery mailbox.

Remember to tell callers in your greetings that if they need assistance they can press **0** to speak to the Target Attendant. For example, “Please press **0** to speak to my assistant.” The Target Attendant can be any valid extension. The default Target Attendant is the person assigned as the Enterprise Edge Voice Messaging Operator.

To assign your personal Target Attendant:

1. Press **Feature** **9** **8** **1** to open your mailbox.

```
Pswd:
OTHR  RETRY  OK
```

2. Enter your mailbox password and press **OK** or **#**.

```
0 new 0 saved
PLAY  REC  ADMIN
```

3. Press **ADMIN** or **8**.

```
Mailbox admin
GREET  PSWD  QUIT
```

4. Press **5**.

```
Atdt ext.: oper
CHNG  QUIT
```

5. Press **CHNG** or **1** to change the Target Attendant. The **Atdt ext.: oper** prompt indicates that the current Target Attendant is the Enterprise Edge Voice Messaging Operator.

```
Ext:
RETRY  OPER
```

6. Enter the extension number of your new Target Attendant. Press **OPER** or **0** to change the Target Attendant back to the Enterprise Edge Voice Messaging Operator.

```
Atdt ext.: <xxx>
CHNG  QUIT
```

7. The **Atdt ext.:xxx** prompt appears, where **xxx** represents the extension you entered. Press **QUIT** to accept the number of the Target Attendant. Press **CHNG** or **1** to change the Target Attendant.

8. Press **Rls** to end the session.

## Introduction

This chapter describes the Enterprise Edge Voice Messaging feature codes and mailbox options including:

- Feature codes
- Programming a memory button with a feature code
- Mailbox options

## Feature codes

The table [Description of feature codes](#) explains the purpose of each Enterprise Edge Voice Messaging feature code. You can program the feature codes onto memory buttons. For information, refer to [Programming a memory button with a feature code](#) on page 22.

### Description of feature codes

Feature code name	Feature code buttons	Description
Leave Message	Feature 9 8 0	Leaves a message in a mailbox. No password is required.
Open Mailbox	Feature 9 8 1	Opens your Personal mailbox to listen to your messages and access Enterprise Edge Voice Messaging options. Your personal password is required.
Operator Status	Feature 9 8 2	Not a user feature. Used by the System Administrator, receptionist, or Operator to set the Operator Status.
Call Forward to Enterprise Edge Voice Messaging	Feature 9 8 4	Forwards incoming calls to Enterprise Edge Voice Messaging.
Enterprise Edge Voice Messaging extension	Feature 9 8 5	Determines the Enterprise Edge Voice Messaging extension. You need to know what the Enterprise Edge Voice Messaging extension is when you forward your extension to Enterprise Edge Voice Messaging.
Transfer	Feature 9 8 6	Transfers calls to a mailbox.
Interrupt	Feature 9 8 7	Interrupts Enterprise Edge Voice Messaging when a caller is listening to your personal mailbox greeting or leaving a message. This allows you to speak with a caller who has reached your mailbox. (Refer to the Note that follows this table.)
Call Record	Feature 9 8 9	Records a telephone call from your Enterprise Edge telephone. The message is left in your mailbox.

**Note:** If a caller who is leaving a message in a mailbox is interrupted, the part of the message that is recorded before the interruption remains in the mailbox. Delete this message. If Off-premise Message Notification is turned on, the interrupted message causes Enterprise Edge Voice Messaging to call the Off-premise Message Notification number immediately. For information on Off-premise Message Notification, refer to [About Off-premise Message Notification](#) on page 63.

**Note:** If Outbound Transfer is turned on, you cannot interrupt the call unless you interrupt it before the caller transfers to your Outbound Transfer destination number by pressing **7**. For information on Outbound Transfer, refer to [Outbound Transfer](#) on page 56.

### Programming a memory button with a feature code

Each Enterprise Edge Voice Messaging feature code can be programmed to a single memory button.

To program a memory button:

1. Do not lift your handset. Press  \* .

2. The display shows **Program Features**.

3. Press a programmable button.

4. Press .

5. Enter the feature code number you want to program. For example, enter    to program the Leave Message feature code. For a list of frequently used feature codes, refer to the table [Description of feature codes](#) on page 21.

The display shows that the button is programmed.

Repeat steps 1 through 5 for each Enterprise Edge Voice Messaging feature code you want to program.

Use one of the paper labels that come with your Enterprise Edge telephone to identify the programmed button. To use the feature, press the labeled button.

## Mailbox options

To access the main mailbox menu, refer to the table [Main Mailbox menu and options](#) on page 23. The main mailbox menu options are described in the table [Main Mailbox options](#) on page 23.

To access the mailbox administration menu, refer to [Mailbox Administration menu](#) on page 23. The mailbox administration options are described in [Mailbox Administration options](#) on page 24.

### Main Mailbox menu and options

To access the main mailbox menu:

1. Press     to open your mailbox.

Pswd:  
OTHR    RETRY    **OK**

2. Enter your mailbox password and press **OK** or .

0 new 0 saved  
PLAY    REC    **ADMIN**

3. The main mailbox menu options appear. Choose one of the options shown in the table below.

**Table 1 Main Mailbox options**

Display button	Dialpad button	Description	page
<b>PLAY</b>	<input type="text" value="2"/>	Listening to your mailbox messages (new messages).	34
<b>REC</b>	<input type="text" value="3"/>	Replying to messages.	46
--	<input type="text" value="6"/>	Listening to your mailbox messages (saved messages).	34
<b>ADMIN</b>	<input type="text" value="8"/>	Changing mailbox options. Refer to the Mailbox Administration menu.	23
--	<input type="text" value="0"/>	Talking to an operator if an operator is available.	--
--	<input type="text" value="#"/>	About the Automated Attendant.	13

### Mailbox Administration menu

To access the Mailbox Administration menu:

1. Press     to open your mailbox.

Pswd:  
OTHR    RETRY    **OK**

2. Enter your mailbox password and press **OK** or .

0 new 0 saved  
PLAY    REC    **ADMIN**

3. Press **ADMIN** or .

Mailbox admin  
GREET    PSWD    **QUIT**

4. Choose one of the options shown in the table [Mailbox Administration options](#) on page 24.

Table 2 Mailbox Administration options

Display button	Dialpad button	Description	page
--	1	Recording or changing your name in the Company Directory.	19
<u>GREET</u>	2	Choosing a Primary or Alternate mailbox greeting.	29
<u>PSWD</u>	4	Changing your mailbox password.	18
--	5	Assigning a Target Attendant. The Target Attendant answers the call if a caller presses 0 during the call. The Target Attendant overrides the Designated Operator.	20
--	6	About Off-premise Message Notification.	63
--	8	Outbound Transfer.	56
<u>QUIT</u>	*	Quitting the Mailbox Administration menu and returning to the Main menu.	

## Introduction

This chapter describes mailbox greetings and how to record them. This chapter includes:

- Types of mailbox greetings
- Recording a Primary or Alternate mailbox greeting
- Choosing a Primary or Alternate mailbox greeting
- Recording a Personalized mailbox greeting
- Deleting a Personalized mailbox greeting
- Recording an Information mailbox greeting

## Types of mailbox greetings

The two types of greetings are:

- Personal mailbox greetings (which include Primary, Alternate, and Personalized greetings)
- Information mailbox greetings

### Personal mailbox greetings

Personal mailbox greetings play to callers who reach your mailbox. Greetings inform callers that they have reached the correct mailbox and give callers any necessary information or instructions. You can change the greetings at any time.

After you initialize your mailbox, you can record your greetings. If you do not record any Personal greetings, your Company Directory name recording plays to callers who reach your mailbox. Refer to [Recording or changing your name in the Company Directory](#) on page 19.

There are three types of Personal mailbox greetings: Primary, Alternate and Personalized.

#### Recording technique for personal mailbox greetings

When you record your Personal greetings, remember to speak clearly and at a pace that is easy to understand. After you record a greeting, you can replay it before you accept it. You can record or change a greeting from any Enterprise Edge telephone or, if you are away from the office, from any touch tone phone. When you record a greeting, do not use the Handsfree feature. You have better results if you speak directly into the handset.

### Primary mailbox greeting

Record your Primary mailbox greeting for everyday use. In this greeting include your name and a brief message explaining to callers that you are unable to answer their calls. For example:

*“Hi. This is Paul Wayne. I’m not able to take your call right now. Please leave me a message at the tone and I will return your call as soon as possible.”*

If you are a new mailbox owner, record your Primary mailbox greeting immediately.

### Alternate mailbox greeting

The Alternate mailbox greeting is normally used for special circumstances. For example:

*“Hi. This is Paul Wayne. I am out of the office until Thursday, the 17th of December. Although I am out of the office, I do check my mailbox daily. Please leave me a message at the tone and I will return your call as soon as possible. Thank you.”*

After it is recorded, you must choose which greeting you want Enterprise Edge Voice Messaging to play. You can change the selection at any time, and as often as needed.

### Personalized mailbox greeting

Personalized mailbox greetings are available only if your company subscribes to the Caller ID (CLID) service from your local telephone company. For more information about CLID, ask your System Administrator.

A Personalized mailbox greeting plays to callers based on the caller’s phone number. Enterprise Edge Voice Messaging recognizes the assigned incoming phone number and plays the Personalized mailbox greeting. For example:

*“Hi Susan. I may have missed your call, but I don’t want to miss meeting you for lunch. See you at noon.”*

## Information mailbox greetings

Information mailboxes greetings provide messages and announcements to callers. A caller is automatically disconnected after listening to an Information mailbox greeting. Information mailboxes can be used to:

- announce sales
- provide product lists
- announce special events

For example:

*“Paddy’s Dance Studio proudly presents an extravaganza of dance. The entertainment begins at 8:00 p.m. on the fourth of July. Toddlers tap is in the White Room. Folk dance is in the Green Room. Classical ballet is in the Pink Room. Contemporary jazz is in the Blue Room. The Studio and Recital Rooms are located at 222 Main Street.”*

Make Information mailboxes easy for a caller to find. Do this by using your company Operator or the Automated Attendant Company greetings to route the caller. For details about Information mailboxes, ask your System Administrator.

Information mailboxes are different from Custom Call Routing (CCR) Information Mailboxes. Callers must use the CCR Tree to access a CCR Information mailbox. For more information about CCR Information Mailboxes, ask your System Administrator.

## Recording a Primary or Alternate mailbox greeting

This procedure shows you how to record your Primary or Alternate mailbox greetings. To start using Enterprise Edge Voice Messaging, only a Primary mailbox greeting is necessary. If you do not record any Personal mailbox greetings, your Company Directory name recording plays to callers who reach your mailbox.

If you record both Primary and Alternate mailbox greetings, you must choose which greeting plays. If you do not choose a greeting, the Primary mailbox greeting automatically plays. For information on how to choose a greeting, refer to [Choosing a Primary or Alternate mailbox greeting](#) on page 29.

To record your Primary or Alternate mailbox greeting:

1. Press **Feature** **9** **8** **1** to open your mailbox.

```
Pswd:
OTHR  RETRY  OK
```

2. Enter your mailbox password and press **OK** or **#**.

**Note:** If you record a mailbox greeting from a telephone that has not been assigned to your Personal mailbox, press **OTHR**. The display shows the **Log:** prompt. When this prompt appears, enter your mailbox number and password.  
If you are using a one line display telephone, press **\*** at the **Pswd:** prompt to show the **Log:** prompt.

```
0 new 0 saved
PLAY  REC  ADMIN
```

3. Press **ADMIN** or **8**.

```
Mailbox admin
GREET  PSWD  QUIT
```

4. Press **GREET** or **2**.

```
Greeting options
REC  CHOOSE  CFWD
```

5. Press **REC** or **1**.

```
Greeting:
PRIME  ALT  PERS
```

6. Press **PRIME** or **1** to record the Primary mailbox greeting. Press **ALT** or **2** to record the Alternate mailbox greeting.

**Note:** If you are changing your greeting, your current recorded Primary mailbox greeting begins to play.

```
Record new?
YES  NO  QUIT
```

7. Press **YES** or **1** and record your greeting at the tone.

```
Record greeting:
RETRY  OK
```

8. Press **OK** or **#** to end your recording.

```
Accept greeting?
RETRY  PLAY  OK
```

9. Press **OK** or **#** to accept the greeting. Press **PLAY** or **1** to listen to the greeting. Press **RETRY** or **2** to erase and re-record the greeting.

```
Mailbox admin
GREET  PSWD  QUIT
```

10. Press **Rls** to end this session.

## Choosing a Primary or Alternate mailbox greeting

### Primary mailbox greeting

You record a Primary mailbox greeting after initializing your mailbox. If you record a Primary and an Alternate mailbox greeting, you need to choose which greeting plays. If you do not choose a greeting, the Primary mailbox greeting plays automatically.

### Alternate mailbox greeting

If you choose the Alternate mailbox greeting, you are asked whether the mailbox accepts messages. If you choose Y (yes) your mailbox receives messages in the normal way.

If you choose N (no) the following occurs:

- messages cannot be left in the mailbox
- the Alternate mailbox greeting takes precedence over all other greetings
- if a caller presses a button to fast forward the message, they hear a voice prompt that says this is a special greeting
- if a caller presses a button to send a fax, the fax goes to the general delivery mailbox (not your personal mailbox)

If you choose the Alternate mailbox greeting, remember to change back to the Primary mailbox greeting at the appropriate time.

To choose a Primary or Alternate mailbox greeting:

1. Press     to open your mailbox.

```
Pswd:
OTHR  RETRY  OK
```

2. Enter your mailbox password and press OK or .

```
0 new 0 saved
PLAY  REC  ADMIN
```

3. Press ADMIN or .

```
Mailbox admin
GREET  PSWD  QUIT
```

4. Press GREET or .

```
Greeting options
REC  CHOOSE  CFWD
```

5. Press CHOOSE or  to choose a greeting.

```
Use greeting:
PRIME  ALT  QUIT
```

6. Press PRIME or  to choose the Primary mailbox greeting. Press ALT or  to choose the Alternate mailbox greeting.

**Note:** If you choose the Alternate mailbox greeting, go to step 7. If you choose the Primary mailbox greeting, go to step 8.

```
Accept msgs:Y
CHNG          OK
```

7. If you choose the Alternate mailbox greeting, you are asked whether the mailbox accepts messages. Press **CHNG** to toggle from yes to no. If you choose **Y** (yes) then the mailbox can receive messages. If you choose **N** (no) messages cannot be left in the mailbox. Press **OK**.

```
Mailbox admin
GREET PSWD  QUIT
```

8. Press **Rls** to end the session.

**Note:** If you choose a greeting that is not yet recorded, you are transferred back to the greeting options menu to record the greeting.

## Recording a Personalized mailbox greeting

If your company subscribes to a CLID service, you can record a Personalized mailbox greeting. For more information about CLID, ask your System Administrator. A Personalized mailbox greeting plays only for a person calling from the phone number that you designate. For the Personalized mailbox greeting to play, the phone number you enter must match the caller's phone number exactly.

You can record up to three Personalized mailbox greetings, but each greeting can be assigned to only one phone number.

If you record a Personalized greeting, program your mailbox to receive messages and choose an Alternate mailbox greeting, the Personalized greeting takes precedence over any other greetings. If you program your mailbox **not** to receive messages and choose an Alternate mailbox greeting, the Alternate mailbox greeting takes precedence over any other greeting, including Personalized mailbox greetings.

To record a Personalized mailbox greeting:

1. Press **Feature** **9** **8** **1** to open your mailbox.

```
Pswd:
OTHR  RETRY  OK
```

2. Enter your mailbox password and press **OK** or **#**.

```
0 new 0 saved
PLAY  REC  ADMIN
```

3. Press **ADMIN** or **8**.

```
Mailbox admin
GREET PSWD  QUIT
```

4. Press **GREET** or **2**.

```
Greeting options
REC  CHOOSE  CFWD
```

5. Press **REC** or **1**.

```
Greeting:
PRIME  ALT  PERS
```

6. Press **PERS** or **3** to record a Personalized mailbox greeting.

- Greeting:  
RETRY OK
7. Enter a Personalized greeting number of 1, 2, or 3.
- Ph: <none>  
CHNG OK
8. Press **CHNG** or **1**.
- Ph:  
RETRY OK
9. Enter the phone number (maximum 10 digits) to which you are assigning the Personalized mailbox greeting. Press **OK** or **#** to accept the phone number.
- Record greeting:  
RETRY OK
10. At the tone, record the greeting. Press **OK** or **#** to end the recording.
- Accept greeting?  
RETRY PLAY OK
11. Press **OK** or **#** to accept the recording. Press **PLAY** or **1** to listen to the recording. Press **RETRY** or **2** to erase and re-record the greeting.
12. To record another Personalized mailbox greeting, repeat steps 5 through 11. Press **Rls** to end the session.

## Deleting a Personalized mailbox greeting

If you program Enterprise Edge Voice Messaging with a Personalized mailbox greeting that you no longer need, you can delete the Personalized mailbox greeting.

To delete a Personalized mailbox greeting:

1. Press **Feature** **9** **8** **1** to open your mailbox.
- Pswd:  
OTHR RETRY OK
2. Enter your mailbox password and press **OK** or **#**.
- 0 new 0 saved  
PLAY REC ADMIN
3. Press **ADMIN** or **8**.
- Mailbox admin  
GREET PSWD QUIT
4. Press **GREET** or **2**.
- Greeting options  
REC CHOOSE CFWD
5. Press **REC** or **1**.
- Greeting:  
PRIME ALT PERS
6. Press **PERS** or **3** to choose a Personalized mailbox greeting.
- Greeting:  
RETRY OK
7. Enter the Personalized greeting number (1, 2, or 3) that you want to delete.

Ph: XXXXXXXX  
CHNG DEL OK

8. Press **DEL** or **2** to delete the greeting.

9. Press **Rls** to end the session.

## Recording an Information mailbox greeting

Before you record an Information mailbox greeting, you must determine what the greeting includes. As you prepare your greeting, be sure to include important times and dates. Write the greeting down and practice reading it aloud. When you are confident the greeting includes everything you want it to, record the greeting. If you are using an Enterprise Edge Voice Messaging system with bilingual capability, you must record the Information mailbox greeting in both languages.

An Information mailbox greeting can be either a Primary or an Alternate mailbox greeting. Perform the steps in [Recording a Primary or Alternate mailbox greeting](#) on page 27 to record an Information mailbox greeting.

**Note:** In order to record an Alternate Information mailbox greeting, your system must be configured as Bilingual. Ask your System Administrator if your system is configured as Bilingual.

## Introduction

This chapter describes accessing your messages and explains the following related topics:

- Receiving calls
- Enterprise Edge Voice Messaging Never Full mailbox feature
- Listening to your mailbox messages
- Call Screening

## Receiving calls

Enterprise Edge Voice Messaging can be used by any outside caller and by other mailbox owners in your company. When you are away from the office, you can use Enterprise Edge Voice Messaging with any touch tone phone. When you are at the office, you can use Enterprise Edge Voice Messaging from any Enterprise Edge telephone connected to your company's Enterprise Edge Voice Messaging system.

Even outside callers who use a rotary dial telephone can use Enterprise Edge Voice Messaging. If a caller uses Enterprise Edge Voice Messaging from a rotary dial telephone, the system transfers the call to your company receptionist or the Operator. If a receptionist or the Operator is not available to answer the call, the call transfers to the General Delivery mailbox.

## Enterprise Edge Voice Messaging Never Full mailbox feature

The Never Full mailbox feature lets external callers leave a message in your mailbox, even if the mailbox is technically "full". The message is stored in your mailbox, but cannot be accessed until you delete at least one existing message to allow space for the new message. If you attempt to listen to any new messages before deleting an existing message, you hear this voice announcement:

*"Your mailbox is full. You must erase some messages before you can listen to new messages."*

If your mailbox is full, you cannot leave a message in another mailbox, create a new message, copy, send, or reply to a message, until you delete at least one existing message.

The Never Full mailbox feature is not available to internal callers. Internal callers cannot leave messages in mailboxes that are technically "full".

## Listening to your mailbox messages

To listen to your messages:

1. Press **Feature** **9** **8** **1** to open your mailbox.

```
Pswd:
OTHR  RETRY  OK
```

2. Enter your mailbox password and press **OK** or **#**.

```
2 new  0 saved
PLAY  REC  ADMIN
```

3. Press **PLAY** to listen to your messages. For options, refer to the table [Listening to your mailbox messages](#).

4. Press **Rls** to end the session.

A number of options are available to you during and after listening to a message. The table [Listening to your mailbox messages](#) shows the options and when they are available.

### Listening to your mailbox messages

Option	Button	Available while listening to a message	Available after listening to a message	Description
Backup	<b>1</b> or <b>&lt;&lt;&lt;</b>	X		Rewinds the message nine seconds and resumes playing it from that point.
Copy	<b>5</b> or <b>COPY</b>	X	X	Sends a copy of the message to one or more mailboxes. When you record the introduction to the forwarded message, the introduction must be more than three seconds long.
End of Message	<b>3</b> <b>3</b> or <b>&gt;&gt;&gt;</b> <b>&gt;&gt;&gt;</b>	X		Goes to the end of the message.
Envelope	<b>7</b>	X	X	Plays the information in the message envelope. Envelope information includes the date and time the message was sent and, if the message is internal, the directory name of the sender. This option is not shown on the display.
Erase	<b>8</b> or <b>ERASE</b>	X	X	Deletes the message currently playing or if no messages are playing, deletes the last message played. Deleted messages remain in your mailbox until the session is ended. (Refer to Notes 1 and 2.)
Forward	<b>3</b> or <b>&gt;&gt;&gt;</b>	X		Advances the message nine seconds and continues playing from that point. A message can be forwarded as many times as required.

## Listening to your mailbox messages

Option	Button	Available while listening to a message	Available after listening to a message	Description
Next	6 or # #	X	X	Plays the next message in your mailbox. If used while a message is playing, it stops playing the current message and plays the next message in your mailbox. This option is not shown on the display.
Pause/ Continue	2 or STOP/PLAY	X		Temporarily stops a message. When you stop the message, you can play the previous message, continue playing the current message, or skip to the next message.
Previous	4	X	X	Stops playing the current message and plays the previous message. This option is not shown on the display.
Quit	*		X	Stops playing the message and plays the Mailbox main menu options.
Replay	1 1 or <<< <<<	X		Replays the message from the beginning of the message.
Replay	1		X	Replays the last message. This option is not shown on the display.
Reply	9 or REPLY	X	X	Replies to a message. (Refer to Note 3.) The reply can be either: - a message to an internal sender's mailbox - a telephone call to an internal or external party (Refer to Note 4.)
Save Message	7 7 or SAVE	X		Saves the message being played. (If you do not delete a message, it is automatically saved). This option is not shown on the display unless you erase a message. If you erase a message and play the message again, you can press <u>SAVE</u> on an Enterprise Edge two line display telephone. (Refer to Note 2.)
Volume Control	*	X		Adjusts the volume of the message that is playing. The volume increases each time you press *. After four consecutive presses, the volume returns to the lowest level. This option is not shown on the display.

**Notes:**

1. Because your mailbox has limited message storage space, delete any messages you no longer need. After a certain time period, your saved messages are erased automatically. Ask your System Administrator about this.
2. You can retrieve a deleted message only if you have not quit the session in which you deleted it. Locate the deleted message. Then play (press **1** **1**) and save (press **7** **7** or **SAVE**) the message. For further information about retrieving deleted messages refer to [About erased messages](#).
3. Applies only if the Reply feature is enabled.
4. You can reply to an outside caller by dialing them back if your company subscribes to Caller ID (CLID) service. For further information about replying to an outside caller refer to [Replying to an external message sender](#) on page 47.

**About erased messages**

After listening to your messages and exiting Enterprise Edge Voice Messaging, all messages that you do not erase are automatically saved. Since message storage space is limited, we recommend that you erase messages that are no longer needed.

You can retrieve an erased message if you are still in the Enterprise Edge Voice Messaging session. An erased message remains in your mailbox until you end the current Enterprise Edge Voice Messaging session.

After you erase a new or saved message, the number of new or saved messages shown on the display is decreased by one. Even though the display shows **0 new 0 saved**, you can still play and retrieve your erased messages. Press **PLAY** or **2** to listen to your erased message. Refer to the table [Listening to your mailbox messages](#) on page 34.

After you play your erased message, you are given the option to save it. If you end the current session without saving the erased message, it is permanently deleted from Enterprise Edge Voice Messaging.

## Call Screening

Call Screening lets you determine who is calling before you accept the call. It applies only to external calls transferred from the Automated Attendant or from Custom Call Routing (CCR). See your System Administrator for information on CCR.

Call Screening is useful in the following circumstances:

- if CLID is not available
- if CLID is not a reliable indication of the caller identity
- if your Enterprise Edge telephone does not have display capabilities

The System Administrator enables the Call Screening feature for your Enterprise Edge Voice Messaging system.

If Call Screening is unavailable, the call transfers immediately for the following types of calls:

- internal calls
- external calls placed directly to your phone number
- external calls for which you have established a Personalized greeting

### How to use Call Screening

To use the Call Screening feature:

1. You receive an external call that is transferred from the Automated Attendant or from Custom Call Routing (CCR).
2. Enterprise Edge Voice Messaging announces the caller's name to you. If the caller chooses not to record their name, the voice prompt says, "*Unknown caller.*"
3. You can answer the call or let the caller leave a message in your Enterprise Edge Voice Messaging mailbox:
  - press **ANS** or **1** to answer the call
  - press **QUIT** or **\*** to transfer the call to your Enterprise Edge Voice Messaging mailbox. (The caller is informed that you are not available).

If Call Screening is enabled, Enterprise Edge Voice Messaging asks the caller to record their name after the tone. (If the caller presses **\*** when they are asked to record their name, the call goes back to the Automated Attendant.) The caller hears a hold tone while they wait. If you do not answer, the caller is informed that you are not available, and the call transfers to your mailbox.

Since some callers do not like to record their name and wait for service, use this feature with discretion.



## Introduction

This chapter describes sending messages and explains:

- Types of messages
- About recording and sending a message
- Using the Company Directory
- Message delivery options
- Recording and sending a message using the Open Mailbox feature
- Recording and sending a message using the Leave Message feature
- Replying to messages
- Sending a message to more than one recipient

## Types of messages

There are two types of messages: Broadcast messages and Personal messages.

### Broadcast messages

If you open your Personal mailbox and a message plays immediately, this is a Broadcast message left by your System Administrator. This type of message can be sent only by your System Administrator. Make sure you listen to the entire message. After it plays, the message is automatically erased from your mailbox.

### Personal messages

#### Sending personal messages to a mailbox

To send a message, refer to [About recording and sending a message](#) on page 40. To send a message when you do not know the person's mailbox number, use the Company Directory. Refer to [Using the Company Directory](#) on page 40.

#### Personal messages addressed to a Group List

You can send a message to a group of people by addressing a message to a Group List. For more information, refer to [Sending a message using a Group List](#) on page 47.

## About recording and sending a message

Messages can be recorded and sent using:

- the Open Mailbox feature (     )
- the Leave Message feature (     )

When you use the Open Mailbox feature, you open your personal mailbox and enter your password. Then you record your message and enter the extension of the message recipient.

The Leave Message feature prompts you to enter the extension of the message recipient immediately. Then you record your message. No password is required because you do not open a mailbox.

Both features allow you to:

- use the Company Directory (refer to [Using the Company Directory](#))
- assign message delivery options (refer to [Message delivery options](#) on page 42)
- send a message to more than one recipient (refer to [Sending a message to more than one recipient](#) on page 47).

## Using the Company Directory

You can find any initialized mailbox by searching the Company Directory. Use the Company Directory if you do not know the mailbox number of someone you want to send a message to. You can access the Company Directory if:

- the display shows **DIR**
- the voice prompt announces, “Press  to use the Directory.”
- you are prompted to choose a mailbox

The Company Directory option is available from both the Open Mailbox feature and the Leave Message feature.

To access the Company Directory using the Leave Message feature:

Mbox:  
DIR QUIT

1. Press **DIR** or **#** to use the Company Directory.

Last name:  
OK

2. Use the dialpad buttons associated with the first three or four letters of the mailbox owner's name to locate and select the person's mailbox. (Enter the last name, first name or both names depending on how your system is set up. This display shows an example of a prompt for a mailbox owner's last name.) You do not need to enter a comma. Press **OK** or **#**.

For example, to enter the letters "Wayn" press **9 2 9 6**. If the mailbox owner has fewer than four letters in their last name, press the buttons on the dialpad to spell out the entire last name, and press **OK** or **#**. For more information, refer to [Entering characters on the Enterprise Edge dialpad](#) on page 11.

Wayne, Paul  
RETRY NEXT OK

3. In this example, the name of the mailbox owner, Paul Wayne appears on the display and is announced. To accept the mailbox owner, press **OK** or **#**.

If you do not want the person who is shown, press **NEXT** or **1** to see the next matching name.

Wayne, Paul

4. The greeting of the mailbox owner plays. If the mailbox owner you select does not have a Personal greeting recorded and selected, you hear their Company Directory recording.

## Message delivery options

Enterprise Edge Voice Messaging gives you five message delivery options:

- Normal
- Certified
- Urgent
- Private
- Timed Delivery

Option	Display button	Dialpad button	Description
Send	<u>SEND</u>	# or Rls	Sends a message with Normal delivery option.
Certified	<u>CERT</u>	1	Sends you notification that your message has been received and played.
Urgent	<u>URGENT</u>	2	Plays messages marked Urgent before other messages the mailbox. Urgent messages are preceded by the voice prompt, “ <i>This message is urgent</i> ”.
Other	<u>OTHR</u>		Accesses the Private and Timed delivery options. If <u>PRIU</u> appears instead of <u>OTHR</u> , the Timed delivery option is not available.
Private	<u>PRIU</u>	3	Private messages cannot be forwarded to another mailbox.
Timed	<u>TIME</u>	4	Lets you assign when the message is sent.

Normal, Certified, and Private messages play in the order they are received. Urgent messages play before other messages left in the mailbox, except for Broadcast messages. (Refer to [Broadcast messages](#) on page 39.) The Certified and Timed delivery options are available only if you call from a telephone that has a mailbox associated with it. Messages sent with the Timed delivery option are played at the time that you specify.

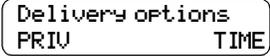
If you use the Timed delivery option, you first enter the time, including a.m. or p.m. You are then prompted to accept or change the date, which defaults to today or tomorrow, and you can accept the date that corresponds to the next occurrence of the specified time. Dates are shown by month and day, and the year is inferred. If the month and day are earlier than the current date, the next year is assumed. When the specified time and date occurs, the message is sent. You cannot cancel the message prior to delivery.

## Assigning message delivery options using the Open Mailbox feature

To assign message delivery options using the Open Mailbox feature:

- 

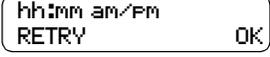
1. Press CERT or **1** to assign the Certified delivery option. Press URGENT or **2** to assign the Urgent delivery option. Press OTHR to assign the Private or Timed delivery options. If PRIU appears instead of OTHR, the Timed delivery option is not available.

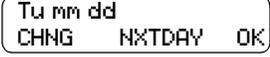
**Note:** The OTHR display button is not available or required for one line display telephones. You can access the Private and Timed Delivery options by pressing the dialpad buttons on a two line or a one line display telephone.
- 

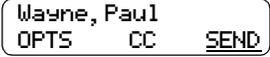
2. Press PRIU or **3** to send a message with a Private delivery option. If you press PRIU or **3**, go to step 7. If you want to send a message with the Timed delivery option press TIME or **4**. If you press TIME or **4**, continue with step 3.
- 

3. Enter the time that you want to send a message using the Timed delivery option.

**Note:** This is a four digit field. Any single-digit hour or minute must be preceded by a zero. For example, enter 0800 for eight o'clock.
- 

4. Press AM or **1** or PM or **2**.
- 

5. Press OK or **#** to accept the time you entered or press RETRY or **\*** to change the time.
- 

6. Press CHNG or **1** to change the date shown to a different date. Press NXTDAY to change the date to the next day (the day after the date that is shown). Press OK or **#** to accept the date shown, which defaults to today or tomorrow, and select the one that corresponds to the next occurrence of the specified time.
- 

7. Press SEND or **#** to send this message now. Press **\*** to cancel all delivery options.
8. Press **Rls** to end this session.

### Assigning message delivery options using the Leave Message feature

To assign message delivery options using the Leave Message feature:

1. Press **Feature** **9** **8** **0**.

Mbox:  
DIR QUIT

2. Enter the mailbox number or Group List number of the person or Group you want to leave a message for. If you do not know the mailbox number, press **DIR** or **#** to use the Company Directory.

Record message:  
RETRY PAUSE OK

3. At the sound of the tone, record your message. Press **PAUSE** or **2** to pause during your recording. If you pause, press **CONT** or **2** to continue recording your message. Press **OK** or **#** to end your recording. Press **RETRY** to erase and re-record your message.

Message options:  
RETRY PLAY SEND

4. Press **PLAY** or **1** to listen to your message before sending it. Press **RETRY** or **2** to erase and re-record your message. Press **3** to access delivery options. Press **SEND** or **#** to send your message now.

### Recording and sending a message using the Open Mailbox feature

To record and send a message using the Open Mailbox feature:

1. Press **Feature** **9** **8** **1** to open your mailbox.

Pswd:  
OTHR RETRY OK

2. Enter your mailbox password and press **OK** or **#**.

0 new 0 saved  
PLAY REC ADMIN

3. Press **REC** or **3** and record your message at the tone.

Record message:  
RETRY PAUSE OK

4. Record your message. Press **PAUSE** or **2** to pause your message. When you wish to resume recording, press **CONT** or **2** to continue recording your message. Press **OK** or **#** to end your recording. Press **RETRY** to erase and re-record your message.

Accept rec?  
RETRY PLAY OK

5. Press **OK** or **#** to accept your message. Press **PLAY** or **1** to listen to your message. Press **RETRY** or **2** to erase and re-record your message.

- Mbox:  
DIR QUIT
6. Enter the mailbox number or Group List number of the person or Group you want to leave a message for. If you do not know the mailbox number, press **DIR** or **#** to use the Company Directory.
- Wayne, Paul  
OPTS CC SEND
7. Press **SEND** or **#** to send the message now with the Normal delivery option. Press **OPTS** or **3** for delivery options. Press **CC** or **4** to send this message to more than one mailbox owner, with one set of delivery options applied to all recipients.
- Note:** The display shows the name of the mailbox owner or Group (in this example, mailbox owner Paul Wayne).
- 0 new 8 saved  
PLAY REC ADMIN
- Press **Rls** to end this session.

## Recording and sending a message using the Leave Message feature

To record and send a message using the Leave Message feature:

1. Press **Feature 9 8 0**.
- Mbox:  
DIR QUIT
2. Enter the mailbox number or Group List number of the person or Group you want to leave a message for. If you do not know the mailbox number, press **DIR** or **#** to use the Company Directory.
- Record message:  
RETRY PAUSE OK
3. At the sound of the tone, record your message. Press **OK** or **#** to end your message.
- Message options:  
RETRY PLAY SEND
4. Press **SEND** or **#** or replace the receiver to send the message using the Normal Delivery Option. Press **PLAY** or **1** to listen to your message. Press **RETRY** or **2** to erase and re-record your message. Press **3** to change the Delivery Options.

## Replying to messages

You can reply to internal message senders and to external message senders. To reply to a message from an external message sender, your company must subscribe to Caller ID (CLID).

### Replying to an internal message sender

You can reply to a message from an internal message sender by:

- Using the **CALL** option. If you select **CALL**, you are immediately transferred to the internal message sender's extension. You must have an initialized Enterprise Edge Voice Messaging mailbox and an operating directory to use the **CALL** option.
- Using the **MSG** option. If you select the **MSG** option, begin recording your reply at the tone.

To reply to an internal message sender:

1. Press **Feature** **9** **8** **1** to open your mailbox.

```
Pswd:
OTHR  RETRY  OK
```

2. Enter your mailbox password and press **OK** or **#**.

```
1 new 0 saved
PLAY  REC  ADMIN
```

3. Press **PLAY** or **2**.

```
End of message
REPLY ERASE NEXT
```

4. After you listen to your message, press **REPLY** or **9**.

```
Reply to msg
MSG  CALL  QUIT
```

5. Press **CALL** or **2** to call the message sender or press **MSG** or **1** to record and send a reply. (Refer to [Recording and sending a message using the Open Mailbox feature](#) on page 44.)

## Replying to an external message sender

You can reply to a message from an external message sender if your company subscribes to CLID. Before using the Reply option you must play the message.

To reply to an external message sender:

1. Press **Feature** **9** **8** **1** to open your mailbox.

```
Pswd:
OTHR  RETRY  OK
```

2. Enter your mailbox password and press **OK** or **#**.

```
1 new 0 saved
PLAY  REC  ADMIN
```

3. Press **PLAY** or **2**.

```
End of message
REPLY  ERASE  NEXT
```

4. Press **REPLY** or **9**.

5. Enterprise Edge Voice Messaging dials the external number directly.  
After you call the message sender, your session ends.

## Sending a message to more than one recipient

### Sending a message using a Group List

A Group List is a collection of mailbox owners. When you send a message to a Group List, each mailbox owner in the Group List receives the same message. If you are a member of the group you are addressing, you do not receive a copy of the message.

If you need a Group List, ask your System Administrator to create a Group List for you. Include the following information for the System Administrator:

- the mailbox owners' names
- a list of the mailbox numbers
- the Group List name

Your System Administrator can publish a list of the mailboxes in each Group List.

You can enter the Group List number instead of a mailbox number at the **Mbox:** prompt. You can also enter the name of the Group List in the Company Directory at the **DIR** prompt.

### Forwarding a copy of a message to one or more recipients

From the Main Mailbox menu you can forward a copy of a message during or after playing the message. When you forward a copy of a message to a mailbox, you can record an introduction to the message. Your introduction must be at least three seconds long.

When you record an introduction and enter the mailbox number, your introduction and a copy of the message are automatically sent to the mailbox you selected. You can then send an additional copy of the introduction and the message to another mailbox, or quit and return to the Listen to Messages menu. You can forward copies to as many mailboxes as you want. (You cannot forward Private messages.)

For more information on playing your messages, refer to [Listening to your mailbox messages](#) on page 34.

**Note:** You cannot copy a message to other recipients using the Leave Mailbox feature. You cannot copy Private messages.

## Introduction

This chapter shows the following ways that you can forward your calls:

- Call Forwarding your calls to Enterprise Edge Voice Messaging
- Setting up Call Forward remotely
- Call Forward with Caller ID (CLID)

### Call Forwarding your calls to Enterprise Edge Voice Messaging

To forward incoming calls to your mailbox, press    .

To cancel Call Forward, do one of the following:

- press     again
- press
- press
- press **CANCEL**

### Setting up Call Forward remotely

When you are away from the office, you can forward your calls to your Enterprise Edge Voice Messaging mailbox by using the dialpad of any touch tone phone.

To access your Personal mailbox from another location and set up Remote Call Forward:

1. Call the Automated Attendant or your Enterprise Edge telephone from any touch tone phone.
2. While the greeting plays, press  , or in the UK press  .
3. Enter your mailbox number and password and press .
4. Press .
5. Press .
6. Press  to turn call forwarding from the Call Forward menu on or off.

- Press **1** to turn Call Forward on or off.

**Note:** If Call Forward is on, the voice prompt says: *“Calls will be answered immediately.”* All calls to your telephone are now answered by Enterprise Edge Voice Messaging.

If Call Forward is off, the voice prompt says: *“Calls will ring at your set.”*

- Press **1** to turn Call Display on or off.

**Note:** If Call Display is on, the voice prompt says: *“Caller information will be displayed at your set.”*

If Call Display is off, the voice prompt says: *“Caller information will not be displayed.”*

- Replace the handset to end this session.

### Call Forward with Caller ID (CLID)

The Call Forward with CLID feature is available only if your company subscribes to CLID service. If you are not sure whether your company subscribes to CLID service, ask your System Administrator. CLID does not appear if the caller has a private or unknown phone number.

You can set up Call Forward with CLID to screen calls forwarded to your Enterprise Edge Voice Messaging mailbox. If the feature is enabled, you hear an Alert tone and the CLID information appears on the telephone display.

To talk to the caller who has been forwarded to your mailbox, press

**Feature** **9** **8** **7** to interrupt the call.

To turn Call Forward with CLID on and off:

- Press **Feature** **9** **8** **1** to open your mailbox.

```
Pswd:
OTHR  RETRY  OK
```

- Enter your mailbox password and press **OK** or **#**.

```
0 new 0 saved
PLAY  REC  ADMIN
```

- Press **ADMIN** or **8**.

```
Mailbox admin
GREET  PSWD  QUIT
```

- Press **GREET** or **2**.

```
Greeting options
REC  CHOOSE  CFWD
```

- Press **CFWD** or **3**.

```
Forward calls:Y
CHNG  NEXT
```

- Press **CHNG** or **1** to turn Call Forward on or off.

Display caller:V  
CHNG NEXT

7. Press **CHNG** or **1** to turn Call Display on or off.

Mailbox admin  
GREET PSWD QUIT

8. Press **Rls** to end the session.

#### **Call Forward on Busy overrides CLID**

If your Enterprise Edge telephone is assigned Call Forward on Busy, CLID information does not appear on the display. Call Forward on Busy is a feature that forwards your calls to another designated telephone or extension if your telephone is busy. Call Forward on Busy is assigned by the Enterprise Edge System Administrator.



## Introduction

This chapter describes transferring calls and explains:

- Transferring calls to an Enterprise Edge Voice Messaging mailbox
- Transferring calls from your mailbox to the Operator
- Transferring calls from your mailbox to the Automated Attendant
- Transferring a call to Custom Call Routing (CCR)
- Outbound Transfer
- Adding special characters to the destination number
- Setting up Outbound Transfer to a phone number
- Setting up Outbound Transfer to an extension
- Changing the Outbound Transfer parameters
- Turning Outbound Transfer on and off

## Transferring calls to an Enterprise Edge Voice Messaging mailbox

Any time a caller wants to leave a message in a mailbox, you can easily transfer their call from your Enterprise Edge telephone to any mailbox initialized with Enterprise Edge Voice Messaging.

Transferring calls to an Enterprise Edge Voice Messaging mailbox has the following advantages:

- If you transfer a call to a mailbox instead of another telephone, the call does not come back to you. If you transfer a call to another telephone and the call is not answered, the call comes back to you.
- The call is immediately transferred to the mailbox (which saves time).

Feature  9  8  6 is not available on the Enterprise Edge Companion Wireless telephone.

To transfer a call to a mailbox from your Enterprise Edge telephone:

1. Press     . Do not press  because the call is put on hold automatically.
2. Enter the mailbox number or use the Company Directory by pressing **D.I.R.**

**Note:** Press **OK** or **#** to accept a name when using the Company Directory. Do not use the Internal Autodial feature.

3. Wait until the display shows **Call transferred** before you attempt any other Enterprise Edge Voice Messaging functions. The call automatically transfers and the Enterprise Edge Voice Messaging session ends.

### Transferring a mailbox owner's call to Enterprise Edge Voice Messaging

You can transfer a mailbox owner's call to their Enterprise Edge Voice Messaging mailbox so that they can change their greetings or retrieve their messages.

**Note:**     is not available on the Enterprise Edge Companion Wireless telephone.

To transfer a mailbox owner's call to their Enterprise Edge Voice Messaging mailbox from your Enterprise Edge telephone:

1. Press     . Do not press  .
2. Enter the mailbox owner's mailbox number.
3. Wait until the display shows **Call transferred** before you attempt any other Enterprise Edge Voice Messaging functions. The call automatically transfers and the Enterprise Edge Voice Messaging session ends.

**Note:** Do not use    to transfer a mailbox owner's call. This feature transfers the call to their telephone and the call returns to you.

After a mailbox owner's call transfers to their mailbox, the mailbox owner must:

1. Press   , or in the UK press   , while their Personal greeting plays.
2. Enter their mailbox number and password and press  .
3. Follow the voice prompts.

### Transferring calls from your mailbox to the Operator

To transfer calls from your mailbox to the Operator, at the Main Mailbox menu press  . For more information, refer to [Main Mailbox menu and options](#) on page 23.

---

## Transferring calls from your mailbox to the Automated Attendant

To transfer to the Automated Attendant from your mailbox, press **#** at the Main Mailbox menu. For more information, refer to [Automated Attendant](#) on page 13 and [Main Mailbox menu and options](#) on page 23.

## Transferring a call to Custom Call Routing (CCR)

### About Custom Call Routing (CCR)

Custom Call Routing (CCR) is a single-digit application that provides callers with a more sophisticated menu and a wider range of options than the Automated Attendant. Callers can use CCR to:

- listen to the Home menu and make a selection
- listen to a pre-recorded CCR Information message
- leave a message in a mailbox
- transfer to another extension or an external number

For more information about CCR, ask your System Administrator.

A call can be transferred to the beginning of a CCR Tree. To transfer a call to a CCR Tree:

1. Press **Feature** **9** **8** **6**. Do not press **Hold**.
2. Choose a CCR Tree by entering a digit from 1 to 8 and pressing **#**.
3. Wait until the display shows **Call transferred** before you attempt any other Enterprise Edge Voice Messaging functions. The call automatically transfers and the Enterprise Edge Voice Messaging session ends.

## Outbound Transfer

You can set up Outbound Transfer to transfer a caller who reaches your mailbox to a number that you assign. A caller can use Outbound Transfer from any touch tone telephone, and you can direct your Outbound Transfer calls to any telephone.

You can personally inform callers of this feature, or you can inform callers of this feature in your personal greeting. If you choose to inform callers of this feature in your mailbox greeting, you must tell them to press **7** to transfer. For example:

*“Hi. This is Brenda Whately. I’m away from the office today. Please leave me a message after the tone and I will return your call as soon as possible. If you need to reach me before tomorrow, press **7** and you will be transferred to my cellular phone. Thanks.”*

**Note:** The restrictions that apply to your telephone line also apply to Outbound Transfer numbers. For example, if you cannot dial long distance phone numbers from your telephone, you cannot have a long distance Outbound Transfer destination.

If your mailbox is restricted to extension destinations for Outbound Transfer, see your System Administrator.

For Outbound Transfer to function properly, you must have a greeting recorded.

When you set up Outbound Transfer, you can add special characters to the destination number. Read [Adding special characters to the destination number](#) and refer to the following tables and examples.

## Adding special characters to the destination number

Follow the voice prompts or press **ADD** to add special characters to a destination phone number (or a destination pager number if you are setting up a destination pager number in Off-premise Message Notification.) The destination phone or pager number cannot be longer than 30 characters.

**Note:** If you are adding special characters, do not press the dialpad buttons **#** to enter a #, or **\*** to enter a \*. Press the button directly below the option on a two line display telephone, or listen to the voice prompts.

To add special characters on an Enterprise Edge one line display telephone, refer to the table [Adding special characters using an Enterprise Edge one line display telephone](#).

#### Adding special characters using an Enterprise Edge one line display telephone

Press	Description
<b>2</b>	to retry or add digits to the destination phone number.
<b>3</b>	to enter a timed pause that appears as <b>P</b> on the display. Pauses are four seconds long.
<b>4</b>	to recognize dial tone (behind PBX). The Recognize Dial Tone special character appears as <b>D</b> on the display.
<b>5</b>	to enter a #.
<b>6</b>	to enter a *.
<b>*</b>	to cancel and retry.

To add special characters on an Enterprise Edge two line display telephone, refer to the table [Adding special characters using an Enterprise Edge two line display telephone](#).

#### Adding special characters using an Enterprise Edge two line display telephone

Press	Description
<b>*</b>	to cancel and retry.
<b>DIGS</b> or <b>2</b>	to retry or add digits to the destination phone number.
<b>PAUS</b> or <b>3</b>	to enter a timed pause that appears as <b>P</b> on the display. Pauses are four seconds long.
<b>OTHR</b>	to go to the next display to enter the following special characters:
<b>TONE</b>	to recognize dial tone (behind PBX). The Recognize Dial Tone special character appears as <b>D</b> on the display.
<b>#</b>	to enter a #.
<b>*</b>	to enter a *.

## Optimizing Outbound Transfer

When Enterprise Edge Voice Messaging transfers a call to an external telephone number using Outbound Transfer, two lines are used. An incoming line connects a caller to a mailbox and an outgoing line transfers a caller to an Outbound Transfer telephone number. Both lines remain in use while the caller connects to the Outbound Transfer telephone number.

To optimize the use of Enterprise Edge Voice Messaging lines, the Outbound Transfer call to an external telephone number can transfer to the incoming line to make the outgoing call. This type of transfer is called a Link transfer.

**Note:** A Link transfer can be performed only if the Enterprise Edge Voice Messaging line is equipped with Link transfer capability. If Link transfer is programmed for an Outbound Transfer and your Enterprise Edge Voice Messaging lines do not support this feature, the caller is disconnected. Ask your System Administrator before programming a Link transfer.

To perform a Link transfer with Outbound Transfer you must add a [#] before the Outbound Transfer telephone number. For example, the telephone number looks like:

# 5 5 5 1 2 3 4

where:

# instructs Enterprise Edge Voice Messaging to use the incoming line to perform the transfer

5 1 2 3 4 is the telephone number dialed

## Programming an Outbound Transfer telephone number when Enterprise Edge Voice Messaging is behind PBX or Centrex+

When Enterprise Edge Voice Messaging is installed behind a PBX or Centrex+ and you want to access an outside line and recognize dial tone, enter:

9 # 4 2 5 5 5 1 2 3 4

where:

9 accesses an outside line

# specifies the next digits are special characters

4 recognizes dial tone

2 specifies that the next digits are the numbers to be dialed

5 5 5 1 2 3 4 is the phone number dialed

## Setting up Outbound Transfer to a phone number

To set up Outbound Transfer to a phone number for the first time:

1. Press **Feature** **9** **8** **1** to open your mailbox.
2. Enter your mailbox password and press **OK** or **#**.
 

```
Pswd:
OTHR  RETRY  OK
```
3. Press **ADMIN** or **8**.
 

```
0 new 0 saved
PLAY  REC  ADMIN
```
4. Press **8** to open the Outbound Transfer (xfr) menu.
 

```
Mailbox admin
GREET PSWD  QUIT
```
5. Press **ADMIN** or **1** to set up Outbound Transfer.
 

```
Outbound xfr
ADMIN          SELECT
```
6. Enter the destination phone number and press **OK** or **#**.
 

```
Ph:
RETRY          OK
```
7. Press **OK** or **#** to accept the destination number (represented by the <x>). Press **ADD** or **2** to add special characters. For information, refer to [Adding special characters to the destination number](#) on page 56. After you add special characters, press **OK** or **#** to accept the destination number.
 

```
<x>
ADD          OK
```
8. Press **CHNG** or **1** to turn Outbound Transfer on.
 

```
Transfer: off
CHNG          QUIT
```
9. Press **QUIT** or **\***.
 

```
Transfer: on
CHNG          QUIT
```
10. Press **Rls** to end this session.

## Setting up Outbound Transfer to an extension

To set up Outbound Transfer to an extension for the first time:

1. Press **Feature** **9** **8** **1** to open your mailbox.
2. Enter your mailbox password and press **OK** or **#**.
 

```
Pswd:
OTHR  RETRY  OK
```
3. Press **ADMIN** or **8**.
 

```
0 new 0 saved
PLAY  REC  ADMIN
```
4. Press **8** to open the Outbound Transfer (xfr) menu.
 

```
Mailbox admin
GREET PSWD  QUIT
```

Outbound xfr  
ADMIN SELECT

5. Press **ADMIN** or **1** to set up Outbound Transfer.

Ext:  
RETRY OK

6. Enter the destination extension and press **OK** or **#**.

Accept:<x>  
RETRY OK

7. Press **OK** or **#** to accept the number.  
The <x> represents the extension.

Transfer: off  
CHNG QUIT

8. Press **CHNG** or **1** to turn Outbound Transfer on.

Transfer: on  
CHNG QUIT

9. Press **QUIT** or **\***.

10. Press **Rls** to end this session.

### Changing the Outbound Transfer parameters

To change the Outbound Transfer parameters:

<x>  
CHNG NEXT

11. Press **CHNG** or **1**.

**Note:** The <x> represents the current Outbound Transfer destination number.

## Turning Outbound Transfer on and off

You can turn Outbound Transfer on or off at any time after you set it up. Turning Outbound Transfer off does not affect any of its assigned parameters.

To turn Outbound Transfer on or off:

1. Press `Feature` `9` `8` `1` to open your mailbox.

```
Pswd:
OTHR  RETRY  OK
```

2. Enter your mailbox password and press `OK` or `#`.

```
0 new 0 saved
PLAY  REC  ADMIN
```

3. Press `ADMIN` or `8`.

```
Mailbox admin
GREET  PSWD  QUIT
```

4. Press `8` to open the Outbound Transfer (xfr) Menu.

```
Outbound xfr
ADMIN  SELECT
```

5. Press `SELECT` or `2`.

```
Transfer: on
CHNG  QUIT
```

6. Press `CHNG` or `1` to turn Outbound Transfer off. Press `CHNG` again to turn Outbound Transfer on.

```
Transfer: off
CHNG  QUIT
```

7. Press `QUIT` or `Rls` to end this session.



## Introduction

This chapter describes how to set up and change Off-premise Message Notification and includes the following topics:

- About Off-premise Message Notification
- Setting up Off-premise Message Notification to a phone number
- Setting up Off-premise Message Notification to an extension
- Setting up Off-premise Message Notification to a pager number
- Changing Off-premise Message Notification parameters
- Setting up Off-premise Message Notification to more than one destination
- Deleting an Off-premise Message Notification destination number
- Adding an Off-premise Message Notification destination number
- Turning Off-premise Message Notification on and off

## About Off-premise Message Notification

You can program Enterprise Edge Voice Messaging to call you and let you know there is a message for you at a phone number, an extension, or a pager. The Off-premise Message Notification feature is enabled by your System Administrator.

If you program Enterprise Edge Voice Messaging to call you at a telephone, you are prompted to enter your password before you can listen to your messages.

You can receive notification of a message at a maximum of five different destination numbers assigned by you. When the number of retry attempts is reached for each assigned destination number, the next number in the series is called. For example, Enterprise Edge Voice Messaging can contact your car phone number first to let you know you have a message. If there is no answer, the call rings at your home number. If there is still no answer, the call rings at your pager number and so on. The number of retry attempts is assigned by your System Administrator.

If the destination type is **Phone**, you must assign start and stop times. The start and stop times apply to all five notification numbers.

Off-premise Message Notification begins when the start time is reached. Set the start time for the time you are at the destination phone number, so you are there to receive your calls.

**Off-premise Message Notification parameters**

You can set up the parameters for Off-premise Message Notification from any touch tone phone. The parameters include:

- destination type (telephone, extension or pager)
- destination number (telephone, extension or pager)
- time range for receiving calls at phone numbers or extensions (Pagers are notified any time there is a qualifying message.)
- types of message you want to receive (all new messages, or just messages marked urgent)

**Note:** The restrictions that apply to your telephone line also apply to Off-premise Message Notification numbers. For example, if you cannot dial long distance phone numbers from your telephone, you cannot have a long distance Off-premise Message Notification destination number.

**Setting up Off-premise Message Notification to a phone number**

When you set up Off-premise Message Notification, you can add special characters to the destination phone number. Refer to:

- [Adding special characters to the destination number](#) on page 56
- [Optimizing Outbound Transfer](#) on page 58

To set up Off-premise Message Notification to one phone number for the first time:

1. Press **Feature** **9** **8** **1** to open your mailbox.

```
Pswd:
OTHR  RETRY  OK
```

2. Enter your mailbox password and press **OK** or **#**.

```
0 new 0 saved
PLAY  REC  ADMIN
```

3. Press **ADMIN** or **8**.

```
Mailbox admin
GREET  PSWD  QUIT
```

4. Press **6** to open the Off-premise Message Notification menu.

```
Msg notify
ADMIN  SELECT
```

5. Press **ADMIN** or **1** to set up Off-premise Message Notification.

```
Destination:
PHONE  EXT  PAGER
```

6. Press **PHONE** or **1** to choose a phone number destination.

```
Ph:
RETRY  OK
```

7. Enter the destination phone number and press **OK** or **#**. The destination phone number is a maximum of 30 digits.

8. Press **OK** or **#** to accept the destination phone number. The <x> represents the phone number. Press **ADD** or **2** to add special characters. For information, refer to [Adding special characters to the destination number](#) on page 56. After you add special characters, press **OK** or **#** to accept the destination number.
9. Enter the start time for Off-premise Message Notification. This is a four-digit field. Any single-digit hour and minute must be preceded by a zero.
10. Press **AM** or **1** or **PM** or **2**.
11. Press **OK** or **#** to accept the start time.
12. Enter the time when Off-premise Message Notification is to stop. This is a four digit field. Any single-digit hour and minute must be preceded by a zero.
13. Press **AM** or **1** or **PM** or **2**.
14. Press **OK** or **#** to accept the stop time.
15. Press **NEXT** or **#** to accept the start time that you entered. Press **CHNG** or **1** to change the start time. Steps 16 and 17 let you review the start and stop times.
16. Press **NEXT** or **#** to accept the stop time that you entered. Press **CHNG** or **1** to change the stop time.
17. You can choose to be notified of all new messages or urgent messages only. Press **OK** or **#** to accept the default message type new. This means you are notified whenever you receive a new message. Press **CHNG** or **1** to change the message type to urgent. Change the message type to urgent to be notified only when you receive an urgent message.
18. Press **Rls** to end the session.

## Setting up Off-premise Message Notification to an extension

To set up Off-premise Message Notification to an extension for the first time:

1. Press **Feature** **9** **8** **1** to open your mailbox.

```
Pswd:
OTHR  RETRY  OK
```

2. Enter your mailbox password and press **OK** or **#**.

```
0 new 0 saved
PLAY  REC  ADMIN
```

3. Press **ADMIN** or **8**.

```
Mailbox admin
GREET  PSWD  QUIT
```

4. Press **6** to open the Off-premise Message Notification menu.

```
Msg notify
ADMIN  SELECT
```

5. Press **ADMIN** or **1** to set up Off-premise Message Notification.

```
Destination:
PHONE  EXT  PAGER
```

6. Press **EXT** or **2** to choose an extension destination.

```
Ext:
RETRY  OK
```

7. Enter the destination extension and press **OK** or **#**.

```
Accept:<>
RETRY  OK
```

8. Press **OK** or **#** to accept the destination extension. The **<>** represents the extension.

```
Start hhmm:
RETRY  OK
```

9. Enter the start time for Off-premise Message Notification. This is a four-digit field. Any single-digit hour and minute must be preceded by a zero.

```
<start time>
RETRY  AM  PM
```

10. Press **AM** or **PM** or **2**.

```
<start time>
RETRY  OK
```

11. Press **OK** or **#** to accept the start time.

```
Stop hhmm:
RETRY  OK
```

12. Enter the time when Off-premise Message Notification is to stop. This is a four digit field. Any single-digit hour and minute must be preceded by a zero.

```
<stop time>
RETRY  AM  PM
```

13. Press **AM** or **1** or **PM** or **2**.

```
<stop time>
RETRY  OK
```

14. Press **OK** or **#** to accept the stop time.

- Start:<start time>  
CHNG NEXT
15. Press **NEXT** or **#** to accept the start time that you entered. Press **CHNG** or **1** to change the start time. Steps 16 and 17 let you review the start and stop times.
- Stop:<stop time>  
CHNG NEXT
16. Press **NEXT** or **#** to accept the stop time that you entered. Press **CHNG** or **1** to change the stop time.
- Msg type: new  
CHNG OK
17. You can choose to be notified of all new messages or urgent messages only. Press **OK** or **#** to accept the default message type new. This means you are notified whenever you receive a new message. Press **CHNG** or **1** to change the message type to urgent. Change the message type to urgent to be notified only when you receive an urgent message.
- Msg notify  
ADMIN SELECT
18. Press **Rls** to end the session.

## Setting up Off-premise Message Notification to a pager number

When you set up Off-premise Message Notification, you can add special characters to the destination pager number. For more information, refer to:

- [Adding special characters to the destination number](#) on page 56
- [Example of a destination pager number](#) on page 68

### Example of a destination pager number

If you are assigning a pager destination number from behind a PBX or Centrex+, remember to insert a **[9]** (depending on your system) before the **[#]** to access an outside line.

There is a combined limit of 30 characters for the pager phone number and the pager message.

For example, to reach your pager, enter:

**[#]** **[4]** **[2]** **[5]** **[5]** **[5]** **[1]** **[2]** **[3]** **[4]** **[#]** **[3]**

where:

- [#]** specifies the next digits are special characters
- [4]** recognizes dial tone
- [2]** specifies that the next digits are the numbers to be dialed
- [5]** **[5]** **[5]** **[1]** **[2]** **[3]** **[4]** is the pager phone number dialed
- [3]** inserts a timed pause

Depending on the company supplying your paging service, the programming sequence can vary. For more information about setting the destination phone number parameters for your pager, contact your pager company.

To set up Off-premise Message Notification to a pager number for the first time:

1. Press **[Feature]** **[9]** **[8]** **[1]** to open your mailbox.

Pswd:  
OTHR RETRY **OK**

2. Enter your mailbox password and press **OK** or **[#]**.

0 new 0 saved  
PLAY REC **ADMIN**

3. Press **ADMIN** or **[8]**.

Mailbox admin  
GREET PSWD **QUIT**

4. Press **[6]** to open the Off-premise Message Notification menu.

Msg notify  
**ADMIN** SELECT

5. Press **ADMIN** or **[1]** to set up Off-premise Message Notification.

Destination:  
PHONE EXT **PAGER**

6. Press **PAGER** or **[3]** to choose a pager number destination.

7. Enter the destination pager number and press **OK** or **#**.
8. Press **OK** or **#** to accept the destination pager number. The **<>** represents the pager number. Press **ADD** or **2** to add special characters. If the paging service requires additional answer or setup time, add pause characters to the beginning of the pager message. For information, refer to [Adding special characters to the destination number](#) on page 56. After you add special characters, press **OK** or **#** to accept the destination number.
9. Press **NEXT** or **#** to accept the default pager message (represented by **<xxxx>**). The default pager message sent by Enterprise Edge Voice Messaging is the Enterprise Edge Voice Messaging extension. This is the sequence of digits that is sent after the pager service is dialed, to notify you of who is paging you. Press **CHNG** or **1** to change the pager message.
- Note:** The combined limit is 30 characters for the pager phone number and the pager message.
10. You can choose to be notified of all new messages or urgent messages only. Press **OK** or **#** to accept the default message type new. This means you are notified whenever you receive a new message. Press **CHNG** or **1** to change the message type to urgent. Changing the message type to urgent means you are notified only when you receive an urgent message.
11. Press **Feature** to end the session.

Pager:  
RETRY                      **OK**

<>  
ADD                              **OK**

Show:<xxxx>  
CHNG                              **NEXT**

Msg type: new  
CHNG                              **OK**

Msg notify  
ADMIN                              **SELECT**

## Changing Off-premise Message Notification

To change the parameters of Off-premise Message Notification refer to:

- Changing Off-premise Message Notification parameters
- [Changing the destination type from a pager to a telephone or extension](#) on page 72
- [Changing the destination type from phone or extension to a pager](#) on page 73

### Changing Off-premise Message Notification parameters

To change the Off-premise Message Notification parameters from your Enterprise Edge telephone (assuming that you have entered a time range):

1. Press     to open your mailbox.

```
Pswd:
OTHR  RETRY  OK
```

2. Enter your mailbox password and press **OK** or .

```
0 new 0 saved
PLAY  REC  ADMIN
```

3. Press **ADMIN** or .

```
Mailbox admin
GREET  PSWD  QUIT
```

4. Press  to open the Off-premise Message Notification menu.

```
Msg notify
ADMIN  SELECT
```

5. Press **ADMIN** or  to set up Off-premise Message Notification.

```
Notify:<x>
CHNG  NEXT
```

6. Press **CHNG** or  to change the destination.

**Note:** <x> represents the type of destination (phone, extension or pager).

```
Destination:
PHONE  EXT  PAGER
```

7. Press **PHONE** or  to choose a phone number destination. Press **EXT** or  to choose an extension destination. Press **PAGER** or  to choose a pager number destination.

```
<x>:
RETRY  OK
```

8. Enter the destination number and press **OK** or . The destination phone number cannot be longer than 30 digits.

**Note:** <x> represents the type of destination (phone, extension or pager).

9. Press **OK** or **#** to accept the destination number (represented by <x>). Press **ADD** or **2** to add special characters if the destination number is a phone or pager. For information, refer to [Adding special characters to the destination number](#) on page 56. After you add special characters, press **OK** or **#** to accept the destination number.

**Note:** If you chose a phone or extension destination, go to step 11.

Notify:<x>  
CHNG NEXT

10. Press **CHNG** or **1** to change the destination and repeat steps 7 to 9. Press **NEXT** or **#** to continue.

**Note:** <x> represents the type of destination (phone, extension or pager).

Start:<start time>  
CHNG NEXT

11. Press **CHNG** or **1** to change the start time. Press **NEXT** or **#** to accept the start time.

Stop:<stop time>  
CHNG NEXT

12. Press **CHNG** or **1** to change the stop time. Press **NEXT** or **#** to accept the stop time.

**Note:** Steps 13 and 14 let you review the start and stop times.

Msg type: new  
CHNG OK

13. Press **CHNG** or **1** to change the message type to urgent. Press **OK** or **#** to accept the new default message. You can choose to be notified of all new messages or urgent messages only. Change the message type to urgent to be notified only when you receive an urgent message.

Msg notify  
ADMIN SELECT

14. Press **Rls** to end the session.

## Changing the destination type from a pager to a telephone or extension

To change the Off-premise Message Notification destination from a pager to a phone or extension (assuming that you have not entered a time range):

1. Press `Feature` `9` `8` `1` to open your mailbox.

```
Pswd:
OTHR  RETRY  OK
```

2. Enter your mailbox password and press `OK` or `#`.

```
0 new 0 saved
PLAY  REC  ADMIN
```

3. Press `ADMIN` or `8`.

```
Mailbox admin
GREET  PSWD  QUIT
```

4. Press `6` to open the Off-premise Message Notification menu.

```
Msg notify
ADMIN  SELECT
```

5. Press `ADMIN` or `1` to change Off-premise Message Notification. The displays show a review of the first destination type and destination number, followed by the display in step 6.

```
Notify: pager
CHNG  NEXT
```

6. Press `CHNG` or `1` to change the destination type and the destination number.

```
Destination:
PHONE  EXT  PAGER
```

7. Choose the type of destination number. Press `PHONE` or `1` to choose a phone number destination. Press `EXT` or `2` to choose an extension destination.

8. Press `OK` or `#` to accept the destination number. Press `ADD` or `2` to add special characters if the destination number is a phone. For information, refer to [Adding special characters to the destination number](#) on page 56.

```
Notify:<>
CHNG  NEXT
```

9. Press `NEXT` or `#` to continue.

**Note:** `<>` represents the type of destination (telephone or extension).

## Changing the destination type from phone or extension to a pager

To change the Off-premise Message Notification destination from a phone or extension to a pager:

1. Press **Feature** **9** **8** **1** to open your mailbox.

```
Pswd:
OTHR  RETRY  OK
```

2. Enter your mailbox password and press **OK** or **#**.

```
0 new 0 saved
PLAY  REC  ADMIN
```

3. Press **ADMIN** or **8**.

```
Mailbox admin
GREET  PSWD  QUIT
```

4. Press **6** to open the Off-premise Message Notification menu.

```
Msg notify
ADMIN  SELECT
```

5. Press **ADMIN** or **1** to change Off-premise Message Notification. The displays show a review of the first destination type and destination number, followed by the display in step 6.

```
Notify:<x>
CHNG  NEXT
```

6. Press **CHNG** or **1** to change the destination type and the destination number.

**Note:** <x> represents the type of destination (phone or extension).

```
Destination:
PHONE  EXT  PAGER
```

7. Press **PAGER** or **3** to choose a pager number destination.

```
Notify:Pager
CHNG  NEXT
```

8. Press **NEXT** or **#** to continue.

## Setting up Off-premise Message Notification to more than one destination

You can receive notification of a message at a maximum of five different destination numbers assigned by you. The following steps show you how to enter a phone number destination and then add a pager destination for the first time. To set up Off-premise Message Notification to more than one destination number:

1. Press **Feature** **9** **8** **1** to open your mailbox.

```
Pswd:
OTHR  RETRY  OK
```

2. Enter your mailbox password and press **OK** or **#**.

```
0 new 0 saved
PLAY  REC  ADMIN
```

3. Press **ADMIN** or **8**.

```
Mailbox admin
GREET  PSWD  QUIT
```

4. Press **6** to open the Off-premise Message Notification menu.

```
Msg notify
ADMIN  SELECT
```

5. Press **ADMIN** or **1** to set up Off-premise Message Notification.

```
Destination:
PHONE  EXT  PAGER
```

6. Press **PHONE** or **1** to choose a destination phone number.

```
Ph:
RETRY  OK
```

7. Enter the destination phone number and press **OK** or **#**. The destination phone number cannot be longer than 30 digits.

```
<>
ADD  OK
```

8. Press **OK** or **#** to accept the destination phone number. **<>** represents the phone number. Press **ADD** or **2** to add special characters. For information, refer to [Adding special characters to the destination number](#) on page 56. After you add special characters, press **OK** or **#** to accept the destination number.

```
Start hhmm:
RETRY  OK
```

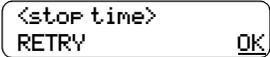
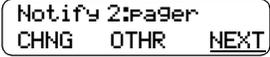
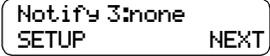
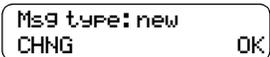
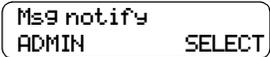
9. Enter the start time for Off-premise Message Notification. This is a four-digit field. Any single-digit hour and minute must be preceded by a zero.

```
<start time>
RETRY  AM  PM
```

10. Press **AM** or **1** or **PM** or **2**.

```
<start time>
RETRY  OK
```

11. Press **OK** or **#** to accept the start time.

- 
 12. Enter the time when Off-premise Message Notification is to stop. This is a four digit field. Any single-digit hour and minute must be preceded by a zero.
- 
 13. Press **AM** or **1** or **PM** or **2**.
- 
 14. Press **OK** or **#** to accept the stop time.
- 
 15. Press **NEXT** or **#**.
- 
 16. Press **NEXT** or **#** to continue. Press **SETUP** to add another destination.
- 
 17. Press **NEXT** or **#** to accept the start time that you entered. Press **CHNG** or **1** to change the start time.
- Note:** Steps 18 and 19 let you review the start and stop times.
- 
 18. Press **NEXT** or **#** to accept the stop time that you entered. Press **CHNG** or **1** to change the stop time.
- 
 19. You can choose to be notified of all new messages or urgent messages only. Press **OK** or **#** to accept the default message type new. This means you are notified whenever you receive a new message. Press **CHNG** or **1** to change the message type to urgent. If you change the message type to urgent you are notified only when you receive an urgent message.
- 
 20. Press **Rls** to end the session.

## Deleting an Off-premise Message Notification destination number

If you have set up more than one destination number in Off-premise Message Notification, you can delete the destinations. To delete an Off-premise Message Notification destination:

1. Press **Feature** **[9]** **[8]** **[1]** to open your mailbox.

```
Pswd:
OTHR  RETRY  OK
```

2. Enter your mailbox password and press **OK** or **[#]**.

```
0 new 0 saved
PLAY  REC  ADMIN
```

3. Press **ADMIN** or **[8]**.

```
Mailbox admin
GREET PSWD  QUIT
```

4. Press **[6]** to open the Off-premise Message Notification menu.

```
Msg notify
ADMIN  SELECT
```

5. Press **ADMIN** or **[1]** to set up Off-premise Message Notification.

```
Notify 1:<x>
CHNG  OTHR  NEXT
```

6. Press **OTHR** if you want to delete the first destination, or press **NEXT** or **[#]** to view the destinations until you find the destination that you want to delete. When you find the destination that you want to delete, press **OTHR**.

**Note:** <x> represents the type of destination (phone, extension or pager).

```
Notify 1:<x>
DEL   INS   QUIT
```

7. Press **DEL** to delete the first destination number.

```
Notify 1:<x>
CHNG  OTHR  NEXT
```

8. The first destination number is deleted. The **Notify 2** destination changes to become the **Notify 1** destination number.

To delete more destination numbers, press **OTHR** and repeat steps 6 and 7.

9. When you are done deleting destination numbers, press **[Rls]** to end the session.

## Adding an Off-premise Message Notification destination number

You can add another destination number if you have more than one destination number. To add an Off-premise Message Notification destination:

1. Press **Feature** **9** **8** **1** to open your mailbox.

```
Pswd:
OTHR  RETRY  OK
```

2. Enter your mailbox password and press **OK** or **#**.

```
0 new 0 saved
PLAY  REC  ADMIN
```

3. Press **ADMIN** or **8**.

```
Mailbox admin
GREET  PSWD  QUIT
```

4. Press **6** to open the Off-premise Message Notification menu.

```
Msg notify
ADMIN  SELECT
```

5. Press **ADMIN** or **1** to set up Off-premise Message Notification.

```
Notify 1:<x>
CHNG  OTHR  NEXT
```

6. Press **OTHR** to insert a new destination number in the first Off-premise Message Notification position (**Notify 1**), or press **NEXT** to view the destinations until you find the destination position that you want to replace, and then press **OTHR**.

**Note:** <x> represents the type of destination (phone, extension or pager).

```
Notify 1:<x>
DEL  INS  QUIT
```

7. Press **INS** to insert a destination number.

**Note:** <x> represents the type of destination (phone, extension or pager).

```
Notify 1:none
SETUP  NEXT
```

8. Press **SETUP** to set up a new destination number, and follow the steps in [Setting up Off-premise Message Notification to a phone number](#) on page 64

or

[Setting up Off-premise Message Notification to an extension](#) on page 66

or

[Setting up Off-premise Message Notification to a pager number](#) on page 68.

**Note:** When you are done adding destination numbers, press **RLS** to end the session.

## Turning Off-premise Message Notification on and off

You can turn Off-premise Message Notification on or off at any time. If you turn Off-premise Message Notification off, you do not affect any of the assigned parameters. For more information, refer to [About Off-premise Message Notification](#) on page 63. If you turn Off-premise Message Notification on, you are notified whenever you receive a message during the time you specify.

To turn Off-premise Message Notification on or off:

1. Press **Feature** **9** **8** **1** to open your mailbox.

```
Pswd:
OTHR  RETRY  OK
```

2. Enter your mailbox password and press **OK** or **#**.

```
0 new 0 saved
PLAY  REC  ADMIN
```

3. Press **ADMIN** or **8**.

```
Mailbox admin
GREET PSWD  QUIT
```

4. Press **6** to open the Off-premise Message Notification menu.

```
Msg notify
ADMIN  SELECT
```

5. Press **SELECT** or **2**.

```
Notify on
CHNG  TIME  OK
```

6. Press **CHNG** or **1** to turn Off-premise Message Notification off if it is on (as shown).

```
Notify off
CHNG  TIME  OK
```

7. Press **OK** or **\***.

**Note:** Press **TIME** to review the start and stop time parameters.

```
Mailbox admin
GREET PSWD  QUIT
```

8. Press **Rls** to end the session.

A person who receives an Off-Premise Message Notification call can cancel Off-premise Message Notification to their destination number. This is useful if a destination is incorrectly programmed and a wrong party receives the calls. The recipient of an Off-premise Message Notification call hears the following voice prompt: “Message for (name of mailbox owner). To log in press **1**. If you have received this call by mistake, please press **2**.”

## Introduction

**Feature** **9** **8** **9** lets you record an active telephone call and put the resulting message in your mailbox. Before you activate the Call Record feature, ask the parties on the call for permission to record the call.

The maximum length of the Call Record message is determined by the Class of Service setting for your incoming message length. If the mailbox message length is surpassed, the voice prompt *“Recording stopped. The recording limit has been reached”* plays and the recording ends. After Call Record stops, you can re-activate

**Feature** **9** **8** **9** to start another record call session. The call is recorded in two separate messages if this occurs. Ask your System Administrator for the message length that is assigned to your mailbox.

**Note:** Call Record is not enabled by default. The System Administrator must enable this feature by assigning you a Class of Service that supports Call Record. In some areas Call Record is not available as it contravenes local laws. Ask your System Administrator about the availability of Call Record in your area.

## Using Call Record

After a call is recorded, Enterprise Edge Voice Messaging puts the recorded call, as a message, in the mailbox associated with the extension that activates the Call Record feature. The Call Record message can be forward to other mailboxes. For more information on forwarding messages, refer to [Forwarding a copy of a message to one or more recipients](#) on page 48.

To record a call:

1. While on an active call, press **Feature** **9** **8** **9**. Other parties on the call can hear hold tones while the system conferences in Enterprise Edge Voice Messaging. Before the call begins recording, the prompt *“This call is being recorded”* plays to all the parties on the call and then a recording tone plays.

**Recording**  
**PAUSE** **QUIT**

2. Press **QUIT** to stop the call recording. The Call Record message is left in your mailbox. Press **PAUSE** to suspend the call recording. Press **RESUME** to continue call recording or press **QUIT** to stop the call recording. If the message is stopped, all the parties on the call hear “Recording stopped”.



## Introduction

This chapter contains some easy to follow guidelines to optimize using Enterprise Edge Voice Messaging.

## Enterprise Edge Voice Messaging Tips

To take advantage of Enterprise Edge Voice Messaging and its many features:

**Listen to your messages frequently.** Answer your messages promptly to encourage callers to use Enterprise Edge Voice Messaging and reassure them that it is as reliable as speaking with you personally.

You do not have to be at your desk to play your messages. When you are away from your desk, you can play your messages from any touch tone phone.

**Clean up your mailbox.** There is limited storage in your mailbox and within Enterprise Edge Voice Messaging. Do not save messages unless you need to listen to them again. When you are finished with a message, erase the message to free storage space for yourself and other mailbox owners.

**Keep a record of your password in a secure place.** Treat your Enterprise Edge Voice Messaging password as a secret code. Write down your password and keep it in a safe place. Do not keep your password near your telephone. If you let someone else have temporary access to your mailbox, change your password afterwards. If you forget your password, the System Administrator can reset it to the default password 0000. You can then enter a new password.

**When sending messages, make them brief and to the point.** More than 75% of the time spent on a normal business telephone call consists of making small talk, pleasantries and other socializing. Sending a message rather than making a call can save you time. Try to avoid sounding hurried or rude while restricting your messages to the essentials.

**Change your Primary greeting frequently.** It is a good idea to change your Primary greeting on a regular basis. Change your greeting to indicate that you listen to your messages and maintain your mailbox on a regular basis. Change your Primary greeting to provide a personal touch that frequent callers appreciate.

**Make your Alternate greeting specific.** Choosing an Alternate greeting usually means you are away from the office. If you are out of the office, indicate in your Alternate greeting when you expect to return. If you check your mailbox even though you are out of the office, make that clear. If callers can reach you at another phone number, ensure that your message includes the phone number and the time period of the temporary arrangement. If you are going to be out of the office, remember to forward your telephone to Enterprise Edge Voice Messaging.

**Extended Absence Greeting.** Begin this greeting by announcing your vacation or travel plans. This gets the attention of the caller. For example, *“Vacation alert! Hi, this is Marshall. I will be on vacation starting on the 5th, and I will be returning to work on the 12th. If you care to do so, please leave a message and I will return your call when I return from vacation. For immediate assistance, please press zero.”*

**Record your greetings and messages clearly.** For a better quality recording, speak directly into the handset. Do not use the Handsfree feature. Remember to speak clearly in a pleasant voice at a pace that is easy to understand. Do not speak too softly or loudly or make the greeting or message too lengthy. After you record a greeting or message play it back. Make sure that your greeting or message sounds the way you want it to before you accept it.

**Do not forget to use the Copy and Reply features.** You can use Enterprise Edge Voice Messaging to send copies of messages to other mailboxes and reply to messages with a message of your own. When you send copies of messages to other people, ensure that your introduction explains why you are forwarding a copy of the message. Is the copy for information only? Is the message meant for the person to whom you are forwarding it? Who is responsible for the action on the message?

**Use Group Lists for multiple copies of messages.** If you find that you regularly send the same message to several different people, ask the System Administrator to create a Group List for you. With a Group List, you can send the same message to all the mailboxes in the Group List.

**Encourage Enterprise Edge Voice Messaging use.** Old habits are sometimes hard to break, and some people have difficulty accepting or trying new technologies. Use your Personal mailbox and other Enterprise Edge Voice Messaging features, and encourage your co-workers and frequent callers to use them too.

**Report problems promptly.** If you encounter problems using Enterprise Edge Voice Messaging, report the trouble to the System Administrator as soon as possible.

## Introduction

This chapter describes some problems that can occur when you use Enterprise Edge Voice Messaging. This chapter includes a list of typical problems and what to do if they occur.

The problems you encounter while using Enterprise Edge Voice Messaging are usually operating problems. Sometimes a difficulty occurs that indicates a system problem with the Enterprise Edge server. If events occur that are not covered in this chapter, report them to your System Administrator immediately.

**The Automated Attendant transfers some callers to the General Delivery Mailbox.**

Enterprise Edge Voice Messaging requires a tone signal and a minimum voice level. If a response is not received, the caller is automatically transferred by the Automated Attendant to the Enterprise Edge Voice Messaging operator. If the operator is not available, the call transfers to the General Delivery mailbox.

Possibly the extension called does not have a mailbox assigned to it. Ask your System Administrator to verify that the mailbox is assigned to the extension

**Feature 981 produces a LOG prompt on my Enterprise Edge display.**

The  prompt can be caused by:

- Possibly the extension you are using does not have an operating mailbox. If the extension does not have a mailbox, Enterprise Edge Voice Messaging requests both a mailbox number and a password.
- A Guest mailbox that normally does not have an assigned extension. Ask your System Administrator to verify that your extension is properly assigned to your mailbox.

**My telephone cannot be forwarded to Enterprise Edge Voice Messaging.**

If you attempt to forward your extension to Enterprise Edge Voice Messaging and the display shows **Not in service** you can be forwarding to the wrong extension number. Use Feature 985 to verify you are calling the correct Enterprise Edge Voice Messaging extension number.

**My mailbox is not accepting messages.**

A mailbox accepts messages only after the mailbox is initialized. A mailbox cannot receive messages until it is initialized by the mailbox owner. Initialize your mailbox. Refer to the *Enterprise Edge 2.0 Voice Messaging Quick Reference Guide* or to Chapter 3 of this guide.

**My name is not played in the Company Directory.**

Check to ensure that your mailbox is initialized. If it is not initialized, your name is not played in the Company Directory and your mailbox cannot receive any messages. If you have recorded your Company Directory name, ask your System Administrator to ensure that the Company Directory Override is set to YES.

**I have forgotten my mailbox password.**

A forgotten password cannot be recovered. Your old password must be reset to the default password of four zeros (0000). After the System Administrator has reset your password, you must open your mailbox and change the default password.

**I attempt to access my mailbox and I hear the recording: *"This mailbox has been locked to prevent unauthorized access. Please contact your administrator for assistance."***

Your mailbox is assigned a maximum number of incorrect password attempts. Enterprise Edge Voice Messaging records the number of incorrect attempts from the last time your mailbox was successfully accessed. After the number is passed you are "locked-out". Your mailbox cannot be opened again until the System Administrator resets the password.

**Enterprise Edge Voice Messaging Timeout**

The Enterprise Edge Voice Messaging Timeout feature allows five seconds for you to choose an option. If Enterprise Edge Voice Messaging does not detect a selection, the Automated Attendant replays the option list. If an option is still not selected, Enterprise Edge Voice Messaging ends the session.

Enterprise Edge Voice Messaging has minimum voice level detection. If Enterprise Edge Voice Messaging does not detect an audio signal, it requests the caller to speak louder and provides the option to re-record. If no voice level is detected after the prompt, Enterprise Edge Voice Messaging ends the session.

**Messages are cut off**

If people need to leave long messages in your mailbox (up to 10 minutes), you can ask the System Administrator to give you more message recording storage space.

**I attempt to listen to my messages and I hear the recording: *"Your mailbox is full. You must erase some messages before you can listen to new messages."***

Your mailbox is equipped with the Never Full Mailbox feature, which lets a caller leave a message in your mailbox, even if the mailbox is "full". The message is stored, but cannot be accessed until you delete at least one saved message. If you find that you need more message time in your mailbox, ask your System Administrator to give you more storage space.

**Wrong prompt language**

If the wrong language appears on the display of your Enterprise Edge telephone, ask the System Administrator to change this.

**Outbound Transfer does not work.**

Ensure that you have recorded the correct instructions for callers in your personal greeting. In your greeting, tell callers to press  to reach you. Refer to [Outbound Transfer](#) on page 56.

Ensure that the destination number you enter is not restricted. For example, if you cannot call long distance numbers from your telephone, then you cannot set up Outbound Transfer to a long distance number.

Check to see if Outbound Transfer is turned on. Refer to [Turning Outbound Transfer on and off](#) on page 61.

**Off-premise Message Notification does not work**

If Off-premise Message Notification does not work, ask the System Administrator to check the Off-premise Message Notification parameters. Also, ask the System Administrator to check whether you are allowed to have Off-premise Message Notification. Ensure that the destination phone number and time parameters are correct.

Ensure that the destination number(s) that you enter are not restricted. For example, if you cannot call long distance numbers from your telephone, then you cannot set up Off-premise Message Notification to a long distance number.

Check to see if Off-premise Message Notification is turned on. Refer to [Turning Off-premise Message Notification on and off](#) on page 78.



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## Appendix A: Default values and tone commands

### Default mailbox numbers for the General Delivery mailbox

Mailbox number length	Default General Delivery Mailbox number
2	10
3	100
4	1000
5	10000
6	100000
7	1000000

If the Group List leading digit is one then the default General Delivery mailbox numbers begin with two.

### DTMF tone commands for setting up Off-premise Message Notification

Option function	Dialpad button
Review number	1
Enter more digits	2
Insert a timed pause (4 sec)	3
Recognize dial tone (1.5 sec)	4
Insert a # button tone	5
Insert a * button tone	6
Accept number	#
Cancel and re-enter	*

If Enterprise Edge Voice Messaging is installed with PBX or Centrex+ and you want to access an outside line, you must enter the command to recognize a dial tone. For example, enter 9 to access an outside line, press # and then 4 to recognize dial tone and then press 2 to enter more digits. Enter the destination number, press # and any required pauses. Each pause entered is four seconds long. For definitions of Pause, Recognize dial tone and Enter more digits, refer to the [Glossary](#) on page 89.



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# Glossary

**Administration**

The tasks involved in maintaining the Enterprise Edge Voice Messaging mailboxes, greetings and set up configuration.

**Alternate greeting**

A greeting recorded for a Personal mailbox and played on occasions such as absence, illness, or vacation.

**Attendant sign On/Off**

The task performed by a company receptionist or Operator that indicates to Enterprise Edge Voice Messaging when an Operator is available to answer calls.

**Automated Attendant**

The Enterprise Edge Voice Messaging answering service that answers incoming calls with a Company greeting, plays a list of Enterprise Edge Voice Messaging options to a caller and performs call routing functions in response to a caller's dialpad selections.

**Broadcast Message**

A message that can be sent only by the System Administrator. This type of message plays in all initialized Personal mailboxes and plays immediately after the mailbox is opened. It is automatically erased after the mailbox owner listens to the message.

**Business Status**

A Enterprise Edge Voice Messaging setting that tells Enterprise Edge Voice Messaging whether a company is closed or open for business.

**Class of Service**

A predetermined number designation that specifies the Enterprise Edge Voice Messaging Options for a mailbox.

**Company Directory**

An internal voice list that contains the names of users with initialized mailboxes designated to appear in the Company Directory.

**Conventions**

The way certain information is described. For example, using underlined text to represent second-line display prompt information.

**Default**

The parameters preset in the Enterprise Edge Voice Messaging system.

**Designated Operator**

An individual in a company who is assigned to answer the Enterprise Edge Voice Messaging Operator Request option.

**Display**

A one line or two line screen on an Enterprise Edge telephone that shows Enterprise Edge Voice Messaging commands and options.

**Display buttons**

The three buttons on an Enterprise Edge two line display display. Users press these buttons to select the specified Enterprise Edge Voice Messaging option.

**Display options**

The choices available to a user that appear on an Enterprise Edge two line display display. Options shown on the display can be selected using the display or dialpad buttons

**Enterprise Edge ATA 2**

An Enterprise Edge product that lets you connect an analog device, such as a single line telephone or a fax machine, to an Enterprise Edge Voice Messaging system.

**Envelope information**

A date and time stamp that appears on messages left in a mailbox. If the message is left by another mailbox owner, envelope information includes the message sender's name.

**Extension**

A two-digit to seven-digit number used to reach a designated telephone. Also an Enterprise Edge internal telephone.

**Feature code**

A unique three-digit code used to access Enterprise Edge Voice Messaging features and options.

**General Delivery mailbox**

One of the two Special mailboxes used to store messages for individuals in a company who do not have a Personal mailbox.

**Greetings**

There are three types of Enterprise Edge Voice Messaging greetings: Company greetings, Personal mailbox greetings and Information greetings. Company greetings are played by the Automated Attendant to incoming callers. Personal mailbox greetings are played to callers who want to leave a message in a selected mailbox. Information mailbox greetings are played to describe goods or services available to callers.

**Group Lists**

A collection of mailbox numbers assigned to a special group name and number by the System Administrator. If a message is sent to a Group List, each mailbox in the list receives the same message.

**Guest mailbox**

A mailbox assigned to a user who does not have an extension.

**Information mailbox**

A mailbox that provides a caller with a message describing goods or services available from your company.

**Initialize mailbox**

Preparing a mailbox to receive messages, which includes changing a mailbox default password and recording a Company Directory name.

**Leave Message**

The feature code used to leave messages in Enterprise Edge Voice Messaging mailboxes.

**Mailbox**

A storage place for voice messages on the Enterprise Edge Voice Messaging system.

**Mailbox number length**

The number of digits allowed in a mailbox number. The mailbox number length can be between two and seven digits.

**Mailbox overrides**

Mailbox overrides are optional parameters in addition to the Class of Service values. The mailbox overrides are: Include in Company Directory, Alternate Extensions, Express Messaging Line, Call Screening, Message Waiting Notification and Outdial route.

**Message Delivery options**

Message sending options stamped onto a message. There are five Message Delivery Options: Normal, Certified, Urgent, Private and Timed. A Message Delivery Option can be assigned to a message after it is recorded.

**Message Waiting Notification**

A display prompt that informs a mailbox owner when a message is left in a mailbox. This feature is a mailbox override.

**Never Full mailboxes**

Your Enterprise Edge Voice Messaging mailbox is equipped with the Never Full mailbox feature, which lets an external caller leave a message in your mailbox, even if the mailbox is “full”. The message is stored, but cannot be accessed until you delete at least one saved message.

**Off-premise Message Notification**

The Enterprise Edge Voice Messaging feature that calls destination numbers that you set up, to let you know you have a new or urgent message. This feature is a part of the Class of Service.

**Operator Status**

The Enterprise Edge Voice Messaging indicator that determines if a company’s receptionist or Designated Operator is available.

**Option**

A Enterprise Edge Voice Messaging choice that is given to a user through voice or display prompts.

**Password**

A four- to eight-digit number that is entered on the dialpad. A password is used to open mailboxes or perform configuration tasks.

**Pause**

Pause is used when setting up pager notification. Each pause entered is automatically four seconds. For voice pagers, pauses are entered after the pager number to delay the start of the Enterprise Edge Voice Messaging voice prompt that activates the pager. For alphanumeric pagers, pauses are entered after the pager number and before the digits that appear on the pager display.

**Personal mailboxes**

Mailboxes assigned to users as a place to store messages.

**Primary greeting**

The main greeting played in a Personal mailbox.

**Programmable memory buttons**

Buttons on the Enterprise Edge one line and two line display telephones that can store feature codes and numbers.

**Recognize dial tone**

After accepting the Outbound Transfer or Off-premise Message Notification destination phone number, entering **4** adds a D to the digit string. The Enterprise Edge system uses this to recognize dial tone when an access code is required.

**Resetting passwords**

A System Administrator task that changes a mailbox password from its current setting back to the Enterprise Edge Voice Messaging default setting 0000 (four zeros).

**Special mailboxes**

The two mailboxes used by the System Administrator and designated Enterprise Edge Voice Messaging Operator. The two Special mailboxes are System Administrator and General Delivery.

**System Administrator**

The person responsible for configuring, updating, and maintaining the Enterprise Edge Voice Messaging system.

**System Administrator mailbox**

One of the two Special mailboxes. This mailbox is used by the System Administrator for sending Broadcast Messages. This is also the System Administrator's Personal mailbox.

**Touch tone phone**

A push-button telephone that emits DTMF tones.

**Voice prompts**

The prerecorded voice instructions that play when you access the different Enterprise Edge Voice Messaging features and options.



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