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INTER-TEL AXXESSORY TALK

VOICE MAIL USER GUIDE

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INTRODUCING THE INTER-TEL AXXESSORY TALK VOICE MAIL FEATURES

About This Guide

This user guide contains instructions for using the Voice Mail features available through the Inter-Tel AXXESSORY Talk voice processing system. For more detailed information and expanded procedures, refer to the Inter-Tel AXXESS Owner's Guide. For quick access to basic subscriber instructions, refer to the Inter-Tel AXXESSORY Talk Subscriber Quick Reference Guide. For quick access to basic System Administrator procedures, refer to the Inter-Tel AXXESSORY Talk System Administrator Quick Reference Guide.

General System Information

Inter-Tel AXXESSORY Talk™ Voice Mail allows callers to send and receive recorded messages from any station or DTMF telephone. (Callers using dial-pulse phones can be routed to the operator for assistance.)

Station users and outside callers reach Voice Mail in the following ways:

- By dialing the telephone number or extension number assigned to the Voice Mail application
- By being transferred to Voice Mail by the automated attendant
- By being forwarded (using manual or system forward) to Voice Mail when a called station is unavailable
- By responding to message waiting indications left by voice mail at a station

When you reach Voice Mail, you will hear recorded instructions that tell you what to do next. Simply listen to the prompts and press the keypad key that corresponds to the desired choice. If you do not respond immediately, a second set of prompts is played.

Most prompts are interruptible, and you can press the desired key at any time during the prompt. The prompt will then stop and the system will act on the requested choice.

Mailboxes

Each Voice Mail user can be assigned a unique mailbox number. There are three types of mailboxes on the voice mail system: Standard, Receive-Only, and System Administrator.

- Standard mailbox features include: listening to new messages, sending messages, forwarding messages, deleting messages, saving messages, programming personal options, and, if authorized through database programming, setting up remote messaging.
- A Receive-Only mailbox user can only listen to new messages, save or delete them, and program personal options.
- The System Administrator has all of the Standard mailbox options, plus the ability to record and send broadcast messages, provide mailbox and group list maintenance, and record and select custom recordings.

When your mailbox receives a message, your station is signaled. If it is a keyset, the MSG key is lit and the display shows that a message has been received. A single-line set will receive message waiting signals of six tones when the handset is lifted, if enabled system-wide.

Remote messaging can be enabled for your mailbox through database programming and set up through your mailbox. It allows you to enter the primary and/or alternate telephone number, pager number, or extension number that the voice mail system will call when new messages are received by your mailbox. (See page 10 for details on using remote messaging.)

Record-A-Call

Your phone may be programmed to use the Record-A-Call feature. If so, you can enter a feature code whenever you want to record an ongoing call. You can retrieve the message later, just as you would any other mailbox message. For more information on using this feature, refer to the appropriate user guide for your type of phone.

Multilingual Capability

Your telephone system provides a choice between English and Japanese prompts and displays. If your phone is programmed for English, all displays appear in English and all Voice Mail prompts are delivered in English (unless overridden). If programmed for Japanese, all displays appear in Katakana characters and all voice prompts are played in Japanese (unless overridden). By default, all phones are set for English. For more information on this feature, refer to the appropriate user guide for your type of phone.

ENTERING YOUR MAILBOX

When you enter your mailbox, the system may play one of the following messages:

- Mailbox almost full or full: If your mailbox is full, no new messages can be received until you delete waiting or saved messages.
- Message count: The system tells you how many messages are waiting to be heard, if any, and how many are priority messages.
- Remote messaging: The system will indicate whether primary or alternate remote messaging is selected when remote messaging is enabled. It will also alert you if a programming error has been detected and/or whether it encountered busy system resources when attempting to place a remote messaging call.

Enter your mailbox by following these steps:

- Dial the Voice Mail extension number. (You hear the main menu.)
- During or after the greeting, press * to identify yourself as a subscriber.
- Enter your mailbox number and your personal password (if programmed). Then press #.

If your MSG key is lit and you have a message from Voice Mail:

- Lift the handset *OR* press SPKR . (If you have a non-display keyset, you do not have to perform this first step.)
- Press Msg ▮.
- Enter your personal password and press #.

INITIALIZING YOUR MAILBOX

The first time you use your mailbox, you must initialize it (set it up). System prompts will instruct you to:

- Change the default password number to a personal password.
- Record a name to identify yourself in the company directory.
- Listen to the Voice Mail application introduction. (You can skip this introduction by pressing #, if desired.)

To initialize your mailbox:

10	muunge your manoox.
	Dial the Voice Mail extension number. (You hear the main menu.)
_	Press * to identify yourself as a subscriber.
	Enter your mailbox number and default password. (Your default password is your mailbox number.)
	If you want a password, enter a new password using digits 0-9 (up to 12 digits). Then press #. Voice Mail plays back your password.
	If you do not want to use a password, press #.
	Press # to accept the entry. (Or, press 3 if you wish to re-enter your password.) The system prompts you to record your directory name.

- Press # again to accept the name. (Or, press 1 to replay the name you just recorded, press 2 to add to your name, or press 3 to erase and re-record it.)
- The system then plays a prompt that introduces you to basic Voice Mail features.

LISTENING TO MESSAGES

Whenever you enter your mailbox, you are told how many new and saved messages you have.

To listen to messages:

	Enter	your	mailbox	as	described	on	page	3.
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— EITHER, Press 1 to listen to your new messages.

OR, Press 3 to listen to your saved messages.

- The system plays each message in the queue selected. While you are listening to a message, you can use the following options:
 - Press # to skip to the end of the recording.
 - Press 1 to back up.
 - Press 2 to pause. (Then press any key to continue.)
 - Press 3 to skip ahead.
 - Press 4 to lower the volume.
 - Press 5 to play the message envelope again.
 - Press 6 to raise the volume.
 - Press 7 to save the new message in your mailbox.
 - Press 9 to delete the message from your mailbox.
- When the message has finished playing, you have the following options:
 - Press 1 to replay the message from the beginning.
 - Press 2 to reply to the message.
 - Press 3 to forward a copy of the message to another subscriber. If you want to include introductory comments, press 1 and record an introduction. If not, press # to forward the message without an introduction.
 - Press 4 to listen to the previous message.
 - Press 5 to play the introductory message "envelope" again.
 - Press 6 to listen to the next message.
 - Press 7 to save the new message in your mailbox.
 - Press 9 to delete the message from your mailbox.

SENDING MESSAGES

• Press * to exit.

— Enter your mailbox as described on page 3.

To s	send	messages:
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	Press 2.						
_	Dial the desired mailbox number or group list number.						
_	After hearing the subscriber's name, press # to accept it.						
	When you hear the tone, record your message.						
	• To pause while recording, press 2. To continue, press any key.						
	• To erase and re-record your message, press [3].						
	When you have completed your message, you have the following options:						
	To exit: Hang up. OR, press # and go to the next step.						
	To replay your message: Press 1.						
	To add to your message: Press 2 and continue your message.						
	To erase and re-record your message: Press 3.						
	To use the special delivery options: Press [9]. You can perform <i>one or more</i> of the following steps:						
	• Press 1 to mark the message "private." (This prevents the recipient from forwarding it to other subscribers.)						
	• Press 2 to mark the message "certified." (When a certified message is heard by the recipient, you will receive a receipt notice.)						
	• Press 3 to mark the message "priority." (This will place your message ahead of all other waiting messages in the receiving mailbox.)						
	Press to cancel delivery options.						
	• Press # to deliver the message. (If you wish to mark the message certified, private, and/or priority, do so before completing this step.)						
_	After the message has been sent, you may choose either of the following options:						
	 Press # and enter another mailbox number to send the message to another destination. 						

PERSONAL OPTIONS

Personal Options allow you to customize your mailbox. Voice Mail has the following personal options:

- **Greetings:** Your primary or alternate greeting is played to callers when they reach your mailbox.
- Directory Name: Your recorded name is used to identify you in the directory
 and to verify your mailbox number when messages are addressed to you by nonsubscribers and other subscribers.
- Password: Your password prevents unauthorized access to your mailbox.
- Message Envelope Contents: Each message is preceded by an "envelope" message that can be programmed to include time/date the message was left, the source of the message, and/or the length of the message.
- Transfer Method (if enabled): When a call is received by an automated attendant or call routing announcement application and the caller enters your extension number, the programmed Transfer Method determines how the call will be transferred. Depending on the Transfer Method programmed for your phone, transferred calls from AXXESSORY Talk may be unannounced (as usual), or one of the following may occur:
 - "Announce Only" Calls: Before the Voice Mail system transfers a call to you, a prompt asks the caller to record his or her name before the system completes the transfer.
 - "Screened" Calls: Before the Voice Mail system transfers a call to you, a prompt asks the caller to record his or her name. When you answer the call from Voice Mail, you hear, "You have a call from (caller's name)," You then have the option of replaying the name, sending the call to voice mail (if you have a mailbox), transferring the call to another extension, accepting the call, or rejecting it.

To program personal options:

- Enter your mailbox as described on page 3.
- Press 4 to select the Personal Options Menu. You may then perform any or all of the following functions:

To change your personal greeting:

- Press 1.
- EITHER, Press 1 to record and/or enable your primary greeting.
 - OR, Press 2 to record and/or enable your alternate greeting.
 - OR, Press 3 to enable the system default mailbox greeting.
- If you pressed 1 or 2, the current greeting is played (if one exists). Then do one of the following:
 - EITHER, Press # to accept the greeting. (Or, press 1 if you wish to replay the greeting, press 2 to add to the greeting, or press 3 to erase and rerecord the greeting.)
 - OR, Press * to exit without changing your greeting.

To change your directory name:

- Press 2. Your current name is played. (Press 1 to replay your recorded name, if desired.)
- Press 3 to erase and re-record your name.
- When you hear a tone, record your first and last name, then press #.
- Press # again to accept your recorded name. (Or, press 1 to replay your recorded name, press 2 to add to your name, or press 3 to erase and re-record your name.)

To change your password:

- Press 3.
- If you want to have a password, enter a new password using digits 0–9 (up to 12 digits).

If you do not want to use a password, skip this step.

- Press #. Voice Mail plays back your password if you entered one.
- Press # to accept the password as entered. Or, press 3 if you want to erase and re-enter your password.

Continued...

To change your message envelope:

• Press 4. You can then do any of the following:

To enable or disable the time/date option, press 1.

To enable or disable the message source option, press 2.

To enable or disable the message length option, press 3.

To enable all options, press 4.

To disable the envelope, press 5.

To accept the envelope, press #.

To return to the Personal Options menu without changing the envelope, press *\.

To change your Transfer Method (if allowed):

• Press 5. The system tells you what your current Transfer Method is. You can then select the desired Transfer Method, as follows:

To select unannounced transfers, press 1.

To select screened transfers, press 2.

To select announce only transfer, press 3.

To return to the Personal Options menu without changing the Transfer Method, press $\boxed{\star}$.

REMOTE MESSAGING

To set up remote messaging:

_	Enter your mailbox as described on page 3.
-	Press 5.
_	EITHER, press 1 to set up a Primary cascade.
	OR, press 2 to set up an Alternate cascade.
	A prompt tells you what the cascade's current status is. (If desired, press * to return to the Personal Options Menu.) Perform one of the following steps.
	To program a cascade level: Press 1 then program the following:
	• Enter the number of the level you wish to program (1–9). You then have the following options:
	To enable or disable the cascade level: Press 1. (You cannot enable the level until a notification number is programmed.)
	To set up or change the personal telephone number: Press 2. Then press if it is an extension number OR press 2 if it is an outside number. There enter the number. (Executive keyset users can enter the special characters for pause, mailbox, and new message count by pressing their menu keys.)
	To set up or change the pager telephone number: Press 3. Then enter the number. (Executive keyset users can enter the special characters for pause mailbox, and new message count by pressing their menu keys.)
	To set up time of day for notification: Press 2. Then, when prompted, enter the time at which you wish to have the message notification start and stop. Enter the times with two digits for the hour and two digits for the minutes. If entering the time in 12-hour format, you will be prompted to press 1 for AM or press 2 for PM. <i>Note:</i> If you wish to have 24-hour notification, program the starting and ending times to be the same.
	To set up the days of the week for notification: Press 3. Then select one of the following: Press 1 for messaging Monday-Friday, 2 for all days, or 3 to select individual days. If you selected individual days, you will be prompted to press digits 1-7 which correspond to the days Sunday through Saturday.
	To select all or priority-only message notification: Press 4. Then press 1 for all messages or 2 for priority messages only.
_	The list of options returns. Either select another option, as described above, or press ## to save the settings and exit.

USING THE DIRECTORY

The mailbox and extension number directories can be used any time a prompt asks you to enter a mailbox number. You use the keypad keys to enter the name. The system then plays the closest matching directory name that corresponds to the entry. There are two methods used for entering a name:

- Non-Display Keysets and Single-Line Sets: Quick Spell callers press a single key on the dial pad for each letter entered. The letters match those printed on the key (for example, press 2 to enter A, B, or C).
- **Display Keysets:** Exact Spell callers press the keys to enter the name. The number of times a key is pressed determines which character is entered, as shown below. When adjoining characters are under the same key, press [FWD]] to advance to the next character. For example, 566 [FWD]] 666337777 enters JONES.

	NUMBER OF TIMES KEY IS PRESSED						
KEY	1	2	3	4	5		
1	-	&	()	1		
2	A	В	С	,	2		
3	D	Е	F	!	3		
4	G	Н	I	*	4		
5	J	К	L	1	5		
6	М	N	0	#	6		
7	P	Q	R	s	7		
8	T	U	v	?	8		
9	w	Х	Y	Z	9		

If you press 0 at any time while spelling a name, the voice mail system will play a helpful prompt instructing you how to enter a name. (Display keyset users will receive Exact Spell instructions; all other users will hear Quick Spell instructions.)

To use the directory:

- Dial the Voice Mail extension number, then press # for Directory Services.
- Enter the desired name, as described above, then press #.
- The selected name is played. Do one of the following:
 - To accept the name, press #.
 - To hear the previous name in the directory, press 1.
 - To hear additional information for the selected name (if allowed), press 2.
 - To hear the next name in the directory, press 3.
 - To spell a different name, press 4 and spell a new name as described above.
 - To switch the first/last name sort order, press 5.

NON-SUBSCRIBER ACCESS TO VOICE MAIL

You do not have to enter your mailbox to leave a message for another "subscriber." You can leave a "non-subscriber" message from any phone on your system or from any outside telephone, but the recipient will not have the option of replying to your message. However, if you leave a non-subscriber message using the phone associated with your mailbox, the receiver can reply to your message; the reply will be sent to the mailbox associated with your phone.

	mailbox associated with your phone.							
To	leave a message as a non-subscriber:							
	If you hear the Voice Mail greeting or menu, dial the desired mailbox number. (If you do not know the number, press # to access the mailbox directory.)							
	If you hear a subscriber's personal mailbox greeting, skip this step.							
	After hearing the subscriber's greeting and a tone, record your message. You have the following options:							
	• Press 0 to call the attendant.							
	• Press 2 to pause while recording. To continue, press any key except zero.							
	• Press 3 to erase and re-record your message.							
	• Press * to cancel the recording and return to the menu.							
	When you have completed your message, you have the following options:							
	To exit: Hang up. OR, press # and go to the next step.							
	To replay your message: Press 1.							
	To add to your message: Press 2 and continue your message.							
	To erase and re-record your message: Press 3.							
	To use the special delivery options: Press [9]. You can perform <i>one or more</i> of the following steps:							
	• Press 1 to mark the message "private." (This prevents the recipient from forwarding it to other subscribers.)							
	• Press 3 to mark the message "priority." (This will place your message ahead of all other waiting messages in the receiving mailbox.)							
	• Press * to cancel delivery options.							
	• Press # to deliver the message. (If you wish to mark the message certified, private, and/or priority, do so before completing this step.)							
_	After the message has been sent, you may choose either of the following options:							
	• Press # and enter another mailbox number to send the message to another							

destination.

Press * to exit.



AXXESS KEYSET QUICK REFERENCE GUIDE

Select Outgoing Line: Depending on how your system is programmed, you may have several methods for selecting an outgoing line. Generally, you can press the OUTGO-ING key, an unlit CALL or LINE key, or a LINE GROUP key, or you can enter the ARS feature code (default is 9200). Refer to the Inter-Tel AXXESS Keyset User Guide for more information.

INTERCOM CALL

Answer:

• *EITHER*, Respond handsfree *OR*, Lift handset.

Place:

While on or off hook, dial extension number.

OUTSIDE CALL

Answer:

• Lift handset. If not connected, press ANSWER, CALL 1, or LINE 1.

Place:

- While on or off hook, select outgoing line.
- Dial telephone number.

EMERGENCY CALL

• Lift handset and dial 9 1 1 to automatically call the preset emergency number.

TRANSFER

- While on a call or conference, press TRANS-
- *EITHER*, Dial extension number. *OR*, Select outgoing line and dial telephone number.
- EITHER, Announce call and hang up.
 OR, Press HOLD to transfer call to

HOLD

- While on a call, press HOLD and hang up.
- Return to caller by pressing

REDIAL

• Lift handset and press REDIAL

STATION SPEED DIAL

Store number:

- While on hook, press 383.
- EITHER, Press Station Speed-Dial key to be programmed.
 OR, Dial desired location code (0-9).
- EITHER, Dial extension number. OR, Dial outside telephone number (press spect once for asterisk, twice for pound, three times for hookflash, or four times to enter pause).
- Press # to store number and exit.

Dial number:

- Lift handset, if desired.
- If placing outgoing call, select outgoing line.
- EITHER, Press desired Station Speed-Dial key (if you have one).

 OR, Press STN SPOL or SPOL

 3 8 2. Then dial desired location code (0-9).

SYSTEM SPEED DIAL

- Lift handset, if desired.
- . Select outgoing line.
- Press sys spd or 3 8 1.
- Dial location code (000–999).

hold.

REVERSE TRANSFER

- To pick up a call that is ringing or holding at another station, lift handset and press 4.
- Dial extension number where call is ringing or holding.

QUEUING

Busy line or station callback:

• When you hear busy signals, press

out or spoi 6. Then hang up.

CALL WAITING

- If you hear a single camp-on tone while on a call, hang up to end the current call. *OR*, Press HOLD.
- Answer the waiting call by pressing CALL 1, LINE 1, or C 1.

MESSAGES

Leave a message:

Place an intercom call and press
 MSG 1. Then hang up or wait for message center to answer.

Reply to waiting message:

• EITHER, Press sto view the message and then press # to respond.

OR, Lift handset and press MSG 3.

Cancel waiting message:

• While on hook, press to view message, then press *.

DO-NOT-DISTURB

Enable:

- Press DND [].
- Dial message number (01–20). OR
 Press vol △ or vol to scroll.
- Press SPKR

Cancel:

• Press DND

PAGING

- Lift handset and press PAGE or
 7.
- Dial zone code (0–9). After tone, make announcement and hang up.

CONFERENCE

Start:

- While on a call, press ONF ...
- Place next call and press (Repeat for additional parties.)
- Press CNF 3 again.

Exit and re-enter conference:

• Press CNF again to re-enter.

Exit and place conference on hold (parties stay connected):

- Press HOLD to place conference on hold.
- Press CNF lagain to re-enter.

End conference and place parties on hold:

- Press CNF , then press HOLD.
- To return to one caller at a time, press HOLD or CALL .

CALL FORWARD

• Standard or Basic Keyset:

EITHER, Press FWD . OR, Dial call forward feature code:

355—All calls

356—If no answer

357—If busy

358—If no answer or busy

Executive Keyset: Press and then select menu option.

• EITHER, Dial extension number. OR, Select outside line and dial telephone number.

Cancel:

• Press FWD , then press SPKR .

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- The System Administrator has all of the Standard mailbox options, plus the ability to record and send broadcast messages, provide mailbox and group list maintenance, and record/select custom recordings.

RESPONDING TO MESSAGES FROM VOICE MAIL

When your mailbox receives a message, your station is signaled. If it is a keyset, the MSG key is lit and the display shows that a message has been received. A single-line set will receive message waiting signals of six tones when the handset is lifted, if enabled system-wide.

Remote Messaging must be enabled for your mailbox through database programming. Then you set it up through your mailbox. It allows you to enter the primary aud/or alternate telephone number or extension number that the voice mail system will call when new messages are received by your mailbox.

MAILBOX ANNOUNCEMENTS

When you enter your mailbox, you may hear one of the following announcements:

- Mailbox almost full or full: If your mailbox is full, no new messages can be received until you delete waiting or saved messages.
 Message count: This tells you how many messages are waiting to be heard, if any, and
- Message count: This tells you how many messages are waiting to be heard, if any, and how many are priority messages.
- Remote messaging: This announcement will indicate whether primary or alternate remote messaging is selected when remote messaging is enabled. It will also alert you if a programming error has been detected and/or whether Voice Mail encountered busy system resources when attempting to place a remote messaging call.

ADDITIONAL INFORMATION

For more detailed information and expanded procedures, refer to the Inter Tel AXXESS-

Extension	Number	

Your System Administrator is

INTEGRATED SYSTEMS

INTER-TEL AXXESSORY TALK

SUBSCRIBER POCKET GUIDE

INTRODUCING VOICE MAIL

Inter-Tel AXXESSORY Talk[™] Voice Mail allows you to send and receive recorded messages from any station. Station users and outside callers may enter Voice Mail in the following ways:

- By dialing the telephone number or extension number assigned to the Voice Mail application
- · By being transferred to Voice Mail by the automated attendant
- By being forwarded (using manual or system forward) to Voice Mail when a called station is unavailable
- · By responding to message waiting indications left by voice mail at a station

When you reach Voice Mail, you will hear recorded instructions that tell you what to do next. Simply listen to the prompts and press the keypad key that corresponds to the desired choice. If you do not respond immediately, a second set of prompts is played.

Most prompts are interruptible, and you can press the desired key at any time during the prompt. The prompt will then stop and the system will act on the requested choice.

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