Non Display
User’s Guide
<table>
<thead>
<tr>
<th>Table of Contents</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>FIRST TIME ENROLLMENT / TUTORIAL</td>
<td>3</td>
</tr>
<tr>
<td>HOW TO USE THIS GUIDE</td>
<td>4</td>
</tr>
<tr>
<td>LISTEN</td>
<td>5</td>
</tr>
<tr>
<td>BOOKMARKING MESSAGES</td>
<td>6</td>
</tr>
<tr>
<td>CALLER ID CAPTURE</td>
<td>6</td>
</tr>
<tr>
<td>SEND</td>
<td>7</td>
</tr>
<tr>
<td>CALL</td>
<td>8</td>
</tr>
<tr>
<td>NOTIFY</td>
<td>9</td>
</tr>
<tr>
<td>CALL FORWARDING</td>
<td>10</td>
</tr>
<tr>
<td>MESSAGE FORWARDING</td>
<td>11</td>
</tr>
<tr>
<td>SETUP</td>
<td></td>
</tr>
<tr>
<td>BRANCHING</td>
<td>12</td>
</tr>
<tr>
<td>DISTRIBUTION LISTS</td>
<td>13</td>
</tr>
<tr>
<td>NOTES</td>
<td>14</td>
</tr>
</tbody>
</table>
Accessing the Voice Mail System From your Desk

Dial into the Voice Mail System by entering the Access Number provided by your System Administrator.

Internal Voice Mail Extension Number: ___________

As a first time user, the system will prompt you through the setup of your personal Voice Mail Box. The Tutorial will guide you through entering the following personal Mailbox information:

- Entering your personal Mailbox Password
- Recording your Name
- Recording your personal Mailbox Greeting

Simply follow these instructions to personalize your mailbox. When finished, the system will automatically take you into your personal Mailbox. From here, you can access the various Mailbox features of the Courier system.

Accessing the Voice Mail System from an Outside Line

Dial the phone number assigned to the Courier System from an outside line. When the Courier answers, press the asterisk (*) key on your phone to access the Voice Mail Center. Following the commands, enter your mailbox number and password to access your personal Mailbox.

External Voice Mail Telephone Number: ____________

Helpful Hints

Quick Entry into Mailbox

- When dialing into the Courier from an outside line, upon hearing the main greeting, you can dial # followed by the extension number to get you to the party's personal greeting without ringing the users telephone.
- You can always bypass a personal greeting by dialing # at any time during the greeting. After dialing pound, you will hear a short tone indicating that you can begin recording your message.
The Courier Voice Mail System provides audible prompts to guide you through its features. At the main menu, you will hear the following prompts:

1. **Listen** to New Messages
2. **Listen** to Old Messages
3. **Send** a Regular Message
4. **Send** a Scheduled Message
5. **Record** your Standard Mailbox Greetings and direct incoming calls to your telephone
6. **Record** your Optional Mailbox Greeting and direct incoming calls to your mailbox
7. **Set Up** and Activate Call Forwarding
8. **Set Up** and Activate Message Forwarding
9. **Set Up** and Activate Message Notification
* **Set Up** Voice Mail
# **Exit** Voice Mail
LISTEN

LISTENING TO MESSAGES...NEW & OLD

- **New**: To listen to new messages.
- **Old**: To listen to old or saved messages.

- From the Main Menu, press 1 for New Messages
- From the Main Menu, press 2 for Old Messages

User has the following options after playing the message.

**LISTEN OPTIONS**

1. **Save** the message as Old
2. **Delete** the message
3. **Play** the message from beginning (replay)
4. **Reply** to sender’s message or caller
5. **Forward** a message to a mailbox
6. **Skip Message** to advance to next message and keep message as New
7. **Stamp** message with Time and Date received
8. **Reverse** message during playback
9. **Advance** message during playback

Pause message during playback
BOOKMARKING MESSAGES & CALLER ID CAPTURE

The Courier provides two unique features that are used while listening to messages, they are Book-
marking Messages and Caller ID Capture. Both features are functional from any telephone (Cell
Phone, Internal Phone, etc.), and are utilized when listening to New or Old messages.

**BOOKMARKING & CAPTURING CALLER ID FROM A NON DISPLAY TELEPHONE:**

- While listening to a message, press ## at the desired location to place a bookmark and capture Caller ID for that mes-
sage. Listen and follow voice prompts.

- To Set a bookmark at the current position
- To Jump To an existing bookmark
- To Assign this caller ID to your mailbox
- To Remove this caller ID from your mailbox
- To Exit feature and return to voicemail main menu
**SEND**

**SEND REGULAR & SCHEDULED MESSAGES**

- Send Regular voice messages to other mailboxes on the system.
- Ability to Schedule a message to send to other mailboxes on the system.

- From the Main Menu, press 3 to **Send a Regular Message**. Enter the mailbox number, record the message and press # when finished.
- From the Main Menu, press 4 to **Send a Scheduled Message**. Enter the MM/DD/YY to deliver the message. Enter delivery time, enter the mailbox number, then record your message. Press # when finished.

*Note: to send a message to a System Distribution List, press # and the 2 digit system list number, which has been set up by the System Administrator.*

User has the following options available after recording the message:

**SEND OPTIONS**

- **1** Send the message
- **2** Delete the message
- **3** Listen to the message
- **4** ReRecord the message
- **5** Append or add to recorded message
- **6** Receipt of message confirmation
- **7** Mark Message as Private to prevent transfer of message
- **8** Mark Message as Urgent for expedited delivery
CALL

**DIRECTING CALLS TO TELEPHONE OR VOICE MAILBOX**

When callers enter extension numbers from the auto attendant:
- Calls to Telephone will ring extension first, then forward to voice mail, if no answer.
- Calls to Voice Mailbox will go directly to the mailbox greeting, without ringing the phone.
- Each option has up to 5 greetings to record

- From the Main Menu, press 5 to Direct Calls to Telephone and record Telephone Greetings.
- From the Main Menu, press 6 to Direct Calls to Voice Mailbox and record Voice Mailbox Greetings.

**User has the following options after Dialing Greeting Number 1-5**

**SETTING UP YOUR PERSONAL GREETING**

1. Activates desired greeting.
2. Listen to First Part of greeting
3. Record First Part of greeting
4. Listen to Second Part of greeting
5. Record Second Part of greeting
6. Listen to Both Parts of greeting

Apply Changes and Exit to main menu

**Notes:** Both Greeting options can be set up in 2 parts:
- **Static:** Record message during first time set up. You will not have to change this message again.
- **Dynamic:** Record the message as you need to.

**Example:** Send Calls to Voice Mailbox “Out Of Office”
First Part: “Hello, this is Emma Smith. I am currently out of the office …”
Second Part: “I will return on Thursday at 2:00 pm. Please leave a message and I will return your call when I return. Thank you.”

The System automatically combines these messages when a caller enters your Voice Mailbox greeting.

Note: If nothing has been recorded in the Second Part greeting, only the First Part greeting will play.
EXTERNAL MESSAGE NOTIFICATION

- Notifies external telecommunication devices of Voice Mail messages.
- Selectable notification of All Messages or Urgent messages only
- Up to 4 devices may be selected.
- System continues to notify all devices, in cascading sequence, until the message is retrieved.
- Notification may be scheduled with time and day parameters.

- From the Main Menu, press 9 to enter Message Notification

1. Maintain Notifications Schedules
2. Activate Message Notification
3. Deactivate Message Notification
4. Hear and Modify Message Notification Status
   Follow the voice prompts to setup notification numbers and cascading times.

# Exit Message Notification and return to main menu
FORWARDING

CALL FORWARDING

- Forward incoming calls to another extension.
- Up to 4 extensions may be activated.
- System continues to notify all extensions, in cascading order.
- Extension sequence may be changed.

- From the Main Menu, press 7 to enter Call Forwarding.

Activate Call Forwarding

De-Activate Call Forwarding

Maintain Forwarding Numbers
Follow the voice prompts to setup forwarding numbers.

Exit Call Forwarding and return to main menu

MESSAGE FORWARDING

- Forward all messages to another extension.
- Carbon copy messages (retain in your mailbox) for reference.

- From the Main Menu, press 8 to enter Message Forwarding.

Activate Message Forwarding

De-Activate Messages Forwarding.

Exit Message Forwarding and return main menu
SETUP

Setup

This operation provides many options to personalize your mailbox. Some of the options will automatically be set during first time user tutorial, but can be changed at a later time.

From the main menu, press Asterisk (*) to enter the setup options.

Voice Mail Setup Screen—Functions

1. Enter Your Password / Change password

2. Record Your Name

3. Turn Call Screening On/Off
   Turns on call screening to identify incoming callers

4. Turn Sender Confirmation On/Off
   Provides Confirmation receipt of sent voice mail

5. Create and Maintain Distribution List
   Setup and maintain personal Distribution Lists

6. Create Single Digit Branching Options
   Setup and maintain personal Distribution Lists

7. Turn Call Queue On/Off
   While on a call, other incoming calls remain in “queue” or are spooled

8. Turn Message Totals On/Off
   When dialing into your Voice Mailbox, Totals will announce the number of New & Old messages

9. Access Recycled Messages
   Deleted messages are retained up to 2 days

* Toggle FIFO/LIFO
   Hear messages First In First Out, or Last In First Out

# EXIT and return to Main Menu
BRANCHING & BRANCHING MAINTENANCE

- Routes incoming calls from mailbox to other extensions
- Up to 10 one-touch branching selections

- From the Main Menu, press the Asterisk (*) to enter Voice Mail Setup
- From the Setup Menu, Press 6 to enter Single-Digit Branching options.
- Select 0-9 to setup or change one-touch dial locations and corresponding extension numbers.
- Follow system voice prompts for setup.

NOTE: After you have set up your mailbox’s branching, record your greeting to coordinate with your branching structure.

1 Change the option

2 ABC Delete the option

3 DEF Use it as is without making changes

# Exit and return to Setup Menu
DISTRIBUTION LISTS

• Convenient method to route messages to entire list of extensions
• Create lists by department, association, job function...etc.
• Lists may be edited as needed.

› From the Main Menu, press the Asterisk (*) to enter Voice Mail Setup
› From the Setup Menu, Press 5 key to Create and Maintain Distribution Lists.
› Listen and follow the voice prompts to access the following call handling capabilities:

DISTRIBUTION LIST FUNCTIONS

› Create List
  There are 64 pre-programmed Distribution names to select from. Select a two digit list (01), and listen to voice prompts to add users.
› Browse Lists to view current lists
› ReRecord Name to change name of Distribution List
› Delete List: Removes Distribution List