

Integrated Multi-Application Generator

User guide for:

- Digital telephone sets
- Analog telephone sets
- Single Line Telephones in DIGITAL systems

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Digital telephone sets Analog telephone sets Single Line Telephones User guide



NOTICE

This publication refers to Telrad Integrated Multi Application Generator (ImaGEN), Release 6.0, connected to Telrad DIGITAL KEY BX and DIGITAL 400 exchanges, Release SB6/DB6.

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WHAT IS IMAGEN?

IMAGEN is a multiple application generator that incorporates an electronic voice mail system, providing you with an easy, fast and dependable way to communicate with people inside and outside your organization.

- For outside callers dialing in to your organization, IMAGEN plays a recorded announcement that offers assistance in reaching the person with whom they want to speak, and provides options for proceeding if that person is subsequently unavailable.
- For you, as an IMAGEN subscriber, the wide variety of IMAGEN features provides you with the flexibility you need in managing your communications requirements, such as handling incoming calls, and leaving and receiving messages. This manual provides you with an explanation of these features, together with step-by-step instructions for operating the IMAGEN functions.

BASIC CONCEPTS

WHAT IS A MAILBOX?

All internal **IMAGEN** users are assigned a mailbox for their own personal use. This is where the recorded messages they receive are stored.

Each mailbox has a unique number (up to six digits). Your mailbox number is usually the same as your extension number.

Once the system administrator has assigned a mailbox to you, you can personalize it by:

- obtaining a password from the system administrator (which you can change or cancel);
- recording your name in your mailbox;
- recording the personal greetings that you want your callers to hear when you are unavailable.

MENUS

A menu is a list of options. For example, upon entering the system, the **IMAGEN** MAIN Menu is heard as follows:

To leave a message	Dial [2]
To enter a specific mailbox	Dial [#] and the mailbox No.
To enter your own mailbox	Dial [#] twice
To ask for extension assistance	Dial [9]
To exit	Dial [_]

You make a selection from a menu by dialing the appropriate number. You may then hear a further list of options, depending upon your selection. You do not have to listen to the entire menu recording before making your selection.

Your system may have been programmed with menus that are slightly different from the ones described in this manual. See your system administrator for more information.

NOTE

After the menu recording is finished, you have 5 seconds in which to make a selection from the menu. If you do not make a selection within 5 seconds, the previous menu is played. If again you do not make a choice within 5 seconds, you exit **IMAGEN**.

YOUR PASSWORD

Your mailbox has a unique password, that you can change at any time. This ensures that no one but you has access to the messages you receive.

You receive your password (of up to 12 digits) from the system administrator.

TYPOGRAPHIC CONVENTIONS

In this guide the names of fixed buttons and dialpad buttons appear in bold type and within brackets, as in **[SPKR]** or **[2]**. The names of menus are in all capital letters, as in MAII BOX Menu.

General function keys

There are some keys whose functions are fixed:

Dial [0] To repeat the current menu

or

To dial for operator assistance -- **only** for outside calls

Dial [*] To return to the previous menu

or

To exit **IMAGEN** from the MAIN Menu

WHAT CAN YOU DO WITH IMAGEN?

IMAGEN enables you to perform the following functions:

- receive messages;
- leave messages for other subscribers;
- leave messages for a group of subscribers;
- record your telephone conversations;
- · screen incoming calls;
- · store messages intended for future delivery;
- have a message header (date and time message was sent or received) attached to incoming and outgoing messages;
- attach an annotation to a message you are redirecting;
- receive confirmation when a message you have sent is heard by the receiving party;
- tag messages as urgent and/or private;
- forward calls and/or messages to another destination;
- index old messages for future retrieval;
- copy or transfer messages you have received to other mailboxes;
- program Automated attendant service for your mailbox.

ACCESSING IMAGEN

The **IMAGEN** External Main Menu (below) is played to external callers dialing in to the **IMAGEN** system. You can access this menu from outside the system by dialing the **IMAGEN** telephone number, given to you by the system administrator.

You hear the following options:

To call an extension	Dial [1] and the extension no.
To leave a message	Dial [2] and the mailbox number
To dial by name	Dial [3]
To answer prerecorded interview questions	Dial [4]
To use single digit dialing	Dial [5], [6], [7] or [8]
To ask for extension assistance	Dial [9]
To ask for operator assistance	Dial [0]
To disconnect	Dial [.]

If you are calling from inside the system, simply dial the **IMAGEN** access code, as given to you by the system administrator.

NOTE

If you use a non-tone dial telephone to dial in to **IMAGEN**, the call is handled according to system programming. Generally, the call is forwarded directly to operator assistance. Refer to your system administrator for details.

If a caller from outside the system dials an extension that is busy or doesn't answer, **IMAGEN** responds with the following options:

To wait for the extension	Dial [1]
To leave a message	Dial [2]
To reach the operator	Dial [0]
To return to the previous menu	Dial [*]

Your system may be programmed differently, and you may not have the option of waiting for the extension, or you may be prompted to leave a message immediately.

You can choose from a variety of alternative programmable Automated Attendant service approaches, as described in detail in PROGRAMMING AUTOMATED ATTENDANT SERVICE FOR YOUR MAILBOX, under ADVANCED IMAGEN SUBSCRIBER FEATURES, below.

GETTING STARTED WITH YOUR MAILBOX

ENTERING YOUR MAILBOX

You generally enter your mailbox from your own extension, using the **IMAGEN** access code that the system administrator has defined. However, you can also enter your mailbox from any standard tone dial telephone. For example, if you are at home and want to listen to the messages you received at the office, you can dial the **IMAGEN** telephone number and then enter your mailbox.

To enter your mailbox from your own extension

 Dial the IMAGEN access code; you receive the IMAGEN MAIN Menu:

To leave a message Dial [2]

To enter a mailbox Dial [#] and enter the mailbox no.

To enter your mailbox Dial [#] twice

Dial [#][#]; if you have any messages, you hear a recorded announcement:

You have <number> new messages and <number> old messages; you are asked to enter your password.

3. Enter your password; you receive the MAILBOX Menu:

To listen to your new messages *	Dial [1]
To leave a message for another mailbox	Dial [2]
To record a personal greeting	Dial [3]
To set mailbox options	Dial [4]
To record a group message	Dial [5]
To listen to your messages **	Dial [6]
To undelete messages ***	Dial [7]
To review your future delivery messages ****	Dial [8]
To repeat this menu	Dial [9]
To return to the previous menu	Dial [*]

- You hear this option only if there are new messages waiting in your mailbox.
- ** You hear this option only if there are other messages waiting in your mailbox.
- *** You hear this option only if there are deleted messages which may still be recovered.
- **** You hear this option only if there are future delivery messages waiting in your mailbox.

To enter your mailbox from another extension within the system

- Dial the IMAGEN access code; you receive the IMA-GEN MAIN Menu (see above).
- 2. Dial [#] and dial your mailbox number; you are asked to enter your password.
- Enter your password; you receive the MAILBOX Menu.

To enter your mailbox from a telephone outside the system

- 1. Dial the **IMAGEN** telephone number; you receive the external MAIN Menu.
- 2. Dial [#] and your mailbox number; you are asked to enter your password.
- 3. Enter your password; you receive the MAILBOX Menu.

RECORDING YOUR NAME AND PERSONAL OPENING GREETING

You personalize your mailbox by recording your name and your own personal greetings.

To record your name

 Dial [3] from the MAILBOX Menu; you receive the PER-SONAL GREETINGS Menu:

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To record your mailbox greeting	Diai [1]
To record your personal busy greeting	Dial [2]
To record your name	Dial [3]
To record your special temporary greeting	Dial [4]
To record your internal mailbox greeting	Dial [5]
To repeat this menu	Dial [6]
To return to the previous menu	Dial [*]

 Dial [3]; you receive PERSONAL GREETINGS RECORD Menu.

To playback the message	Dial [1]
To erase the existing message	Dial [3]
To record a new message	Dial [5]
To record a new message with amplification	Dial [6]
To repeat this menu	Dial [0]
To return to the previous menu	Dial [_*]

- 3. Dial [5], and wait for the tone before saying your name. While you are recording either your name or personal greetings, you can add to your recording time by dialing [4]. Unless your system is programmed differently, you initially have four minutes of recording time, but can add an additional minute each time you dial [4].
- 4. When you finish recording, dial [#]; you receive the END OF RECORD Menu:

To review your recorded message	Dial [1]
To save your message	Dial [2]
To erase this message	Dial [3]
To add to this message	Dial [4]
To erase this message and record a new one	Dial [5]
To repeat this menu	Dial [0]
To exit from IMAGEN	Dial [*]

5. To save the recording of your name, dial [2]; you return to the PERSONAL GREETINGS Menu.

To record your personal greetings

You record your various personal greetings in the same way that you record your name. The only difference is that you select [1], [2], [4] or [5] from the PERSONAL GREET-INGS Menu in step 2 above, depending upon the type of greeting you want to record. There is no other difference in the procedure.

- Callers hear your personal mailbox greeting when you don't answer your ringing telephone, when it is in the Do Not Disturb (DND) mode, or when you have not recorded a busy greeting;
- Callers hear your busy greeting if they call while you are using your telephone;
- Callers hear your special temporary greeting (for example, while you are on vacation), until you erase it, after which your mailbox reverts to your regular personal greeting.
- Callers from within the system hear your *internal greeting* (if programmed) as an alternative to your
 mailbox greeting.

CHANGING YOUR PASSWORD

You receive your initial password from the system administrator, but can change it at any time. You may also cancel your password. However, if you do so, anyone can enter your mailbox and listen to your messages.

To change your password

- Enter your mailbox (dial the IMAGEN access code and dial [#][#]).
- 2. Enter your current password; you receive the MAILBOX Menu.

3. Dial [4];

you receive the MAILBOX OPTIONS Menu:

To program the first follow me	Dial [1]
To program the second follow me	Dial [2]
To program auto attendant service	Dial [3]
To hear messages with header	Dial [4]
To change your password	Dial [5]
To define your personal distribution list	Dial [6]
To set the auto-copy feature	Dial [7]
To set the message monitoring time	Dial [8]
To repeat this menu	Dial [0]
To return to the previous menu	Dial [_*]

4. Dial [5];

you are asked to enter your new password.

Enter new password (up to 12 digits) followed by [#] or

dial [#] to cancel your current password.

- 6. You now have the following options:
 - [1] to confirm the new password (or to confirm cancellation of the current password)

or

- [2] to cancel the new password.
- 7. Dial [1] to confirm or [2] to cancel; the new password is either confirmed or canceled and you return to the MAILBOX OPTIONS Menu.

NOTE

If, in Step 5, you dialed [#] (and then [1]) to cancel your current password, you can then enter your mailbox without a password, as can anyone else.

LEAVING MESSAGES

LEAVING ORDINARY MESSAGES

You can leave a message from inside or outside of your mailbox.

To leave a message

 From outside your mailbox -- dial the IMAGEN access code:

you receive the IMAGEN MAIN Menu:

To leave a message

To enter a mailbox

Dial [#] and enter the mailbox no.

To enter your mailbox

Dial [#] twice

To request extension assistance

or

From **inside** your mailbox -- dial [*] to move backwards through the menu options until you receive the MAIL-BOX Menu:

To listen to your new messages*	Dial [1]
To leave a message for another mailbox	Dial [2]
To record a personal greeting	Dial [3]
To set mailbox options	Dial [4]
To record a group message	Dial [5]
To listen to your other messages **	Dial [6]

You hear this option only if there are new messages in your mailbox.

^{**} You hear this option only if there are other messages in your mailbox.

2. Dial [2];

you are asked to enter a mailbox number or use the Dial-By-Name feature.

3. Dial the mailbox number;

you hear a recorded message:

This is mailbox number ____. Please state your message clearly, then dial [#].

Then you hear a short tone.

4. After you hear the tone, record your message.

While you are recording, you can add to your recording time by dialing [4]. Unless your system is programmed differently, you initially have four minutes of recording time, but can add an additional minute each time you dial [4].

When you have finished recording, dial [#]; you receive the END OF RECORD Menu:

To replay your recorded message	Dial [1]
To save the message	Dial [2]
To erase the message	Dial [3]
To add to the message	Dial [4]
To erase the message and record a new one	Dial [5]
To save the message with options	Dial [6]
To repeat this menu	Dial [0]
To exit and return to the previous menu	Dial [_*]

5. Dial [2];

your message is sent. You return to the MAIN Menu.

NOTE

If you hang up without dialing any key, your message is sent and you exit **IMAGEN**.

If you dial [1] you hear the message again and remain in the END OF RECORD Menu.

If you dial [3] the message is erased and you return to the MAIN Menu.

If you dial [4] you hear a tone; state your addition to the message, and dial [#]; you remain in the END OF RECORD Menu.

If you dial [5] the message is erased. You hear a tone; record your new message and dial [#]. You remain in the END OF RECORD Menu.

If you dial [6], you can designate the message as being of a special type. (See next section, *Leaving Special Types of Messages*).

LEAVING SPECIAL TYPES OF MESSAGES

A message can be tagged with one or more of the following four attributes:

- Urgent. A message tagged 'URGENT' will be heard before other non-tagged messages sent to the target mailbox, regardless of its chronological arrival.
- Confidential. When you tag a message with the CON-FIDENTIAL attribute, the system indicates that it saved the message as "confidential". However, you should be aware that a 'CONFIDENTIAL' tag does not prevent the recipient from forwarding the message to other subscribers. However, you can ask the system administrator to program your mailbox so that private messages are not automatically copied from your mailbox into another mailbox. (See Making Sure Messages Are Taken Care Of).
- 3. **Confirmation**. If you tag a message for CONFIRMA-TION, you will receive a recorded announcement at the time the person to whom you sent the message listens to it: *Your message to <name of recipient> on <date and time that you sent the message> was heard*. If the target mailbox has no name, the mailbox extension number is heard instead. Note that the date and time in the recorded announcement are the date and time that you sent the message to them.

 Future delivery. The message you have recorded will be sent on the date and time that you specify (see below).

To tag a message with a special attribute

 Dial [6] in the END OF RECORD Menu (see previous page), you receive the MESSAGE ATTRIBUTES Menu as follows:

To designate a message as urgent	Dial [1]
To designate a message as confidential	Dial [2]
To request confirmation of a message	Dial [3]
To designate a message as future delivery	Dial [4]
To repeat this menu	Dial [0]
To exit and return to the previous menu	Dial [_*]

2. Select the attribute you desire for your message by dialing the corresponding number.

You can give a message more than one of the above attributes. For instance, you can make a message both urgent and private by dialing [1] for urgent and then [2] for private. You remain in the Message Attributes Menu until you dial [*] or until you have given the message all of the possible attributes. **IMAGEN** plays a confirmation announcement for each attribute you attach to a message.

When you dial [*], your message is sent, and you return to the Mailbox Menu if you are inside your mailbox, or to the MAIN Menu if you are outside your mailbox.

To tag a message as 'FUTURE DELIVERY'

- 1. After dialing [4] from the MESSAGE ATTRIBUTES Menu, you are asked to enter the delivery month.
- 2. Dial two digits to designate the month; you are asked to enter the delivery day.

- Dial two digits to indicate the day; you are asked to enter the delivery time, using 24 hour time format of four digits.
 - For example, 0830 signifies 8:30 AM, and 2030 signifies 8:30 PM.
- 4. Dial 4 digits to enter the delivery time and dial [*].
 When the selected date and time arrive, the message leaves your mailbox and is transferred to the destina-

MODIFYING THE DATE AND TIME OF A FUTURE DELIVERY MESSAGE

After you have recorded a future delivery message, you have the option of modifying the date and the time at which the message will be sent.

To modify the date or time

1. Enter your mailbox.

tion mailbox.

2. Select [8] from the MAILBOX Menu; you hear a recorded announcement: A future delivery message for <name> to be delivered on <date> at <time>. You hear a modified LISTEN Menu:

To repeat this message	Dial [1]
To save this message and play the next one	Dial [2]
To erase this message and play the next one	Dial [3]
To reply to this message	Dial [4]
To modify delivery time	Dial [5]
For more options	Dial [6]
To rewind message while listening	Dial [7]
To pause message while listening	Dial [8]
To fast forward message while listening	Dial [9]
To repeat this menu	Dial [0]
To return to the previous menu	Dial [,]

- 3. Dial **[5]**.
- 4. Repeat steps 2-4, as above; you are returned to the LISTEN Menu.

LEAVING A MESSAGE FOR A MAILBOX GROUP

Your system administrator can designate a number of mailboxes as belonging to the same group, known as a *mail-box group*. Each group is assigned a number, from 10 to 89. This enables you to record a single message, and send it to all the mailboxes in a group with a single operation.

Consult your system administrator to see which, if any, groups have been defined, and to determine if your own mailbox extension is part of a group.

To leave a message for a group of mailboxes

 Enter your mailbox; the MAILBOX Menu is available to you:

To listen to your new messages *	Dial [1]
To leave a message for another mailbox	Dial [2]
To record a personal greeting	Dial [3]
To set mailbox options	Dial [4]
To record a group message	Dial [5]
To listen to your other messages **	Dial [6]
To repeat this menu	Dial [0]
To exit and return to the previous menu	Dial [_*]

- You hear this option only if there are new messages waiting in your mailbox.
- ** You hear this option only if there are other messages waiting in your mailbox.
- Dial [5] and dial the desired mailbox group number (a number from 10 to 89); you hear a message:
 This is mailbox group number __ or. This is <mailbox group name>. Please state your message clearly, then dial [#]. Then you hear a tone to start recording.

3. When you finish recording, dial [#]; you hear the END OF RECORD Menu:

To review your recorded message	Dial [1]
To confirm and save the message in the system	Dial [2]
To erase this message	Dial [3]
To add to this message	Dial [4]
To erase this message and record a new one	Dial [5]
To confirm and save this message with options	Dial [6]
To repeat this menu	Dial [0]
To return to the previous menu	Dial [_*]

If you hang up without dialing any key, your message is sent and you exit **IMAGEN.**

In addition to the system-wide mailbox groups, you can define your own *personal distribution group*. To send a message to your personal group, dial [0] instead of entering a mailbox group number in step 2, above.

For instructions on defining your personal distribution group, refer to the section titled *Advanced IMAGEN Subscriber Features*.

RECEIVING MESSAGES

LISTENING TO YOUR MESSAGES

If there are any messages waiting for you in your mailbox, you receive the following indications:

- the [MSG] button (if applicable) on your telephone lights up or an arrowhead appears adjacent to it and
- you receive a broken tone when you lift the handset.

To listen to your messages

 Dial the [MSG] button (if applicable); you hear a recorded announcement telling you how many new messages there are in your mailbox and are told to enter your password

or

Dial the feature access code -- [7] and then the message access code -- [6][3].

2. Enter your password; you hear the MAILBOX Menu.

To listen to your new messages *	Dial [1]
To leave a message for another mailbox	Dial [2]
To record a personal greeting	Dial [3]
To set mailbox options	Dial [4]
To record a group message	Dial [5]
To listen to your messages **	Dial [6]
To undelete messages ***	Dial [7]
To review your future delivery messages ****	Dial [8]
To repeat this menu	Dial [0]
To exit and return to the previous menu	Dial [_*]

- You hear this option only if there are new messages waiting in your mailbox.
- ** You hear this option only if there are other messages waiting in your mailbox.
- *** You hear this option only if there are deleted messages which may still be recovered.
- **** You hear this option only if there are future delivery messages waiting in your mailbox.
- To listen to your new messages only, dial [1]; you receive the LISTEN Menu (below)

or

Dial [6];

you hear the MESSAGE TYPE SELECTION Menu:

To listen to your new messages	Dial [1]
To listen to your old messages	Dial [2]
To review your future delivery messages	Dial [3]
To listen to your confirmation messages	Dial [4]
To listen to your indexed messages	Dial [5]

and then dial [1], [2], [3], [4] or [5] to hear messages in any of the above categories.

After listening to each message, you hear the LISTEN Menu:

To repeat this message	Dial [1]
To save this message and play the next one	Dial [2]
To erase this message and play the next one	Dial [3]
To reply to this message	Dial [4]
To transfer or copy this message to another mailbox	Dial [5]
For more options	Dial [6]
To rewind the message while listening	Dial [7]
To pause the message while listening	Dial [8]
To fast forward the message while listening	Dial [9]
To repeat this menu	Dial [0]
To exit and return to the previous menu	Dial [_*]

(Alternatively, you can ask your system administrator to program your MAILBOX Menu so that you can access your messages in a slightly different manner. In such a case, you listen to your new messages by selecting [1] from the MAILBOX Menu, while old messages can be heard by dialing [6] and future delivery messages by dialing [8]. The LISTEN Menu is then played).

If you dial **[6]** while listening to a message, you receive the MORE LISTEN OPTIONS Menu:

To lower volume	Dial [1]
For regular volume	Dial [2]
To raise volume	Dial [3]
To decrease speed	Dial [2]
For regular speed	Dial [5]
To increase speed	Dial [6]
To tag this message as indexed	Dial [8]
To repeat this message with timetag	Dial [9]
To repeat this menu	Dial [0]
To exit and return to the previous menu	Dial [ၞ]

The above menu enables you to change the volume or speed of the message you are listening to, or to repeat it with its header.

If you select [1] -- New Messages, either from the MAIL-BOX Menu or the MESSAGE TYPE SELECTION Menu, you are informed how many of these were tagged 'Urgent' by the sender. 'Urgent' messages are played first and are prefixed by an 'URGENT!' announcement. Once a message has been heard, its classification changes to 'OLD', and can be reheard by selecting [2] from the MESSAGE TYPE SELECTION Menu.

New confirmation messages are also contained in the 'New messages' category. Old confirmation messages can be heard by dialing [4] in the MESSAGE TYPE SELECTION Menu.

DETERMINING WHO A MESSAGE IS FROM AND WHEN YOU RECEIVED IT

Each message has a header, or timetag, that contains the name or extension number of the person who sent the message, and the date and time that the message was sent. Message headers are recorded announcements that you hear before each message, if you activate the header option.

To activate the header option

 Dial [4] in the MAILBOX Menu; you receive the MAILBOX OPTIONS Menu:

To program the first follow me	Dial [1]	
To program the second follow me	Dial [2]	
To program automated attendant service	Dial [3]	
To hear messages with header	Dial [4]	
To change password	Dial [5]	
To define your personal distribution list	Dial [6]	
To program your mailbox autocopy parameters	Dial [7]	
To set the message monitoring time	Dial [8]	
To repeat this menu	Dial [0]	••
To return to the previous menu	Dial [_*]	

- 2. Dial [4]; you receive the ACTIVATE/DEACTIVATE Menu.
- 3. Dial [1] to activate the option or [2] to deactivate the option.

If the header option is deactivated, you can nevertheless hear the timetag for a particular message.

To listen to the message header for a particular message

- After listening to a message, select [6] -- More Options
 -- from the LISTEN Menu;
 you receive the MORE LISTEN OPTIONS Menu.
- Dial [9]; the message is repeated with its timetag.

RECOVERING A MESSAGE THAT YOU HAVE DELETED

If you delete a message, and then decide you require the message after all, it is possible -- within 15 minutes after having listened to a message and deleted it -- to recover it.

To recover a deleted message

Enter your mailbox and select [7], the Undelete messages option, from the Mailbox Menu; **IMAGEN** announces how many messages have been successfully recovered, and you may listen to them by selecting the OTHER MESSAGES option from the MAILBOX MENU.

NOTE

If the undelete messages option does not appear in the MAILBOX Menu, this is because there are no deleted messages in your mailbox that are capable of being restored.

REPLYING TO A MESSAGE

You can automatically reply to a message as soon as you finish listening to it.

1. From the LISTEN Menu, dial [4]; you hear a recorded announcement: < Mailbox Greeting>. Please state your message clearly and then dial [#].

NOTE

If the person who left the message did so from outside the system -- for example, your boss called from home to leave you a message -- you hear a recorded announcement: This message from an outside caller -- Please enter mailbox number. (If you do not know the mailbox number, you cannot reply to the message. Dial [#], and the system continues playing your other messages.)

2. State your reply to the message clearly. While you are recording you can add recording time, if necessary, by dialing [4].

3. Dial [#]; you receive the END OF RECORD Menu:

To review your recorded message	Dial [1]
To confirm and save your message in the system	Dial [2]
To erase this message	Dial [3]
To add to this message	Dial [4]
To erase this message and record a new one	Dial [5]
To confirm and save your messages with options	Dial [6]
To repeat this menu	Dial [0]
To exit and return to the previous menu	Dial [,]

4. Dial [2];

the message is sent and you return to the LISTEN Menu.

COPYING OR TRANSFERRING A MESSAGE TO ANOTHER MAILBOX

You can copy or transfer a message someone sent you to another mailbox or mailbox group. If you copy it, a copy remains in your mailbox. If you transfer the message, it is sent to another mailbox or mailbox group and erased from your mailbox.

To copy or transfer a message

1. Dial [1] or [6] from the MAILBOX Menu and listen to your messages.

2. When you hear a message you want to copy or transfer, dial [5]; you receive the COPY/SEND Menu:

To keep this message and transfer a copy to another mailbox	Dial [1]
To transfer this message to another mailbox	Dial [2]
To keep this message and transfer copies to group members	Dial [3]
To transfer this message to group members	Dial [4]
To repeat this menu	Dial [0]
To exit and return to the previous menu	Dial []

 Dial [1] or [2] and the mailbox number or use the Dial-By-Name feature to copy or transfer the message to a single mailbox; to copy or transfer messages to a mailbox group, dial [3] or [4].

You now hear the ANNOTATION Menu:

To record an annotation message	Dial [1]
To send or copy the message now	Dial [2]
To abort this operation	Dial [3]
For further options	Dial [4]

If you want to attach an annotation, see the next section, **Message Annotation -- Adding your own comments**.

 Dial [2]; IMAGEN informs you that the message has been copied or sent to the appropriate mailbox or mailbox group;

or

Dial [3] if you want to abort the send/copy procedure; or

Dial [4] if you want to tag your message prior to sending; you receive the SEND/COPY OPTIONS Menu.

To tag the message as urgent	Dial [1]	
To tag the message as confidential	Dial [2]	
To tag the message for confirmation	Dial [3]	

Select the attribute you want to attach to the message by dialing the corresponding number; you can attach any or all of the attributes in this fashion.

Select [2] from the previous menu to complete the send/copy procedure.

MESSAGE ANNOTATION --ADDING YOUR OWN COMMENTS

You may want to add your own comments to a message that you are copying or transferring to someone else's mailbox. When you add comments, the person to whom you pass on the message first hears your comments, and then the message.

Once you have added comments to the message, they behave as part of the message. If someone listens to or deletes the message, they also listen to or delete the annotation. The rewind and fast forward features, however, function separately for the annotation and the message.

You may attach different annotations for a message copied to several different mailboxes, and you can change a message annotation by rerecording it.

If you have activated the header option, and you listen to a message that has an annotation attached to it, the header contains the timetag of the message itself, not of the annotation. First you hear the header, then the annotation, then the message.

To attach an annotation to a message

After making your desired selection from the COPY/SEND Menu, you receive the ANNOTATION Menu:

To record an annotation message	Dial [1]
To send or copy the message now	Dial [2]
To abort this operation	Dial [3]
For further options	Dial [4]

NOTE

Just as you can record an annotation for a message to a single mailbox, so you can add an annotation to a group message. However, you cannot add more than one annotation to a group message.

If you hang up while located in the ANNOTATION Menu, your message nonetheless will be transferred or copied. To abort a 'send' or 'copy' operation, dial [3] to exit the ANNOTATION Menu, and then [*] to exit the COPY/SEND Menu.

- 1. Dial [1]. You hear a recorded announcement: Please state your message clearly. Then, dial pound (#).
- Record your annotation, then dial [#]; you receive the END OF RECORD Menu:

To review your recorded message	Dial [1]
To confirm and save your message in the system	Dial [2]
To erase this message	Dial [3]
To add to the end of this message	Dial [4]
To erase this message and record a new one	Dial [5]
To repeat this menu	Dial [0]
To return to the previous menu	Dial [_*]

3. Dial [2] or hang up without dialing any button; the message together with your annotation is copied or sent to the appropriate mailbox or mailbox group.

To delete an annotation from a message

1. After recording the annotation, before saving it, dial [3] in the END OF RECORD Menu.

To change the annotation of a message

- Dial [5] while listening to either the annotation or the message itself; you are transferred to the COPY/SEND Menu.
- 2. Dial any one of the following:
 - [1] and the mailbox number;
 - [2] and the mailbox number;
 - [3] and the group number;
 - [4] and the group number.

The ANNOTATION Menu is now displayed.

3. Dial [1] to record a new annotation, then save the message.

Every user to whom you have sent the message will now hear the updated annotation.

NOTE

If after having recorded a new annotation, you do not save it or subsequently delete it, the message will be heard as if no annotation was ever recorded.

Additional menu operations

The following commands are also available when operating the ANNOTATION menu:

- Dial [0] to repeat the ANNOTATION Menu options
- Dial [,] to return to the COPY/SEND Menu

INDEXING YOUR MESSAGES

IMAGEN offers you the possibility of tagging your old messages, and sorting them into indices for future retrieval. This allows you to identify and access a specific message without having to first listen to all chronologically preceding messages.

You can allocate your messages to your own Personal index, which can hold up to a maximum of 9 messages (each tagged with an identification number 1 to 9); or to the System Index, which has a capacity of over 120 messages (tagged 10 to 137).

To mark a message as indexed

After listening to a given message, you hear the LISTEN Menu as normal. You decide you would like to allocate the message to an index:

 From the LISTEN Menu, dial [6]; you receive the MORE LISTEN OPTIONS Menu:

To lower volume	Dial [1]
For normal volume	Dial [2]
To raise volume	Dial [3]
To decrease speed	Dial [4]
For normal speed	Dial [5]
To increase speed	Dial [6]
To add an ID Tag to this message	Dial [8]
To repeat this message with timetag	Dial [9]
To repeat this menu	Dial [0]
To exit and return to the previous menu	Dial [_*]

2. Dial [8];

you hear the following message:

Enter a message index number between 1 and 9, or dial pound (#) for the system index.

 Select a number between 1 and 9 -- for example, 7 -- to tag the message as '7' in your personal index;
 or

Dial [#];

IMAGEN assigns the message a System index number between 10 and 137, and informs you accordingly: *Message index <number>*.

You are returned to the LISTEN Menu.

If you attempt to assign a message with a personal index identification number that is already in use, you receive the following message:

This Identification tag is taken. To reassign it to the current message, dial (#). To select another identification tag, dial a digit between 1 and 9. To exit, dial [*].

To retrieve an indexed message

 Enter your mailbox, and from the MAILBOX Menu, select [6];

you receive the MESSAGE TYPE SELECTION Menu:

To listen to your new messages	Dial [1]
To listen to your old messages	Dial [2]
To review your future delivery messages	Dial [3]
To listen to your confirmation messages	Dial [4]
To listen to your indexed messages	Dial [5]

2. Dial [5];

you hear the following announcement:

You have <number> private indexed messages in your mailbox. Enter the message identification tag 1 to 9, or dial pound (#) followed by the system assigned identification tag.

Enter the appropriate private index tag or

Dial [#] followed by the system index tag, and dial [#] again to confirm.

IMAGEN retrieves and plays the message as instructed. You are then transferred to the LISTEN Menu.

NOTE

If you enter an identification number that does not exist, IMAGEN informs you accordingly, and plays the message that comes next in numerical order.

If, when prompted to enter the identification number, you dial [#] twice in succession, all indexed messages will be played successively.

To remove a message from an index

After retrieving and listening to the message you wish to remove from the index, you receive the MORE LISTEN OPTIONS Menu:

- Dial [8]; you hear the following announcement: To remove identification tag, dial pound (#).
- 2. Dial [#]; the index tag is removed from the message and you are returned to the LISTEN Menu.

FORWARDING YOUR MESSAGES TO ANOTHER LOCATION

If you know you are going to be away from your desk, you can have any messages you receive forwarded to another telephone extension, outside line or pager. This is called the Follow Me option.

If you have activated the follow-me option, then after a message is left in your mailbox, the follow-me destination telephone rings. Upon answering, you hear a recorded announcement that you have a message. Then you enter your password and can listen to your messages.

You can designate two different follow-me destinations. For example, you can have your messages forwarded to one extension during the morning, and to a different extension during the afternoon. You can also program your mailbox so that after regular business hours your messages are automatically forwarded to another destination.

In order to activate the follow-me option, you must:

- program at least one follow-me destination number;
- program the start and stop times for each follow-me number;
- program the follow-me method -- telephone, pager or PABX/CENTREX C.O. line -- for each number;
- activate the follow-me option.

PROGRAMMING FOLLOW-ME NUMBERS

Step 1: Enter the follow-me number

You can designate one or two follow-me numbers, for different times of the day.

- 1. Dial [4] in the MAILBOX Menu; you receive the MAIL-BOX OPTIONS Menu.
- 2. Dial [1] to designate the first follow me number, or [2] to designate the second follow me number; you receive the FOLLOW ME Menu:

To activate follow me by message type	Dial [1]
To deactivate follow me by message type	Dial [2]
To enter the follow me number	Dial [3]
To set the times for follow me operation	Dial [4]
To select the follow-me method	Dial [5]

- 3. Dial **[3]**;
 - you are prompted to enter the follow-me number.
- 4. Enter the follow-me telephone number of up to 32 digits and dial [#]; you remain in the FOLLOW-ME Menu.

NOTE

Within the follow-me number, it may be necessary to include a digit for an outside line; your system may require dialing [*] for a pause to wait for a dial

tone; or some other adjustments may be necessary. If you encounter any difficulty in activating a follow-me number, consult your system administrator.

Step 2: Program the follow-me time period

You need to program the time period during which you want your messages forwarded to the follow- me destination.

- 1. Dial [4] in the FOLLOW ME Menu; you are prompted to enter the start and stop times.
- 2. Enter four digits for the start time -- for example, 1545 for 3:45 PM.
- 3. Enter four digits for the stop time -- for example 0000 for midnight.

NOTE

Instead of programming your own start and stop times, as above, you can have your follow-me start and stop times automatically correspond to your organization's start and end of work hours. In other words, messages left at your extension outside of work hours (as pre-programmed in the system) will be forwarded to your follow-me destination.

To program follow-me in accordance with your organization's work hours

- 1. Select [4] from the FOLLOW ME Menu.
- 2. When you are asked for the start time, dial [#].
- 3. When you are asked for the stop time, dial [#] again.

Step 3: Select the follow me method

You can have your messages forwarded to either a regular telephone, pager or to an extension configured behind a PABX or CENTREX. (See your system administrator for more details about this third option).

- 1. Dial [5] in the FOLLOW ME Menu.
- 2. Dial [1] for pager, [2] for a regular telephone, or [3] for a PABX/CENTREX C.O. line.

You have now finished programming one of the two follow-me numbers. If you wish to program a second number, select [4] from the MAILBOX Menu, and then either [1] or [2] from the MAILBOX OPTIONS Menu, and repeat this process for the second number.

Step 4: Activate (or deactivate) the follow-me number Once you have programmed at least one follow-me number, you can activate the follow-me option.

- 1. Dial [1] or [2] in the MAILBOX OPTIONS Menu; you receive the FOLLOW-ME Menu.
- 2. Dial [1] to activate follow-me by message type.
 You receive the FOLLOW ME ACTIVATION Menu:

To activate for all new messages Dial [1]

To activate for external and urgent new messages only Dial [2]

To activate for urgent new messages only Dial [3]

3. Select the desired option by dialing [1], [2] or [3]. To **deactivate** the follow-me option, select [2] in step 2, above.

ANSWERING A FOLLOW-ME CALL

Answering a follow-me call forwarded to a telephone

When you have activated follow-me for a telephone extension (regular or PABX/CENTREX) or external number, and you receive a message, the telephone extension or external number rings, and you hear a recorded announcement: This is a recorded message for <your name>.

You then hear the following options:

If the requested person is not present now

If the requested person is present	Dial [2]
If the requested person is unknown	Dial [3]

Dial [4]

To answer a follow-me call

- Dial [2]; you are asked to enter your password.
- Enter your password; you hear your messages.

NOTE

If you dial [3], the follow-me number is disabled. No more messages are forwarded to that number, unless you activate it again.

If you dial [4], the system will try to reach you at this number again, when an additional new message arrives.

ANSWERING A FOLLOW-ME CALL FORWARDED TO A PAGER

When you have activated follow-me for a pager and you receive a message, the pager beeps. After dialing in to your pager service, you hear a recorded announcement: *This is a recorded message for <your name>*. Then you hear the message.

RECORDING CONVERSATIONS

IMAGEN enables you to record your telephone conversations. You must have the system administrator program a designated **[CALL RECORD]** button to operate on your telephone set. This feature is not available on single line telephones.

A conversation you have recorded is stored in your mailbox as a new message. You can, therefore, transfer or copy the recorded conversation to another mailbox or mailbox group. (See the section titled *Copying or transferring a message to another mailbox*).

Unless your system is programmed otherwise, the initial recording time allotted to each call is 15 minutes. You can, however, add additional recording time, for up to a total of 30 minutes.

To record a conversation

- While engaged in a conversation, press [CALL RECORD]; the button lights up or an arrowhead appears next to it.
- 2. Dial [4] to extend the recording time, if necessary.
- Press [CALL RECORD] again to stop the recording; the light goes off or the arrowhead disappears.
 It is required that you inform the second party that the conversation is being recorded.

SCREENING INCOMING CALLS

The call screening feature allows you to screen external calls arriving at your extension through the **IMAGEN Automated attendant**. You hear who is calling you and decide which calls you want to answer, and which callers you would prefer to leave a message.

You must ask the system administrator to program this feature to be operative at your extension, and to assign one of the fixed buttons on your telephone set as a **[CALL SCREEN]** button.

When the feature is operative and you receive a call, the **auto attendant** answers the call. Callers hear a recorded announcement, asking them to identify themselves. You hear both the **auto attendant** and the caller's response through the station speaker. You can either answer the call, or have **IMAGEN** take a message.

This feature is not available on single line telephones or on non-speakerphone digital or analog telephone sets.

To screen your calls

 Press [CALL SCREEN]; the button lights up or an arrowhead appears next to it, indicating that the feature is operative; When you receive a call, listen to callers identifying themselves and decide if you want to accept the call. To answer the call, pick up the receiver or press [SPKR]. or

To reject the call dial any key, other than **[SPKR]**, or simply refrain from answering. The caller hears your no answer greeting. At this stage, you can no longer change your mind and pick up the call.

To stop screening your calls

Press [CALL SCREEN] again;
 the button light goes off or the arrowhead disappears.

MESSAGE MONITORING AND CALL INTERCEPTION

The message monitoring feature allows you to monitor messages being recorded in your mailbox for you, by external callers. When message monitoring is activated for your telephone set, each of your calls will be answered by the automated attendant, who will suggest that the caller leave you a message. You can hear the message while it is being recorded and decide whether you prefer to intercept and answer the call or to have the caller leave a message.

You can program the monitoring time from your telephone set, and to assign one of the fixed buttons on your telephone set as a **[MESSAGE MONITOR]** button.

You must ask the system administrator to program the message monitoring feature to be operative at your station.

This feature is not available on single line telephones or on non-speakerphone digital or analog telephone sets.

To monitor your messages

- 1. Press your programmed [MESSAGE MONITOR] button; the button lights up or an arrowhead appears next to it, indicating that the feature is operative.
- 2. When a caller begins recording a message for you, the caller's voice can be heard -- through your telephone set speaker -- and you can then decide if you want to accept the call. At this stage, your telephone set will be in mute mode, so that the caller cannot hear you.

To intercept the call

- 1. To answer the call:
 - pick up the receiver;

or

press [SPKR].

or

- 2. To reject the call:
 - dial any key other than [SPKR];
 or
 - simply refrain from answering.

To stop monitoring your calls

 Press your programmed [MESSAGE MONITOR] button again;

the button light goes off or the arrowhead disappears.

To set the monitoring time for your calls

- Enter your mailbox (dial the IMAGEN access code and dial [#][#]).
- 2. Enter your password; you receive the Mailbox Menu.
- 3. Dial [4]; you receive the MAILBOX OPTIONS Menu;
- 4. Dial
- 5. **[8]**;

you are asked to set the monitoring time either:

 in multiples of 5 seconds, where dialing a digit between 1 and 9 corresponds to a maximum message monitoring time of 5 seconds to 45 seconds, respectively;

or

to be unlimited.

6. Dial either:

 the digit -- [1] to [9] -- for the desired respective monitoring time;

or

- [#] -- for unlimited monitoring time; the auto attendant responds with an announcement of the selected monitoring time; for example:
 - if you dialed [1] -- "five seconds";
- if you dialed [9] -- "forty five seconds";
- if you dialed [#] -- "unlimited";

if no setting is defined, the default monitoring time is 10 seconds.

DIALING ASSISTANCE FOR OUTSIDE CALLERS

Outside callers who do not know the extension number of the person they wish to reach have three different types of assistance available to them:

Dial by Name

Enables them to reach the person by dialing a few letters of their name.

Extension assistance

Plays recorded announcements of extension numbers.

Single digit dialing

Allows the caller to reach a preprogrammed extension by dialing one digit.

NOTE

A person calling from inside the system may also use all three of these options, by first exiting the system and then dialing the **IMAGEN** external telephone number.

Dial by name

An outside caller, answered by the **auto attendant**, can use the Auto Attendant Dial by Name (ADBN) feature to reach an extension, by dialing the name of the extension owner rather than the extension number. The caller dials the first few digits of the extension owner's name, using the standard DTMF telephone dialpad.

To dial by name

 Dial the **IMAGEN** telephone number; you hear the following options:

To call an extension Dial [1] and the extension no. To leave a message Dial [2] and the mailbox number To dial by name Dial [3] To conduct an interview Dial [4] Dial [5], [6], [7] or [8] To use single digit dialing To ask for extension assistance Dial [9] To ask for operator assistance Dial [0] To disconnect Dial [_]

Dial [3]; you hear a recorded announcement:
 Please dial the first "X" letters of the subscriber's name.
 "X" in the announcement is the programmed maximum number of letters -- up to six.

For the letter Q dial [7].

For the letter Z dial [9].

To complete the entry dial [#].

For the operator dial [0].

- Dial the first letters of the person's name and dial [#]; the system's reaction depends on whether or not the letters you dial match a name in the dial by name directory.
 - If the letters you dial match a name -- and only one name -- from the directory, the system dials the corresponding extension.
 - If the letters do not match any name in the directory, you hear a recorded announcement: The name you have dialed is not listed in our directory.

 If the letters match several possible names, you are given a choice of which name you want to dial. For example, if you want to reach Jack Brown and dial BR and [#], you hear a recorded announcement, giving you the first name in the directory that starts with BR:

There are several subscribers with that name.

Please select one of the following names:

- BOB BROWN at extension 455
- Dial [1] to transfer to that extension
- Dial [2] to play the next name
- Dial [0] for the operator
- Dial [*] for the previous menu.

You continue dialing [2], until you hear the name you want to reach. Then dial [1].

NOTE

The Dial By Name feature is also available to internal users in the following situations:

- When leaving a message for another mailbox;
- When copying or transferring a message to another mailbox.

EXTENSION ASSISTANCE

Extension Assistance is a recorded announcement service that provides the extension numbers of various departments in your organization.

The primary extension assistance announcement can list a series of departments -- for example:

- For personnel dial [1];
- For sales and marketing dial [2].

The secondary extension assistance announcement gives the extension numbers of various people in the department. For example, if you dialed [1] for personnel you might then hear an announcement similar to:

For Jane Smith dial 13489For John Miller dial 15679

When a caller hears the extension number of the person they wishes to reach, they can either:

Dial [1] and dial the extension number or

Dial [2] and the mailbox number; they can then leave a message after the tone sounds.

SINGLE DIGIT DIALING

Certain extensions as designated in the system can be dialed directly, if programmed accordingly. The outside caller hears an announcement listing these extensions, and dials a single digit, rather than dialing the extension number, or name of the subscriber.

The digits [5], [6], [7], or [8] are commonly allocated to single digit dialing, but your system administrator may have programmed your system differently.

OPERATOR ASSISTANCE

In those cases where an operator position has been programmed into the system, an external user can choose to be connected to the operator:

- 1. Dial the **IMAGEN** telephone number.
- 2. Dial [0] to select the Operator Assistance option.
- Additionally, if you had selected [2] to leave a message, and then change your mind before the message-record announcement concludes, you can dial [0] to have your call transferred to the operator.

PROGRAMMED INTERVIEW

If the system administrator has programmed this feature, it conducts a recorded interview with an outside caller.

For example, the system administrator can program an interview that takes orders over the phone. The recorded interview questions might ask the customer their name and address, what product they wants to order, what size, what color, etc. and how they want to make payment. The answers are recorded. The interview consists of a maximum of eight interview questions, followed by a closing message to the caller.

To conduct an interview

- Dial the IMAGEN telephone number; you hear the main opening greeting, which includes an instruction to dial [4] for the interview (for example, If you want to order a catalogue item, dial [4]).
- Dial [4]; you hear the first interview question.
- Answer the question and dial [#] to indicate that you have finished your answer, or simply wait for the allotted time to pass;
 you hear the next question.
- 4. Answer the rest of the questions, until you hear the closing message.

NOTE

Your system administrator may program up to nine different interviews into the system. If there is more than one interview, the main opening greeting contains dialing instructions for accessing the different interviews. For example, *To order a catalogue item, dial* [7]. *To request billing information, dial* [8]. Once the caller has dialed into the desired interview, it is conducted as above.

FOREIGN LANGUAGE ANNOUNCEMENTS

IMAGEN offers you the option of having your mailbox operate in languages other than English.

If this option has been installed, your system administrator can program your mailbox so that you and people calling your mailbox have a choice of hearing announcements and instructions in up to ten different languages.

It is possible to program a mailbox so that its owner hears options and announcements in a foreign language, while incoming callers hear them in English.

System announcements and instructions are in English unless otherwise programmed by the system administrator, in which case the main opening greeting provides the caller with an option for changing the language.

ADVANCED SUBSCRIBER FEATURES

This section contains a description of a number of more advanced mailbox features. If you prefer, each of these features can also be programmed for you by your system administrator, on the dedicated IMAGEN Personal Computer.

AUTOMATIC COPYING OF UNHEARD MESSAGES

If a number of employees in your organization handle the same type of calls, **IMAGEN** can ensure that they receive each other's messages as well. In this way, an important message left for an absent employee that may otherwise go unattended, can be automatically passed on to another colleague for handling. This **IMAGEN** feature is called Automatic Copying of Unheard Messages.

For instance, if you deal with urgent matters, you may want messages that have been in your mailbox for more than 15 minutes automatically copied into one of your colleagues' mailbox. On the other hand, someone who deals with less urgent matters may prefer not to have their messages copied unless they have been in their mailbox for over a day.

Once you have programmed this feature, **IMAGEN** checks your mailbox at regular intervals. If you have not listened to a new message within the amount of time you specified, that message is copied into the designated automatic-copy mailbox. All subsequent new messages are copied into the automatic-copy mailbox, until you enter your own mailbox and listen to your messages.

To program your mailbox to automatically copy unheard messages

- Dial [4] in the MAILBOX Menu; you receive the MAIL-BOX OPTIONS Menu.
- Dial [7] -- Auto-copy; you are transferred to the AUTO COPY Menu:

To select the auto-copy destination	Dial [1]
To select the auto-copy time period	Dial [2]
For non-urgent messages	Dial [3]
For private messages	Dial [4]
For common messages	Dial [5]
To repeat this menu	Dial [0]
To return to the previous menu	Dial [_*]

- Dial [1] to indicate the auto-copy destination, then enter the appropriate mailbox number; you are returned to the AUTO COPY Menu.
- 4. Dial [2] to specify the time period after which messages in your mailbox will be copied to the auto-copy destination. Enter the time period in HH:MM format (e.g. for 15 minutes, dial [0], [0], [1], [5]).

You are returned to the AUTO COPY Menu.

NOTE

The time period you designate must be a multiple of 15 minute intervals (e.g. 15 minutes, 45 minutes, 1 hour).

- 5. Dial [3] -- non-urgent, [4] -- private or [5] -- common, to select the type of message for which you want to activate (or deactivate) the auto copy feature.
- 6. Dial [1] to activate (or [2] to deactivate) the feature for that message type.

You are returned to the AUTO COPY Menu.

7. Repeat steps 5 and 6 if you want to activate (or deactivate) auto-copy for additional message types. Copies of all messages forwarded to another mailbox by this feature remain in the source mailbox. In addition, messages copied to the automatic-copy mailbox will NOT be on-forwarded to other mailboxes in the event that they are unheard by your colleague as well.

DEFINING A PERSONAL DISTRIBUTION GROUP

In addition to mailbox groups, which are programmed by the system administrator, you can also define your own personal distribution group for sending out common messages. A personal group can consist of up to eight member mailboxes. Subject to this size limitation, you can add and delete mailboxes at will. Only one personal distribution group can be defined per mailbox.

To add mailboxes to your personal distribution group

- 1. Dial [4] in the MAILBOX Menu; you receive the MAIL-BOX OPTIONS Menu.
- 2. Dial [6] -- Private distribution list; you are transferred to the DISTRIBUTION LIST Menu.

To insert a new member

Dial [1]

To move to the next member

Dial [2]

To delete the current member

Dial [3]

- 3. Dial [1] and then enter the mailbox number of the first member;
 - the mailbox is added to your personal group, and you are returned to the DISTRIBUTION LIST Menu.
- 4. Repeat step 3 for as many mailboxes as you wish to add to your group. If you attempt to add a member to the group when it is full, you hear the message *Your distribution list is full*.

To delete Mailboxes from your personal distribution group

- From the MAILBOX OPTIONS Menu, select [6] to access the DISTRIBUTION LIST Menu; you hear the announcement *The current member num*ber is <Mailbox number>.
- Dial [3] to delete the current member or

Dial [2] (repeatedly if necessary) to scroll through the other mailboxes in your group, and dial [3] to when you reach a mailbox you wish to delete.

The current member mailbox is deleted and you are returned to the DISTRIBUTION LIST Menu.

When you have deleted all members of your distribution group, you hear the announcement *Your distribution list is empty.*

To send a message to your personal distribution group, dial **[0]** when **IMAGEN** asks you to enter the mailbox group number. See the section titled **Leaving a message for a mailbox group** for more details.

PROGRAMMING AUTOMATED ATTENDANT SERVICE FOR YOUR MAILBOX

The Auto attendant service feature allows you to take full advantage of the IMAGEN Auto attendant facility. It enables you to determine how incoming calls to your extension will be handled in the event of a 'busy' or 'no answer' response, whether during daytime or nighttime hours.

By proceeding through a series of menus, you can specify:

- the conditions under which you want the Auto attendant to operate;
- the types of calls and times at which mailbox forwarding instructions will apply;

 whether callers should be forwarded internally or externally, or given the option to leave a message.

A. Select a department secretary

You can designate an extension as 'Department Secretary', whereby an incoming caller who dials [0] to connect to the operator will be directed to this extension for assistance.

To define an extension as the department secretary

- 1. Dial [4] in the MAILBOX Menu; you receive the MAIL-BOX OPTIONS Menu.
- Dial [3] to select the Auto Attendant Service option; you receive the AUTOMATED ATTENDANT Menu:

To program the department secretary	Dial [1]
To program automated attendant service	Dial [2]
To program forwarding for all calls	Dial [3]
To program specific call forwarding	Dial [4]

3. Dial [1]

you are prompted to enter the number of the extension to serve as Department secretary.

 Enter the extension number, then dial [#]; you are returned to the AUTOMATED ATTENDANT Menu.

B. Select the Auto attendant method of operation for your mailbox

You can choose one of the following three Auto attendant modes for dealing with incoming calls:

 Internal -- The Auto attendant initially transfers all incoming calls to your internal extension. If there is a 'busy' or 'no answer' response, calls are handled according to mailbox forwarding instructions (as described below).

- External -- The Auto attendant initially transfers all incoming calls to your external Follow-me location (which must be activated). If there is a 'busy' or 'no answer' response, calls are handled according to mailbox forwarding instructions.
- None -- The Auto attendant will not operate for your extension. In this case, incoming calls intended for your extension are greeted with an announcement stating that the requested extension is unavailable.

To select the desired Auto attendant method of operation

- From the AUTOMATED ATTENDANT Menu, select [2]; you are prompted to choose the Auto attendant mode you require.
- 2. Dial [1] -- Internal, [2] -- External or [3] -- None. You are returned to the AUTOMATED ATTENDANT Menu.

C. Program the call handling method for all no answer/busy calls

You can determine how all incoming calls are to be handled if your extension is busy or there is no answer. There are several options available:

- Default -- You can decide to have calls handled according to default tenant programming for your system; or have IMAGEN play the regular BUSY/NO ANSWER menu, either with or without offering the caller the option to 'camp on' to your extension.
- Record -- The caller is asked to leave a message in your mailbox.
- *Unscreened transfer* -- The caller is automatically camped on to your extension.

- Follow me -- You can choose to have calls forwarded to either your first or second pre-programmed follow-me number (which must be activated). If you have two follow-me numbers, you can choose the 'Both' option, whereby calls are forwarded to your second number in the event that your first follow-me is deactivated.
- Internal forward -- Select an internal extension number where calls will be forwarded on either a screened or unscreened basis.

To program the no answer/busy call handling method for all calls

1. From the AUTOMATED ATTENDANT Menu, select [3]; you are transferred to the OPERATION Menu:

To select the Default option	Dial [1]
To select the Record option	Dial [2]
To select the Unscreened Transfer option	Dial [3]
To select the Follow-me option	Dial [4]
To select the Internal Forward option	Dial [5]

- 2. Choose the desired call handling method.
 - If you dial [2] -- Record, or [3] -- Unscreened transfer, your selection is saved, and you are returned to the AUTOMATED ATTENDANT Menu.
 - If you dial [1] -- Default -- you are prompted to select a Default option.
 - Dial [1] for the BUSY/NO ANSWER menu with a camp-on option.
 - Dial [2] for the BUSY/NO ANSWER menu without a camp-on option.

Dial [3] for regular tenant programming.

After making your selection, you are returned to the AUTOMATED ATTENDANT Menu.

- If you dial [4] -- Follow-me, you are prompted to select a Follow-me option.
 - Dial [1] to direct calls to your first follow-me number. Dial [2] to direct calls to your second follow-me number.
 - Dial [3] to select the 'Both' option, as described above.
 - After making your selection, you are returned to the AUTOMATED ATTENDANT Menu.
- If you dial [5] -- Internal Forward, you are prompted to enter an internal extension number. You are then asked to select either [1], to have calls forwarded on a screened basis, or [2], to have them forwarded on an unscreened basis. After making a selection, you are returned to AUTOMATED ATTENDANT Menu.

D. Program the no answer and busy call handling method for specific types of calls

You may decide you would prefer certain incoming calls arriving at particular times of day or night to be handled in a different manner to that programmed in Part C, above.

You can distinguish between calls that receive a 'busy' or 'no answer' response, and between those calls arriving via the Auto attendant (including Dial by Name and Single digit dialed calls), and those arriving directly via the DIGITAL system.

Following are the six categories of calls for which you can program different call handling options:

- Auto attendant Day no answer -- you can decide how unanswered calls that arrived via the Auto attendant during (system) daytime hours should be handled.
- Auto attendant Night no answer -- you can decide how unanswered calls that arrived via the Auto attendant during (system) nighttime hours should be handled.

- Auto attendant Day busy -- you can decide how calls that arrived via the Auto attendant during (system) daytime hours and received a busy signal, should be handled.
- Auto attendant Night busy -- you can decide how calls that arrived via the Auto attendant during nighttime hours and received a busy signal, should be handled.
- System Forward no answer -- you can decide how unanswered calls that arrived via the DIGITAL system should be handled.
- System Forward Busy -- you can decide how calls that arrived via the DIGITAL system and received a busy signal, should be handled.

To program the no answer and busy call handling method for specific types of calls

1. From the AUTOMATED ATTENDANT Menu, select [4]; you are transferred to the FORWARD Menu:

To program Auto attendant Day no answer	Dial [1]
To program Auto attendant Night no answer	Dial [2]
To program Auto attendant Day busy	Dial [3]
To program Auto attendant Night busy	Dial [4]
To program System Forward no answer	Dial [5]
To program System Forward busy	Dial [6]

- 2. Choose the category of call that you wish to program; you are transferred to the OPERATION Menu.
- Proceed to select a call handling method, as in step 2 of Part C, above; you are returned to the FORWARD Menu, where you can program further categories if you so desire. (You are not required to program all six categories).

NOTE

The *Unscreened transfer* call handling option is not available for the two System Forward categories.

4. When you have finished programming any or all of the call categories, dial [*] to exit the FORWARD Menu.

IMAGEN AT A GLANCE

To enter your mailbox

At your extension:

- Enter the IMAGEN access Number;
- 2. Dial [#] twice;
- 3. Enter your password (if applicable).

From another extension:

- 1. Enter the IMAGEN Number;
- 2. Dial [#];
- 3. Enter your Mailbox Number;
- 4. Enter your password (if applicable).

From outside the system:

- 1. Dial the **IMAGEN** telephone number;
- 2. Dial [#];
- 3. Enter your Mailbox Number;
- 4. Enter your password (if applicable).