



Emerald™ ICE

HD Voicemail

Mailbox User Guide

Revision A

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1 Introduction

1.1 About Emerald ICE HD Voicemail

Emerald ICE HD Voicemail is a compact, high-performance voice processing system that connects to a business phone system. It offers businesses the ability to exchange information through the telephone without requiring simultaneous participation by the caller and the receiver. The system converts human speech to digital signals, stores them on a disk, and converts the digital signals on the disk back to human speech as required.

System users can send voice messages to other users. Since almost half of all phone transactions need only one-way communications, the voice mail function streamlines business communication.

When you are not available or prepared to receive calls, you may forward calls to the system. The system answers the phone, takes messages, and stores the messages for retrieval at any time, and from any place.

The basic *Emerald ICE HD Voicemail* system includes the ability to:

- Send messages in telephone answering and voice mail mode.
- Send copies of messages.
- Send messages to multiple destinations and group distribution list.
- Obtain a summary count of messages waiting for review.
- Erase, reply, save, or skip a message.
- Receive envelope information indicating the date, time, and sender.
- Change recorded name, personal greeting, and access code.

In addition, the system provides:

- Playback controls when sending or reviewing messages.
- Delivery options when sending or replying to messages.
- Dial-by-name addressing for messages.
- Secretary mailbox and Guest mailbox.
- Temporary greeting.

In order to simplify storing, two queues are used. The *New* message queue stores all messages which have not been listened to by the user. The *Saved* message queue is used to store messages for future action.

As messages are recorded, they need to be stored in such a way that they can be retrieved efficiently. *Simplicity* stores messages in mailboxes. Each user is assigned a mailbox number for private use. Each mailbox is protected by a user-defined access code. Thus, the user is the only one who can retrieve messages left in their mailbox. When a user uses their mailbox for the first time, a tutorial walks them through the process of setting up a mailbox. The user is prompted to record their name and to change the temporary access code assigned by the system.

In addition to their own mailbox, users can have Guest Mailboxes (depending upon mailbox parameters). These mailboxes provide for limited voice mail capabilities between the user and their guest. However, the first guest mailbox, called the Secretary Mailbox, can only listen to the envelope information of the messages in the user's mailbox. The Secretary Mailbox cannot listen to the user's messages. Messages cannot be sent to or sent by the Secretary Mailbox.

More than one person can use the system features. Each port allows one user access to the system. A port is a path to the system. For example, up to four users could be recording or listening to messages at the same time with a four port system. Since not all users would be accessing the system at the same time, multiple users can be supported. User commands are just one digit long. They do not have to be memorized since the system is constantly prompting users about what to do. Experienced users can interrupt prompts and can even skip ahead several steps if they know what they want to do.

Using a Touch-Tone phone, you can receive or send messages from any location through your voice mailbox. If you are busy in your office or away on a business trip, customers, vendors or other employees can leave you detailed messages in your voice mailbox. Protected by your access code, these messages are completely confidential.

1.2 Learning the System

The best way to learn how to use the system is to experiment. Nothing you do can hurt the system. Send messages to yourself. Access the personal options and change them. (No changes are permanent except for deleting a message - you can always correct them.)

The system is programmed to respond when any of the 12 keys are pressed. If no key is pressed in response to a prompt, the system assumes the user is confused.

The system repeats the user's options. If there is still no response, the system automatically transfers a non-user to an attendant, or politely disconnects a user from the call.

The system counts the number of errors (incorrect key presses) that a user makes. If the count exceeds a certain number (usually 3) the caller is politely disconnected. The system does this to allow as many users on the system as possible. Don't get discouraged. Look in this manual to get more information; then call back.

The * Key

Press * whenever you want to cancel what you are doing.

* allows you to skip personal greetings and introductory prompts. It gets you directly to the recording tone.

While listening to a prompt, press * to "back up" to the previous menu. At the Main menu, press * to disconnect.

The # Key

Press # whenever you want to complete a step, or send a message.

Press # twice to skip a message.

can also be used to denote the end of a variable length number like an access code. This keeps the system from having to wait to determine if you are finished entering digits.

Interrupting

You can interrupt most prompts if you know what you want to do. You can even enter several commands at once.

1.3 How to Use this Guide

This guide provides you with easy-to-follow instructions on how to get the most from the features of the system. It is divided into several sections. To start using the system quickly, read through the *Getting Started*, and *Basic Operation* sections. After you have used the system for a short while, read the remainder of this guide to learn the other features and capabilities of system.



NOTE:

This guide is designed for all the system features. Some system features are optional and may not be installed in your system.


1.4 About this Manual

The *Emerald ICE HD Voicemail Mailbox User Guide* is divided into the following sections:

- Section 1 - **Introduction** - this section provides a general description of *Simplicity for Coral*, a description of this manual and the conventions used throughout.
- Section 2 - **Getting Started**- This section provides descriptions of how to setup mailboxes, accessing the mailbox, broadcast messages, erased message notices, confirmation notices and disconnecting from the system.
- Section 3 - **Basic Operations**- This section provides descriptions of how to listen to messages, the playback controls, options while listening and changing personal greetings.
- Section 4 - **Additional Operations**- This section provides descriptions of additional information when listening to messages, erasing greetings, recording your name and temporary greetings, changing the personal access code, accessing the secretary mailbox, using guest mailboxes, setting up group distribution lists, outdial operations, and checking message delivery.
- Section 5 - **Expert Mode** - This section provides descriptions of the Auto listing/skip feature, auto scanning of the envelope information and mass-auto delete.

The following conventions are used throughout this manual.

Table 1-1 **Conventions**

CONVENTION	DESCRIPTION
Normal	Used in body text throughout this manual.
<i>Normal, Italic</i>	Used in referencing sections, telephone features and voice recordings or prompts.
<i>Bold, Italic</i>	Used in describing the fields in PC screens and other form names or items.
Normal, Bold	Used to describe filenames, device names and specific areas of PC screens.
Press	Means to press a specific key. (e.g. press ESC means to press and release the Escape key.)
Enter	Means to type or push a button on the telephone keypad.
 (Telephone Keys)	Indicates the keystrokes that are required to be entered on a telephone.
PC Keyboard Keys	Indicated to show keystrokes required to be entered on a PC keyboard.



2 Getting Started

2.1 Setting Up Your Mailbox

The first time you enter your mailbox, the system system provides a tutorial which allows you to create your access code, and record your name.

You will need the following information from your system administrator to set up your mailbox: the number to reach the system system, your mailbox number, and your temporary access code. Once you have this information, follow these steps:

1. Call the system system: _____.
2. If you hear the system greeting, press **#** + your mailbox number. With some telephone systems this step will not be required.
3. When asked for your temporary access code enter ____.
4. Listen to the tutorial. When prompted, select and enter a new personal access code. A personal access code can be any length up to nine digits. However, your system administrator may program a minimum and/or maximum length for personal access codes. This code should be a number that is easy for you to remember, but difficult for someone else to guess. Avoid using your extension number, birthday, etc.. If you wish, record the number you have selected as your access code here _____. You can change your access code at any time.
5. When prompted, record your name.
6. When prompted, record your greeting. If a personal greeting is not recorded during the tutorial, the system will use a standard greeting anytime your mailbox is called: *"(Your recorded name) is not available. At the tone please record your message. At the end of your message you may hang up or press one for more options."*

Your mailbox is now set up and ready to use. You may wish to change your personal greeting from time to time. To change your personal greeting, read the section *Changing Your Personal Greeting on Page 3-11*.

Accessing Your Mailbox

1. Call the system system.
2. If you hear the system greeting, press **#** + your mailbox number. With some telephone systems this step will not be required.
3. Enter your personal access code. If there is a system broadcast message, it is played. The system prompts you to repeat the message, or erase and continue. If there are any delivery notification messages waiting they are played. The system will then tell you if you have any messages waiting to be heard. The main mailbox menu is then played.

Broadcast Messages

Broadcast messages are recorded by the system administrator and are sent to all users. These messages contain important announcements about the system (e.g., *"The following system enhancements will be available to all Users effective..."*) or the company (e.g., *"Tomorrow will be half-day holiday."*) Users must listen to the broadcast messages. After listening, the broadcast message may be deleted.

Erased Message Notices

An erased message notice informs a user that a message was automatically erased, or is about to be erased. An erased message notice may be skipped. Users cannot save these messages and skipping them simply saves users from having to listen to the entire notice.


2.5 Confirmation Notices

Users may request confirmation from the system regarding the status of messages they sent. There are two types of confirmation available:


A positive confirmation of receipt. - This notice indicates that the message sent by the user was reviewed by the recipient. This notice is generated only if the original message was sent with the "proof of delivery" option.

A notification of an undelivered message. - This notice indicates that a message has resided in the recipient's mailbox for X days and that it has not been listened to. The number of days ("X") is determined on a per mailbox basis by the system administrator via Class of Service . This notice may be generated only if the original message was sent with the "undelivered message notification" delivery option. Confirmation notice may be skipped.

2.6 Disconnecting from the System

When you have finished using the system, press  until the system says, "Exiting the system. Goodbye."

If you attempt to disconnect while there are new messages in your mailbox, the system plays a message, "Check your mailbox for new messages."

Press  if you wish to listen to the new message.

Press  to disconnect from the system.

3 Basic Operations

3.1 Listening To Your Messages

Messages in your mailbox come from several places:

- From non-users who leave messages in the telephone answering mode.
- From other users.
- From special limited-use users called guest users.

Messages are presented to you in the following order:

1. Broadcast messages.
2. Confirmation messages.
3. New messages (priority messages first).
4. Skipped messages.
5. Saved messages.

After the last new message has been presented to you, the system searches the mailbox to see if there are any remaining new messages to be reviewed. In particular, if new messages arrive during message review, they are presented in the same order as before (priority, normal, etc.) but are labeled "skipped." Thus, if a new priority message arrives after the user has passed priority messages during message playback, this new message is played after all other new messages and is labeled skipped.

To listen to the messages in your mailbox:

1. At the main menu, press **1**. The system plays your messages. After each message is played, the system asks you what to do with the message.

Available Options:

- 1** - *Replay* - repeats the complete message
- 2** - *Save* - keeps the message in your mailbox for future reference
- 3** - *Erase* - allows you to discard the message
- 4** - *Reply* - allows you to record a reply to the message with a single keystroke
- 5** - *Envelope* - plays the time and date the message was sent, and where the message originated from.
- 6** - *Send a Copy* - allows you to forward a copy of the message to another user. When you send a copy, you may choose to send the copy with introductory comments.

Erase, Save, and Reply are the most common options, and the system prompts you for these actions. To hear prompts for the other actions, press the desired option. For advanced options, press **0**.

You may cancel message playing while listening to messages by dialing *****. Any message not completely reviewed remains in the new message queue. If a user forgets to dial ***** to cancel play and just hangs up, all partially listened to and unheard messages also remain in the new message queue.

3.2 Playback Controls

As you become more and more comfortable leaving & /receiving voice messages, the length and complexity of message increases. Sometimes an important phone number is embedded in a three-minute message. As you become more experienced, you will want to control the playback of the messages you received. The system playback controls are designed to give exactly that flexibility. With playback controls, you can scan through a long message to find a phone number without listening to the whole message. After dialing **1** to listen to a message, you can press:

- 1** - Rewind to the beginning of the message.
- 7** - Rewind 5 seconds.
- 8** - Pause and restart the message.
- 9** - Forward 5 seconds.
- # #** - Skip to the next message.

3.3 Options while Listening

In addition to the playback controls, you can press the following keys for any of the listening options while the message is playing. For example, you don't have to listen to the entire message before deciding you want envelope information or to erase the message etc.

- 2** - Save the message in your mailbox for future reference
- 3** - Erase the message
- 4** - Reply to the message
- 5** - Envelope information
- 6** - Send copy

Skipping a Message

Users with limited time may use the skip feature to scan through their messages, or to look for an important message from a certain person. There are two variations on this form of message scanning:

- Listen to the first few seconds of each message, then skip to the next message. Repeat this process for each message.
- Listen to message envelope information as soon as each message begins to play, then skip to the next message. It is not necessary to the entire envelope.



NOTE:

The envelope information for messages may also be scanned through use of the secretary access code.

A user may skip to the next message at any time by dialing **#** twice. Skipping a message means that it retains its original place in the new message queue. It is available for review as a skipped message during this session or as a new message in a subsequent session.

For example:

- ① Listening → During Review → **#** **#** → Next Message
- ① Listening → **5** → Listen to envelope info → **#** **#** → Next message

Canceling Play of Messages

You may cancel message playing while listening to messages by dialing **TOUR ***. Any message not completely reviewed remains in the new message queue. If a user forgets to dial **TOUR *** to cancel play and just hang up, all partially listened to messages also remain in the new message queue.

Replaying a Message

At the end of a message (when the system prompts with the "After Listening..." menu) you can replay that message in its entirety.

- ① Listening → End of message → **1** → Message replays

Saving a Message

If the message needs to be acted on later, it may be saved. Saved messages are kept in a separate queue. They will be played after new messages.

- ① Listening → **ABC 2** → Message is saved

The procedures for returning a message to storing a new message are the same.

Erasing a Message

If the message does not require action, it should be erased. Erasing messages keeps the mailbox clear and reduces the need for system storage capacity.

1 Listening → 3 → Message is erased

CAUTION!

Once a message has been erased, it cannot be retrieved.

Reply to a Message

A user can send a reply to a message by dialing one key. If the message has been copied from another user, the reply can be sent to the person who originally sent the message, or to the person who sent the copy of the message. Replies may only be sent to messages from users received in the voice mail mode.

Therefore, Users should enter their own mailbox before sending message, so recipients may conveniently reply.

1 → 4 → 1 Reply to sender → Record reply → # → # Message Acceptable → # To send your reply
2 Reply to originator 1 Listen to reply 0 For delivery options
2 Erase and re-record
3 Continue recording
* Cancelreply

Envelope Information

A user may need to know details about a message: who sent it, the time and date it was delivered, the length of the message, and whether it is priority and/or confidential. This information is called the envelope information. This information can be programmed by the system administrator to play automatically either before or after you hear the message. In addition, the envelope information can be heard at any time while listening to the message by pressing **5**. If this is done, after playing the envelope information the system automatically returns the user to the point at which the envelope information was requested.

1 Listening → **5** → Listen to envelope information → Return to message
The time and date stamp on a new message always relates to message delivery. For messages sent from another mailbox user, the system prompts for your choice of the sender or the person who originated the message.

Once a message is saved, the time and date stamp refers to the time it was first saved. This time and date stamp allows the user to know how much longer the message can stay in the mailbox before it is automatically deleted. Listening to a message and re-saving it does not change the time and date stamp nor when the system automatically erases the message.



NOTE:

To skip envelope information and return to message review, press: **# #**.

Send a Copy to Someone Else

You may wish to send a copy of a message to another user. In this situation, you can record introductory remarks and send the remark plus a copy of the message to another user. Copies may be sent to one or more Users, including group distribution lists. You may send copies of messages that are received in either the voice mail mode or telephone answering mode.

1 → **MNO 6** → **1** Send with → Record → **#** Enter the → **#** Delivery
 comments comments destination options
ABC 2 Send without comment

Sending A Message

ABC 2 Record → **#** → **#** Message → Enter destination, → **#** Send message
 Acceptable mailbox, or
 message
1 Listen to group list, or **OPER 0** Delivery
 message guest mailbox options
ABC 2 Erase and **TO NE *** Cancel
 re-record
 destination
DEF 3 Continue
 recording
TO NE * Cancel message

To send a message:

1. At the main menu, press **ABC 2** to send a message. The system prompts you to begin recording your message.
2. Record the message. You can press the **TO NE *** key at any point in the recording to erase the message and start over.
3. Press **#** to end the message. The system prompts you to send the message if it is acceptable and gives you a chance to listen to the message you have just re-recorded, to continue recording, or to erase and begin again.
4. When the message is acceptable, press **#**.
5. Enter the destination. The destination is the mailbox number of the person who is to receive the message. A destination can also be a personal or system group distribution list number, or a guest mailbox. Messages may be sent to any of these individually or in combination with other destinations. Once you enter the mailbox number, the system plays back the name of the person whose mailbox you have selected. If you have selected the wrong destination, press the **TO NE *** key and enter a new number.

6. After the system plays the name of the destination, you are prompted to send the message or press **0** for more options. These options are delivery options. Messages may be marked priority, or confidential. Proof of delivery can be requested. The message may be marked at a future time. See *Delivery Options on Page 3-8* for more details. Once the message and delivery options are correct, press **#**. The system prompts you for more destinations.
7. Press ***** if there are no more destinations, or continue from step 5.

Delivery Options

- 1** Confidential
- 2** Priority
- 3** Proof of → → **1** Proof of delivery
delivery **2** Notification of non-delivery
- 4** Specify delivery time
- *** Cancel

Did you ever want to know exactly when a message was received? Did you ever send a private message and want to prevent the recipient from passing the message to other people? Want to send a message for delivery at a later date? Mark a Message priority? Delivery options allow you to control how your message is sent. These options are prompted after you have selected a destination.

You select delivery options after the destination is entered and before the message is sent. Once selected, a delivery option may be canceled by dialing its number again (e.g., dialing **2** the first time marks a message priority; dial **2** again removes the priority marking). It is, therefore, possible to have different delivery options for different destinations.

Confidential

A user may mark a message confidential and thereby the recipient from sending a copy of the message to any other subscribe.

Priority

A user may mark a message for priority delivery. New priority messages will be presented for review after broadcast message, but ahead of non-priority message in the recipient's mailbox.

Proof of Delivery

If it is important for a user to know precisely when a message is received, proof of delivery may be requested. When the recipient listens to the message, the user who sent the message will be sent a short message giving the date and time the recipient listened to the message. The confirmation notice appears before the main menu in the user's mailbox.

Undelivered Message Notification

Users may request that the system notify them if messages they sent are not listened to within a per-set period of time. If the allotted time period passes and a message remains un-heard, the sender receives an "undelivered message notification" with the name of the intended recipient. The time interval used for the undelivered message notification feature is specified by the system administrator.



NOTE:

Messages may be marked for proof of delivery or undelivered message notification, but not both.

For purposes of proof of delivery, undelivered message notification, and check receipt, a message is considered "received" (actually listened to) if the user listens to the entire message. If a user skips a message at any time before the end of the message, cancels listening to the message, or hangs up before the end of the message, it is not considered received. Often the most important information can be included as an afterthought at the end of a message. For this reason, it is important to know whether the entire message was actually heard.

Use of this option on too many messages may result in a user's mailbox becoming inundated with confirmations. It should only be used when it is essential to know exactly when a message has been received.

Specified Delivery Time

Users may tell the system to deliver messages at a specific time in the future. This feature is especially useful for reminder messages or when information must be released at a specific time in the future.

The system first asks whether the user wishes to specify a date (e.g., January 31st) or just the day of the week within the next week (e.g., Wednesday). A user can dial **1** to specify a date or **2** to specify a day in the coming week.

Delivery options **4** → Enter delivery **#** → Send message destinations → More

To enter the delivery time:

If over a week:

Dial **1** then: Dial **2** then:


Select month

(Jan=1, July=7, the first two letters
Dec.=12, etc.) (Sunday = **7****8**, Friday = **3****7**, on the DTMF pad, etc.)

Select date

(01 to 31)

Set the hour and the minutes as either 3 or 4 digits.

Set 2:00 as 

Set 10:15 as 

Press  for AM or  for PM.






Since most people are not familiar with 24-hour format, the system only accepts time in 12-hour clock format. Users must set the time for future delivery in the time zone of the system's location.


Users' Classes of Service determine whether or not they may specify delivery time for messages and the number of days in advance that messages may be sent.


Different delivery options can apply to different destinations.


When sending to multiple destinations, the option(s) assigned to the previous destination (e.g., confidential, priority, proof of delivery and specify delivery time) apply to the next destination. To cancel a previous option, dial the number of that option again before sending the message to the next destination. This action turns the option off. In this way, the same message can be sent to two people with it going to one person as "Priority," to another as "Confidential," and to a third as "Priority" and "Confidential." Any combination of the options is possible.


Dial By Name


 → Record your Message →  →  Message →  Spell →  Send message


 Listen to Message

 Delivery options










 Erase and re-record



 Cancel destination

 Continue recording

 Cancel Message

Have you ever recorded a message and realized you can't find your mailbox directory? This experience can be extremely frustrating for users who end up hanging up, losing the message they recorded, looking for a directory and then restarting the whole process. The *Dial-By-Name* feature allows users to easily send messages without memorizing mailbox numbers.

After you finish recording the message, dial  twice to spell a name. The system needs only enough letters to uniquely identify the mailbox, so you may not need to spell the full name. As soon as the system finds an exact match for the name, the name is played to confirm the destination. Use the keys on your telephone to spell the last name of the person to receive the message. For example, *Smith Bob* is entered as:         .

Dial  to enter a Q, and dial  to enter a Z.

3.4 Changing Your Personal Greeting

DEF 3 → 1 → ABC 2 → ABC 2 → Record your → #
Greetings Record Mailbox Mailbox
greeting greeting

Your mailbox greeting is played to outside callers who enter a system mailbox in the telephone answering mode. This greeting enables you to give callers information about your schedule and to encourage callers to leave detailed messages. To change your greeting or name, simply enter personal options from the mailbox menu by pressing DEF 3 and select 1 for Greetings.



NOTE:

The system administrator can limit the length of a greeting.

If a mailbox greeting has not been recorded, the system uses your recorded name and creates a standard system greeting.

A good mailbox greeting encourages callers to leave detailed messages (not just name and phone number) and gives them additional information that might be needed. It should present the kind of professional image that is appropriate for your particular organization. You may wish to include an instruction to dial OPER 0 to reach an operator. For example, "Hello, this is Jim Smith. I am sorry I am not able to receive your call, but if you leave a detailed message along with your name and number, I will be prepared to help you when I call you back. If you must talk to someone immediately, please dial zero and someone will help you."

To change your mailbox greeting:

1. At the main menu, press DEF 3 for personal options.
2. Press 1 for greetings.
3. Press ABC 2 for record.
4. Press ABC 2 for mailbox greeting.
5. Record your greeting, then press # .

4 Additional Operations

4.1 Listening To Your Greeting

DEF 3 → **1** → **1**
Greeting Listen

You may use personal options to listen to your recorded greeting. To listen to your mailbox greeting:

1. At the main menu, press **DEF 3** for personal options.
2. Press **1** for greetings.
3. Press **1** for listen.
4. Press **ABC 2** for mailbox greeting.

4.2 Erasing Your Greeting

DEF 3 → **1** → **1**
Greeting Erase

The standard system greeting may be chosen at any time by erasing your recorded greeting without recording a new one. To erase your mailbox greeting:

1. At the main menu, press **DEF 3** for personal options.
2. Press **1** for greetings.
3. Press **DEF 3** for erase.
4. Press **ABC 2** for mailbox greeting.

4.3 Recording Your Name

3 → **1** → **2** → **1** → Record your → **#**
Greeting Record Name Name

You record your name the first time you use your mailbox. The recording of the name will be used: (1) to verify destinations, (2) as part of a system-generated personal greeting, or (3) as verification when someone is creating or editing group lists. you may change the way your name is recorded at any time.

To record your name:

1. At the main menu, press **3** for personal options
2. Press **1** for greeting
3. Press **2** for record
4. Press **1** for name
5. Record your name, then press **#**

4.4 Temporary Greeting

3 → **1** → **2** → **3** → Record **#** → **2** Activate your temporary greeting
Greetings Record your greeting
3 Deactivate your temporary greeting

As customers and users begin to appreciate the speed of information flow with voice mail, it is important to warn them that it may take longer than usual to respond to the message. The temporary greeting allows you to give a special notice to outside callers and users. The temporary greeting plays in place of the mailbox greeting when calls are answered in the telephone answering mode. The greeting should emphasize that you will not be checking in for messages frequently. It might be used to direct callers to someone who could help them by either telling them an extension number or via the Zero Destination.

The prompting for telephone answering is slightly different if the caller has a temporary greeting. Callers hear the temporary greeting and are then prompted with the usual prompts.

When users enter their mailboxes while a temporary greeting is in effect, they hear a message from the system that a temporary greeting is in effect. The system prompts users to:

- 1 - listen to the greeting.
- 2 - retain the greeting.
- 3 - deactivate the greeting.

4.5 Recording A Temporary Greeting

To record a temporary greeting:

1. At the main menu, press 3 for personal options.
2. Press 1 for greetings, then press 2 for record.
3. Press 3 for temporary greeting.
4. Record the greeting, then press #.
5. Press 2 to activate the greeting.

The temporary greeting can be deactivated without being erased. To deactivate the greeting, when the system prompts you that a temporary greeting is in effect, press 3.

4.6 Listen To Your Temporary Greeting

To listening to your existing Temporary Greeting:

1. At the main menu, press 3 for personal options.
2. Press 1 for greetings, then press 1 for listen.
3. Press 3 for temporary greeting.

4.7 Erase Your Temporary Greeting

To erase your temporary greeting:

1. At the main menu, press **3** for personal options.
2. Press **1** for greeting, then press **3** for erase.
3. Press **3** for temporary greeting.

4.8 Personal Access Code

3 → **2** → **2** → Create /
Modify
code → **0** → Mailbox
access
code → Enter
access → **#**

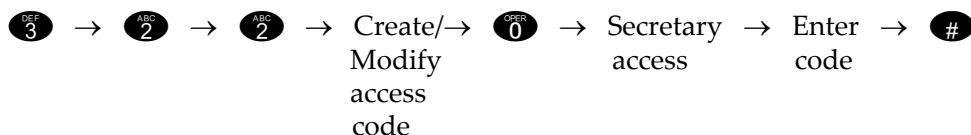
There is one access code that is associated with each user mailbox. Each access code may be from 1 to 9 digits long. The system administrator can program a minimum and maximum length for mailbox access codes. Zero should not be used as the first digit. An initial, temporary access code is given to each user and is used to enter the system for the very first time. It should not be used again.

Your access code should represent numbers that are easy for you to remember yet not easily guessed by other people. You are strongly discouraged from using birthdays, employee numbers, social security numbers, etc., since these numbers could be readily guessed by others. You are encouraged to change your access code frequently.

To change your access code, use the **personal options menu**:

1. From the main menu, press **3**.
2. Press **2** for access code, then press **2** to create/modify an access code.
3. Press **0** for mailbox access code.
4. Enter the access code you have decided on, then press **#**.

4.9 Secretary Mailbox Access Code



Using a secretary mailbox is another method of accessing your mailbox with its own access code, instead of the regular mailbox access code. Only the envelope information of messages in your mailbox can be played. The actual messages cannot be played. This is useful if you wish to have someone check the messages in your mailbox without letting them hear the actual message. Messages cannot be sent or received by secretary mailboxes.

To add a secretary mailbox access code:

1. From the main menu, press DEF 3 for personal options.
2. Press ABC 2 for access codes, then press ABC 2 for create/modify.
3. Press 1 for secretary access code.
4. Enter the desired access code, and then press #.

To delete a secretary mailbox access code:

1. From the main menu, press DEF 3 for personal options.
2. Press ABC 2 for access code, then press DEF 3 for erase.
3. Press 1 for secretary access code.

Do you have a customer or vendor who is impossible to reach? Do you travel frequently and need to stay in touch with your family? Guest mailboxes can help you stay in touch with people outside your company. You may use up to 8 guest mailboxes depending upon your mailbox's class of services.

There are three steps to using a guest mailbox:

1. Create the mailbox by establishing a guest access code to your mailbox.
2. Send a message to the guest mailbox.
3. Instruct your guest how to obtain the message.

Create a Guest Mailbox

Guest mailboxes are created using the personal options menu:

1. From the main menu, press **DEF 3** for personal options.
2. Press **ABC 2** for access codes, then press **ABC 2** for create/modify.
3. Press the digit **ABC 2**-**WXYZ 9** corresponding to the guest number. **ABC 2** for guest-2's access code, etc. (Guest 1 is reserved for the secretary mailbox).
4. Enter the desired access code, and then press **#**.

Erase a Guest Mailbox

To erase a guest mailbox access code:

1. From the main menu, press **DEF 3** for personal options.
2. Press **ABC 2** for access codes, then press **DEF 3** for erase.
3. Press the digit **ABC 2**-**WXYZ 9** corresponding to the guest number to be deleted.

Sending a Message to a Guest Mailbox

To send a message to a guest mailbox:

1. Record your message.
2. When prompted for the destination, press **8** plus the guest number **2-9**. For example, to send a message to guest number **3**, press **83**.

Instruct Your Guest on How to Retrieve the Message

Give your guest the following instructions:

1. Call the access number: _____.
2. Enter **#** and your mailbox number: _____.
3. Listen to your name.
4. Enter the access code assigned to the guest.
5. Listen to the message and respond as required.

4.11

Group Distribution Lists

3 → **3** → Group lists → **1** List members → Enter list number (11-29)
2 Establish list
3 Erase list
4 Modify list

Group Distribution Lists allow users to record a message once and send it simultaneously to multiple destinations. Messages are recorded and sent like any other message and may have delivery options like confidential, priority, etc.

Each user, depending on his or her class of service, may be allowed to create and use up to 18 lists of up to 25 users each. In addition, users may be given access to system group lists. These lists have names that are recorded by the user or, in the case of system group lists, by the system administrator. The lists also have numbers that are used as destinations when sending messages. Personal group lists are numbered from 11 to 29 and system group lists are numbered from 30 to 79. An example of a personal group list might be:

Regional Managers11

Kevin Jones 3922

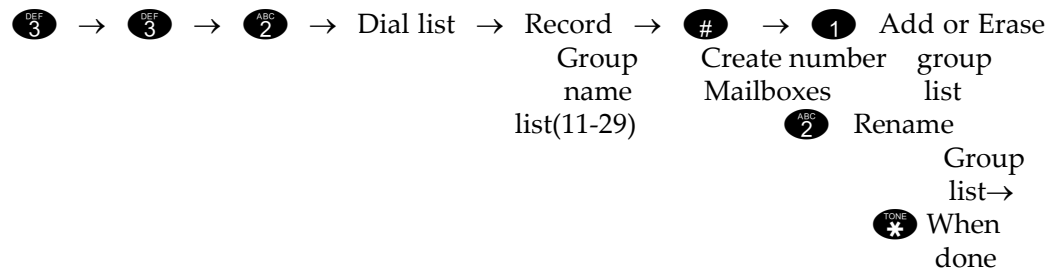
Dan Smith 3267

Jim Fields 3721

Group lists may NOT be linked together, but users may send the same message to several group lists in succession, if required.

To send a message to one of your distribution lists, enter the 2-digit distribution list number followed by **#** when prompted for the destination. You will hear the name of the list you have recorded to confirm that you are about to send a message to that list of people. You can always change a distribution list by deleting or adding any voice mailbox you wish.

Establishing a Personal Group List



To create a Personal Group list:

1. From main menu, press **3** for personal options.
2. Press **3** for group lists, then press **2** to establish list.
3. Enter the desired 2-digit list number (11-29), and then press **#**.
4. Press **1** to add mailbox numbers to the new list. Press ***** when you have finished adding mailboxes.

Listing Members

3 → **3** → **1** → List → Dial list → **3** Delete number
members number
(11-29) **7** Play previous
name

If you forget the names of a particular list, the list of names may be listened to.

To play the mailboxes in a Personal Group list:

1. From the main menu, press **3** for personal options.
2. Press **3** for group lists, then press **1** for list members.
3. Enter the desired 2-digit list number (11-29), and then press **#**.
4. Press **3** to delete a mailbox number while the list is playing.
5. Press **7** to repeat the previous entry in the list.

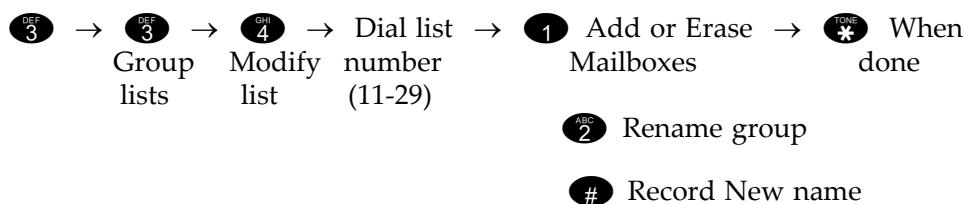
Erasing Existing Lists

3 → **3** Group list → **3** → Erase List → Dial list
number (11-29)

Users may erase an entire personal group distribution list. To erase a Personal Group list:

1. From the main menu, press **3** for personal options.
2. Press **3** for group lists, then press **3** to erase.
3. Dial the desired 2-digit list number (11-29).

Modifying Existing Lists



By selecting to modify a list, you can either add or delete a particular person's mailbox from the list or ask the system to rename the group list. If a user's mailbox is already on the list, dialing the number again will remove it. If it is not on the list, the address will be added. The recorded name of a list can be changed or re-recorded at any time without affecting the contents of the list.

To modify a Personal Group list:

1. From the main menu, press DEF 3 for personal options.
2. Press DEF 3 for group lists, then press GHI 4 to modify a list.
3. Dial the desired 2-digit list number (11-29).
4. Press 1 to add mailbox numbers to the list, or erase mailbox numbers from the list. Press TONE * when you have finished.
5. Press ABC 2 to rename the list. Record the new name, then press #.

4.12 Outdial Operations

You can use the optional outdial feature to have the system call and notify you that a new message has been received in your mailbox. Before you begin to use the outdialing feature you must specify:

A schedule of when the system can call you.

Each mailbox user may establish 2 outdial schedules and an override schedule for weekdays and for weekends. Schedules 1 and 2 can be programmed to accommodate time gaps in the same day. For example, "I want the system to call me at home from 6:00 am to 8:00 pm ." Schedule 3 is the override schedule.


The telephone number where you can be reached.

This number may be a telephone system (or Centrex) extension, a local or long distance telephone number, or the telephone number and dialing sequence of a pager.



NOTE:

If the telephone number is a telephone system extension, be aware of call forwarding. The outdial call should be call forwarded back to the system. Otherwise, the outdial message will be recorded as a new message, and may cause a new outdial. Check with your system administrator to make certain the timer for call forward on no answer is longer than the timer for an unanswered call (usually 4 rings).

The system allows each mailbox user to specify up to 9 outdial bins (numbered 1-9), each of which can contain an extension number, telephone number, or pager sequence. Each outdial bin may contain up to 46 digits. A mailbox user may insert a pause (required in some pager sequences) by dialing .

An alternate telephone number. This can be skipped if desired. If the system fails to reach you at the primary bin destination after the programmed number of attempts, it will automatically attempt to notify you at the alternate bin destination using the same number of attempts. If after this, the system sill has not reached you, no further attempts are made.

The type of message that causes an outdial call. A user can specify: all new messages, or only priority new messages. In addition, a user can limit outtalking to messages from a member of a group list, or from a particular mailbox.

How long the system waits after a message has been received before placing the outdial call.

Outdial Bins

The first task in creating an outdial schedule is to program the telephone numbers where you can be reached. These numbers can be extensions on a PBX (or Centrex), a telephone number, or the telephone number and dialing sequence of a pager. These numbers are stored in the system memory in locations called outdial bins. You may store up to 9 telephone numbers. These bins are labeled 1 - 9.

Do not include the dial access code (e.g., 9) needed to reach an outside line in an outdial bin. This information is already programmed into the system.

Creating An Outdial Bin

To create an Outdial bin:

1. From the main menu, press **3** for personal options.
2. Press **4** for message notification, then press **2** for bin number maintenance.
3. Press **2** to add a bin number.
4. Dial the desired bin number (1-9).
5. Dial the type of number to be added (**1** - external telephone number or number for a voice pager, **2** - extension number, or **3** - pager).
6. Dial the telephone number. Use the ***** to insert a pause.
7. If the number is correct, press **#** when prompted.

Review An Outdial Bin

To review the contents of an outdial bin:

1. From the main menu, press **3** for personal options.
2. Press **4** for message notification, then press **2** for bin number maintenance.
3. Press **1** to review a bin number.
4. Dial the desired bin number (1-9).

Erase An Outdial Bin

To erase an outdial bin:

1. From the main menu, press **3** for personal options.
2. Press **4** for message notification, then press **2** for bin number maintenance.
3. Press **3** to erase a bin number.
4. Dial the desired bin number (1-9).

Modify An Outdial Bin

To modify the contents of an outdial bin:

1. From the main menu, press **3** for personal options.
2. Press **4** for message notification, then press **2** for bin number maintenance.
3. Press **4** to modify a bin number.
4. Dial the desired bin number (1-9). The system plays the current contents of the bin. If the contents are correct, dial **#**. If the contents are not correct, dial *****. The system will prompt you for new information.

The outdial administration selection is used to program the schedules used by outdial when attempting to reach a user. Each user can program an outdial schedule for weekdays and a schedule for weekends. Both the weekday and weekend schedule can be divided into 2 schedules (schedule 1 and schedule 2). This allows you to program gaps in the day. The schedules are allowed to overlap. In addition, there is an override schedule (schedule 3) for weekdays and one for weekends. When the override schedule is programmed, it takes place of schedule 1 and 2.

Each schedule is programmed with:

- A start and stop time. The outdial bin number containing the telephone number where a user can be reached.
- The number of times to attempt to reach a user.
- An alternate bin number (optional).
- The type of message (all or priority) which causes an outdial.
- How long after a message has been received to place the outdial.
- Message senders who cause an outdial (Users in a particular group list, a specific mailbox number, or any new message).

Add An Outdial Schedule

To add an outdial schedule:

1. From the main menu, press **DEF 3** for personal options.
2. Press **GHI 4** for message notification, then press **DEF 3** for outdial administration.
3. Press **ABC 2** to add a schedule.
4. Press **1** for weekly schedule, or press **ABC 2** for a weekend schedule.
5. Dial the number of the schedule to be programmed (**1**, **ABC 2**, or **DEF 3** - override schedule).



NOTE:

Schedule 4 - Wakeup is not used at this time.

6. Dial the time when you will start accepting calls as a 3-digit or 4-digit number in 24-hour clock format (military time). For example, 2 P.M. is entered as **1 4 0 0**.

7. Dial the time when you will stop accepting calls as a 3- digit or 4- digit number in 24- hour clock format (military time). For example, 8 P.M. is entered as **2**^{ABC}**0**^{OPQR}**0**^{OPQR}**0**^{OPQR}.
8. Dial the desired bin number (**1**^{WXYZ}-**9**^{WXYZ}).
9. Dial the number of attempts to reach you (this number must be at least 1).
10. Dial an alternate bin number if desired, press **0**^{OPQR} for no alternate, or press **#** to skip.
11. Press **1** for all messages, or press **2**^{ABC} for only priority messages.
12. Dial how long the system is to wait after receiving a non-priority message before outcalling to you. Dial **1**^{WXYZ}-**9**^{WXYZ} for hours, or **1**^{OPQR}**0**^{WXYZ}-**9**^{WXYZ}**9**^{WXYZ} for minutes. Dial **0**^{OPQR}**0**^{OPQR} for immediate notification. (The system skips the step if the requested notification is for Priority message only.)
13. Dial how long the system is to wait after receiving a priority message before outcalling to you. Dial **1**^{WXYZ}-**9**^{WXYZ} for hours, or **1**^{OPQR}**0**^{WXYZ}-**9**^{WXYZ}**9**^{WXYZ} for minutes. Dial **0**^{OPQR}**0**^{OPQR} for immediate notification.
14. Dial a group list number, a mailbox number, or **#** for all users.

Review an Outdial Schedule

To review an outdial schedule:

1. From the mail menu, press **3**^{DEF} for personal options.
2. Press **4**^{GHI} for message notification, then press **3**^{DEF} for outdial administration.
3. Press **1** to review a schedule.
4. Press **1** for a weekly schedule, or press **2**^{ABC} for a weekend schedule.
5. Dial the number of the schedule to be reviewed (**1**, **2**^{ABC}, or **3**^{DEF} (Override Schedule)). Schedule 4 - Wakeup is not used at this time.

Erase an Outdial Schedule

To erase an outdial schedule:

1. From the main menu, press **DEF 3** for personal options.
2. Press **GHI 4** for message notification, then press **DEF 3** for outdial administration.
3. Press **DEF 3** to erase a schedule.
4. Press **1** for a weekday schedule, or press **ABC 2** For a weekend schedule.
5. Dial the number of the schedule to be erased (**1**, **ABC 2**, or **DEF 3** (Override Schedule)). Schedule 4 - Wakeup is not used at this time.

Modify an Outdial Schedule




To modify an outdial schedule:

1. From the main menu, press **DEF 3** for personal options.
2. Press **GHI 4** for message notification, then press **DEF 3** for outdial administration.
3. Press **GHI 4** to modify a schedule.
4. Press **1** for weekday schedule, or press **ABC 2** for a weekend schedule.
5. Dial the number of the schedule to be modified (**1**, **ABC 2**, or **DEF 3** (Override Schedule)). Schedule 4 - Wake up is not used at this time. The system plays the schedule, and requests confirmation for each entry. press # if the entry is correct, or press **TONES *** and change the entry as needed.

Turn Outdial On/Off

Once the desired outdial schedules have been programmed, outdial can be turned on and off whenever desired. Outdial ON/OFF is a toggle. If outdial is on, this procedure turns it off. If outdial is off, this procedure turns it on.

To Turn outdial ON or OFF:

1. From the main menu, press  for personal options.
2. Press  for message notification, then press .

Answering An Outdial Call

When the system places an outdial call, it waits until it detects that the call has been answered. As soon as the call is answered the system plays " *This is the (recorded company name). If you are an operator, please transfer this call to (recorded mailbox name). If (recorded mailbox name) cannot be reached at this number, please dial star, and please have (recorded mailbox name) call the (recorded company name) voice mail system. If you are (recorded mailbox name), dial your access code now.*"




NOTE:

The system uses your recorded name as part of the outdial greeting. If your name is not recorded, the system will use your mailbox number as part of the greeting. For this reason, make certain you have recorded your name for your mailbox.

Dial your access code, then press  and listen to your messages.



NOTE:

If an outdial call is answered and whoever answers the call dials a  in response to the outdial greeting (indicating the called party is not at that number), the system automatically turns off outdial. A message is then left in the user's mailbox that outdial has been turned off. Outdial remains off until the user turns it back on. See section Turn Outdial ON / OFF.

Things to Know About the Outdial Schedule

When a call is received in your mailbox, the system first checks to see if outdial notification is turned on. If it is, the system checks to see if you are using the mailbox (no outdial will be made if you are using your mailbox when a message is received). If not, the system checks your outdial schedule to determine if the message received matches the message type (priority, all, from group list, etc.) of a schedule. The system then determines when to begin the outdial process.

If there is nothing programmed for "normal messages call after" or "priority message call after" (depending upon the type of message), the system queues the outdial process immediately and follows the schedule(s) in effect at the time (weekday, weekend, schedule, etc.).

If there is a value programmed for "normal messages call after" or "priority message call after", that value is added to the time the message is received and then compared to the schedule start and stop times. If the time falls within the schedule, the outdial process is queued for the delayed delivery time. If the time falls outside of the start and stop time, the system queues the outdial for the next schedule time you are available for an outdial call based on all outdial schedules for the mailbox.

If you retrieve all new messages from your mailbox while an outdial is in queue, the outdial attempt will be cancelled.

The system knows an outdial was successful when your mailbox access code is dialed. If the system was not successful on an outdial attempt, the system waits five minutes before the next attempt, until the number of attempts programmed on the schedule is reached. The system then repeats the process for an alternate bin if one is programmed. If after all attempts the system was not successful in reaching you, a message is left in your mailbox informing you of the failed attempt to outdial to you.



NOTE:

If the system is dialing a pager number (Tel Type 3), the system will call the pager the number of times programmed for attempts, or until the mailbox is accessed and a valid access code is entered.

4.14 Checking Message Delivery

The system gives you an opportunity to determine whether or not your messages have been received. The check delivery feature of the system allows you to check for proof of delivery by directing the system to play any message from you which have not been listened to in a specified user's mailbox. This after - the - fact method of confirmation generally provides much greater flexibility and convenience.

After dialing the mailbox number, the system confirms the name of the person whose mailbox is being checked.

The total number of messages not listened to will be given. If a message has not been received, the system plays back any unheard messages in the mailbox, and gives the user an opportunity to erase the messages.

To check to see if a message has been listened to by the recipient:

1. From the main menu, press **4** for check delivery.
2. Dial the desired mailbox number, or press **#** to use spell by name. The system tells you how many of your messages have not been played by the recipient. The unheard messages are then played. After each message, the system will prompt you to take action on the message. Your choices are:
 - 1** Replay the message
 - 2** Erase the message. This is useful when you have second thoughts about a message you have sent.
 - 3** Envelope information
 - #** Continue to the next message

5 Expert Mode

5.1 Auto Listen/Skip

Expert mode is a series of automatic features designed for experienced voice mail users.

The auto mode can be changed back to the normal mode at any time by dialing **0**.

Auto Listen / Skip

1 → **#** **1** → Listen to the message

When messages are listened to using *Auto Listen/Skip*, the system plays all messages one after the other until interrupted by the user. Messages listened to in this fashion are considered skipped, and appear as new messages the next time the user listens to messages.

To auto listen to the messages in your mailbox, and then skip to the following messages:

1. At the main menu, press **1**.
2. Press **#** **1**. The system plays your messages. After the message is played it is placed in the skipped message queue.

Auto Listen / Save

1 → # 2 → Listen to the message

When messages are listened to using *Auto Listen/Save*, the system plays all messages one after the other until interrupted by the user. Messages listened to in this fashion are saved after they are played.

To auto listen to the messages in your mailbox, and then save them:

1. At the main menu, press 1.
2. Press # 2. The system plays your messages. After the message is played, it is placed in the saved message queue.

Auto Listen / Erase

1 → # 3 → Listen to → Message erased the message after play

When messages are listened to using *Auto Listen/Erase*, the system plays all messages one after the other until interrupted by the user. Messages listened to in this fashion are erased after they are played. After *Auto Listen/Erase* is selected, the system plays a message to remind the user that the message will be automatically deleted after being played, and then prompts for confirmation.

To auto listen to the messages in your mailbox, then erase them:

1. At the main menu, press 1.
2. Press # 3. The system plays your messages. After the message is played, it is erased.

CAUTION!

Erased messages cannot be recovered.

5.2 Auto Scan Envelope Information

The envelope information of all messages can be played without listening to the messages themselves. While the envelope information is playing any of the playback commands can be used. The envelope information can be interrupted and the message played, saved, replied to, etc. After the interruption, the system then continues playing envelope information for the remaining messages.

To auto listen to the information only of the messages in your mailbox:

1. At the main menu, press **1**.
2. Press **# 5**. The system plays the envelope information for each message. If you wish to listen to the message, press **1**. If you wish to send a copy to someone else, press **MNO 6**.

5.3 Mass Auto Delete

If you wish to empty your mailbox of all messages, you can use mass auto delete. To empty your mailbox of all messages:

1. At the main menu, press **1**.
2. Press **# * TONE**. The system erases all messages in your mailbox.

CAUTION!

All messages in your mailbox will be erased and CANNOT be recovered.

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**Emerald ICEHD Voicemail Card
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