Pager Notifications

Pager Notifications are used to notify you when you receive Voice Mail messages. You can select whether or not to be notified and, if so, for which types of messages (i.e., All Messages or Urgent Messages Only).

You can choose to be notified in one of three different ways:

- Numeric Pager - A numeric code will be sent to your pager.
- Voice - The system will call you at a specified number and ask for your Voice Mail password. After entering your password, you can listen to your messages. If the system doesn't reach you, it will try to reach you three times at five minute intervals.
- Email - You'll receive an email that identifies the Date, Time, and ID of the caller.

Pager Notifications are configured using the Web Portal. For more information about configuring Pager Notifications, see Web Portal User's Guide.

Voice Mail
Quick Reference Card

Default Voice Mail Menu
Release 5.6

Accessing Your Voice Mail

From Your Own Phone

- Press the Messages button or dial *09
- Enter your Voice Mail password
- If you have new messages, the messages will be identified and played.
- After hearing any new messages, you will be presented with the Voice Mail Main Menu. The Main Menu options are listed below.

From Another Phone

- From an internal phone, dial 555
- From an external phone, dial the Voice Mail access number specified by your Service Provider. Alternatively, you can dial your company's main telephone number and dial extension 555.
- When prompted, enter your extension number
- When prompted, enter your Voice Mail password + #
- If you have new messages, the messages will be identified and played. After hearing any new messages, you will be presented with the Voice Mail Main Menu. The Main Menu options are listed below.

From the Web Portal

If you have a Web Portal account, you can retrieve messages and manage your Voice Mail account using the Web Portal. For information about using your Web Portal, refer to your Web Portal documentation or the online help system available once you've logged into your Web Portal account.

From an Email Client

Your service provider may allow you to access your Voice Mail account using your standards-based (i.e., IMAP or POP) email client. Contact your service provider to see if this service Is available and to obtain the necessary information to configure your email client.

Voice Mail Main Menu

KEY	FEATURE
1	Play Inbox Messages
2	Play Saved Messages
3	Change Password
4	Play Greetings
5	Record Greetings
6	Access Personal Distribution Groups
7	Compose a New Message
8	Manage Custom Operator Number
*	Exit to Voice Mail System

Message Playback Options

While listening to your Voice Mail messages, the following options are available.

ACTION	BEFORE MESSAGE	DURING MESSAGE	AFTER MESSAGE
Skip Envelope	NA	#	NA
Skip Message	8	NA	8
Reply to Message	2	2	2
Call Originator	3	3	3
Delete	4	4	4
Save	5	5	5
Forward Message	6	6	6
Replay Message	NA	77	7
Rewind 5 Seconds	NA	7	NA
Pause/Resume Playback	NA	8	NA
Skip Ahead 5 Seconds	NA	9	NA
Skip to the End	NA	99	NA
Skip to Previous Menu	*	*	*

Replying to a Message

- While listening to a message, press 2 to reply
- After the tone, record a message and press #
- Select an action
  - To Send the message, press 1. The message will be sent and you will be returned to the previous menu.
  - To Change the message, press 2. The message will be deleted and you will be prompted to record the message again.
  - To Review the message, press 3. The message will be played back and you will be prompted to select another action.
  - To Mark the message Urgent and Send, press 9. The message will be marked urgent and sent. You will be disconnected from the Voice Mail system. When retrieving messages, urgent messages will be played first. If configured by the recipient, the recipient may be paged when they receive an urgent message.
  - Press * to cancel

Dialing the Originator

- While listening to a message, you can call the person back by pressing 3.
- This capability will not work if the Voice Mail system was not able to record the Caller ID information when the original Voice Mail was received or if your phone is configured with call restrictions which prevent you from calling the originator's number.

Forwarding a Message

- While listening to messages, you can forward a message to another recipient. To forward the current message, press 6.
- Enter an extension number or Distribution Group Number + #. Repeat this step until you've entered all the desired destinations.
- Press # when finished entering destinations
- You will be prompted to record an introduction
- After the tone, record your introductory message and press # when finished.
- Select an action
  - To Forward the message, press 1. The message will be sent.
  - To Change the introductory message, press 2. The message will be deleted and you will be prompted to record the message again.
  - To Review the introductory message, press 3. The message will be played back and you will be prompted to select another action.
  - To Mark the message Urgent and Send, press 9. When retrieving messages, urgent messages will be played first. If configured by the recipient, the recipient may be paged when they receive an urgent message.
  - Press * to Cancel.

Composing a New Message

- Access your voice mailbox
- If you have new messages, the messages will be identified and played. To skip to the Main Menu, press *.
- From the Main Menu, press 7 to compose a new message
- Enter an extension number or Distribution Group Number + #. Repeat this step until you've entered all the desired destinations.
- Press # when finished entering destinations
- After the tone, record your message. Press the # key when finished.
- Select an action
  - To Send the message, press 1. The message will be sent and you will be disconnected from the Voice Mail system.

  - To Change the message, press 2. The message will be deleted and you will be prompted to record the message again.
  - To Review the message, press 3. The message will be played back and you will be prompted to select another action.
  - To set Message Options, press 4.
    - To mark the message Urgent, press 1.
    - To mark the message Private, press 2.
    - To request a Return Receipt, press 3.
    - To clear all these options, press 9.
    - To return to the previous menu, press *.

Changing Your Voice Mail Password

- Access your voice mailbox
- If you have new messages, the messages will be identified and played. To skip to the Main Menu, press *
- From the Main Menu, press 3 to change your password
- Enter your new password + #
- Enter your new password again + # to confirm

Recording Your Personal Greetings

- Access your voice mailbox
- If you have new messages, the messages will be identified and played. To skip to the Main Menu, press *.
- From the Main Menu, press 5 to record your greetings
- Select the greeting you'd like to record:
  - To record a No Answer greeting, press 1
  - To record a Do Not Disturb greeting, press 2
  - To record a Busy greeting, press 3
  - To record your Name, press 4
  - To return to the main menu, press *
- After the tone, record your greeting. Press # when finished.
- If you don't record a personal greeting, a generic greeting will be played.

Hearing Your Personal Greetings

- Access your voice mailbox
- If you have new messages, the messages will be identified and played. To skip to the Main Menu, press *.
- From the Main Menu, press 4 to hear your recorded greetings
- Select the greeting you would like to hear:
  - To hear your No Answer greeting, press 1
  - To hear your Do Not Disturb greeting, press 2
  - To hear your Busy greeting, press 3

  - To hear your Name, press 4
  - To return to the main menu, press *

Distribution Groups

Distribution Groups are used when you want to send messages to a group of users. There are two types of Distribution Groups:

- **Personal Distribution Groups** are managed by the end user and are available only to that user. A user may have a maximum of 20 Personal Distribution Groups (i.e., groups 80-99).
- **Corporate Distribution Groups** are managed by the System Administrator and can be used by anyone within the company. A company may have a maximum of 70 Corporate Distribution Groups.

Managing Personal Distribution Lists

- Access your voice mailbox
- If you have new messages, the messages will be identified and played. To skip to the Main Menu, press *.
- From the Main Menu, press 6 to manage Personal Distribution Groups.
- To Hear a list all groups, press 1. Each group and its members will be announced. To skip to the next group, press #.
- To Edit an existing group, press 2.
  - Enter the 2-digit group number (i.e., 80-99) that you'd like to edit followed by #
  - Select the type of modifications you'd like to make:
    - To List all members, press 1. Each member will be announced. To skip to the next member, press #.
    - To Add a member, press 2. Enter the extension number for the member followed by #. Press # to confirm or * to cancel.
    - To Delete a member, press 3. Enter the extension number for the member followed by #. Press # to confirm or * to cancel.
    - To Hear the Group Name, press 4.
    - To Record the Group Name, press 5. After the tone, record the name for the group and press #.
    - To Return to the Previous Menu, press *.
  - To Create a group, press 3
    - Enter the 2-digit group number (i.e., 80-99) followed by the # key
    - After the tone, record the name for the group followed by the # key.
    - Press # to confirm the recording or * to cancel and re-record.

    - Enter each member's extension followed by #. When finished entering members, press #.
  - To Delete a group, press 4
    - Enter the 2-digit group number to delete followed by #.
    - Press # to confirm or * to cancel

Operator Assistance Number

Callers can escape from your voice mailbox be pressing 0 while hearing your mailbox greeting. You can configure where callers are transferred when they escape from your voice mailbox. Your default Operator Assistance Number is usually your company's main telephone number.

To Configure Your Operator Assistance Number

- Access your voice mailbox
- If you have new messages, the messages will be identified and played. To skip to the Main Menu, press *.
- From the Main Menu, press 8 to manage your Custom Operator Assistance Number
- The system will announce your current Operator Assistance Number
- To configure your operator assistance number, press 1.
  - Enter your operator assistance number followed by #
  - The system will announce your new operator assistance number and return you to the Main Menu.
- To Restore your Default Operator Assistance Number, press 2. The system will announce that you've been retuned to the default custom operator number and return you to the Main Menu
- To return to the Main Menu, press *

Email Forwarding

If desired, you can configure the Voice Mail system to automatically forward a copy of every Voice Mail message that you receive to a specified email address. Email Forwarding is configured via your Web Portal account.