

Lucent Technologies
Bell Labs Innovations



INTUITY™ Multimedia Messaging

User's Guide

585-310-748
Comcode 107889354
Issue 2
January 1997

Notice

Every effort was made to ensure that the information in this book was complete and accurate at the time of printing. However, information is subject to change.

Your Responsibility for Your System's Security

Toll fraud is the unauthorized use of your telecommunications system by an unauthorized party, for example, persons other than your company's employees, agents, subcontractors, or persons working on your company's behalf. Note that there may be a risk of toll fraud associated with your telecommunications system and, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

You and your system manager are responsible for the security of your system, such as programming and configuring your equipment to prevent unauthorized use. The system manager is also responsible for reading all installation, instruction, and system administration documents provided with this product in order to fully understand the features that can introduce risk of toll fraud and the steps that can be taken to reduce that risk. Lucent Technologies does not warrant that this product is immune from or will prevent unauthorized use of common-carrier telecommunication services or facilities accessed through or connected to it. Lucent Technologies will not be responsible for any charges that result from such unauthorized use.

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Whether or not immediate support is required, all toll fraud incidents involving Lucent products or services should be reported to Lucent Corporate Security at 1 800 821-8235. In addition to recording the incident, Lucent Corporate Security is available for consultation on security issues, investigation support, referral to law enforcement agencies, and educational programs.

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Part 68: Answer-Supervision Signaling. Allowing this equipment to be operated in a manner that does not provide proper answer-supervision signaling is in violation of Part 68 rules. This equipment returns answer-supervision signals to the public switched network when:

- Answered by the called station
- Answered by the attendant
- Routed to a recorded announcement that can be administered by the CPE user

This equipment returns answer-supervision signals on all DID calls forwarded back to the public switched telephone network. Permissible exceptions are:

- A call is unanswered
- A busy tone is received
- A reorder tone is received

Canadian Department of Communications (DOC)

Interference Information

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Le Présent Appareil Numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la class A prescrites dans le reglement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada.

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EMC Directive 89/336/EEC
Low-Voltage Directive 73/23/EEC



The "CE" mark affixed to the equipment means that it conforms to the above directives.

Comments

To comment on this document, return the comment card at the front of the document.

Acknowledgment

This document was prepared by the Product Documentation Development group, Lucent Technologies, Denver, CO and Columbus, OH.

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Important Numbers and Codes for Your Messaging System

This page lists the primary numbers and codes you need to use your multimedia messaging system effectively. If the blanks on this page have not been completed, call your system administrator for the proper codes/numbers.

- System phone number: _____
- System *default* password: _____
- Your system administrator's telephone number: _____
- Guest password: _____
- Your mailbox holds _____ minutes of greetings and messages. One fax page is the equivalent of 40 seconds of a voice message. Two kilobytes of e-mail or a binary file is the equivalent of 1 second of a voice message.
- A message can be up to _____ minutes in length.
- A message expires and is deleted after _____ days in your mailbox.
- Mail prefixes for remote locations:

Prefix	Description
_____	_____
_____	_____
_____	_____
_____	_____

See attachment for additional mailing prefixes.

- Fax print prefix numbers:
 - _____ (prefix) and _____ (digits required, in-house system)
 - _____ (prefix) and _____ (digits required, local area)
 - _____ (prefix) and _____ (digits required, long-distance)
 - _____ (prefix) and _____ (digits required, _____)
 - _____ (prefix) and _____ (digits required, _____)
- Transfer into AUDIX code: _____
- Joined mailbox polling time and frequency: _____

■ Available options for joined mailboxes (marked with X):

- | AUDIX to E-mail
Options | Lotus to E-mail
Options |
|--|--|
| <input type="checkbox"/> Link | <input type="checkbox"/> Link |
| <input type="checkbox"/> Copy headers only | <input type="checkbox"/> Copy headers only |
| <input type="checkbox"/> Transfer | <input type="checkbox"/> Transfer |
| <input type="checkbox"/> Unread only | <input type="checkbox"/> Unread only |
| <input type="checkbox"/> Remove old copies | <input type="checkbox"/> Remove old copies |
| <input type="checkbox"/> Propagate expirations | |

■ Current large list extensions:

List Extension	Description
_____	_____
_____	_____
_____	_____
_____	_____

See attachment for additional large lists.

For information about PC-based voice/fax message handling, see the Lucent *Intuity Message Manager User's Guide* for your specific system.

Welcome

With the INTUITY™ AUDIX® messaging system, you have the following capabilities using your telephone:

- | | |
|------------------------------------|--|
| Call Answering | The system answers calls when you can't. Callers may then leave messages in your "mailbox." Later, you can access your mailbox to get those messages. |
| Voice Mail | <p>You can record voice messages in advance and send them to the mailboxes of other users without actually calling their telephones.</p> <p>Other users also can record and send voice mail messages directly to your mailbox. When convenient, you can access your mailbox to get those messages.</p> |
| Fax Messaging | <p>Callers can send faxes to your normal telephone number instead of to a fax machine. In addition, you and other users can:</p> <ul style="list-style-type: none">■ Attach a fax to a voice mail message in a single call■ Forward received faxes■ Send faxes to printers, PCs, or laptop computers■ Send or forward faxes to internal extensions, system mailing lists, and/or <i>external numbers</i>. |
| Text Message Storage and Retrieval | <p>AUDIX lets you receive e-mail and attached binary files¹. You can:</p> <ul style="list-style-type: none">■ Print an e-mail message to a fax machine■ Forward e-mail and binary files to:<ul style="list-style-type: none">— Internal extensions and mailing lists— External numbers, including PCs or laptop computers— Notes and cc:mail users connected to your system■ Listen to e-mail■ However, you can't create an e-mail message using your telephone. |

1. A binary file is a computer software file that you can look at with the appropriate software product. For example, you might receive binary files that you view and modify with Lotus® 1-2-3™ or Microsoft® Word™.

CAUTION: By sending or receiving an attached file, you might inadvertently spread a computer virus. Always check files you send or receive for viruses before running them.

**Lucent
INTUITY
Message
Manager**

Lucent INTUITY Message Manager is a Windows™-based interface to AUDIX that runs on your P.C. With it, you can:

- Create, send, receive, forward, respond to, and review all message types, including voice, fax, text, and attached files¹
- Launch (start) other applications to view and use an attached file
- Reorder the sequence used to store and playback messages
- See a list of message headers
- Annotate messages with subject headings

For more information, see the Lucent [INTUITY™ Message Manager Release 4 User Guide, 585-310-743](#).

**Messaging
to and from
e-mail
systems**

You can send voice or fax messages to an e-mail user (such as a user of Lotus Notes or cc:mail). You can also receive e-mail in your voice mailbox if integrated messaging software is connected to your system.

In addition, you have joined mailboxes. Joined mailboxes are logically linked so you can:

- Manage all of your incoming messages (voice, fax, e-mail, and binary files) from either mailbox. Thus, a voice message in your voice mailbox also appears in your e-mail mailbox. E-mail in your e-mail mailbox also appears in your voice mailbox.
- Click on an icon in your e-mail mailbox to listen to a voice message, instead of logging into your voice mailbox.
- Print e-mail from your voice mailbox in the same way you print faxes.
- Listen to e-mail from your voice mailbox (if text-to-speech conversion is available on your system).
- Copy headers only from one mailbox to the other so you are notified that you have messages in the other mailbox.

For more information, see "[Joined Telephone and E-Mail Mailboxes](#)" on [page 49](#). Or see the user guide for your e-mail integrated messaging product.

1. CAUTION: By sending or receiving an attached file, you might inadvertently spread a computer virus. Always check files you send or receive for viruses before running them.

Call Your Mailbox

Your mailbox stores incoming and outgoing voice, fax, e-mail, or multimedia messages and headers. Your mailbox stores messages by their status (see [Figure 1](#)).

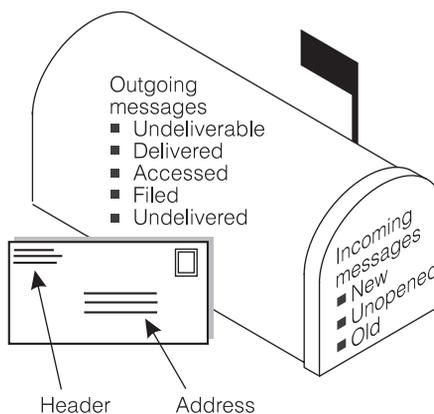


Figure 1. Your Voice Mailbox

To call the first time, pick up your phone and enter:

1. Your system-access number.
2. Your extension, followed by [#].
3. Your default password, followed by [#].

⇒ NOTE:

Change your default password to a new password as soon as possible. See [“Change Your Password” on page 6](#).

Get Around in Your Mailbox

When you call your mailbox and login, you reach the Main Menu. The Main Menu is also referred to as the Activity Menu.

MAIN MENU OPTIONS

- 1 Record and send messages
Create, address, and select delivery options for mail messages.
- 2 Get messages
Listen to, respond to, print, and delete messages.
- 3 Create greetings
Create, change, and activate personal greetings
- 4 Outgoing and filed messages
Determine the status of and listen to messages you previously created.
- 5 Personal options
Set up mailing lists, personal directory, fax printing, preferred medium, password, recorded name, and addressing sequence.
- 6 Outcalling
Select if, when, and where the system calls you when new messages are delivered to your mailbox.
- 7 Autoscan/Autoprint
Scan messages or print all new faxes by pushing just two buttons.

Voice Prompts and Help

After you log in, *the voice prompts always tell you what to do.*

- For *help* at any time, press [*] [H] ([*] [4]) to get a list of your *current* options, or
- To return to the Main Menu, press [*] [R] ([*] [7]).

Tips

Usually, you can dial through a voice prompt to enter a command without waiting for the prompt to finish. But you can't dial through error messages and prompts the system wants you to hear.

Basic Commands

Touch-Tone Keys	Command
* 4 (or * H)	Help
* 7 (or * R)	Return to Main Menu
* 9 (or * W)	Wait
* * 6 (or * * N)	Look up number/name
* * 9 (or * * X)	Exit system
* 0	Transfer call to operator
* 3 (or * D)	Delete
* * 8 (or * * U)	Undelete
* * 4 (or * * H)	Hold message in category
* 8 (or * T)	Transfer out
* * 7 (or * * R)	Log in again

Use while listening to messages

9	Increase speed
8	Decrease speed
4	Increase volume
7	Decrease volume
6	Skip forward
5	Skip backward
* 6	Skip to next message component
* 5	Skip to previous message component

Use while addressing

* 2 (or * A)	Alternate between name and number addressing
* 5 (or * L)	Use mailing list for addressing

Change Your Password

Your system administrator establishes your default password. Change this password *immediately* after you login the first time.

To change your password:

1. Press **5** **4** from the Main Menu.
2. Enter the new password (up to 15 digits), followed by **#**.
3. Re-enter the new password again, followed by **#**.

SECURITY ALERT:

Don't use a password that uses:

- Ascending or descending digits (for example, 1234 or 4321)
- The same digits (for example 0000)
- Digits matching your name or initials (for example, 5646 for John)
- The current year (for example, 1996)
- The same number as your extension (for example, extension 3455, password 3455)
- A reverse extension (for example, extension 3455, password 5543)
- Numbers that identify you, such as your social security number, employee ID, room number, or department
- A programmable function key or speed-dial key

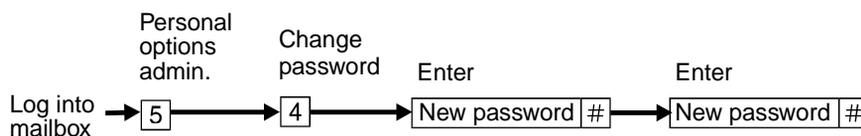


Figure 2. Change Password

Record Your Name

Record your name to replace the system greeting for your mailbox. Callers hear your voice and feel comfortable they have reached the right person.

To record your name:

1. Press **5** **5** from the Main Menu. Speak your name after the tone.
2. Press **1** to stop.
3. (Optional): One of the following:
 - 1** Re-record.
 - 2** **3** Play back.
4. **#** to approve.

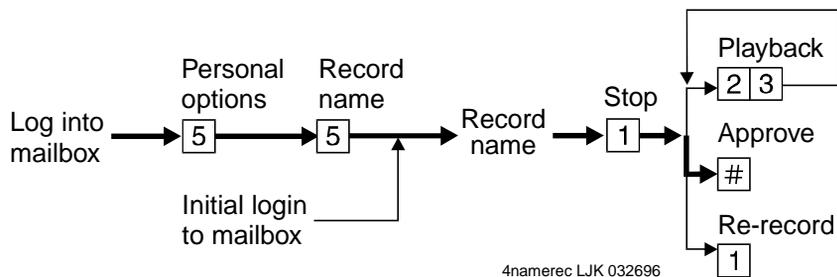


Figure 3. Record Your Name¹

1. The bold line in this figure shows the simplest, most direct path.

Record a Greeting for Callers

When you don't answer your telephone, the system works just like an answering machine. The system sends the call to your mailbox. Then, the caller either hears a system greeting or a greeting you've recorded.

You can record and store several personal greetings, each for a specific situation. You can manually activate each greeting as needed, or you can keep a number of greetings active at once (see ["Create and Use Multiple Personal Greetings" on page 33](#)).

Recording Your Basic Greeting

To record your basic greeting:

1. Press **3 1** from the Main Menu. Speak your greeting at the tone.

You may need to enter a greeting number before you speak your greeting.

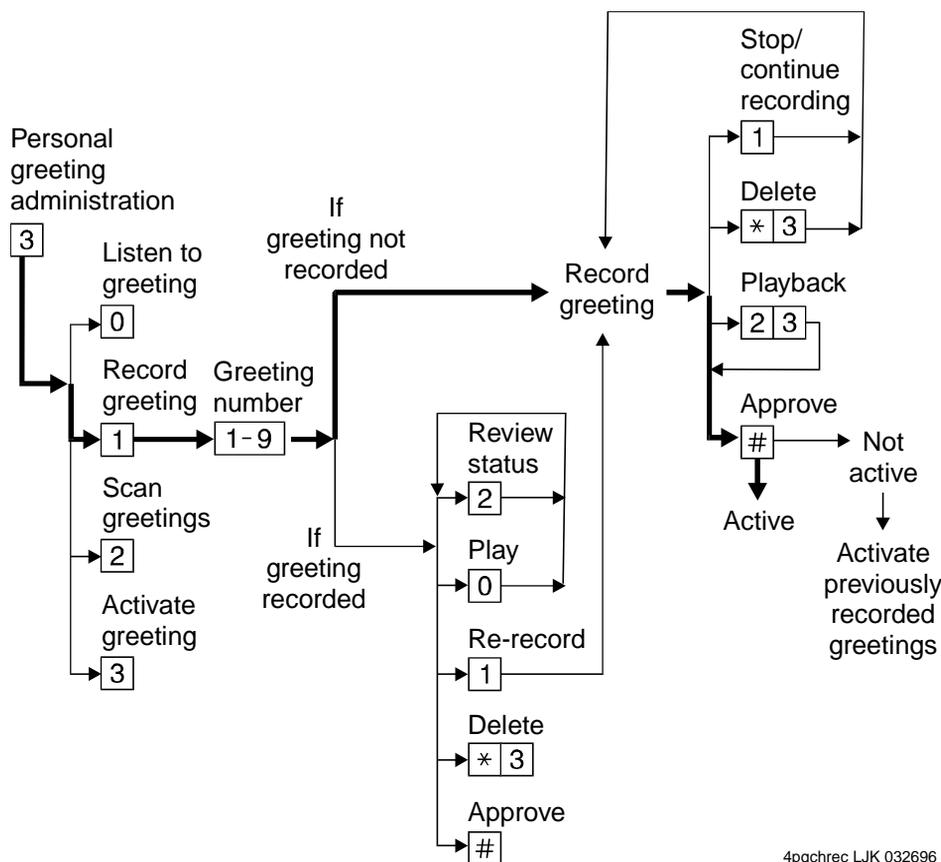
2. (Optional): Press one of the following:

1 Pause (and **1** again to continue recording).

2 3 Play back.

*** 3 (* D)** Delete and begin again.

3. Press **#** to approve. Do one of the following:
 - Follow the prompts to activate the greeting.
 - Press **#** to leave the greeting inactive.



4pgchrec LJK 032696

Figure 4. Record Basic Greeting²

Recording a Special Greeting for Voice/Fax Messages

Fax messaging is new. So your greeting should briefly tell callers *how to send* a fax to your mailbox number.

Example:

“This is Richard Hyatt. I’m away from my desk. Please leave a message at the tone. My telephone is also a *fax line*. To send me a fax, send it to this number the same way you send any fax.”

2. The bold line in this figure shows the simplest, most direct path.

Recording a Special Greeting for a Personal Fax Extension

If you receive frequent faxes, your system administrator may set up a second fax-only extension, your *personal fax extension*. In this case, your greeting should tell callers *how to send* a fax to your fax extension.

Example:

“This is Diane Downer. I'm unable to take your call; please leave a message at the tone. If you want to send me a fax, please call my fax number at 332-3626.”

NOTE:

A personal fax extension *does not accept* voice messages. To leave a voice-fax message, callers must call your normal extension.

Get Messages You've Received

You can listen to:

- Message headers, which tell you:
 - Message type(s) — voice, fax, e-mail, and/or binary file
 - Who sent the message
 - When the message was sent and how big it is
- Voice messages
- E-Mail messages. See [“How the System Interprets Text/E-Mail” on page 45](#).

You can print out:

- Fax messages
- E-Mail messages

A cover page is included when you print. It lists the size of each component of a message, including the size of attached files. You can view an attached file only by using Message Manager or a joined e-mail mailbox.

CAUTION:

By sending or receiving an attached file, you might inadvertently spread a computer virus. Always check files you send or receive for viruses before running them.

Multimedia Component Limits

A single message can contain up to four message components. But it can contain only one component of each media type — voice, fax, e-mail, and binary file. The system removes any additional components of a single media type. Thus, if someone sends you a message with two or more components of the same media, the system tells you that some components couldn't be delivered.

For example, say that an e-mail user sends a message directly to your phone mailbox with a voice component and two binary files. The system stores only the first binary file in your phone mailbox.

Tips

See [“Joined Telephone and E-Mail Mailboxes” on page 49](#) for a description of what messages may or may not appear in your phone mailbox.

Listening to a Voice/E-Mail Message

1. Press **2** from the Main Menu. Listen to the header of the first message.

If someone sends you a message with two or more components of the same media, the system tells you that some components couldn't be delivered. In this case, contact the sender to find out what you failed to receive.

2. Press any of the following:

[0] Listen to the voice or e-mail message, if any. Press [0] again to rewind and listen from the start.

With a joined e-mail mailbox, you may hear headers that don't have an attached message. See ["Joined Telephone and E-Mail Mailboxes" on page 49](#) for more information.

[2] Rewind to the start of the message. Press [*] [2] to skip to the previous message.

[3] Play back the header after pressing [2].

* [1] Print the fax or e-mail, if any. See ["Printing Fax/E-Mail Messages" on page 15](#).

[9] Increase speed

[8] Decrease speed

[4] Increase volume

[7] Decrease volume

[6] Skip forward

[5] Skip backward

* [6] Skip to next message component

* [5] Skip to previous message component

Responding to a Message

3. (Optional): Press [1], and one of the following:

[0] Call the sender. In this case, you exit your mailbox.

[1] Reply to the sender by voice mail.

[2] Forward with comment at the beginning.

[3] Forward with comment at the end.

[4] Record and address a new message.

If you press any key other than [0], continue with Steps a, b, and c.

a. Record and address your message, if necessary. See Step 4 in ["Sending a Voice or Voice-Fax Message" on page 19](#). (If you're replying to the sender, you don't need to address the message.)

b. Press [#] to approve, if necessary.

- c. Press **#** to send, or enter a delivery option, then press **#**. See [“Enhanced Delivery Options” on page 23](#).

⇒ NOTE:

The components of a response or message you forward always have the following sequence:

Voice	Fax	E-Mail	File
-------	-----	--------	------

The system puts the message components in this sequence even if the original sequence was different.

Acting on a Message

4. Press one of the following:

- | | |
|-------------------------------|--|
| * D (* 3) | Delete the message. |
| * * U (* * 8) | Undelete the message. |
| # | Save and skip to the next message. |
| * 2 | Save and skip to the previous message. |
| * * H (* * 4) | Hold the message in the current category and skip to the next message. |
| * # | Skip to the next message category. |

Tips

Your mailbox keeps incoming messages until you delete them or until the system deletes them automatically. Because space is limited, it is wise to review and delete messages regularly.

If you have a joined mailbox, deleting a message from your phone mailbox may also delete the same message in your e-mail mailbox. See [“Joined Telephone and E-Mail Mailboxes” on page 49](#).

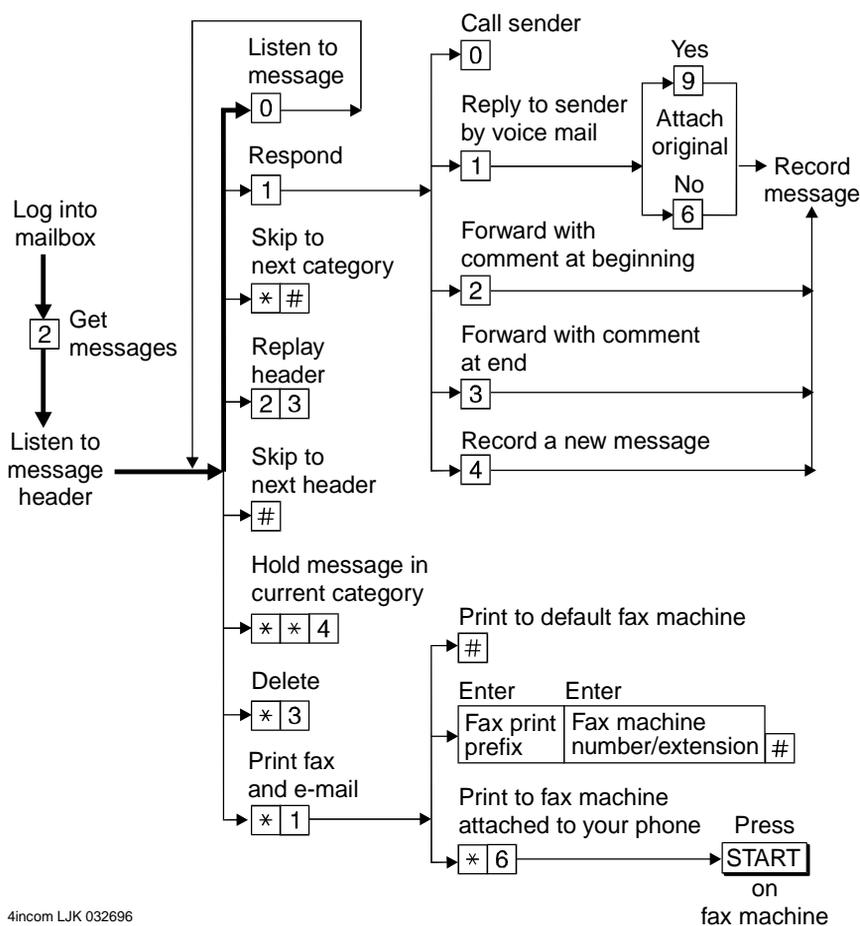


Figure 5. Get and Respond to Messages³

3. The bold line in this figure shows the simplest, most direct path.

Handling a Call When You Hear Fax Tones

You may answer your phone and hear fax tones. Fax tones indicate someone's trying to send you a fax. In this case, you must manually transfer the call to your mailbox.

To transfer the call to your mailbox, do the following (marked with an X):

Option One ____

1. Press TRANSFER on your telephone.
2. Enter the Transfer into Mailbox code.
3. Press TRANSFER again.

This action sends the fax call to your mailbox.

Option Two ____

1. Press TRANSFER on your telephone.
2. Enter the Transfer into Mailbox code.
3. Enter your mailbox extension when prompted.
4. Press TRANSFER again.

This action sends the fax call to your mailbox.

Printing Fax/E-Mail Messages

To print a fax or e-mail:

1. Press **2** from the Main Menu.
2. Listen to the message header.
3. Press *** 1** to print the fax and/or e-mail portions of the message.

4. Select one of the following options:

- | | |
|--|--|
| Print to your default fax machine. | Press # . <i>Important.</i> You must already have selected and set up your default fax printer. See "Set Fax/E-Mail Print Options" on page 27. |
| Print to the fax machine attached to your phone. | Press * 6 .
Press START on the fax machine, and hang up.
The button on your fax machine may be labeled something other than START . Common alternates are PRINT and RECEIVE . |
| Print to a fax machine you specify | Enter the fax print prefix and the fax machine's extension/phone number.
Press # .
For this option, you must enter a fax print prefix and the correct number of digits for the extension/phone number of the fax machine. |

Fax Print Prefixes

Your system administrator may designate the same fax print prefix for internal, local, long distance, and international calls or a different prefix for each call type.

Examples:

To print to a fax machine that is . . .	You might use prefix	Followed by
Within your system	3 (F for fax)	4 digits (for example, extension 5679)
An external local telephone call	3 5 (F L for local)	8 digits (for example, 9 555 3201)
A long-distance telephone call	3 5 5 (F L D for fax long distance)	10 digits (for example, 9 303 555 3201)

Printing All New Faxes at Once

See ["Scan/Print Messages Quickly" on page 44.](#)

Downloading a Fax or E-Mail to a Modem-Equipped Computer

Downloading faxes or e-mail to a modem-equipped PC or laptop is similar to printing from a fax machine with a handset.

To download a fax or e-mail to a PC or laptop:

1. Set up your modem and fax-software:

- a. Connect the fax modem to the computer with a serial cable (if you're using an external modem).
 - b. Connect your telephone wall jack to the modem jack marked "Line."
 - c. Connect the telephone set to the modem jack marked "Phone."
 - d. Disable the ANSWER ON (number of rings) and/or AUTOMATIC RECEIVE options in your fax-software dialogue.
 - e. Enable the MANUAL RECEIVE in your fax-software dialogue.
2. Place a call to your mailbox from the telephone handset.
 3. Press **2** to listen to the message.
 4. Press *** 1** to print.
 5. Press *** 6** to print on the fax machine from which you are calling. (Here, your PC or laptop substitutes for the fax machine.)
 6. At the prompt, select MANUAL RECEIVE from the fax-software dialogue.

⇒ NOTE:

Your fax dialogue choice may be labelled something other than MANUAL RECEIVE. Common alternates are START, CONNECT, RECEIVE, or PRINT. Press whatever key begins the downloading process.

Record and Send Messages

Sending voice, fax, voice-fax, and voice-e-mail messages from your mailbox are similar tasks, but there are *important* differences:

- You can record and send a voice message from any telephone.
- You can send a fax or voice-fax message from any telephone attached to a fax machine.
- You can send a fax to your own mailbox and forward the fax (forwarding requires that you attach a voice comment).
- You can record and send a voice-e-mail or a voice-fax-e-mail message (with or without attached files) *only if* you first send the e-mail to your phone mailbox (from Message Manager or your e-mail mailbox) and then forward it with an attached fax. (Of course, you can send voice-e-mail and voice-fax-e-mail messages in a single step with Message Manager or an integrated e-mail mailbox.)



CAUTION:

By sending or receiving an attached file, you might inadvertently spread a computer virus. Always check files you send or receive for viruses before running them.

Multimedia Component Limits

Any message you send or forward can contain only one fax, one e-mail, and one attached file component. You cannot forward a fax and attach a second fax to a message.

Sending a Voice or Voice-Fax Message

NOTE:

This procedure says to record the message, then address it. For an alternative sequence, see [“Addressing a Message Before Recording It” on page 53](#).

1. Press **1** from the Main Menu.
2. Record your voice message at the tone.
(Optional): To edit, press one of the following:

1 Pause. Press **1** again to continue recording.

2 3 Play back.

*** D** (or *** 3**) Delete (and begin again).

3. Press **#** to approve the message.
4. To address, select one or more of the following:

- Enter the user's extension and press **#**.

If the user is in a different location, you may need to also add a prefix.

- Enter an enhanced list extension and press **#**.

An enhanced list is a large list of users that your administrator makes. The system automatically forwards the message you send to each user in the enhanced list. *Users on certain systems may not be able to reply to you with **1 1 9**, **1 1 6**, **1 4**, or **1 0**. You may want to include a comment about this in your message.*

NOTE:

You should schedule delivery of messages to enhanced lists for off-peak hours, for example, at 10:00 p.m. or 4:00 a.m. That way, delivery of messages will not conflict with other user-generated traffic.

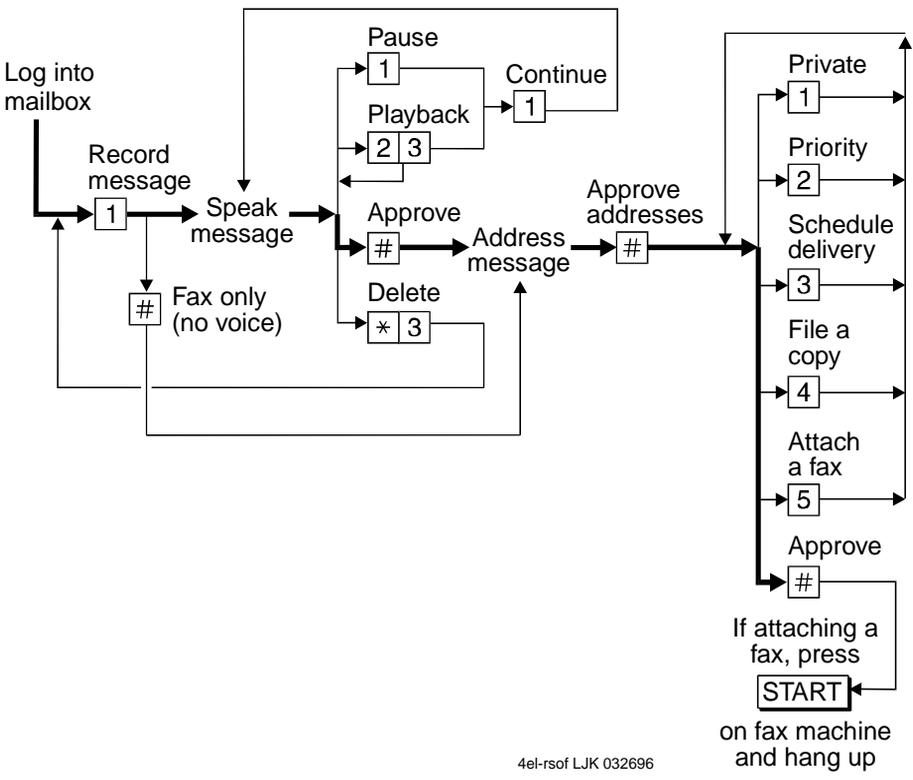
- To send to an e-mail user:
 - a. Be sure you are in name-addressing mode. You may need to press *** 2** (*** A**) to change addressing modes.
 - b. Enter the name, last name first, of the e-mail user.
 - c. Press **#**.
- To send to a mailing list:
 - a. Press *** L** to access a list.
 - b. Enter the list owner's extension and press **#**.
If you're the owner, press **#**.
 - c. Enter the list ID (name) and press **#**.

5. Press **#** to approve the address.
6. (Optional): To attach a fax, press **5**.
This option works only if you are using a phone attached to a fax machine.
7. Press **#** to send. Or, enter other options, and press **#** to send. See ["Enhanced Delivery Options" on page 23](#).
8. If attaching a fax, do the following:
 - a. Load the document into the fax machine.
 - b. Press START on the fax machine.



NOTE:

The button on your fax machine may be labeled something other than START. Common alternates are SEND, TRANSMIT, and CONNECT.



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Figure 6. Recording and Sending Messages⁴

4. The bold line in this figure shows the simplest, most direct path.

Sending a Fax-Only Message

To send a fax-only message from a telephone that is attached to a fax machine:

1. Press **1** from the Main Menu.
2. Press **#** to bypass voice recording.
3. Address the message. (See Step 4 in [“Sending a Voice or Voice-Fax Message” on page 19.](#))
4. Press **#** to approve addresses.
5. Load the document into the fax machine.
6. Press **#** to send. Or, enter other options, and press **#** to send. See [“Enhanced Delivery Options” on page 23.](#)
7. Press START on the fax machine.

The button on your fax machine may be labeled something other than START. Common alternates are SEND, TRANSMIT, and CONNECT.

Sending a Voice-Fax Message by Forwarding a Fax

You can send a fax to your own mailbox and then forward the fax. However, you must always attach a voice message when you forward a fax.

1. From any fax machine, send a fax to your own mailbox.
2. Log into your mailbox.
3. Press **2** from the Main Menu. Listen to your message headers.
4. Press **1 2** to forward the fax with your voice comment attached.
5. Speak your message at the tone.

(Optional): To edit, press one of the following:

- 1** Continue recording.
- 2 3** Play back.
- * D (* 3)** Delete (and begin again).

6. Press **#** to approve the voice message.
7. Address the message. (See Step 4 in [“Sending a Voice or Voice-Fax Message” on page 19.](#))
8. Press **#** when finished addressing.
9. Press **#** to send. Or, enter other options, and press **#** to send. See [“Enhanced Delivery Options” on page 23.](#)

Sending a Multimedia Message by Forwarding E-Mail and Attached Files

You can send e-mail and/or an attached file to your own phone mailbox and then forward it. However, you must record a voice message when you forward e-mail or an attached file. You may also attach a fax.

1. From your e-mail mailbox or from Message Manager, send an e-mail and/or attached file message to your own phone mailbox.
2. Log into your mailbox.
3. Press **2** from the Main Menu. Listen to your message headers.
4. Press **1 2** to forward the e-mail/attached file with your voice comment attached.
5. Speak your message at the tone.

(Optional): To edit, press one of the following:

- 1** Continue recording.
- 2 3** Play back.
- * D (* 3)** Delete (and begin again).

6. Press **#** to approve the voice message.
7. Address the message. See Step 4 in ["Sending a Voice or Voice-Fax Message" on page 19](#).
8. Press **#** when finished addressing.
9. (Optional): To attach a fax, press **5**.
10. Press **#** to send. Or, enter other options, and press **#** to send. See ["Enhanced Delivery Options" on page 23](#).
11. If attaching a fax, do the following:
 - a. Load the document into the fax machine.
 - b. Press START on the fax machine.

NOTE:

The button on your fax machine may be labeled something other than START. Common alternates are SEND, TRANSMIT, and CONNECT.

Enhanced Delivery Options

When you have created/addressed a message and are ready to send, several delivery options are available. Select any of the following:

- 0 Review delivery options
- 1 Make your message private. (Press 1 again to undo.)

**NOTE:**

The person receiving a private message can't forward it.

**NOTE:**

The system cannot deliver a private message to an e-mail user.

- 2 Make your message priority (if available). (Press 2 again to undo.)

**NOTE:**

The system places a priority message in a mailbox ahead of all other messages, regardless of when the other messages were received.

- 3 Schedule delivery. (Press 3 again to undo.)

To schedule delivery:

- a. Enter the delivery time (405 = 4:05).
- b. Enter 2 (A) for AM or 7 (P) for PM and press #.
- c. Enter month and day of delivery (502 = May 2nd) and press #
- d. Press # to approve or * 3 (or * D) to start over.

You should schedule delivery of messages to enhanced lists for off-peak hours, for example, at 10:00 p.m. or 4:00 a.m. That way, delivery of messages will not conflict with other user-generated traffic.

- 4 File a copy. (Press 4 again to undo.)
- 5 Include a fax (only if you are calling from a telephone attached to a fax machine).

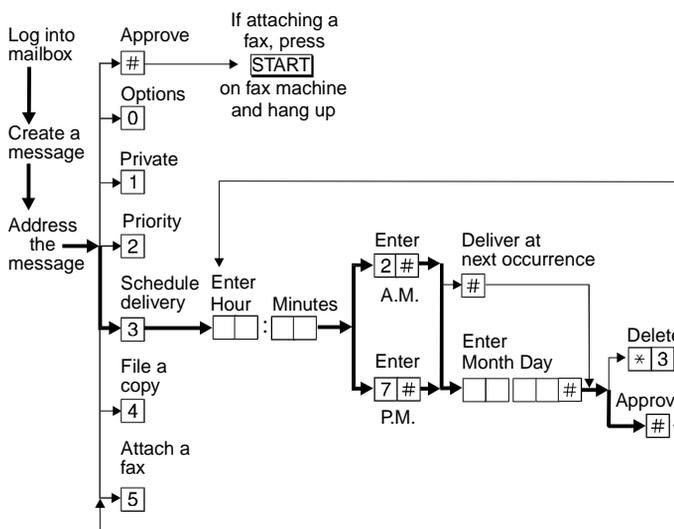


Figure 7. Enhanced Call Delivery⁵

5. The bold line in this figure shows the simplest, most direct path.

Leave a Message When a User Doesn't Answer

If you call a user who doesn't answer, your call goes to the user's mailbox. At this point, you have several options for making full and efficient use of the system. When you hear the user's mailbox greeting, do any of the following:

1. (Optional): Press **1** to dial through the greeting (if you won't be missing information in the greeting).
2. Record your voice message at the tone.

Leave a detailed message (it's generally more efficient to convey information than just requesting a return call).

3. (Optional): To edit, press one of the following:

1 Pause. Press **1** again to continue recording.

2 3 Play back.

*** D** (or *** 3**) Delete (and begin again).

4. Hang up, or press **#** to approve the message and enter other options. See ["Enhanced Delivery Options" on page 23](#).
5. If attaching a fax, do the following:
 - a. Load the document into the fax machine.
 - b. Press START on the fax machine.

Before or after leaving a message, you can transfer to another extension.

To transfer to another extension:

- a. Press * T (* 8).
- b. Enter the extension.
- c. Press #.

NOTE:

If you record a message and either hang up or go to another option, the system automatically delivers your message to the person you are calling. To prevent delivery of your message, you must delete it with * D (* 3).

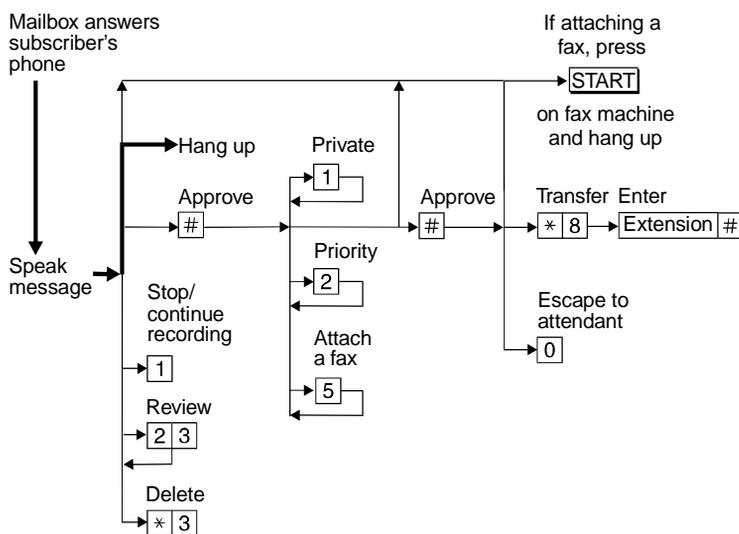


Figure 8. Leaving a Message and/or Fax⁶

6. The bold line in this figure shows the simplest, most direct path.

Set Fax/E-Mail Print Options

To print faxes and e-mail to the same fax machine each time, select the telephone number of a fax machine as your *default* fax print number.

To select your default fax/e-mail print number:

1. Press **5** **3** from the Main Menu.
2. Press **1** to select the default fax print number.
3. Enter the fax print prefix number and the default fax print number.

For example:

When the fax-print prefix is 329 (FAX) and the fax machine extension is 12345, enter 32912345.

NOTE:

You must enter a fax print prefix. Attach this prefix to the front of the extension or telephone number of the fax machine. You must also use the correct number of digits in the phone number or extension of the fax machine.

4. Press **#** to approve.
5. (Optional if autoprint is turned on): Press:
 - 9** (**Y**) Turn on autodelete. Autodelete deletes each fax (and e-mail message if included in the same message) immediately after it autoprnts. Manually printed faxes won't autodelete.
 - 6** (**N**) Turn off autodelete.

Selecting Autoprint/Autodelete (Optional)

To have your faxes print automatically to the default fax machine, do the following:

NOTE:

Autoprint includes e-mail if the e-mail is included in the same message as a fax.

1. Press **5** **3** from the Main Menu.
2. Press **9** (**Y**) to turn autoprint on. Press **6** (**N**) to turn autoprint off.
3. (Optional if autoprint is turned on): To have your fax and e-mail messages deleted automatically after they print to the default printer, press **9** (**Y**) to turn autodelete on. Press **6** (**N**) to turn autodelete off.

Create Mailing Lists

A mailing list is a list of users to whom you might send a message simultaneously. A mailing list can save you a lot of time if you periodically send messages to the same group or groups of people.

1. Press **5** **1** **1** from the Main Menu.
2. Enter the list ID (up to six letters or digits) and press **#**.
3. Press one of the following:
 - 1** Make the list private.
 - 2** Make the list public
4. Enter an address and press **#**.

If the user is in a different location, you may need to add a prefix to the extension.

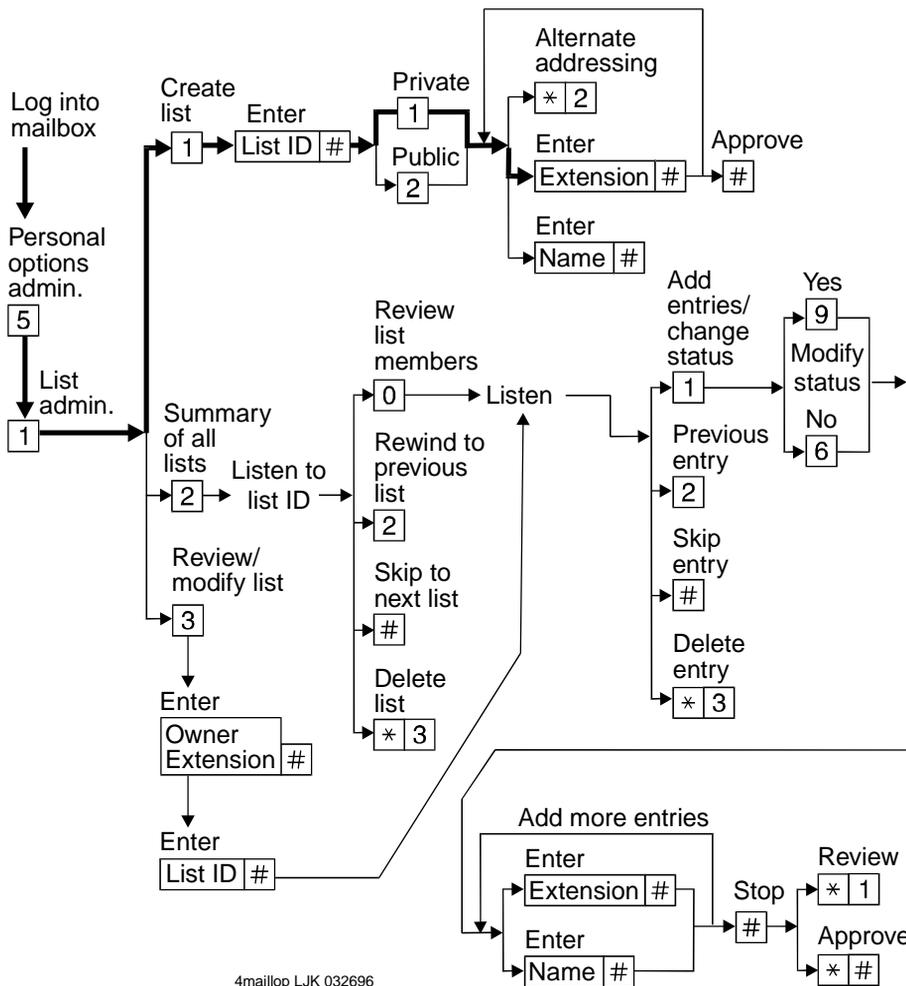
NOTE:

When including e-mail-only users, be sure you are in name-addressing mode. You may need to press *** 2** (*** A**) to change addressing modes.

5. Repeat Step 4 until the list is complete.
6. Press **#** to approve..

Tips

When creating a list, you can also include an existing list by entering *** L** (*** 5**) at step 4.



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Figure 9. Create a Mailing List⁷

Deleting Addresses from a List

There are two ways to delete addresses:

- Review the list until you find an address, then press * D (* 3), or
- At step 4 (when creating a list), enter the address again and press * D (* 3)

⇒ NOTE:

Though it appears that you have added a recipient twice, by deleting that number immediately after you add it, it will be deleted.

7. The bold line in this figure shows the simplest, most direct path.

Scanning List Summaries

1. Press **5** **1** **2** from the Main Menu.
2. Listen to the list summary.
3. Press any of the following:

- #** Skip to next list.
- * D** (*** 3**) Delete the entire list.
- 0** Review/modify list members. See [“Reviewing and Modifying a List” on page 31.](#)

Reviewing and Modifying a List

1. Press **5** **1** **3** from the Main Menu.
2. Enter the list owner's extension and press **#**. (If you own the list, you need only press **#**.)
3. Enter the list ID and press **#**.
4. Listen to the first name, then press any of the following:

- #** Skip to the next name.
- * D** (*** 3**) Delete the name.
- 2** Repeat the name.
- 2 2** Return to the previous name.
- * 1** Review from the beginning.
- 1** Add entries or change public/private status, then do the following:
 - a. Press **Y** (**9**) or **N** (**6**) to change the status.
 - b. Enter the address and press **#**.
 - c. Listen to the name.
 - d. Repeat steps b and c for each addition.
- * #** Stop reviewing/modifying specified entries.

5. Press **#** when finished reviewing.

Set the Message Medium You Want to Get First

You can set your mailbox so that the first messages you get over the telephone are in a specific medium. Thus, if you specify faxes as your preferred medium, you get all new faxes before any new voice messages, e-mail messages, or binary files. You also get all old faxes before any old messages in other media.

The preferred medium you set also applies to multimedia messages whose primary medium matches the one you set. For example, say that a new voice/fax/e-mail message arrives in your mailbox. If your preferred medium is fax and most of this new message consists of a fax, you will get the message before any other voice, e-mail, or binary file messages that are in a single medium.

NOTE:

The system still plays priority messages first, regardless of their primary medium.

Setting the Preferred Medium

1. Press **5** **8** to access the preferred media list.
2. Press:

- | | |
|------------------|---|
| 0 | No preferred media (keep a chronological order) |
| 1 | Voice |
| 2 | Fax |
| 3 | Text |
| 4 | Binary files |
| * 7 (* R) | Return to Main Menu |

Create and Use Multiple Personal Greetings

After you have recorded several personal greetings, you may want to assign those greetings to specific types of incoming calls. Besides the basic mode of using one greeting for all calls, you can set up specific greetings for:

- Internal and external calls
- Busy and no-answer calls
- Prime-time internal, prime-time external, and out-of-hours calls
- Prime-time busy, prime-time no-answer, and out-of-hours calls

The first step is to define the types of calls you want to differentiate; then move on to changing call-type definitions and assigning greetings to call types.

Call Types

Internal	Calls from inside your business location.
External	Calls from outside your business location.
Busy	Calls that come in when you're using your telephone line(s).
No answer	Calls that come in when you don't answer.
Out-of-hours	Calls that come in after standard business hours (as defined by your system administrator). (You must activate weekend greetings manually.)

Defining Call Types the First Time

1. Press **3** **4** from the Main Menu.
2. Press one of the following:
 - 1 Differentiate internal/external calls.
 - 2 Differentiate busy/no-answer calls.
3. Press one of the following:
 - 3 Differentiate out-of-hours calls.
 - 4 Make no distinction between prime time and out-of-hours calls.

Changing Call Types

1. Press **3** **4** from the Main Menu.
2. Press any of the following:
 - 1 Differentiate internal/external calls.
 - 2 Differentiate busy/no-answer calls.
 - 3 Differentiate out-of-hours calls.
 - 4 Turn off out-of-hours differentiation.
 - 5 Use a single greeting for all calls (negate call-type definition).
3. Press **#** to approve, then see ["Assigning Greetings to Call Types" on page 34.](#)

Assigning Greetings to Call Types

1. Press **3** from the Main Menu.
2. Listen to the summary of active greetings.
3. Press **3** to activate a greeting.
4. Enter a number (0 to 9) to indicate which greeting you want to assign to a call type.
5. Press any of the following:
 - 1 Use the greeting for each call type.
 - 2 Use the greeting for internal (or busy) calls.

- 3 Use the greeting for external (or no-answer) calls.
 - 4 Use the greeting for out-of-hours calls.
 - 5 Use a single greeting for all calls (negate call-type definition).
6. Press # to approve.
 7. Press * R (* 7) to return to the Main Menu.

⇒ NOTE:

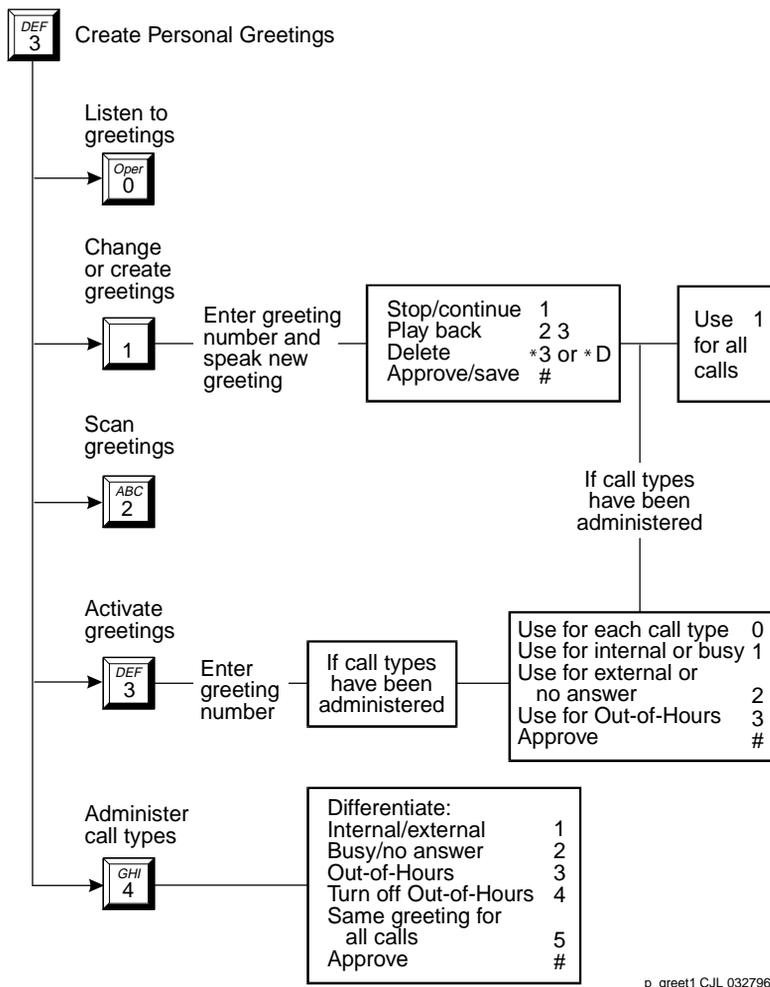
To set up different greetings strictly for prime-time and out-of hours calls, you must assign the same greeting to the two prime-time call types (internal/external or busy/no-answer) and a second greeting for out-of-hours calls.

Activating Previously Recorded Greetings

1. Press 3 3 from the Main Menu.
2. Enter the greeting number.
3. Listen to the prompts for instructions on activating call types.

Scanning All Greetings

1. Press **[3] [2]** from the Main Menu.
2. Listen to the status of the first greeting.
3. Press any combination of the following:
 - [0]** Listen to a greeting.
 - [1]** Re-record a greeting.
 - * [D] (* [3])** Delete and skip to the next greeting.
 - [2]** Return to the previous greeting.
 - #** Save and skip to the next greeting.
4. Press *** [#]** to quit scanning.



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Figure 10. Create Multiple Personal Greetings

Check and Reuse Outgoing or Filed Messages

After you've sent a message, it progresses through a series of status categories. These categories are::

Undelivered	Not yet sent because it's scheduled for future delivery. You can listen to, re-address, and re-record the message prior to delivery.
Delivered	Delivered but not yet listened to.
Accessed	Delivered and listened to.
Undeliverable	Can't be delivered, usually because the recipient's mailbox is full. You can listen to, re-address, and re-record the message.
Filed	Copies and saves the outgoing message to re-send and/or modify.

You can check the status of outgoing messages. Or you can select, modify, and re-send them.

Checking the Status of Messages You've Sent

To check the status of outgoing messages:

1. Press **4** from the Main Menu.
2. Listen to the first category and message header.

3. Press any or none of the following:

- 0 Listen to the message.
- 1 Modify/re-send modified messages.
- 2 3 Play back the message header.
- * D (* 3) Delete and skip to the next message.
- 2 2 Return to previous messages.
- # Save and skip to the next message.
- * # Skip to the next message category.

NOTE:

For delivered or accessed messages, you can listen to the headers only. After you review an accessed message header, the system deletes the header automatically.

Changing and Re-sending a Message

4. Press 1 to change and/or re-send the selected message.

- Press # to re-send the message as is.
- To change the message:
 - a. Press 1.
 - b. Speak the message at the tone.
 - c. (Optional): To edit, press one of the following:

- 1 Continue recording.
- 2 3 Play back.
- * D (* 3) Delete (and begin again).
- d. Press # to approve.

Re-sending a Message

5. For filed and undeliverable messages:

- a. Enter address(es) or list via * L (* 5).
- b. Press # # to approve and send immediately, or enter delivery options and press #.

For undelivered messages:

- a. Enter additional addresses and press #.
- b. Press * 1 to review and edit original addresses.

c. Change delivery times or options.

Tips You can change/re-send three types of outgoing messages:

- Undelivered (scheduled for future delivery)
- Undeliverable (incorrect address or recipient's mailbox is full)
- Filed

Press **# #** to re-send an undelivered message to the original recipient only.

If you re-send a filed message, it leaves the file cabinet portion of your mailbox. You must file a copy again to retain it.

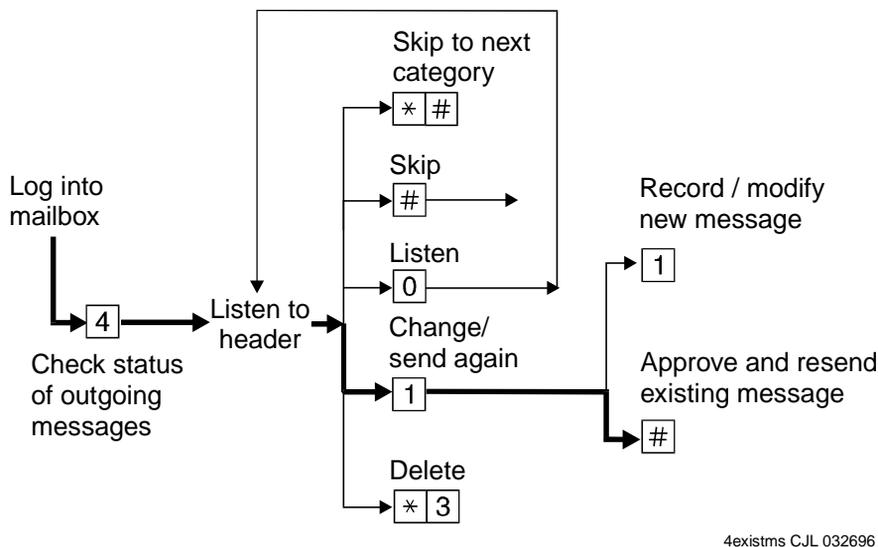


Figure 11. Checking Status of Messages You've Sent⁸

8. The bold line in this figure shows the simplest, most direct path.

Create a Personal Directory

You can create a personal directory of abbreviated names (aliases) for frequently used addresses. Essentially, it's a sophisticated speed-dialing feature.

NOTE:

You must be addressing by name *** A (* 2)** to use an alias as an address.

Creating and Appending a Directory

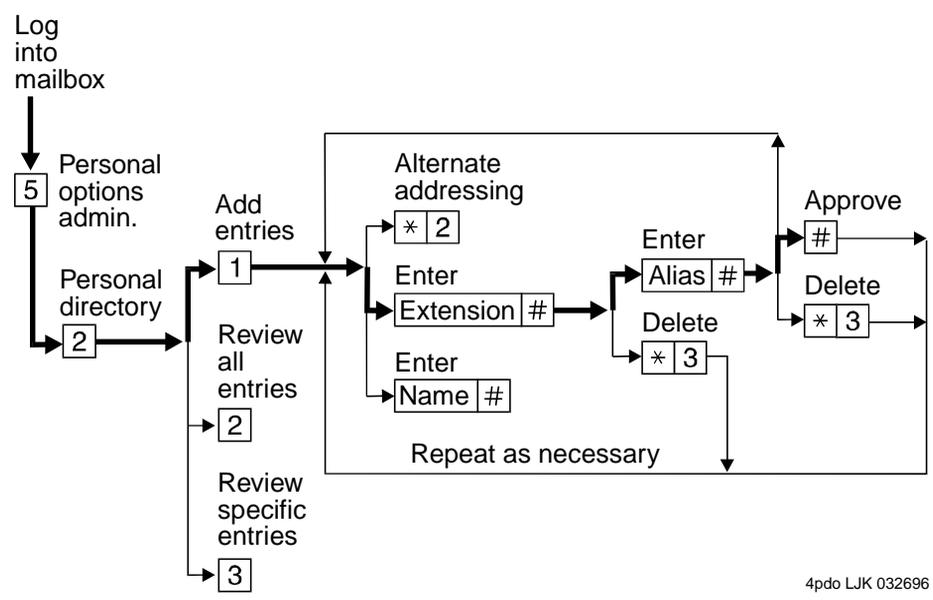
1. Press **5 2 1** from the Main Menu.
2. Enter an address and press **#**.

You can enter most addresses in your personal directory using name or number addressing. However, you must identify an e-mail-only user with name addressing.

3. Listen to your entry's address.

If the name is incorrect, press *** D (* 3)** to delete and repeat step.

4. Enter your abbreviated version of the address (up to 10 characters) and press **#**.
5. Repeat Steps 2 to 4 to add more names to your personal directory.
6. Press **#** to approve.



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Figure 12. Create a Personal Directory⁹

Reviewing and Deleting Entries from a Directory

1. Press **5** **2** from the Main Menu.
2. Press:
 - **2** to review all aliases. While listening to each entry, press:
 - #** Skip to the next alias.
 - * D (* 3)** Delete.
 - 2 2** Return to the previous alias.
 - # #** Stop reviewing.
 - **3** to review specific aliases:
 - a. Enter an alias to review and press **#**.
 - b. Listen to the corresponding address.
 - c. Press *** D (* 3)** to delete.
 - d. Repeat for more aliases.
 - e. Press *** #** to stop reviewing.
3. Press *** R (* 7)** to return to the Main Menu.

Tips

The system refers to your personal directory automatically each time you enter a name address.

The system doesn't care what numbers or letters you use for each alias.

A common method is to use two- or three-letter abbreviations that use people's initials. For example, for Mel F. Lewis, you might enter M F L instead of the longer name.

You can also use an alias when transferring out of the system with *** T (* 8)**.

How to Use Directory Assistance

If you know the name of a person, you can use directory assistance to find that person's extension. If you know the extension, you can use directory assistance to find the name of the person with that extension.

1. Press *** * N (* * 6)** from anywhere in the system.
2. Do one of the following:
 - To hear the extension number associated with a name, enter the name (last name first, with no spaces between the first and last name), then press **#**.
 - To hear the name associated with an address, press *** A (* 2)**, enter the address, then press **#**.

Tips

The extension you hear associated with a name is not always the entire address.

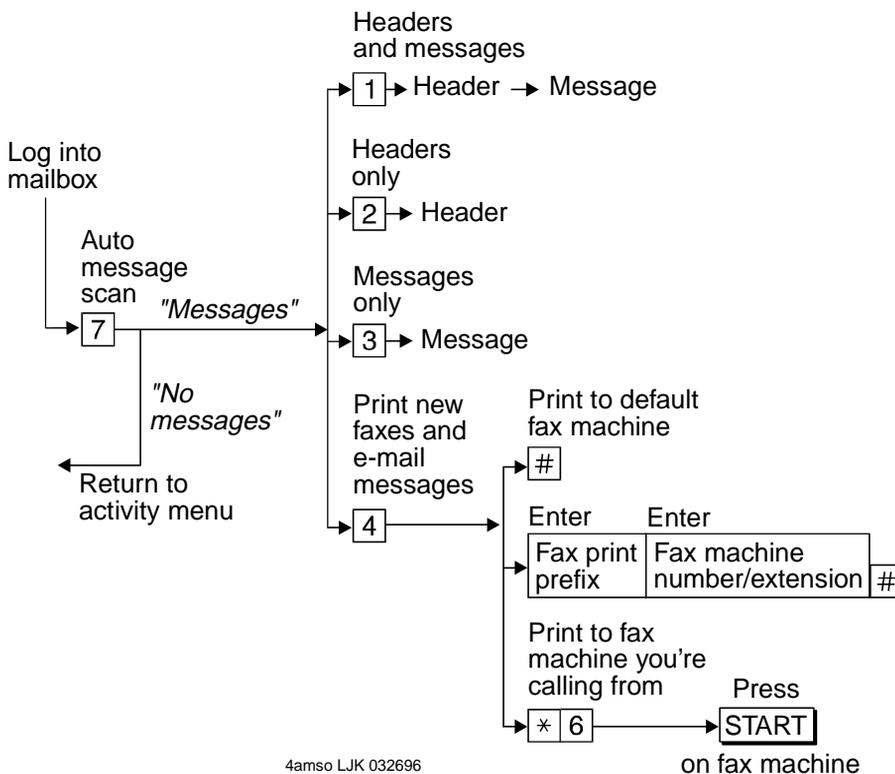
Add the appropriate prefix numbers for users on remote systems.

Scan/Print Messages Quickly

The autoscan option lets you get messages automatically with just 2 button presses. Autoscan is useful for car telephone users because it requires fewer button presses.

The autoscan option also lets you print all *new* faxes (and e-mail messages, if included with a fax). Note however that this option doesn't print e-mail if a fax is not also included in the same message.

1. Press **7** from the Main Menu, then press:
 - 1** Scan headers and messages.
 - 2** Scan headers only.
 - 3** Scan messages only.
 - 4** Print all new faxes.
2. Use the RESPOND and ACT ON options as necessary.



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on fax machine

Figure 13. Autoscanning Messages/Autoprinting All New Faxes

How the System Interprets Text/E-Mail

Your system changes e-mail into speech so you can listen to it. The system follows certain rules to make these changes. Therefore, some parts of an e-mail message may sound odd because of the way the system interprets it. The following list explains what things might sound odd.

Acronyms and abbreviations that use capital letters

The system normally pronounces words exactly as they are spelled. The system also pronounces acronyms as words. For example, for *unicef*, the system says "UNICEF."

The system also pronounces many all-capital abbreviations letter by letter. For example, for *IBM*, the system says "I B M."

However, the system may inappropriately pronounce some all-capital abbreviations as words. For example, the abbreviation *VAT* stands for the value-added tax typical of European countries. The system reads this abbreviation as "vat," not "V A T."

If a period (.) appears before a space in an all-caps abbreviation, the system ignores it. Thus, for *V. A. T.*, the system says "V A T." If a period is followed by a letter or number, the system says "period."

Other common abbreviations

The system pronounces many common abbreviations in their full form. For example, the system pronounces *Wed.* as "Wednesday," *Mr.* as "Mister", and *Oct.* as "October." It also pronounces *re:* as "regarding."

However, some abbreviations may have more than one interpretation. In these cases, the system may pronounce the wrong interpretation. For example, *Dr* could be "drive," "doctor," or "Denver." But the system is sensitive to the context of the abbreviation. So if the context is clear, the system usually uses the correct interpretation.

Dates

The system pronounces numbers written with two single slashes (/) as dates. For example, the system says "April tenth, 1996," if written as *04/10/96*. However, the system pronounces *04/10* (without the year) as "four tenths." Also, the system doesn't pronounce numbers with single dashes (-) as dates. For example, the system says "4 dash 10 dash 96" if written as *4-10-96*.

Times

The system pronounces numbers written with colons as hours and minutes, including times that use the 24-hour clock. For example, the system pronounces *10:23* as "ten twenty-three." The system also recognizes and pronounces 24-hour-clock time.

Fractions and Decimals	The system recognizes a slash (/) with a number before and after it as a fraction. For example, for 1/3, the system says "one third." The system also recognizes decimal points. For example, for 2.50, the system says "two point five zero."
Punctuation ¹	The system ignores most punctuation, including the following: <ul style="list-style-type: none">■ Comma (,)■ Exclamation point (!)■ Parentheses ()■ Dash (–), except with numbers before and after it■ Colon and semicolon■ Brackets, both square [] and curly { }■ Question mark (?)■ Slash (/) and backslash (\)■ Double quotes ("")■ Smily face — colon and right parenthesis (:)■ Apostrophe ('). NOTE: The system pronounces contractions correctly.

1. The system ignores a period(.) at the end of a sentence or when a space follows the period. The system says "period" if text follows the period. For example, U.S.A. is pronounced "U period S period A."

Spoken
symbols

The system pronounces some symbols as follows:

- ampersand (&) as "and"
- plus sign (+) as "plus sign"
- equals sign (=) as "equals sign"
- greater than (>) as "greater than sign"
- less than (<) as "less than sign"
- percent sign (%) as "percent sign"
- dollar sign (\$) as "dollar sign," or "dollars" when followed by numbers
- at sign (@) as "at sign"
- minus sign (-) as "minus" (with a number before and after it)
- greater than and less than (<>) as "less than sign greater than sign"
- less than and equals (<=) as "less than sign equals sign"
- greater than and equals (>=) as "greater than sign equals sign"
- circumflex (^) as "circumflex"
- asterisk (*) as "asterisk"
- <grin> as "less than sign grin greater than sign"

Other
special
characters

The system ignores all other special characters.

Rules for Creating Text Messages You Send to Phone Mailboxes

Because of the way the system interprets text, use the following rules when sending text messages to users who might listen to, not read, them:

1. Use capital letters only at the beginning of a sentence or for very common all-capital abbreviations.
2. Do not use abbreviations, if possible.
3. For all capital abbreviations, insert a period and space between each letter, if possible.
4. Write dates with slashes, including the year, or spell out the dates.
5. Always include a space after a period, except for decimal numbers.
6. Use a colon (:) in clock time, a slash (/) for fractions, a dollar sign (\$) followed by numbers for dollars, and an apostrophe in contractions.
7. Avoid all other punctuation, especially when the punctuation carries any other significant meaning. Instead, spell out the significant punctuation. For example, instead of *When the \$ are > 100, issue 11 (issue 12 and 13 are also sometimes included) sells much more quickly*, write *When the price is greater than 100, issue 11 sells much more quickly. Issue 12 and 13 are also sometimes included in this pattern.*

Joined Telephone and E-Mail Mailboxes

You may have an e-mail mailbox, such as Lotus Notes or Lotus cc:Mail mailbox, that is joined to your telephone mailbox. In this case, two factors affect the messages in your telephone mailbox:

- The options you use to join your AUDIX and e-mail mailboxes
- The frequency with which your AUDIX and e-mail mailboxes are polled and updated for messages and status changes

Options to Join Mailboxes

Options to join your mailboxes determine how messages are stored in the mailboxes. Options fall into two categories:

- AUDIX to E-Mail — These options apply to messages that your AUDIX mailbox originally receives.
- E-Mail to AUDIX — These options apply to messages that your e-mail mailbox originally receives.

AUDIX-to-E-Mail Options

These options apply to messages that your AUDIX mailbox originally receives. For more information about how to set up these options, see the user guide for your integrated messaging product.

Option	What It Does
Link	<p>Copies any new message in AUDIX to your e-mail mailbox and creates a logical link between the original and the copy. You can then access the message in either mailbox.</p> <p>If the status of the message changes in one mailbox, it also changes in the other. So, if you delete the message in AUDIX, the message is also deleted from e-mail. If you delete the message from e-mail, the message is also deleted from AUDIX.</p> <p> CAUTION: <i>With this option turned on, deleting a message from one mailbox also deletes it from the other mailbox.</i></p>
Copy headers only	<p>Copies only the header of a new message in AUDIX to your e-mail mailbox. A change in the status of the message header in e-mail doesn't affect the status of the message in AUDIX. See the user guide for your e-mail integrated messaging product.</p>

Transfer Transfers any new message in AUDIX to your e-mail mailbox. The message is then deleted from your AUDIX mailbox. If you use this option, you should use only your e-mail mailbox to get messages because they won't be available over the telephone.

**CAUTION:**

This option deletes all messages from your AUDIX mailbox.

Unread only Allows the link, copy, or transfer option to apply only to new and unopened messages. Thus, this option doesn't link, copy, or transfer old messages to the e-mail mailbox. However, if an unread message is linked, it remains linked when it becomes old.

Remove old copies	Deletes a linked AUDIX message from the e-mail mailbox after the number of days you specify. However, the message stays in your AUDIX mailbox until you manually delete it or it expires.
Propagate expirations	This option deletes a linked or copied message from the e-mail mailbox when the message storage time expires in AUDIX. The message is also deleted in your AUDIX mailbox.

NOTE:

Priority AUDIX messages retain their priority status in your e-mail mailbox. Private AUDIX messages aren't linked or transferred to your e-mail mailbox. Only the message headers of private AUDIX messages are placed in joined e-mail mailboxes.

E-Mail-to-AUDIX Options

These options apply to messages that your e-mail mailbox originally receives.

Option What It Does

Link Copies any new message in your e-mail mailbox to your AUDIX mailbox and creates a logical link between the original and the copy. You can then access the message in either mailbox.

If the status of the message changes in one mailbox, the status also changes in the other. So, if you delete the message in e-mail, the message is also deleted from AUDIX. If you delete the message from AUDIX, the message is also deleted from e-mail.

CAUTION:

With this option turned on, deleting a message from one mailbox also deletes it from the other mailbox.

Copy headers only Copies only the header of a new message in e-mail to your AUDIX mailbox. A change in the status of the message header in AUDIX doesn't affect the status of the message in e-mail. See the user guide for your integrated messaging product.

Transfer Transfers any new message in e-mail to your AUDIX mailbox. The message is then deleted from your e-mail mailbox. If you use this option, you should use only your AUDIX mailbox to get messages.

CAUTION:

This option deletes all messages from your e-mail mailbox.

Unread only Allows the link, copy, or transfer option to apply only to new and unopened messages. Thus, this option doesn't link, copy, or transfer old messages to the AUDIX mailbox. However, if an unread message is linked, it will remain linked when it becomes old.

Remove old copies Deletes a linked e-mail message from the AUDIX mailbox after the number of days you specify. However, the message stays in your e-mail mailbox until you manually delete it or it expires.

 **NOTE:**

High priority e-mail messages retain their priority status in AUDIX. Medium priority messages don't. Also, if a message has two or more components of the same media, the system tells you that some components couldn't be delivered. In this case, you must go to your e-mail mailbox to access the missing components.

Frequency of Polling Mailboxes

Your system administrator sets the frequency with which your AUDIX and e-mail mailboxes are polled. If one mailbox has a new message, the other mailbox won't have the message until the next poll. For example, say that polling happens every 30 minutes and a new message arrives in your e-mail mailbox one minute after the last polling. That message won't show up in AUDIX for 29 more minutes.

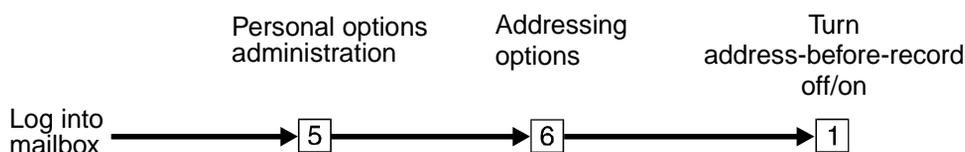
Set Addressing Options

You can address a message before you record it. To set this addressing sequence:

1. Log into your mailbox.
2. Press **5** from the Main Menu.
3. Press **6**.

You hear the prompt, "Address before record turned on/off."

4. Press **1** to change the setting.

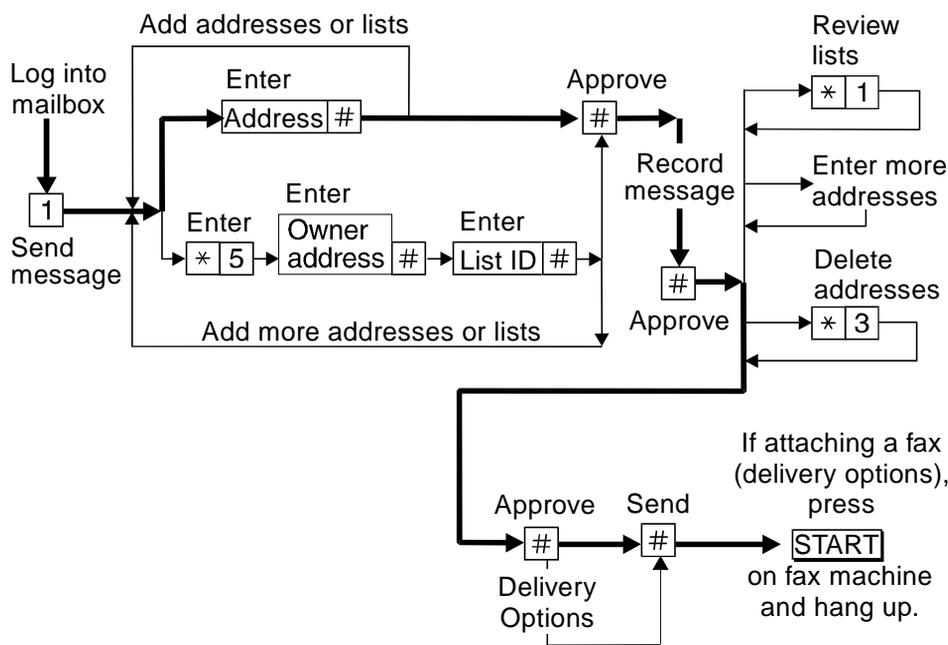


4off-on C.JL 032696

Figure 14. Changing the Addressing Sequence

Addressing a Message Before Recording It

The way you record and send a message with addressing before record is shown in [Figure 15](#).



4sendmsg C.JL 032696

Figure 15. Sending a Message with Address Before Record¹⁰

10. The bold line in this figure shows the simplest, most direct path.

Leave Messages with the Guest Password

You can access a user's mailbox by dialing your messaging system number, entering the user's extension, and entering the system-wide guest password. You can leave a message for that user, but you can't listen to other messages in that user's mailbox..

Tips	Give the guest password to clients and friends so they can leave you messages quickly without ringing your phone.
-------------	---

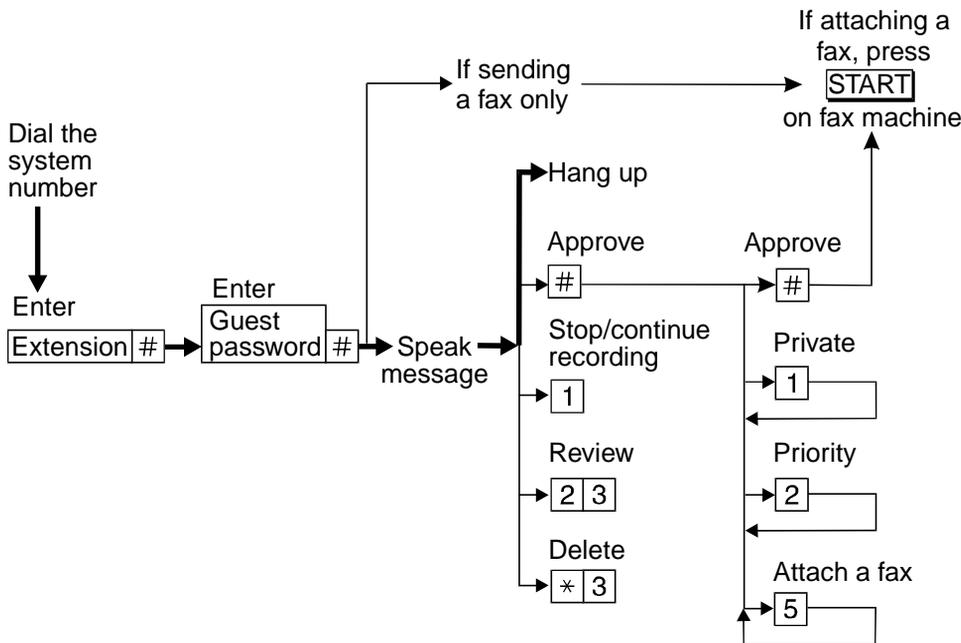
Leaving a Guest Password Message

To leave a message using the guest password:

1. Dial the system number using a touch-tone telephone.
2. Enter the extension of the user for whom you wish to leave a message, and press (#).
3. Enter the system-wide guest password and press (#).
4. Leave a message for the user.

Once connected to a user's mailbox, you can use the normal edit and review commands.

[Figure 16](#) shows the steps necessary to leave a message with a guest password.



4gustpas CJL 032796

Figure 16. Guest Password Operation¹¹

11. The bold line in this figure shows the simplest, most direct path.

Tips and Highlights

General Message Handling

Log in quickly	From your telephone, dial the system extension, press # (you don't need to enter your extension), and enter your password.
Log in from a system telephone	From any telephone connected to your company's system, dial the system extension, then enter your extension and password.
Log in from a remote telephone	From any telephone not connected to your company's system, dial the complete system number, including local prefix and the area code if long distance, then enter your extension and password.
Dial through	If you know which buttons to push, push them without waiting for the system to respond.

NOTE:

You can't dial through error beeps and important system messages.

For Help, press *** H (* 4)**. The system states your current options or the next step.

Getting Messages

Use playback controls	When listening to messages, you have controls for loudness, speed, stepping back and forth, pausing, and repeating messages.
Record a personal greeting	Replace the automatic system greeting with your personal hello. Tell callers they can press 1 to skip your greeting and press * H (* 4) for Help. Change your greeting daily to match your schedule.
Delete old messages	Your mailbox has limited space. When it's getting full, the system tells you. Delete messages or greetings you don't need.
Answer messages from your mailbox	You can answer a message sent by another user immediately after listening to it, either by pressing 1 0 to call the person or by sending the caller a return voice mail message by pressing 1 7 .
Forward messages	You can forward a message to another user or a list of users immediately after listening to it. After you forward it, you return to the original place in your mailbox. To forward to a mailing list, press * L (* 5) to specify the list's address.

- Scan messages quickly** You can automatically play all your messages by pressing just two buttons, **[7]** plus either **[1]** to scan messages and headers, **[2]** to scan headers only, or **[3]** to scan messages only. Scanning is especially useful with a car telephone.
- Print all new faxes at one time** You can automatically print all new faxes by pressing just two buttons, **[7]** and **[4]**. Old and private faxes don't print automatically.
- Set up a default fax print number** Set up a default fax print number. Then, when you have a fax in your mailbox, simply press **[*]** **[1]** followed by **[#]** to print the fax.

⇒ NOTE:

You must include the fax print prefix in your default fax print number.

- Transfer calls to your mailbox upon hearing fax tone.** When you answer a phone call and hear fax tone, don't hang up. Instead, transfer it to your mailbox by doing one of the following (marked with an X):
- Press TRANSFER on your phone, enter the Transfer into Mailbox code, and press TRANSFER again. This action sends the fax call to your mailbox.
 - Press TRANSFER on your phone, enter the Transfer into Mailbox code, enter your mailbox extension when prompted, and press TRANSFER again. This action sends the fax call to your mailbox.

- Print faxes automatically as they arrive in our mailbox** Turn on autoprnt to print faxes automatically as they arrive in your mailbox. To do this, press **[5]** **[3]** from the Main Menu. Then press **[9]** (**[Y]**) to turn autoprnt on.

⇒ NOTE:

Private faxes don't autoprnt.

- Always get the message medium you prefer first** Set your mailbox so that the first messages you get are in a specific medium — voice, fax, e-mail, or binary files. Thus, you can get all new faxes before any new voice messages, e-mail messages, or binary files. In this case, you also get all old faxes before any old messages in other media.

- | | |
|---|--|
| Record a greeting that tells people about sending faxes | Let people know how to take advantage of your fax messaging capability. Record a greeting that tells them to simply press START on their fax machine to send you a fax. |
| Listen to e-mail while travelling | When you are gone from the office and can't use Message Manager or an e-mail system to read e-mail, call into your mailbox and listen to your e-mail. To listen to e-mail, you must select appropriate options on the synchronizer. |
| Turn off your mailbox when away | Turn off the call answer capability of your mailbox for times when you're on vacation or away from your office for awhile. This prevents your mailbox from filling up and encourages people to seek other personnel for assistance. It also helps save resources on your AUDIX system. To do this, press 5 7 . |

Leaving Messages When No One Answers

Use playback and record controls	To listen to and edit the messages you leave when there's no answer, you have many controls.
Bypass greetings and record immediately	You don't have to listen to another user's call answer greeting. You can, instead, press 1 to bypass the greeting and begin recording immediately.
Use directory assistance	If you don't know the extension of another user, log into your mailbox, press * * N (* * 6) and enter the person's name, last name first. The system tells you the extension.
Leave a fax message	Send a fax from a fax machine directly to another user's extension or phone number. To do so, simply dial the user's phone number and press START on the fax machine. When the user doesn't answer, the fax is placed in the user's mailbox.
Leave a voice-fax message	From a fax machine, call a user's phone number. When the user doesn't answer, record your voice message in the user's mailbox. Then load your fax in the fax machine and press START . The fax is attached to your voice message.

Mailing Messages

Make messages priority	When you want someone to listen to your message right away, send it as a priority message.
Make messages private	When you want to prevent another user from forwarding a message you send, make it private.
Save messages you send	Before sending a message, you can save it in your outgoing message file. Retrieve the message later to use again.
Check on receipt of messages you send	After you send a message, check your Outgoing Message file to see if the message was delivered and if the person listened to it.
Delete outgoing/ filed messages	Delete messages filed in the Outgoing Message file. Saved outgoing messages use system storage unnecessarily.
Schedule delivery	Schedule a message for delivery to others at a specified time and date. Use the system as a calendar/reminder by scheduling messages to yourself.

- Use mailing lists Create a mailing list of extensions. Then send your message to one destination—the mailing list. All extensions in the list receive the message. You can also forward messages to a mailing list.
- Send a fax to a group of people at once Don't stand at the fax machine sending the same fax over and over. Instead, send the fax simultaneously to as many people as you wish. You can do this in two ways:
- Send the fax to your own mailbox. Then forward it to anyone you want, including mailing lists.
 - From a phone attached to a fax machine, call your mailbox, address the message to anyone you want, including mailing lists, press START on the fax machine, and hang up.
- Send messages to a name, not an extension When you send a message and don't know the extension of the recipient, press [*] [A] ([*] [2]). Then enter the person's name, last name first. Pressing [*] [A] ([*] [2]) switches you back and forth between extension and name.

- | | |
|--|---|
| Attach a fax to a message | Send a voice-fax message and explain in the voice portion what the attached fax contains. To do this, call your mailbox from a phone attached to a fax machine. Next, record and address your message, press [5], [#], and START on the fax machine, and hang up. |
| Send a message to an e-mail-only user | Record voice messages and address them to e-mail users. You do this simply by addressing by the e-mail user's name. |
| Address a message before recording it | Address messages before recording them. To turn on this option, press [5] [6] from the Main Menu. |
| Send messages to system enhanced lists | Address and send a message to an enhanced mailing list that may contain up to 1500 users. Your administrator creates these special lists. |

Terms and Concepts

Autodelete	An option (on/off) with which you decide whether the system <i>automatically</i> deletes faxes and e-mail from your mailbox after they are autoprinted to the default fax printer.	
Autoprint	An option (on/off) with which you decide whether the system <i>automatically</i> sends faxes to a default fax printer.	
Default Fax Printer	A fax machine you choose as the everyday destination for your faxes.	
Fax-print Prefix Number	A number, determined by your system administrator, you must enter before you specify a fax print destination number.	
Messages	Incoming Messages (Messages You Receive)	
	New	Voice, fax, or voice-fax messages you haven't retrieved.
	Unopened	Voice, fax, or voice-fax message headers to which you've listened, but have not yet listened to or printed the message itself.
	Old	Voice, fax, or voice-fax messages to which you've listened or printed, but haven't deleted.
	Outgoing Messages (Messages You Send)	
	Delivered	Messages that the user has received but hasn't listened to.
	Accessed	Messages the user has received and listened to.
	Undelivered	Messages not yet sent but scheduled for future delivery. You can listen to, re-address, and re-record these messages any time before delivery.
	Undeliverable	Messages that could not be delivered, normally because the intended user's mailbox is full. You can listen to, re-address, and re-record these messages.
	Filed	Copies of outgoing messages that you've saved to re-send and/or modify.
	Multimedia message	
	A message that contains two or more components of different media — voice, fax, e-mail, or binary file.	

Header

A summary of an incoming voice, fax, e-mail, or multimedia message (equivalent to a return address and postmark on a letter). It may include the length of a voice component in minutes and/or seconds, the length of an e-mail component in minutes and/or seconds, a page count for the fax component, and the size of a binary file in kilobytes. When an e-mail message or an annotated message from Message Manager is included, the header also tells you the subject of the e-mail.

The following are examples header types:

Voice message	"Message from Norman Bates, received 7:34 AM, Friday, April seventh, 70 seconds, extension 77956."
Fax message	"Fax call from extension 40668, received 1:22 PM, Thursday, August third, 4 pages."
Voice-fax message	"Voice and fax message from Eileen Dover, received 3:16 PM, Monday, December twelfth, 45 seconds, 3 pages, extension 75433."
Voice-fax-e-mail message	"Multimedia message from Laura Morrisey, received 4:10 PM, Monday, December twelfth, 45 seconds, 3 pages, 1 minute 25 seconds, extension 93117."

Personal Fax Extension

An additional extension that you have to receive faxes. A personal fax extension allows your mailbox to receive faxes without causing your phone to ring. A personal fax extension doesn't allow callers to leave voice messages.

Fax-tone call

A call that is playing fax-tones when you answer the call. A fax-tone call occurs when someone sends a fax to your phone number and you answer it before it is sent to your mailbox.

When you receive a fax-tone call, you should press TRANSFER on your phone, enter the Transfer into Mailbox code, and press TRANSFER again.

Binary file

A computer software file that you can look at with the appropriate software product. A binary file might be used to send a spreadsheet, a Word document, or a Powerpoint document.

**Preferred
medium**

The message medium you want to get first when you access messages. Thus, if you specify faxes as your preferred medium, you get all new faxes before any new voice messages, e-mail messages, or binary files. You also get all old faxes before any old messages in other media.

The preferred medium you set also applies to multimedia messages whose primary medium matches the one you set. For example, say that a new voice/fax/e-mail message arrives in your mailbox. If your preferred medium is fax and most of this new message consists of a fax, you will get the message before any other voice, fax, or binary file messages.

**Joined
mailboxes**

An e-mail mailbox and AUDIX mailbox that logically share messages and/or message headers. The messages and/or headers in one mailbox are either copied or transferred to the other mailbox. Action taken on a message in one mailbox typically affects the status of the same message in the other mailbox.

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INTUITY Messaging Solutions Release 4, Phase 2 Books

NOTE:

Guidebuilder is cancelled until later in 1997.

Current as of January 22, 1997

Title, Document No.	Comcode	Issue No.	Brief Description
General Information			
<i>INTUITY™ Messaging Solutions Release 4 System Description, 585-310-235</i>	107731606	1	Contains a comprehensive description of the Lucent INTUITY system, including hardware, software, feature packages, and administration and maintenance capabilities.
<i>INTUITY™ Messaging Solutions Release 4 Documentation Guide, 585-310-016</i>	107889222	2	Describes each of the Release 4 books including content and audience. Previous release document sets are listed in descending order after the Release 4 section. Ordering information and a description of how the books have changed from previous releases are also included.
<i>GBCS Product Security Handbook, 555-025-600</i>	107852469	5	Discusses security risks and measures you can take to help prevent external tele-communication fraud. It includes specific information on the Lucent INTUITY messaging system and other Lucent products
Planning			
<i>INTUITY™ Messaging Solutions Release 4 Planning for Migrations, 585-310-606</i>	107889230	2	Contains a high-level description of the process needed for migrating from the AUDIX R1, DEFINITY AUDIX, AUDIX Voice Power, or AUDIX Voice Power on MERLIN LEGEND (IS II or III) systems to the Lucent INTUITY Messaging Solutions R4 system. It describes how users can manage the migration and compares the INTUITY AUDIX system with the voice messaging system being replaced.

Title, Document No.	Comcode	Issue No.	Brief Description
<i>INTUITY™ Messaging Solutions Release 4 Change Description and Upgrade Planning, 585-310-607</i>	107889248	2	Contains a high-level description of the process for upgrading from the INTUITY AUDIX R2.0 and R3.0 systems to the Lucent INTUITY Messaging Solutions R4 system. It describes how users can manage the upgrade and identifies feature differences between releases.
Installation			
<i>INTUITY™ Messaging Solutions Release 4 Migration Procedures, 585-310-167</i>	107889255	2	Contains the procedures and checklists needed for migrating to Lucent INTUITY R4 from the following systems: DEFINITY AUDIX, AUDIX R1, AUDIX Voice Power, and MERLIN LEGEND AUDIX Voice Power. It includes migration error codes and procedures and checklists for migration processes.
<i>INTUITY™ Messaging Solutions Release 4 Upgrade Procedures, 585-310-168</i>	107889263	2	Contains the procedures and a checklist necessary to upgrade from Lucent INTUITY R2 to Lucent INTUITYR4 or from Lucent INTUITY R3 to Lucent INTUITY R4.
<i>INTUITY™ Messaging Solutions Release 4 MAP/40 and MAP/40s System Installation, 585-310-169</i>	107889271	2	Contains complete instructions for hardware and software installation, initial administration, and acceptance testing of a new Lucent INTUITY system. The book also include complete switch integration instructions for the System 75, System 85, and MERLIN LEGEND switches.
<i>INTUITY™ Messaging Solutions Release 4 System Installation Worksheets, 585-310-170</i>	107731671	1	An online Microsoft word document consisting of 45 worksheets located on the Lucent Technologies BCS IntraWorks home page. These can be used by project managers or account reps to provide customer specific information to the installer.
<i>INTUITY™ Messaging Solutions Release 4 MAP/100 System Installation, 585-310-173</i>	107889289	2	Same as the MAP/40 install except with specific information for the MAP/100. Both books also include: appendices containing an installation checklist, an overview of the user interface, installation troubleshooting, and supplemental information on switch preadministration, connectivity, and pinouts.

Title, Document No.	Comcode	Issue No.	Brief Description
Maintenance			
<i>INTUITY™ Messaging Solutions Release 4 MAP/40 and MAP/40s Maintenance, 585-310-171</i>	107889297	2	Contains information for troubleshooting and diagnosing problems associated with the MAP/40 and MAP/40s hardware. It includes component replacement procedures and common system procedures as well as installation procedures for software and RFUs. Appendices contain a system configuration description, a list of component ordering numbers, a checklist for building a system, and checklists for disaster recovery.
<i>INTUITY™ Messaging Solutions Release 4 MAP/100 Maintenance, 585-310-174</i>	107889305	2	Contains the same type of information as the MAP/40 book only the information is specific to the MAP/100.
Switch Integration			
<i>INTUITY Integration with System 75 and DEFINITY Communications System Generic 1 and Generic 3, 585-310-214</i>	107643355	4	This book contains the procedures needed to administer a System 75, DEFINITY Communications System Generic 1 (G1), Generic 3i (G3i), Generic 3r (G3r), Generic 3s (G3s), and Generic 3vs (G3vs) to integrate with an Lucent INTUITY system. It includes a description of the switch integration process; a list of requirements, including the switches supported by the Lucent INTUITY system; configuration descriptions and diagrams.
<i>INTUITY Integration with System 85 and DEFINITY Communications System Generic 2, 585-310-215</i>	107643306	2	Contains the procedures needed to administer a DEFINITY Generic 2 or System 85 switch to integrate with a Lucent INTUITY system. It includes planning, installation, and administration information
<i>INTUITY Integration with MERLIN LEGEND Communications System, 585-310-231</i>	107643199	2	Contains the procedures needed to administer a MERLIN LEGEND switch to work with a Lucent INTUITY system. It includes an overview of the integration process, prerequisite information, administration planning information, software installation procedures and procedures for using MERLIN LEGEND SPM with the Lucent INTUITY system.

Title, Document No.	Comcode	Issue No.	Brief Description
<i>INTUITY Integration with the 5ESS Switch, 585-310-219</i>	107156671	1	Includes an overview of the integration process, planning, 5ESS switch administration, hardware installation, programming the 3A translator, administering the Lucent INTUITY system, alarms, and installing 5ESS switch software package on a Lucent INTUITY system.
<i>INTUITY Integration with DMS-100, 585-310-223</i>	107156689	1	Includes an overview of the integration process, planning, DMS-100 switch requirements and administration, setting the 202T modem, hardware installation, administering the Lucent INTUITY system, alarms, and installing DMS-100 switch software package on a Lucent INTUITY system.
<i>INTUITY Integration with Northern Telecom SL-1, Meridian, and Meridian SL-1, 585-310-221</i>	107697237	2	Includes prerequisite information, switch integration device (SID) basics, installation and administration planning information, hardware and software installation procedures, Lucent INTUITY system administration procedures, Northern Telecom switch and SID administration guidelines, integration acceptance tests and cut-to-service procedures, and basic SID troubleshooting procedures.
<i>INTUITY Integration with Mitel, 585-310-222</i>	107662967	2	Contains the procedures needed to administer a Mitel SX-2000 Digital, SX-100, and SX-200 switch to work with a Lucent INTUITY system. Includes the same information as described for the DMS-100.
<i>INTUITY Integration with NEC NEAX, 585-310-216</i>	107643280	2	Contains the procedures needed to install and administer a NEC NEAX 2400 MCI switch to integrate with a Lucent INTUITY system. Includes the same information as described for the DMS-100..
<i>INTUITY Integration with ROLM 8000, 9000, 9571, 585-310-220</i>	107643272	2	Contains the procedures needed to administer a ROLM 8000, 9000, or 9751 CBX to work with a Lucent INTUITY system. Contains the same information as described for the DMS-100.

Title, Document No.	Comcode	Issue No.	Brief Description
System Administration			
<i>INTUITY™ Messaging Solutions Release 4 Administration</i> , 585-310-564	107889313	2	Contains system functionality overviews, planning considerations, and recommendations and instructions for administering AUDIX, fax mail, e-mail, ELA, the Lucent INTUITY platform, and integrating with Lotus Notes/cc:mail. It includes procedures for the administration of system features, users, automated attendants and bulletin boards, fax print destinations, trusted servers, and the Applications Programming Interface for Message Manager
<i>INTUITY™ Messaging Solutions Release 4 Alarm and Log Messages</i> , 585-310-566	107889321	2	Describes how to use alarm and activity logs as well as listing alarms that the customer or installer can address. These listings include procedures on how to fix the problems that generated the alarms.
<i>AUDIX Administration and Data Acquisition Package</i> , 585-302-502	107764938	13	Describes how to use the AUDIX Administration and Data Acquisition Package (ADAP) to download system and traffic data from AUDIX database files to a personal computer for further processing. It also describes how to upload data, such as subscriber or class of service changes, from the PC to the AUDIX system.
<i>INTUITY Call Accounting System User Guide</i> , 585-310-728	107380610	1	Contains the procedures needed to administer, install, and maintain a call accounting system.
<i>INTUITY Call Accounting System Quick Reference</i> , 585-310-729	107380628	1	A foldout card which contains an abbreviated view of CAS commands. Designed for the experienced CAS user.
<i>INTUITY™ Messaging Solutions Digital Networking</i> , 585-310-567	107889339	2	Contains a description of digital networking, explains the different types of networking, provides procedures for administering networking and remote users, describes the traffic reports, and provides troubleshooting procedures for INTUITY AUDIX Release 3 and Release 4. Switch administration procedures and planning worksheets also are included.

Title, Document No.	Comcode	Issue No.	Brief Description
<i>AMIS Analog Networking</i> , 585-300-512	107643330	6	Includes an overview and feature description, and procedures for administering AMIS Analog Networking on INTUITY AUDIX R2, R3.2, and R3.2 systems, AUDIX R1, and DEFINITY AUDIX R2, R3, R3.1, and R3.2 systems.
System Use/Subscriber			
<i>INTUITY™ Messaging Solutions Release 4 User-Handout Artwork</i> , 585-310-744	107731739	1	This package contains camera-ready artwork from several user documents. Customers may use this artwork to customize and print their own version of each document.
<i>INTUITY™ Messaging Solutions Release 4 Guidebuilder</i> , 585-310-745 (On Delay)	107731812	1	Guidebuilder is a software product that customers use to print custom documents for end users. It allows customers to include in the documents only those INTUITY AUDIX features that have been purchased or turned on. It also allows customers to incorporate customer-specific codes such as network prefixes, fax print prefixes, and system telephone numbers.
<i>A Portable Guide to Voice Messaging</i> , 585-300-701	107395352	3	This pocket-sized book provides the user with concise yet comprehensive task-oriented information for using the voice mail and call answer features of INTUITY AUDIX and DEFINITY AUDIX.
<i>INTUITY™ Multimedia Messaging User's Guide</i> , 585-310-748	107731762	1	This book provides the user with concise yet comprehensive task-oriented information for using the voice mail, call answer, and multimedia features of INTUITY AUDIX.
<i>Voice Messaging Quick Reference</i> , 585-300-702	106710148	3	Summarizes the most commonly used subscriber features for INTUITY AUDIX and DEFINITY AUDIX messaging systems. One package includes 150 quick-reference guides.
<i>INTUITY™ Multimedia Messaging Quick Reference</i> , 585-310-751	107731796	1	Summarizes the most commonly-used user features, <i>including multimedia features</i> , for INTUITY AUDIX. One package includes 150 quick-reference guides
<i>Voice Messaging Wallet Card</i> , 585-300-704	106710163	2	Contains a summary of commands and a memory jogger for the user's entry-level menu of task choices. One package includes 150 wallet cards.

Title, Document No.	Comcode	Issue No.	Brief Description
<i>Multiple Personal Greetings Quick Reference</i> , 585-300-705	107419251	5	Summarizes procedures for using the multiple personal greetings feature. One package includes 150 quick-reference guides
<i>Voice Messaging Outcalling Quick Reference</i> , 585-300-706	107307365	1	Summarizes the use of the outcalling feature. One package includes 150 quick-reference guides.
<i>INTUITY™ Message Manager Release 4 User Guide</i> , 585-310-743	107723843	1	Introduces new users to Message Manager. Describes installation and use.

