Lucent Technologies
Bell Labs Innovations

ARIA™ User Interface on
INTUITY™ Messaging Solutions
USER REFERENCE GUIDE

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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Federal Communications Commission Statement
part 15: Class A Statement. This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio-frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case th user will be required to correct the interference at his own expense.

Part 68: Network Registration Number. This equipment is registered with the FCC in accordance with Part 68 of the FCC Rules. It is identified by FCC registration number.

Par 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

Industry Canada (IC) Interference Information
This digital apparatus does not exceed the Class A limits for radio noise emissions set out in the radio interference regulations of Industry Canada.

Le Présent Appareil Nomérique n'émet pas de bruits radioériques dépassant les limites applicables aux appareils numériques de la class A préscrites dans le reglement sur le brouillage radioélectrique édicté par le Industrie Canada.

Warranty
Lucent Technologies provides a limited warranty on this product. Refer to the "Limited User Software License Agreement" card provided with your package.

European Union Declaration of Conformity
The"CE" mark affixed to the equipment means that it conforms to the above directives.
Lucent Technologies Business Communications Systems declares that the equipment specified in this document conforms to the referenced European Union (EU) Directives and Harmonized Standards listed below:
EMC Directive   89/336/EEC
Low-Voltage Directive   73/23/EEC

Messaging gives you the ability to communicate effectively from any touchtone phone 24 hours a day, with one person or many. In a single call, you can do the following:

- Send messages and send copies of messages to others.

- Review, reply to, and save messages sent by your callers.

- Record a single detailed message and distribute it to dozens of colleagues.

- Print faxes you have received to any fax device (if you have the fax feature).

With the Lucent messaging server, your schedule and that of your colleagues no longer affects your ability to communicate. You can take advantage of a business tool that lets you accomplish more in less time. This is the power of messaging.

You can use the Lucent messaging server to send and receive messages simply by entering your mailbox and following the directions you will hear. This guide supplements the spoken directions and describes the use of special features of the Lucent messaging server. It explains how to:

- Enter, set up, and exit your mailbox.

- Record a message, address it to one or more recipients, and select delivery options such as urgent, private, or future delivery.

- Retrieve messages sent to you and respond to them by saving, sending a copy, deleting, or sending a message in reply.

- Send and receive fax messages.

- Locate messages sent to you or that you have sent to a specific user .

- Set up custom options such as greetings, group distribution lists, and outcall notification schedules.

- Help outside callers use the system.

⑤   Numbers appearing in clear boxes are keys that you press on your telephone keypad. For example, ⑤ means press the number 5 key; ✱ ⑤ means press the star key at the bottom left of your keypad, then press the 5 key.

🔳   Numbers appearing in solid boxes are choices that you select from the Main Menu, which is the first set of prompts you hear when you enter your mailbox. To go to the Main Menu at any time during a session, press ✱ one or more times until you hear the words "Main Menu."

◊   Features marked with the symbol ◊ are optional features that may not currently be available on your messaging server or in your mailbox. Some must be enabled by the system administrator; others may be enabled by you.

CONTENTS

CHAPTER 1

ENTERING AND EXITING THE INTUITY MESSAGING SERVER

In this chapter, you will find

- Setting up your mailbox

- Entering the INTUITY messaging server

- Exiting and restarting the INTUITY messaging server

To begin using the messaging server, you need the following information:
- The telephone number for the INTUITY messaging server
- Your mailbox number
- The temporary password

To enter your mailbox for the first time and change your temporary password to a personal password:

◗ Call the INTUITY messaging server telephone number

◊ ◗ Press # to indicate that you have a mailbox on the server

◊ ◗ Enter your mailbox number

◗ Enter the temporary password

NOTE: The preceding steps with ◊ are optional depending on your system setup. See your system administrator if you have questions about this.

Follow the spoken instructions to set up your mailbox:

◗ Enter your temporary password.

◗ Enter a new password containing up to 10 random digits.

◊ ◗ State your name as you want it to be announced to people who address messages to your mailbox.

◗ Press # to accept the name as recorded, or press ✱ to record your name again.

◊ ◗ Press 1 to choose a standard greeting or press 2 to record a personal greeting, which gives your callers more information

◗ Record your greeting.

◗ Press # to accept the greeting as recorded, or press ✱ to record your greeting again.

◗ Listen to recorded tips about using your mailbox.

◊ ◗ Listen to information about the fax feature.

You can now send and receive messages from your mailbox.

Entering your mailbox from your office phone

◗ Call the internal INTUITY messaging server phone number

◊ ◗ At any time during the greeting, press $\boxed{\texttt{\#}}$ to indicate you have a mailbox

◗ Enter your mailbox number

◗ Enter your password

The INTUITY messaging server prompts you to select an action.

Entering the INTUITY messaging server from outside the company

You can call the INTUITY messaging server from any touchtone telephone, anywhere in the world.

To enter your mailbox from outside the company:

◗ Call the INTUITY messaging server phone number

◊ ◗ At any time during the greeting, press $\boxed{\texttt{\#}}$ to indicate you have a mailbox

◗ Enter your mailbox number

◗ Enter your password

You can now listen or send messages, change your personal greeting, or perform other tasks.

TIP: Making credit card calls
If you call the message server using a telephone credit card and you press $\boxed{\texttt{\#}}$ too quickly, the telephone company may interpret your action to mean you want to place another credit card call. To avoid this, wait until the message server's introductory prompt is finished before you press $\boxed{\texttt{\#}}$.

Exiting the message server entirely

To exit the messaging server, press ✱ until you reach the Main Menu, then press ✱ to exit.

Restarting the INTUITY messaging server

```
┌─────────────────┐
│ MAIN MENU       │
│  ┌───┐          │
│  │ 5 │          │
│  └───┘          │
│  Restart        │
└─────────────────┘
```
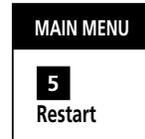
After you have finished sending and reviewing messages, you may want to restart; that is, exit your mailbox but remain in the message server. Then you can perform tasks such as:

• Locate messages

• Access the application menu for transfer

To restart:
◗ Return to the Main Menu
◗ Select Restart   **5**

CHAPTER 2
USING POWER KEYS

In this chapter, you will find

- Canceling or going back with the ✱ key

- Getting help with the ⓪ key

- Moving to the next step with the # key

Press ✳ when you want to cancel what
you are doing. For example, press ✳ to

- Erase and re-record
- Reenter a destination number if you have
  made a mistake
- Back up to the previous menu
- Exit from the Main Menu

Press ⓪ when you need help, more explanation, or want more options. If you don't press any key when prompted, the system will repeat the previous options.

To reach an attendant if one is available, press ⓪ ⓪ from the Main Menu.

If you hear the message, "Sorry, you're having trouble," you are experiencing difficulty requesting an option. If you don't get the help you need by pressing ⓪, first look for the answer in this guide, then check with your system administrator.

Press ⌗ to proceed immediately to the next step. For example, press ⌗ to

◊ • Enter your mailbox as soon as the system greeting begins playing.
   • Skip a prompt if you already know what you want to do.
   • Terminate a recording; for example, your name or personal greeting.
   • Denote the end of a variable-length number such as a password, telephone number, or group list number.

CHAPTER 3
RECORDING AND SENDING VOICE MESSAGES

In this chapter, you will find

- Recording voice messages

- Using recording controls

- Addressing the message

- Selecting delivery options

- Sending the message

- Using messaging effectively

In the standard addressing mode:

MAIN MENU	SEND	DESTINATION OPTIONS	DELIVERY OPTIONS	
2 Send Messages	To send a voice message: • Record message • When finished [#] OPTIONAL: • Replay message [1] Use recording controls	Enter destination number or Press [#] to spell name	Private [1] Urgent [2] Future delivery [4]	• Send [#] • Enter next destination or • Return to main menu [*]

◊ In the enhanced addressing mode:

MAIN MENU		DESTINATION OPTIONS	DELIVERY OPTIONS		
2 Send Messages	To send a voice message: • Record message • When finished [#] OPTIONAL: • Replay message [1] See Playback Controls in Legend	• Enter destination number or • Press [#] to spell name • When finished entering all destinations [#] [#] • Send [#] or Select delivery options [0] or Review destination list [5]	Private [1] Urgent [2] Future delivery [4] Review destination list [5]	Add [1] Delete [2] Skip [#]	Send [#] Cancel [*]

Recording a voice message

◗ Select Send messages   **2**
◗ Record the message
(See the table on page 12 for
recording controls)
The system sends warning message
indicating the remaining time for
recording
◗ When finished recording   **#**
◗ Replay the message
before sending   **1**

Re-recording the message

If you are not satisfied with your message,
you can re-record the message or append
to the end of the recorded section before
sending.

To re-record the entire message:
◗ Erase and prepare to re-record   **✱**
◗ Record the message
◗ When finished recording   **#**

TIP: Pausing while recording
To pause at any time while recording,
press **2** .
To resume, press **2** again.

To append to the end of the message you
have already recorded:
◗ Resume recording at
end of message   **5**
◗ When finished recording   **#**

After recording the message

◗ Address the message (see page 13)
(Depending on the setup of your
messaging server, you will be addressing
the message you recorded in the standard
addressing mode or in the enhanced
addressing mode. Please check with your
system administrator.)
◗ Select Delivery options (see page 15)
◗ Send the message (see page 19)

To	Press
Delete the entire message and re-record	✱
Rewind	1
Rewind to beginning	1 1
Pause or resume	2
Fast forward	3
Fast forward to end	3 3

RECORDING CONTROLS

Position	REWIND 1	PAUSE/ RESTART 2	FAST FORWARD 3
	4	5	6
	7	8	9
	CANCEL ✱	HELP 0	END #

In the standard addressing mode:

You can select a combination of the following destination options:
- On-system user
◊ • Network user
◊ • Personal group list
◊ • System distribution list, maintained by your system administrator
◊ • Guest or home mailbox

Entering a mailbox number or list number

◗ Enter a single mailbox number or distribution list number. The system tells you the name of the person or distribution list.

◗ After entering the number, select delivery options (see page 15) or press #️ to send.

◗ After you press #️ to send, the system prompts you to enter additional destinations for the same message or to press ✱ to return to the Main Menu.

◊ Spelling a name using Dial-by-Name

If you don't know a user's mailbox number, press #️ , then spell the person's name, last name first, as follows:

A, B, C	=	2️
D, E, F	=	3️
G, H, I	=	4️
J, K, L	=	5️
M, N, O	=	6️
P, Q, R, S	=	7️
T, U, V	=	8️
W, X, Y, Z	=	9️

For example, to address a message to Smith, Ann, enter **76484266**. You must spell the name exactly as the system administrator entered it on the system.

When you have entered enough characters to uniquely identify a user's name, the message server states a name. If more than one name matches the characters you have entered, the system presents those names and asks you to select one.

◊ In the enhanced addressing mode

MAIN MENU

2
Send Messages

To send a voice message:
- **Record message**
- **When finished** #

OPTIONAL:
- **Replay message** 1

See Playback Controls in Legend

DESTINATION OPTIONS
- **Enter destination number**
  or
- **Press # to spell name**
- **When finished entering all destinations** # #
- **Send** #
  or
  Select delivery options 0
  or
  Review destination list 5

DELIVERY OPTIONS
- Private 1
- Urgent 2
- Future delivery 4
- Review destination list 5

Add 1
Delete 2
Skip #

Send #
Cancel *

In the enhanced addressing mode, you can build a list of addresses (destinations) for a message. You can then apply the delivery options (see page 15) to the entire list of addresses.

NOTE: The selected delivery option applies to the entire list of addresses. You cannot change delivery option for individual addresses.

To address the message:
◗ Enter the address (destination) list by entering a destination mailbox number or a group list (see page 13). (The system prompts you to enter another destination after each entry.)
◗ When finished entering all destinations, press # # to approve.
◗ Select delivery options for the message.
OR
Press # to send message.

NOTE: you can press 5 to review the address (destination) list before sending the message (see page 18).

You may select any of the following delivery options before sending the message:

- Private   1
- Urgent   2
- Future delivery   4
◊ • Review the destination list   5
   (Only in the enhanced addressing mode)

Select options after you address the message and before you press # to send.

To cancel an option for a particular destination, press its number again before sending the message. For example, press 2 to mark a message urgent, then press 2 again to remove the urgent marking.

TIP: Selecting different delivery options for different destinations (only in the standard addressing mode)
If you send a message to multiple destinations, the delivery options you select for the first destination automatically apply to additional destinations. To turn them off, press the number of the option again before sending the message to the second destination. For example, to mark a message as urgent to two recipients and mark it for future delivery to a third person, you would enter 2 before sending the message to the first recipient, enter nothing before sending the message to the second recipient, and enter 2 (to turn off the urgent marking) and 4 (to turn on future delivery) before sending the message to the third recipient.

NOTE: In the enhanced addressing mode, the selected delivery option for a message applies to all addresses or destinations in the same address list.

Marking a message as private ☐1

Messages that are marked as private cannot be forwarded by the recipient to anyone else. The system informs the recipient that the message is private.

Marking a message as urgent ☐2

Urgent messages are played before non-urgent messages in the unheard new message queue. The system informs the recipient that the message is urgent.

TIP: Use the urgent delivery option with discretion
Some users set the system to notify them immediately when urgent messages are received (see page 51).

◊ Requesting future delivery ④

Future delivery messages are messages that you record for later delivery to another mailbox. They are stored in your mailbox until the delivery time.

To specify future delivery:
▶ Select Future delivery ④
▶ Specify the delivery date ①
  Enter the month; for example,
    ① for January or ① ② for December
  Enter the day of the month; for example,
    ③ ① for the 31st
  Enter the hour and minute; for example,
    ② ⓪ ⓪ for 2:00 or ① ⓪ ① ⑤ for 10:15
  Enter ① for a.m. or ② for p.m.
or

▶ Specify the delivery day ②
  Spell the first two letters of the day of the week using the letters on the telephone keypad (see "Spelling a name using Dial-by-Name," page 13).
  For example, spell TU (Tuesday) by pressing ⑧ – ⑧.
  Enter the hour and minute; for example,
    ② ⓪ ⓪ for 2:00 or ① ⓪ ① ⑤ for 10:15
  Enter ① for a.m. or ② for p.m.

TIP: Consider the time zone when you schedule a message for future delivery.
If, for example, your time zone is three hours earlier than that of the recipient, subtract three hours from the desired delivery time. If your time zone is three hours later than that of the recipient, add three hours to the desired delivery time.

◊ Reviewing enhanced address list ⑤
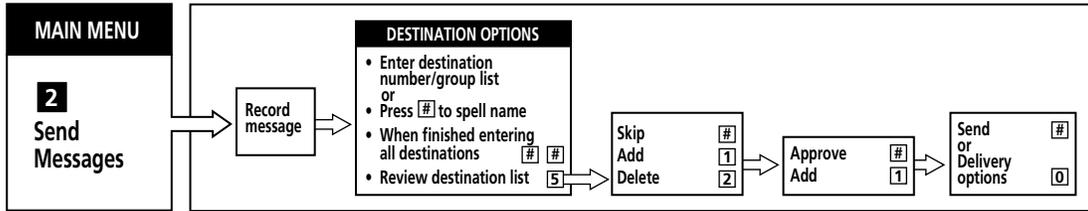
To review an enhanced address list:

◗ Select the review destination list
option.   ⑤
(The system starts playing the
subscriber's name or mailbox number
of the first destination entry.)

◗ Specify one of the following options:
  • To skip to the next entry.   #
  • To add an address.   ①
  • To delete an address.   ②

◗ Approve the list after reviewing.   #
or
To add more addresses.   ①

◗ To send the message to the
entire list of addresses.   #
or
To select delivery options.   ①

NOTE: If you have selected a group
distribution list when addressing the
message, the messaging server will play
each individual destination in the list for
review.

In the standard addressing mode:

Send the messaging after selecting delivery options.

To send a messaging to a mailbox on your local messaging server or on remote messaging servers:
◗ Enter the destination number or press ⃤ to spell the recipient's name.
◗ Select Message delivery options (optional) (see page 15).
◗ Send the message.　　　　　　　　#
◗ Enter another mailbox number or press # to spell the recipient's name
or
◗ Return to the Main Menu.　　　　　✱

NOTE: Just as an envelope placed in a postal box cannot be retrieved, a message cannot be retrieved once it is sent, except for future delivery messages. Refer to Chapter 6 for how to locate message.

◊ In the enhanced addressing mode:

To send a message to a mailbox on your local messaging server or on remote messaging servers:
◗ Enter the destination number or press # to spell the recipient's name.
◗ When finished addressing.　　# #
◗ Send the message.　　　　　　#
　or
　Select delivery options.　　　0
　or
　Review destination list.　　　5
　or
　Return to the Main Menu.　　✱

Like any form of communication, messaging is an art. Follow these guidelines to use messaging most effectively.

- Identify yourself and the topic at the beginning of the message.

- Address only one or two topics per message.

- State the key point early. Don't surprise the user at the end of the message.

- Be brief. Re-record if you think your message is too long or confusing.

- Keep content appropriate for business.

- Give your phone number or mailbox number at the end of your message.

- Consider talking face-to-face or writing a memo instead if the topic is sensitive or complex.

- If the distribution list is long, name the recipients at the end.

- Use the urgent delivery option with discretion.

- Reply promptly to messages.

- Make your requests for information complete and concise so the recipient can respond via voice mail.

TIP: Messaging is most effective if you respond to all messages immediately after hearing the. If your callers have requested information that you do not have, let them know when you will have the information or refer them to someone who can help.

CHAPTER 4
LISTENING AND RESPONDING TO MESSAGES

In this chapter, you will find

- Listening to messages

- Responding to messages

- Saving and erasing messages

- Using playback controls

MAIN MENU

1
Review Messages

END-OF-MESSAGE OPTIONS

Replay	4
Envelope	5
Send copy	6
Erase	7
Reply	8
Reply by calling	8 8
Save	9

To send a copy of a message with an introduction:

- Record introduction
- When finished #
- Enter destination
- Send #

PLAYBACK CONTROLS

	REWIND	PAUSE/RESTART	FAST FORWARD
Position	1	2	3
	SLOWER	ENVELOPE	FASTER
Speed	4	5	6
	ERASE	◊NORMAL	◊LOUDER
Volume	7	8	9
	CANCEL	HELP	SKIP
	*	0	#
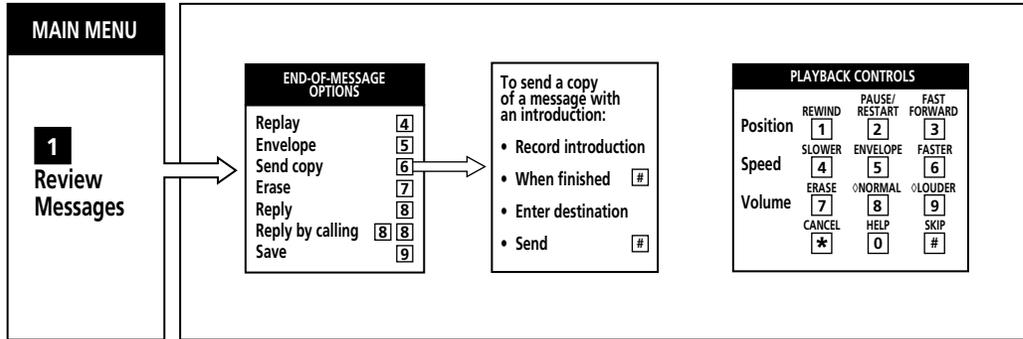
Hearing the number of messages in your mailbox

After any special notifications and messages are played (see page 25), the system tells you the number of new unheard messages in your mailbox.

Reviewing all messages

All messages, including those you have heard previously but skipped, are played in the following order:
- Unheard messages
- Heard but skipped
- Archived messages
◊ • Last deleted message

Within each category, messages are played in the order received. Urgent messages are played first in unheard new category. Archived messages are played in the order received.

For multi-media messages, the order of different components are played as follows:
- voice
- text (text-to-speech if system enables, otherwise plays the number of pages)
- fax (number of pages)
- binary (the size of file)

To review all messages:
◗ Select Review messages   **1**

Skipping messages

Skip to the next message at any time by pressing #. Skip to saved/archived or erased messages by pressing # # .

Canceling review

Press ✱ to cancel message review and return to the Main Menu.

Replaying a message

Replay a message by pressing 1 1 during the message, to rewind to the beginning, or by pressing 4 at the end of the message.

Obtaining envelope information

Envelope information includes the following information:
• Title of message (if exists)
• Date and time received
• Sender (user name, ◊ telephone number of the calling party, or "outside caller")
• Length of voice, pages of text and fax, bytes of binary file
• Status urgent or private

To obtain envelope information, press 5 while listening to the message or immediately after it ends. After playing the envelope information, or if you press ✱ during the envelope information playback, the system resumes playing messages.

Hearing special mailbox notifications and messages

When you enter your mailbox, you might hear the following types of notifications and messages. Following are some of the special mailbox notifications you might hear:

- Periodic instructions to change your password or greeting
- Mailbox full notice
- Extended Absence Greetings (EAG)
- Mailbox Auto Forward (MAF)

NOTE: You cannot skip special mailbox notifications.

If your INTUITY messaging server allows you to send messages over the network to another INTUITY messaging server, you may hear the following additional messages:

- Delivery of messages to users with extended-absence greetings
- Nondelivery of messages to users with extended-absence block
- Nondelivery of messages due to networking difficulties (played before new messages in Review message)

Replying with a message

If you receive a message sent to you from a mailbox on your system or network, you can reply to the message immediately after you review it without hanging up and redialing.

To reply:
◗ Select Reply   8
◗ Record your reply
◗ When finished recording   #
◗ Send the message   #

NOTE: If you have the enhanced addressing mode, the addressing and delivery options in this mode will apply when you reply to a message (see page 14).

TIP: You can enter additional addresses when replying to a sender.

◊ Replying by calling the sender

If the sender has an extension on your message server or network, you can call the extension by pressing 8 8 during or immediately after the message. The system immediately transfers you.

The message to which you just responded will remain in your mailbox as a skipped message.

Sending a copy

Send a copy of a message when others should get it. Add an introduction so the person receiving the copy knows you forwarded it. You can send a copy of any message unless it has been marked private by the sender (see page 15).

To send a copy after listening to the message:
◗ Select Send copy 6
◗ Record your introduction
◗ When finished recording #
◗ Review message before sending
   (optional) 1
◗ Enter the destination mailbox or press # to spell the recipient's name using the telephone keypad

NOTE: If you have the enhanced addressing mode, the addressing and delivery options in this mode will apply when you send a copy of a message (see page 14).

Archiving or Saving a message

You can save a message by pressing `9` immediately after the message.

Messages that you save are stored separately from new messages and played after new messages.

Saved messages remain saved/archived until you erase them by pressing `7` or they have been in your mailbox longer than your system administrator allows.

Deleting a message

You can delete a message by pressing `7` during or immediately after the message.

The message remains in your mailbox until the end of the session. You can listen to it again, respond, or decide to save it.

Reviewing last deleted message

To review:
◗ Select from the Main Menu   `1`

To save:
◗ Select Save   `9`

TIP: Press `#` `#` to bypass reviewed, skipped, and archived messages.

While messages are playing, use the keys on your telephone to rewind, fast forward, pause, or control the volume and speed of message playback.

To	Press
Rewind	1
Rewind to beginning	1 1
Pause or restart	2
Fast forward	3
Fast forward to end	3 3
Slow playback speed to normal	4
Hear envelope information	5
Accelerate playback speed	6
Erase	7
Decrease volume to normal	8
Increase volume	9
Skip	#

PLAYBACK CONTROLS

	REWIND	PAUSE/ RESTART	FAST FORWARD
Position	1	2	3
	SLOWER	ENVELOPE	FASTER
Speed	4	5	6
	ERASE	NORMAL	LOUDER
Volume	7	8	9
	CANCEL	HELP	SKIP
	*	0	#

CHAPTER 5
SENDING, RECEIVING, AND REVIEWING FAX MESSAGES

In this chapter, you will find

- Receiving fax messages

- Selecting fax options

- Reviewing and printing fax messages

MAIN MENU

4
Personal Options

PERSONAL OPTIONS

Notification on/off	1
Administrative options	2
Greetings/names	3
Notification schedule	4
Mailbox forwarding	5

ADMINISTRATIVE OPTIONS

General options	1
Fax options	2

FAX OPTIONS

Set up/change Primary fax destination	1
Auto print on/off	2

AUTO PRINT

On	1
Off	2

Telling callers how to send a fax to you

Callers can send a fax directly to your mailbox by dialing your telephone number from the fax machine. Callers can also record a voice message, or annotation, to precede the fax. To send a fax,

◗ Lift the handset of the fax machine
◗ Dial the recipient's telephone number
◗ During the greeting, press ④ for fax options
◗ Press ① to send fax only
◗ Press ② to leave a voice annotation
◗ Press one of the following keys at the end of the annotation:

Re-record the annotation	✱
Finish recording annotation	#
Mark as normal	①
Mark as urgent	②
Mark as private	③

◗ Press the start key on the fax device

◊ Setting a primary fax printing destination

◊ You may print faxes at any fax device.

To set up or change your primary
fax number:

◗ From Main Menu   **4**
◗ Select Administration options   **2**
◗ Select Fax options   **2**
◗ Select Primary fax destination   **1**

     If a primary fax number is currently
     defined, the system states the number.
     Press **1** to establish or change the
     primary fax number or press **2** to
     delete the existing fax number.

◗ Enter the fax phone number

◊ Specifying automatic printing of all faxes

The INTUITY messaging server ordinarily stores all faxes until you give the order to print them, or you can choose to have the system print each fax message as soon as it is received. Faxes print at your primary fax number, or, if you have not set up a primary fax number, to the group fax number that the system administrator has defined.

To turn automatic printing on or off:

◗ From Main Menu   **4**
◗ Select Administration options   **2**
◗ Select Fax options   **2**
◗ Select Auto print on/off   **2**
   (**1** is on **2** is off)

When the message server auto prints a fax, the fax message remains in your mailbox unless you specify automatic deletion of faxes after delivery (see next section) or until you delete it.

◊ Reviewing your fax messages

When you enter your mailbox, the INTUITY messaging server notifies you if fax messages are in your mailbox. For example, you might hear the prompt, "You have x unheard new messages, y with fax."

To review all messages, including fax messages, enter **1** from the Main Menu.

◊ Printing fax messages

The message server will print fax messages. Specify the destination: your primary fax number, the fax device from which you are calling, or an alternate destination.

To print faxes:
- ◗ From the Main Menu   **1**
- ◗ Select Print Fax at end of message options   **2**
- ◗ Indicate where you want to print:
   Primary destination   **1**
   Alternate destination   **2**
   Current location   **3**
   Cancel   **✱**

CHAPTER 6

LOCATING MESSAGES YOU SENT OR RECEIVED

In this chapter, you will find
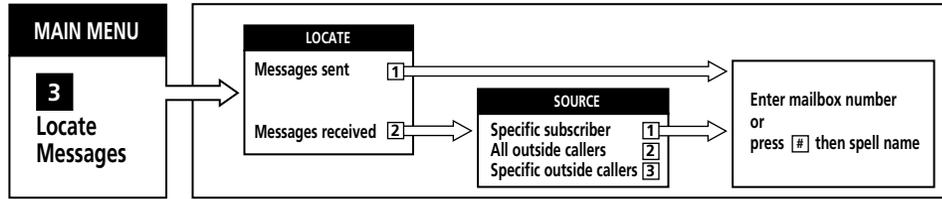
- Locating messages you sent or scheduled for future delivery

- Locating messages you received

MAIN MENU

3
Locate Messages

LOCATE

Messages sent [1]

Messages received [2]

SOURCE

Specific subscriber [1]
All outside callers [2]
Specific outside callers [3]

Enter mailbox number
or
press [#] then spell name

The message locator finds all messages sent to users on the same INTUITY messaging server and network; it also finds all future delivery messages that have not yet been sent.

You can listen to the envelope information of the sent messages, but the contents of the messages will not be played.

The message locator presents messages sent in the following order:
- Scheduled: messages awaiting delivery. (If you delete this message, it will not be delivered.)
- Delivered: messages not yet heard by receiver in its entirety.
- Accessed: messages that have been heard or deleted by receiver.

To find out if a recipient has listened to your message in its entirety:
- Locate all unheard messages you sent to a particular user as explained in this section. A message is considered heard, or "listened to," when the recipient has listened to 3 seconds or has selected an end-of-message option on it.

To locate messages you have sent:
- ◗ Select Locate messages   **3**
- ◗ Select Locate messages sent   **1**
- ◗ Enter the user's mailbox number or press #️ to spell the name.

To skip a message, press #️. To cancel the operation and return to the Main Menu, press *️.

The INTUITY messaging server will play messages sent to you from a user's personal distribution list, all outside callers, or a specific outside caller you specify. This option enables you to locate messages more quickly than if you listened to all messages.

Locating messages sent to you from a specific user

◗ Select Locate messages   **3**
◗ Select Locate messages received   **2**
◗ Select Locate messages, both voice and fax, from a specific user   **1**
◗ Specify the sender by entering:
    Mailbox number
    Network address
    or
    Dial-by-Name   **#**

The INTUITY messaging server plays new and archived messages from the specified user.

To skip a message, press **#**. To cancel the operation and return to the Main Menu, press **✱**.

Locating messages sent to you from outside callers

◗ Select Locate messages   **3**
◗ Select Locate messages from all outside callers   **2**
◗ Select Locate messages from specific outside callers   **3**

The system plays new messages, then archived messages.

To skip a message, press **#**. To cancel the operation and return to the Main Menu, press **✱**.

NOTE: To locate messages sent to you from specific outside callers, the ANI service should be available. An outside caller is a caller who is not on the same switch or network you are on. Please contact your system administrator if you have questions about the ANI service.

CHAPTER 7

MANAGING YOUR MAILBOX

In this chapter, you will find

- Turning outcall notification on or off

- Creating and changing passwords

- Creating and managing personal group lists

- Creating and changing greetings

- Setting an outcall notification schedule

- Forwarding messages to mailboxes on other message servers

- Forwarding calls to a personal assistant

MAIN MENU

4 Personal Options

PERSONAL OPTIONS

Notification on/off	1
Administrative options	2
Greetings/names	3
Notification schedule	4
Mailbox forwarding	5

GREETINGS

Personal greeting	1
Extended absence	2
Name	3

NOTIFICATION SCHEDULE

First schedule	1

ADMINISTRATIVE OPTIONS

General options	1
Fax options	2

Standard	1
Personal	2

MAILBOX FORWARDING

Establish/change forwarding destination	1
Cancel forwarding destination	2

GENERAL OPTIONS

Passwords	1
Group lists	2

FAX OPTIONS

Set up/change Primary fax destination	1
Auto print on/off	2

Away from phone	1
On the phone	2

PASSWORDS

Personal	1
Home (mailbox 93)	2
Guest 1 (mailbox 91)	3
Guest 2 (mailbox 92)	4
Secretary	5

GROUP LISTS

Create	1
Edit	2
Delete	3

AUTO PRINT

On	1
Off	2

MAIN MENU	PERSONAL OPTIONS	OUTCALL NOTIFICATION
4 Personal Options	Outcall notification on/off 1	Notification on 1 Notification off 2

◊ To turn outcall notification on:

◗ Select Personal Options **4**

◗ Select notification on/off 1

◗ Turn outcall notification on 1

or

◗ Turn notification off 2

NOTE: Please see page 52 about how to set up your outcall notification schedule.

```
MAIN MENU
┌──────────────────────────────────────────────────────────────────────────────────────────┐
│  4        PERSONAL OPTIONS        ADMINISTRATIVE         VOICE MAIL              PASSWORDS   │
│              ┌──────────────┐        OPTIONS         ADMINISTRATIVE      ┌─────────────────┐ │
│ Personal     │ Administrative│   ┌──────────────┐      OPTIONS          │ Personal       1│ │
│ Options      │ options     2│──▶│ Voice mail  1│──▶ ┌──────────────┐   │ Home (Mailbox 93) 2│ │
│              └──────────────┘    │ options*     │    │ Passwords   1│──▶│ Guest 1 (Mailbox 91) 3│ │
│                                  └──────────────┘    └──────────────┘   │ Guest 2 (Mailbox 92) 4│ │
│                                                                         │ Secretary      5│ │
│                                                                         └─────────────────┘ │
└──────────────────────────────────────────────────────────────────────────────────────────┘
```
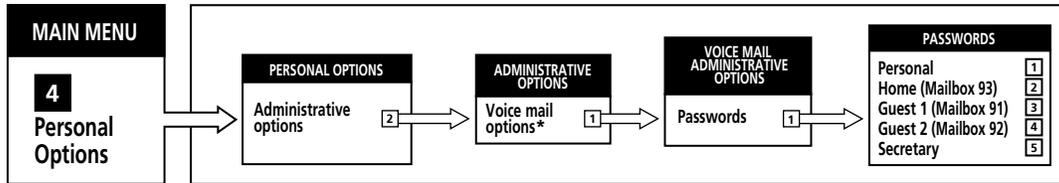
You selected a personal password when you set up your mailbox. You may change your password at any time and also add the following additional passwords:

◊ • **Home password.** This password enables your family to send and receive messages in the same manner as a guest.

◊ • **Guest passwords.** A guest password enables callers to exchange messages with you as if they were users. Guests hear only those messages you send to them. They cannot exchange messages with other users through your mailbox.

You can have two guest passwords at any time. To change guests, simply change the guest password and give the new one to the new guest. The former guest's messages will be erased automatically.

• **Secretary password.** A secretary password enables someone you designate to enter your mailbox and obtain envelope information for the new messages that are not from home. If you are unable to access the system, a person with the secretary password can tell you who left messages.

Passwords can contain up to 10 characters; your system administrator specifies the minimum length. Create passwords that are easy to remember but difficult for others to guess. For example, do not use your telephone number, because it is easy to guess. Each password you create must be different; you and your guests cannot have the same password.

NOTE: Guest and Home passwords can only be six digits long.

Changing or creating a password

◗ Select Personal Options	4
◗ Select Administrative Options	2
◗ Select General Options	1
◗ Select Passwords	1
◗ Enter the type of password:	
Personal password	1
Home password	2
Guest password	3 or 4
Secretary password	5
◗ Enter a password containing up to 10 digits	
◗ When finished entering password	#

◊ **Explaining how to use guest and home passwords**

> You can give guest or home passwords to others so they can hear messages you sent to them and send messages to you. Instruct your guest how to use the system, as follows:
>
> ◗ Call the system telephone number
> ◗ Press # during or after the greeting
> ◗ Enter your mailbox number
> ◗ Enter the password that you assigned to the guest or home mailbox
> ◗ Review messages from you and send you messages before disconnecting

◊ **Replying to guest or home messages**

> Reply to messages from persons using guest or home passwords as you would any other message—that is, press 8 after reviewing the message.

MAIN MENU	PERSONAL OPTIONS	ADMINISTRATIVE OPTIONS	GENERAL OPTIONS	GROUP LISTS
4 Personal Options	Administrative Options 2	General Options 1	Group Lists 2	Create 1 Edit 2 Delete 3
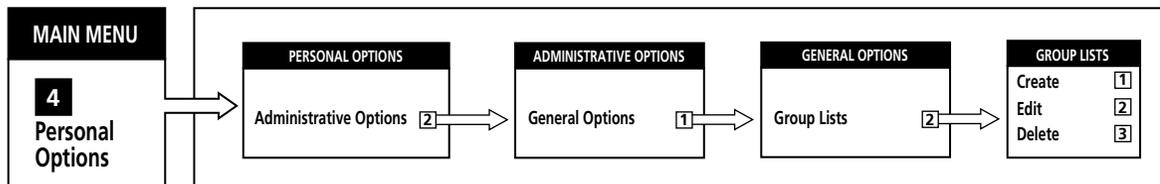
You can create up to 15 personal group lists containing a total of 250 mailbox numbers or network addresses. If you send messages to the same group of people regularly, personal group lists save time by enabling you to send messages to all members of the list at once.

NOTE: A personal group list cannot contain another personal group list.

Creating personal group lists

◗ Select Personal Options   **4**
◗ Select Administrative Options   **2**
◗ Select General Options   **1**
◗ Select Group Lists   **2**
◗ Select Create   **1**
◗ Enter a two-digit number for the list, 11 through 25.
◗ Enter the mailbox number of each person on the list.
  or
  Use Dial-by-Name   **#**
◗ When finished, to exit and save the list press **✱** or press **1** to listen to the names on the list.

Editing a personal group list

To add or delete a mailbox from a list:
◗ Select Personal Options   `4`
◗ Select Administrative Options   `2`
◗ Select General Options   `1`
◗ Select Group Lists   `2`
◗ Select Edit   `2`
◗ Enter the list number.
◗ Enter the mailbox number/network address or press `#` to spell the name you want to add or delete. If the number appeared on the list previously, the system deletes it. If the number did not appear on the list, the system adds it.
◗ Review all names on the list (optional).   `1`
◗ Exit and save the list.   `*`

Deleting a personal group list

◗ Select Personal Options   `4`
◗ Select Administrative Options   `2`
◗ Select General Options   `1`
◗ Select Group Lists   `2`
◗ Select Delete   `3`
◗ Enter the group list number
◗ Select Delete   `2`

```
┌─────────────────┐
│ MAIN MENU       │
├─────────────────┤
│                 │         ┌─────────────────────┐
│  ┌───┐          │         │ PERSONAL OPTIONS    │      ┌──────────────────────┐
│  │ 4 │          │         ├─────────────────────┤      │ GREETINGS            │
│  └───┘          │────────▶│ Greetings/names  3  │─────▶│ Personal      ┌─┐   │      ┌────────────────┐
│  Personal       │         └─────────────────────┘      │ greeting      │1│   │─────▶│ Standard    1  │
│  Options        │                                      │ Extended      ┌─┐   │      │ Personal    2  │
│                 │                                      │ absence       │2│   │      └────────────────┘
│                 │                                      │ Name          ┌─┐   │
└─────────────────┘                                      │               │3│   │
                                                         └──────────────────────┘
```
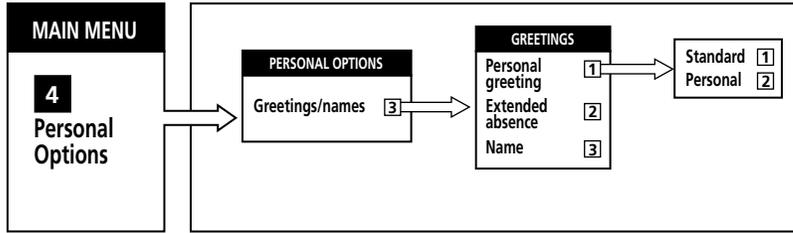
Your greeting is played to anyone who telephones or transfers to your mailbox. Use the personal greetings menu to change your personal greeting, record an extended-absence greeting, or re-record your name.

Types of greetings

You can select the standard greeting or create a personal greeting.

TIP: Personal greetings are preferred because they give callers the assurance that you are checking your voice mailbox and set their expectations for when you will return their calls.

The standard greeting provided by the message server is:

> *"Your call has been forwarded to an automated voice message system. (Your name) is not available. At the tone, please record your message."*

An example of a personal greeting is:

> *"Hello, this is (your name). You have reached my mailbox. Today is (date). I'll be in the office this morning, but in meetings all afternoon. If you want to send a fax, press four on your fax device, or please leave me a detailed message and I'll return your call as soon as possible."*

The personal "no-answer" greeting you record plays when you do not answer your telephone.

Recording a personal greeting

◗ Select Personal Options   **4**
◗ Select Greetings   **3**
◗ Select Personal greeting   **1**
◗ Select Record a personal greeting   **2**
◗ Away from phone   **1**
◗ Busy   **2**
◗ Record the greeting
◗ When finished recording   **#**

NOTE: In addition to your choice of standard and personal greetings, your system administrator can configure a standard busy greeting for when you are on the telephone. If a standard busy greeting is not configured, the standard or personal greeting will play.

Selecting the standard message server greeting

◗ Select Personal Options   **4**
◗ Select Greetings   **3**
◗ Select Personal greeting   **1**
◗ Select the Standard
   message server greeting   **1**

◊ Recording an extended-absence greeting

Record an extended-absence greeting to advise callers that you are away from the office and may be checking your mailbox infrequently. Give your callers the option of leaving a message or calling someone whom you designate. Callers cannot skip your extended-absence greeting.

◊ **TIP: Blocking messages during extended absences**
You can optionally block all messages other than broadcast notices when the extended-absence greeting is on. Ask your system administrator to enable the message block feature for you.

The message server reminds you that your extended-absence greeting is on each time you enter your mailbox and prompts you to delete or retain it. Your previously recorded personal greeting is reinstated when you delete the extended-absence greeting.

To record an extended-absence greeting:
- ◗ Select Personal Options   **4**
- ◗ Select Greetings   **3**
- ◗ Select Extended-absence greeting   **2**
- ◗ Record the greeting
- ◗ When finished recording   **#**

Re-recording your name

The message server plays your name as confirmation whenever a sender enters your mailbox number as a destination and when you enter your mailbox. You recorded your name the first time you used the system.

To re-record your name:
- ◗ Select Personal Options   **4**
- ◗ Select Greetings   **3**
- ◗ Select Record your name   **3**
- ◗ Record your name
- ◗ When finished recording   **#**
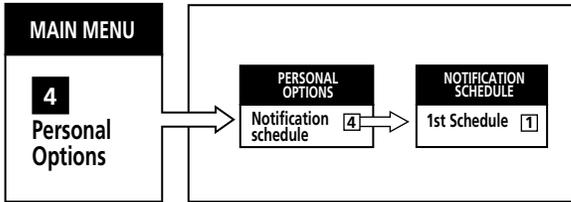
The INTUITY messaging server can call you at a designated telephone number to notify you when new messages arrive in your mailbox. You can tell the message server to notify you when a message is received.

Outcall notification is helpful if you are out of the office frequently and want to be notified of new messages on a pager or cellular telephone or if you want to be notified of messages after hours or on weekends.

You can set up a schedule for new urgent messages or all new messages.

NOTE: You can quickly disable outcall notification by pressing **1** and then **2** from the Personal Options menu.

When the system calls you to notify you of new messages, you can do one of the following:
• Hang up and dial back into the messaging system to access your messages. Attempting to login directly using the outcall will give you the INTUITY™ AUDIX™ interface.
• Cancel outcall notification.

◊ Setting your notification schedule

- ◗ Select Personal Options from the Main Menu.   **4**
- ◗ Select notification schedule option.   **4**
- ◗ Enter the telephone number the system is to call to notify you of new messages.
- ◗ Select 1st schedule.   **1**
- ◗ Enter the hour you will accept notification calls.
- ◗ Select **1** for a.m. or **2** for p.m.
- ◗ Enter the hour you will stop accepting notification calls.
- ◗ Select **1** for a.m. or **2** for p.m.
- ◗ To continue, press **1**; to change, press **2**.
- ◗ To be notified of all messages, press **1**; to be notified of urgent messages only, press **2**.
- ◗ To continue, press **1**; to change, press **2**.

Your system administrator can tell you whether you need to enter a **9** or **1** before the telephone number. You may be restricted from entering certain telephone numbers.

NOTE: You must always approve an outcalling number by pressing the pound sign (#). However, an off-premises number or page number may also require pauses by using an asterisk (∗) or a pound sign (#) as an actual part of the number.

Enter ∗   To include a 1.5-second pause at any point in the dialed number

Enter #   To approve the number

Enter ∗#   To include pound sign (#) in the number, it should be preceded by an asterisk (∗) sign. (The system registers only the pound [#] sign, not the asterisk [∗] sign.)

For example: If the system is to reach your pager with an outcall, it must dial a 9, wait 3 seconds, dial a seven-digit number, and then dial # and a three-digit number. Therefore, you would enter the following: 9**1234567*#123 and approve it with the ⟦#⟧ sign.

TIP: Using a pager with outcalling
Ask your system administrator to enable outcalls to a pager.

```
┌─────────────────┐
│ MAIN MENU       │
│                 │      ┌──────────────────────┐
│  ┌───┐          │      │ PERSONAL OPTIONS     │     ┌──────────────────────────────┐
│  │ 4 │          │      │                      │     │ MAILBOX FORWARDING           │
│  └───┘          │─────▶│                      │     │                              │
│  Personal       │      │  Mailbox      ┌───┐  │────▶│ Establish/change       ┌───┐ │
│  Options        │      │  forwarding   │ 5 │  │     │ forwarding destination │ 1 │ │
│                 │      │               └───┘  │     │                        └───┘ │
└─────────────────┘      └──────────────────────┘     │ Cancel forwarding      ┌───┐ │
                                                       │ destination            │ 2 │ │
                                                       │                        └───┘ │
                                                       └──────────────────────────────┘
```
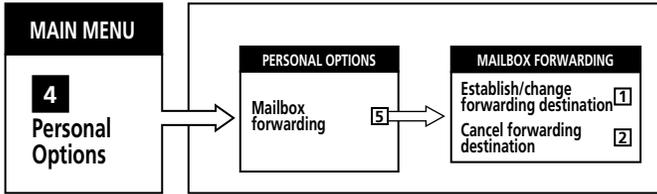
◊ If your INTUITY messaging server has networking software, you can forward messages from your mailbox to a designated mailbox on another message server. If you work in a branch office, for example, you can forward messages you receive in your mailbox at headquarters to your local message server mailbox. Then you won't need to call the messaging server at company headquarters to check for archived messages.

Messages already in your mailbox at the time you establish forwarding are not forwarded. The system reminds you that your mailbox is forwarding each time you enter your mailbox. Messages can only be forwarded once and cannot be forwarded to a personal group list.

◊ **Setting up mailbox forwarding**

◗ Call the message server on which your system administrator created your forwarding mailbox

◗ Enter your mailbox

◗ Select Personal Options **4**

◗ Select Mailbox forwarding **5**

◗ Select Establish/change the forwarding destination **1**

◗ Enter the network node address and the forwarding destination mailbox number

◗ Confirm that the information is correct **#**

◊ Changing the destination or canceling forwarding

    ◗ Select Personal Options   **4**
    ◗ Select Mailbox forwarding   **5**
    ◗ Select Establish/change the destination   **1**

or

    ◗ Select Cancel mailbox forwarding   **2**

MAIN MENU

7
**Personal
Assistance**

If you do not answer your telephone, the INTUITY messaging server can transfer your calls to a personal assistant whom you designate. Depending on how the system administrator sets up your mailbox, callers are automatically transferred to a personal assistant, or can reach the personal assistant by pressing **0** when the message server prompts the caller to leave a message.

NOTE: Be sure to provide your personal assistant with the information needed to assist your callers.

Ask your system administrator when personal assistance is turned off; typically before or after normal business hours. You should turn off personal assistance during other periods when your assistant is unavailable.

Turning Personal Assistance on

◗ Select Personal Assistance   **7**
If a personal assistant is currently
defined, the message server
states the mailbox number.
◗ Enter the mailbox number of your
personal assistant

Changing Personal Assistance

◗ Select Personal Assistance   **7**
◗ To change, press   **1**
◗ To delete, press   **2**

TIP: When you are a personal assistant
Answer in such a way as to reassure callers
that you are able to assist them.

CHAPTER 8
OPTIONAL APPLICATIONS

In this chapter, you will find

- Requesting a transfer

MAIN MENU		APPLICATION MENU		TRANSFER	
6 **Applications**	→	Transfer	4 →	**Enter extension you wish to call, then press** 🔲 # **or** **To spell by name** 🔲 # **Exit** 🔲 ✱	
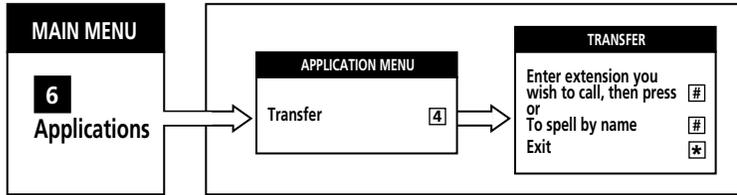
You can request the messaging server to transfer you to an extension you wish to call. Select **6** from the Main Menu. This will take you to the application menu. Press **4** in the application menu to go to the transfer application. Then enter the extension you wish to call, press **#** to be transferred to that extension. Or you can press **#** to spell by name. To exit, press **✱**.

NOTE: Please ask your system administrator about transferring calls to a remote server. The digits of an extension you need to enter may vary from server to server.

CHAPTER 9
EXPLAINING THE INTUITY MESSAGING SERVER TO OUTSIDE CALLERS

In this chapter, you will find

- Helping outside callers to leave a message

- Telling callers how to send a fax

When outside callers dial your telephone number and you do not answer, they are being forwarded to your messaging mailbox. Depending on how your INTUITY messaging server is set up, the callers can be greeted by either the Aria caller interface or the INTUITY AUDIX caller interface. This means the outside callers will need to follow different procedures while leaving you messages or sending you a fax.

NOTE: Please find out from your system administrator which caller interface your messaging server is set up for so that you can explain the appropriate information to the outside callers.

Helping Callers in the Aria caller interface

If your messaging server is set up for the Aria caller interface, please use the following information to explain to the outside callers.
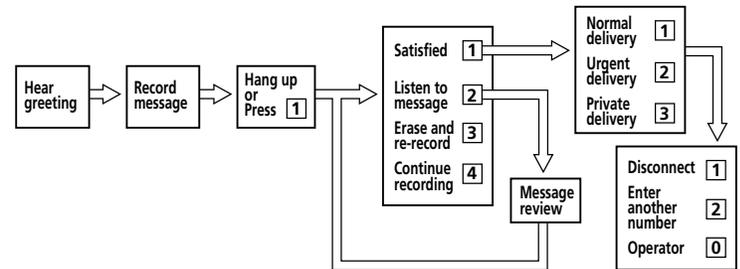
When callers have heard your greeting and recorded a message, they may hang up or press 1 for more options. If they press 1, the system gives them the following options:

◗ If satisfied with the message 1
◗ To listen to the message 2
◗ To erase and re-record 3

Callers can continue recording after listening to the message by pressing 4.

When the caller presses $\boxed{1}$, he or she is prompted for delivery options:

◗ Normal delivery $\boxed{1}$
◗ Urgent delivery $\boxed{2}$
◗ Private delivery $\boxed{3}$

When the caller is finished, he or she can hang up, enter another number, or press $\boxed{0}$ for assistance.

TIP: Skipping your greeting
Tell frequent callers they may skip your greeting by pressing the $\boxed{\#}$ key.

If you have an Extended Absence Greeting (EAG) in place, callers cannot bypass your greeting or the system prompts. The system gives callers the following options after they hear your greeting:

◗ To disconnect $\boxed{1}$
◗ To leave a message for someone else $\boxed{2}$
◗ To leave a message for this recipient $\boxed{3}$

If your EAG includes a message block, your mailbox will not accept any messages from callers. In this case, the system does not give callers the option to leave a message in your mailbox. Thus, option 3 will not be played in the system prompt.

Telling callers how to send a fax to you

Callers can send a fax directly to your mailbox by dialing your telephone number from the fax machine. Callers can also record a voice message, or annotation, to precede the fax. To send a fax,

◗ Lift the handset of the fax machine
◗ Dial the recipient's telephone number
◗ During the greeting, press $\boxed{4}$ for fax options
◗ Press $\boxed{1}$ to send fax only
◗ Press $\boxed{2}$ to leave a voice annotation
◗ Press one of the following keys at the end of the annotation:

Re-record the annotation	$\boxed{*}$
Finish recording annotation	$\boxed{\#}$
Mark as normal	$\boxed{1}$
Mark as urgent	$\boxed{2}$
Mark as private	$\boxed{3}$

◗ Press the start key on the fax device

Helping callers in the INTUITY AUDIX caller interface

If your messaging server is set up for the INTUITY AUDIX caller interface, please use the following information to explain to the outside callers.
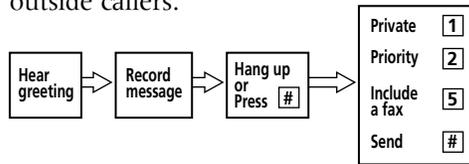
After callers have heard your greeting and recorded a message, they can hang up or press # to confirm the message. During recording, callers can press 1 to pause or press 2 3 to play back the message before sending it. The system gives callers the following options after they have confirmed the message:

◗ To mark the message Private   1
◗ To mark the message Priority   2
◗ To include a fax   5
◗ To send the message   #

TIP: Including a fax
Callers can bypass your greeting to include a fax by pressing the # sign during your greeting.

Callers can use the following options any time while leaving you a message:
• Help   ✱   4
• Exit   ✱   ✱   9

If you have an Extended Absence Greeting (EAG) in place, callers can bypass your greeting by pressing any key on the touchtone telephone to leave a message for you.

If your EAG includes a message block, callers can still bypass your greeting but will hear the system prompt: *"Sorry the mailbox you have called is not accepting messages at this time."*

GLOSSARY

Archived messages. Messages saved for future use.

Auto-print. Option for printing all faxes received in your mailbox to a fax device that you have specified.

Delivery options. Feature that allows you to mark messages as private or urgent, message confirmation and to specify future delivery.

Group distribution list. A group of mailboxes contained in a list with a common group number. When you address a message to the group number, all members on the list, except the sender, receive the message.

Enhanced addressing mode. A destination option that allows user to build a list of addresses for a message and apply the same delivery option to the entire list of addresses.

Envelope information. Tells who sent the message, the date and time sent, and message length.

Extended-absence greeting. Advises callers that you are away from the office and may be checking your mailbox infrequently.

Mailbox. A portion of the messaging system where you can send and receive voice messages and, if you have the fax feature, fax messages.

Main menu. The first menu you hear after you enter your password; in this manual, Main Menu options are indicated like this: **4**.

Menu. A related set of system features from which you can choose; all menu items are spoken if you have selected the detailed prompt level.

Networked messages. Messages sent to remote messaging systems.

Outside caller. Caller whom the message server does not recognize as a user.

Password. Security code that allows access to your mailbox.

Personal group list. Your mailbox will support up to 15 personal group lists. A list can contain up to 250 members.

Playback controls. Keys you press to control volume and speed of message playback.

Power keys. Keys you can use to more quickly complete operations: ✱ to cancel an operation, # to proceed immediately to the next step, and 0 to get help.

Recording controls. Keys you press to pause, replay, or re-record some or all of a message you are recording.

Reply. Respond directly to another user's message by pressing 8 to leave a message.

Security code. A number you must use for entry into your mailbox; helps protect the privacy of the information in your mailbox.

Standard greeting. A prerecorded greeting that tells callers they may leave a message.

System administrator. Person within your organization who manages the messaging server.

Unheard message. A voice message in your mailbox that you have not listened to or a fax you have not printed.

User. Caller with a mailbox on the messaging server.

Voice annotation. The voice message that a caller can record and "attach" to a fax message.

INDEX

A
Addressing a message 13
Archiving 28
Automatic printing of all faxes 35

C
Calling the message server 3
Calling the message server from a pay phone 3
Canceling an operation 6
Canceling review 24
Credit card calls 3

D
Deleting Messages 28
Delivery options
    Future delivery 17
    Private 16
    Selecting 15
    Urgent 16
Distribution list
    Personal group list 45

E
Enhanced addressing mode 14
Entering the message server 3
Envelope information 24
Erasing 28
Exiting the system 4
Extended-absence block 25, 51, 63, 65
Extended-absence greeting 51, 63, 65

F
Fast forwarding 12
Fax messages
    Erasing automatically 35
    Erasing 35
    Printing 36
    Printing automatically 35
    Receiving at your desk 33
    Reviewing 36
    Selecting options 35
    Setting a print destination 34
Forwarding calls to a personal assistant 57
Forwarding copies of messages 27

Forwarding messages to other message servers 55
Future delivery 18

G
Greetings
    Extended-absence 51
    Personal 2, 48
    Standard 2, 48

H
Help 7

L
Leaving voice messages 60
Listening to voice messages 22
Locating messages you have sent 39
Locating messages you have received 40

M
Mailboxes
    Entering 3
    Forwarding 55
    Maximum number of messages 18
    Setting up 2

Message notification 53
Messages
    Blocking during extended absences 51, 63, 65
    Erasing 28
    Forwarding copy 27
    Forwarding to other systems 55
    Replaying 24
    Responding to 26
    Reviewing 23
    Saving 28
    Sending 18
    Sending copy 27
    Skipping 24
Mistake in destination address 6

N
Name recording 51
No-answer greeting 49
Non-delivery of messages 25
Notification schedule 53

O
Outcall notification 43

P

Pager, outcall notification 53, 54
Passwords 2, 44
Pausing 11, 12
Personal assistant 57
Personal greeting 2, 50
Personal group lists 47
Playback controls 29
Power keys 5
Primary printing destination 35
Private messages 16

R

Re-recording a message 11
Recording controls 12
Replaying a message 24
Replying to a message 26
Restarting 4
Reviewing unheard voice messages 23
Rewinding 12

S

Saving 28
Sending a copy 27
Sending a message 19
Setting up the mailbox 2
Skipping messages 24
Skipping prompts 8
Special mailbox notifications 25
Spelling a name 13
Standard greeting 2, 50

T

Time zones 18
Transfer 60

U

Urgent messages 17

V

Vacations, see extended-absence greeting 51, 63, 65
Voice annotation 33

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