

Voice Mail

1.0 Introduction

The MX voice mail server configures mail boxes and accesses voice messages for users, ACD groups, and operators. This chapter describes voice mail server procedures and the attributes of MX voice mail boxes and messages and covers the following topics:

- *MX Roles and Profiles* describes the system entities that use voice mail boxes.
- *Voice Mail Boxes* and *Voice Mail Messages* describe voice mail component attributes.
- *Accessing Voice Mail Boxes* describes how to log on to user and group voice mail boxes.
- *Initial Voice Mail Setup* describes the process of configuring a new mail box.
- *Primary Menu Contents* describes commonly used voice mail server menus.
- *Managing Voice Mail Messages* describes how to maneuver through mail box contents to process messages, and procedures for saving, erasing, replying to, forwarding, scanning, and sending messages.
- *Modifying the Mail Box Configuration* describes how to change the configuration of your voice mail boxes. Mail box settings that you can change include password, recorded name, recorded greeting, the active greeting designation, and the auto attendant greeting.

The MXIE interface provides an alternate method for configuring and accessing your voice mail. MXIE's graphical user interface allows you to efficiently configure voice mail boxes and manage voice mail messages. Refer to the MXIE User's Manual for more information.

2.0 Roles and Profiles

2.1 Roles

Your MX user account determines the roles that you are authorized to accept. The MX defines four role types:

Users: The User role provides access to MX resources, including a voice mail box.

Operators: Operators answer external calls that are not made to a specific user and internal calls that request assistance. Your user account may provide access to multiple operator groups. The administrator assigns operator rights from the Administrator UI through profiles. Each operator group is assigned a voice mail box.

ACD Agents: ACD agents accept incoming calls that are made to a specific group, such as marketing or sales. An account owner may have access to multiple ACD groups. The administrator assigns ACD group rights from the Administrator UI through profiles. Each ACD group is assigned a voice mail box.

Administrators: Administrators allocate MX resources and rights to other system users. When a user logs onto MXIE as an administrator, the Administrator UI is initiated. All administrative functions are performed from the Administrator UI. A voice mail box is not assigned to the Administrator role.

2.2 Profiles

Profiles are assigned to MX accounts through the Administrator UI and define the roles that an account owner may assume. Profile types correspond to the MX role types.

2.2.1 User Profiles

The Administrator assigns a user profile to each MX account. User profiles enable voice mail usage, permit the registration of unmanaged devices, provide access to MXIE, and set the minimum length of the user's passwords. Voice mail box and message attributes are defined on the basis of the user profile assignment.

2.2.2 Group Profiles

The Administrator may assign a group profile to a user. Each group profile determines the operator and ACD agent groups to which a user is assigned. A profile may assign a user to more than one group. These assignments determine the group mail boxes that each user may access.

2.2.3 Administrator Profiles

Each administrator profile determines the user's read and write access to Administrator UI windows and parameters.

3.0 Mail Boxes

MX voice mail boxes store messages to system users, operators, and ACD groups. Mail box attributes and access authorization rights are either assigned through the Administrator User Interface or configured through the voice mail server.

The MX defines two types of voice mail boxes: User boxes and Group boxes.

3.1 User Boxes

User voice mail boxes store messages for MX users. Each user may be assigned one mail box by the system administrator; each user mail box can be accessed by one user. User box properties include:

Mail Box Number: The mail box number is the access code for the user mail box. This number is the same as the user extension and is set by the system administrator.

Password: The password authenticates a user's right to access a user box. The initial password for a user account is set by the administrator and provided to the user prior to the first log on attempt. The user must change the initial password before accessing and processing voice mail messages. The system administrator sets the minimum and maximum length, along with other password restrictions.

Capacity: The system administrator sets the following mail box capacity limits:

- total number of messages
- maximum length of mail box messages
- total length of all mail box messages

The user cannot alter capacity limits.

Recorded Name: The Recorded Name is an audio recording of the name of the mail box user. The system introduces messages that the user sends to other mail boxes with this recording.

Greeting Content: A greeting is the message that the system plays for your callers when you are not available to accept their calls. Each user voice mail box can store up to four greetings.

Callers that are routed to your voice mail before you configure a greeting will hear the following script: "*<recorded name> is not available. At the tone, please record your message.*" Callers that are routed to your voice mail before you configure your recorded name will hear the following script: "*user at extension <extension number> is not available. At the tone, please record your message.*"

Active Greeting Designation: The active greeting designation determines the greeting that the system plays for callers that are routed to your voice mail. This parameter is an integer between one and four and cannot be set to a greeting that is not recorded.

Auto Attendant Greeting: The MX auto attendant routes calls to system users. Prior to routing a call to your phone, the auto attendant can play your greeting, recorded name, or extension to the caller. The auto attendant greeting is the greeting played by the auto attendant to a caller prior to routing the caller to your extension.

3.2 Group Boxes

Group voice mail boxes store messages for operator and ACD groups. Each group is assigned one group mail box. A group box can be accessed by each member of the group assigned to the box. Group assignments are made by the system administrator and cannot be modified from the voice mail server. Group box properties include:

Number: The mail box number is the access code for the group mail box. This number is the same as the operator or ACD group extension and is set by the system administrator.

Password: Group mail boxes do not have passwords. Users log in to a group mail box by providing the number of the group box, then entering the number and password of their user mail box.

Capacity: The system administrator sets the following mail box capacity limits:

- total number of messages
- maximum length of mail box messages
- total length of all mail box messages

Group members cannot alter capacity limits.

Recorded Name: The Recorded Name is an audio recording of the group name. The system introduces messages that the group sends to other mail boxes with this recording.

Greeting Content: A greeting is the message that callers hear when a group member is not available to accept their calls. Each group voice mail account can store up to four greetings.

Active Greeting Designation: The active greeting designation determines the greeting that the system plays for callers that are routed to the group voice mail. This parameter is an integer between one and four and cannot be set to a greeting that is not recorded.

Auto Attendant Greeting: The MX auto attendant routes calls to system users, operators, and ACD groups. Prior to routing a call, the auto attendant can play a group's custom greeting, name, or extension. The auto attendant greeting is the greeting played by the auto attendant to a caller prior to routing the caller to the group extension.

4.0 Voice Messages

This section describes the properties and contents of MX voice mail messages.

4.1 Voice Message Properties

Voice message properties describe the processing status, caller source, and caller marks associated with an individual message.

4.1.1 Message Status

Message status indicates the amount of processing that you have performed on the message. Voice mail defines three status levels: New, Saved, and Erased messages.

New Messages. A voice mail message is designated as a *New Message* when it enters a mail box. New messages are typically unread or have not been processed by the mail box owner. When reviewing your messages, New messages are played before Saved messages or Erased messages during message playback sessions.

A New message can be changed to Saved or Erased status. Saved and Erased messages cannot be restored to New status from the voice mail server.

Saved Messages. Saved messages are marked as such by the user or group member. Saved messages have typically been read and are stored for future processing or reference. During a playback session, Saved messages are played after New messages and before Erased messages.

A Saved message can be changed to Erased status. New messages and Erased messages can be changed to Saved status. The voice mail server cannot restore a Saved message to New message status.

Erased Messages. Erased messages are removed from the mail box when you hang up or otherwise terminate your voice mail session.

An Erased message can be restored to Saved status. New and Saved messages can be changed to Erased status. Erasing a message that is already in Erased status immediately deletes that message from the mail box.

4.1.2 Caller Mark

When leaving a message in your mail box, a caller may designate a call as urgent or private. In addition to informing you concerning the importance and relevance of a call, the caller mark also affects the playback and processing options available for a message.

Urgent. The urgent mark indicates the high importance or time relevance of the message. During message review and scan sessions, urgent new messages are played before private or standard messages.

Private. The private mark indicates that a message should not be distributed to other users or groups. The voice mail server does not forward private message.

Standard. The private and urgent marks are optional; standard messages do not have these marks and are processed normally.

4.1.3 Caller Source

Voice Mail processing and playback options depend on the message source.

Internal Device. A message sent from a device that is connected to the MX is accompanied with the name of the caller that sent the message. During playback sessions, the voice mail server introduces this message with the name of the caller. You can use all available processing options on messages sent from internal devices.

External Phone. A message sent from a phone that is not directly connected to the MX is introduced by the phone number of the calling device. You cannot reply to messages sent by external phones.

4.2 Voice Message Content

Each voice mail message comprises two components. The header stores the properties of the message and the body contains the recorded message.

4.2.1 Header

The header is played prior to the message. It contains the source of the call, the message status, the caller mark, the date the call was received, and the time that the call was received.

4.2.2 Message Body

The message body is the recording of the message as created by the sender.

5.0 Accessing Voice Mail Boxes

The voice mail server is accessible from any phone that can call the MX. Phones that are internal to the MX can reach the voice mail server by dialling an extension that is defined by the system administrator. Phones that are external to the MX can reach the voice mail server either by dialling the DID number defined for voice mail or by dialling the system access phone number and, when prompted, dialling the voice mail server extension.

The voice mail access routine responds differently when called by registered contacts. A registered contact is either:

- a device that has an address of record that is constructed with either the user name or extension of a system user account and with the domain name of the MX system
- a device that is defined within the MX device database and assigned to a user account by the system administrator

When you attempt to log on to a voice mail box from a registered contact associated with one MX account, the server asks for your password, then grants access to the mail box if it matches the password defined for the account associated with the registered contact.

When attempting to access the voice mail server from a phone that is external to the MX, an internal phone that is not a registered contact, or a registered contact that is associated with more than one MX account, the server asks you to identify the mail box that you are attempting to access before asking for your password.

If you are unable to enter the correct password within three attempts, the server disconnects your call. At this point, you can either repeat the dialling process in another login attempt, or you can contact your administrator to reset your password.

The following sections describe the procedure for logging into user and group mail boxes from registered contacts, system phones that are not registered contacts, and phones external to the MX.

5.1 Accessing a User Voice Mail box

5.1.1 From a Registered Contact

To access your user voice mail box from a registered contact:

1. Dial the voice mail server extension and press the # key.
 - If the server replies *"Voice mail system. Please enter your password, then press pound. Press star if you want to login to the group mail box"*, proceed to step 2.
 - If the server replies *"Voice mail system. Please dial your mailbox number or group mail box number"*, the phone is not a registered contact. Proceed to step 2 in section 5.1.2.
2. Enter the password for your user account, then press the # key.
 - If the server replies *"Main Menu. You have <number> saved messages"*, you successfully accessed your voice mail box. Proceed to section 7.1, Main Menu.
 - If the server replies *"New Mail Box Setup"*, you accessed your voice mail box, but it is not configured. You must set up your password and record your name before accessing your voice mail messages. Proceed to step 2 in section 6.1, b.
 - If the server replies *"Dial your mail box number or group mail box number, then press pound"*, the phone is a registered contact for another user account. Proceed to step 3.
3. Enter your user mail box number.
 - If the server replies *"Main Menu. You have <number> saved messages"*, you successfully accessed your voice mail box. Proceed to section 7.1, Main Menu.
 - If the server replies *"New Mail Box Setup"*, you accessed your voice mail box but it is not configured. You must setup your password and record your name before accessing your voice mail messages. Proceed to step 2 in section 6.1, Setting Up a User Voice Mail Box.

- If the server replies *"Sorry, the password you entered is not valid"*, proceed to step 2 in section 5.1.2.
- If the server replies *"Mail box <number> does not exist. Please dial your mail box number or group mail box number, then press pound"*, either proceed to step 2 in section 5.1.2 or contact your system administrator.

5.1.2 From a phone that is not a registered contact

To access your voice mail box from an internal phone that is not a registered contact, or from an external phone:

1. Dial the voice mail server extension and press the # key. If you are calling from a phone that is external to the MX network, either dial the DID number for the voice mail server or dial the access number to the system, then the voice mail server extension when prompted.
 - If the server replies *"Voice mail system. Please dial your mailbox number or group mail box number, then press pound"*, proceed to step 2.
 - If the server replies *"Voice mail system. Please enter your password, then press pound"*, the phone is a registered contact. Proceed to step 2 in section 5.1.1.
2. Enter the mail box number for your user account and press the # key.
 - If the server replies *"Enter your password, then press pound"*, proceed to step 3.
 - If the server replies *"Mail box <number> does not exist. Please dial your mail box number or group mail box number, then press pound"*, either repeat step 2 to enter the correct mail box number or contact your system administrator.
 - If the server replies *"Group mail box. Please enter your personal mailbox number, then press pound"*, you entered a group mail box number. Hang up and dial the voice mail server again to access a user box, or contact your system administrator.
3. Enter the password for your user account and press the # key.
 - If the server replies *"Main Menu. You have <number> saved messages."*, you successfully accessed your voice mail box. Proceed to section 7.1, Main Menu.
 - If the server replies *"New Mail Box Setup"*, you accessed your voice mail box, but it is not configured. You must setup your password and record your name before accessing your voice mail messages. Proceed to step 2 in section 6.1, Setting Up a User Voice Mail Box.
 - If the server replies *"Sorry, the password you entered is not valid."*, you entered an incorrect password for the dialled mail box number. You can either try again to access your voice mail box by returning to step 2, or contact the system administrator to reset your password.

5.2 Accessing a Group Box

A group mail box belongs to an operator group or an ACD group. A group mail box can be accessed by all members of the group that owns it. When you log into a group box, the server verifies that 1) you belong to the group by requesting your user mail box number, and 2) you are authorized to log into the mail box by requesting your user password.

To access a group voice mail box:

1. Dial the voice mail access number and press the # key. If you are calling from a phone that is external to the MX network, either dial the DID number for the voice mail server or dial the access number to the system, then the voice mail server extension when prompted.
 - If the server replies *"Voice mail system. Please enter your password, then press pound. Press star if you want to login to the group mail box"*, the phone is a registered contact. Proceed to step 2.
 - If the server replies *"Voice Mail System. Please dial your mailbox number or group mail box number"*, the phone is not a registered contact. Proceed to step 3.
2. Press the * key.

The server replies *"Please dial your mail box number or group mail box number and press pound."* Proceed to step 3.
3. Enter the group mail box number, then press the # key.
 - If the server replies *"Group mail box. Please enter your personal mailbox number, then press pound"*, you entered a valid group mail box number. Proceed to step 4.
 - If the server replies *"Please enter your password, then press pound."*, you entered a user mail box number. Entering a valid password accesses that user box rather than a group box. Entering an invalid password starts the script from step 3.
 - If the server replies *"Mail box <number> does not exist. Please dial your mail box number or group mail box number, then press pound"*, either try again to access the group mail box by repeating this step, or contact your system administrator to verify the existence of the mail box.
4. Enter your user mail box number and press the # key.
 - If the server replies *"Please enter your password, then press pound."*, proceed to step 5.
 - If the server replies *"Sorry, you are not a member of this group, so you cannot access this mail box."*, you can either try again to access the group mail box by returning to step 3 or contact your system administrator to verify your access authority for this group mail box.
5. Enter the password to your user mail box and press the # key.
 - If the server replies *"Main Menu. You have <number> saved messages."*, you successfully accessed the group mail box. Proceed to section 7.1, Main Menu.
 - If the server replies *"New Group Mail Box Setup."*, you accessed the group mail box, but it is not configured. You must record a group name before accessing group voice mail messages. Proceed to step 2 in section 6.2, Setting up a Group Voice Mail Box.

5.3 Transfer to a Different User or Group Box

Perform this procedure to transfer to a different voice mail box:

1. Access the Main Menu (section 7.1 on page 11) and press the * key.

The server responds with *"Please dial your mailbox number or group mail box number, then press pound."* Proceed to step 2.
2. Dial the mail box number, then press the # key.
 - If the server replies *"Group mail box. Please enter your personal mailbox number, then press pound"*, you have entered a valid group mail box number. Proceed to step 3.

- If the server replies *“Enter your password, then press pound.”*, you have entered a valid user voice mail box number. Proceed to step 5.
 - If the server replies *“Mail box <number> does not exist. Please dial your mail box number or group mail box number, then press pound.”*, either repeat step 2 to enter the correct mail box number or contact your system administrator.
3. Dial your user mail box number and press the # key.
 - If the server replies *“Please enter your password, then press pound”*, proceed to step 4.
 - If the server replies *“Sorry, you are not a member of this group, so you cannot access this mail box”*, you can either try again to access the group mail box by returning to step 2 or contact your system administrator to determine your access authority for this group mail box.
 4. Enter the password to your user mail box and press the # key.
 - If the server replies *“Main Menu. You have <number> saved messages.”*, you have successfully accessed the group mail box. Proceed to section 7.1, Main Menu.
 - If the server replies *“New Group Mail Box Setup.”*, you accessed the group mail box, but it is not configured. You must record a group name before you can access group voice mail messages. Proceed to step 2 in section 6.2, Setting up a Group Voice Mail Box.
 5. Enter the password to your user mail box and press the # key.
 - If the server replies *“Main Menu. You have <number> saved messages.”*, you have successfully accessed your voice mail box. Proceed to section 7.1, Main Menu.
 - If the server replies *“New Mail Box Setup”*, you accessed your voice mail box, but it is not configured. You must setup your password and record your name before accessing your voice mail messages. Proceed to section 6.0, Initial Voice Mail Setup.
 - If the server replies *“Sorry, the password you entered is not valid.”*, you entered an incorrect password for the dialled mail box number. You can either try again to access your voice mail box by returning to step 2 or contact the system administrator to reset your password.

6.0 Initial Voice Mail Setup

When a user, operator group, or ACD group is configured on the MX, a voice mail box is automatically created. The voice mail box number is the same as the extension. When a new user calls the voice mail server for the first time, the server forces the user to configure his or her mail box. A user cannot review voice mail from the voice mail server until the initial setup is completed.

6.1 Setting Up a User Voice Mail Box

A User Voice Mail Box must be configured before you can process its contents. The initial configuration must include a new password and recorded name, and may include one greeting. All configuration settings can be changed through the Mail Box Configuration Menu as described in section 7.3 on page 15.

To configure a new mail box:

1. Access the user voice mail box, using the procedure described in section 5.1.1 (from a registered contact) or section 5.1.2 (all other phones).

- Follow the instructions until the server responds with “*new mail box setup*” then prompts you for a new password. Proceed to step 2.
 - If the server replies “*Main Menu. You have <number> saved messages.*” you cannot use this initial setup procedure because the mail box is configured. See section 7.3 on page 15 for instructions on changing a voice mail box configuration.
2. Enter your new password, followed by the # key.
The server repeats your proposed password, then offers the following:
 - *Press one to proceed further.* Proceed to step 3 to accept the new password.
 - *Press two to enter a different password.* Press 2 and repeat step 2.
 3. Press 1 to enter the new password into the system.
The server replies “*Password is accepted. Please record your name, then press pound when finished.*” Proceed to step 4.
 4. Record your name into the device microphone, then press the # key.
The server repeats your Recorded Name and offers the following choices:
 - *Press one to proceed further.* Proceed to step 5 to enter the recording into the system.
 - *Press two to re-record your name.* Press 2 and repeat step 4.
 5. Press 1 to enter your Recorded Name into the system.
The server replies “*Name is accepted*” and provides the following options:
 - *Press one to record your greeting now.* Press 1 and proceed to step 6.
 - *Press two to record your greeting later.* You can record your greeting later, as described in section 9.3. Press 2 and proceed to step 7 to exit the setup script.
 6. Record your greeting into the device microphone after the prompt, then press the # key.
The server repeats your greeting and offers the following options:
 - *Press one to proceed further.* Press 1 and proceed to step 7 to accept the greeting.
 - *Press two to re-record your greeting.* Press 2 and repeat step 6.
 7. The server offers the following choices:
 - *Press one to listen to additional information.* This option describes the Main Menu options, then plays the Main Menu script. Proceed to section 7.1.
 - *Press two to access the Main Menu.* Proceed to section 7.1.

6.2 Setting up a Group Voice Mail Box

A Group Voice Mail Box must be configured before you can access and manipulate the mail box contents. The initial configuration must include a recorded name and may include one greeting. All configuration settings can be changed through the Mail Box Configuration Menu as described in section 7.3 on page 15.

To configure a new group mail box:

1. Access the group voice mail, using the procedure described in section 5.2.

- Follow the instructions until the server replies “*new group mail box setup*”, then prompts you to record a group name. Proceed to step 2.
 - If the server replies “*Main Menu. You have <number> saved messages.*”, you cannot use this initial setup procedure because the group mail box is configured. See section 7.3 on page 15 for instructions on changing the configuration of a voice mail box.
2. Record a group name into the device microphone, then press the # key.
The server repeats the group Recorded Name, then offers the following choices:
 - *Press one to proceed further.* Proceed to step 3 to accept the group name recording.
 - *Press two to re-record the group name.* Press 2 and repeat step 2.
 3. Press 1 to enter the group Recorded Name into the system.
The server responds with the following:
 - *Press one to record your greeting now.* Press 1 and proceed to step 4.
 - *Press two to record your greeting later.* You can record the group greetings later, as described in section 9.3 on page 22. Press 2 and proceed to step 5 to exit the initial setup script.
 4. Record the greeting into the device microphone, then press the # key.
The server repeats your greeting, then offers the following choices:
 - *Press one to proceed further.* Press 1 and proceed to step 5 to accept the greeting.
 - *Press two to re-record your greeting.* Press 2 and repeat step 4.
 5. The server offers the following choices:
 - *Press one to listen to additional information.* This option describes the Main Menu options, then plays the Main Menu script. Proceed to section 7.1.
 - *Press two to access the Main Menu.* Proceed to section 7.1.

7.0 Primary Menu Contents

All mail box and message processing options are accessed through one of four primary voice mail menus:

- Main Menu
- Message Review Menu
- Mail Box Configuration Menu
- Name Recording Menu

This section describes each of these menus, including their entry points, scripts, and menu options.

7.1 Main Menu

The Main Menu is the voice mail server entry point. The Main Menu is identical for user boxes and group boxes. After you successfully login to a configured mail box, the Main Menu script is the first thing that the server plays.

The Main Menu script contains a summary of the mail box contents and a list of menu options.

7.1.1 Main Menu Entry Points

You enter the Main Menu under the following conditions:

- upon logging into a configured voice mail box
- after initially configuring a voice mail box
- after transferring to a different mail box
- after sending a voice mail message to another mail box
- after completing various mail box tasks

7.1.2 Main Menu Script

When you enter the Main Menu, the server responds with “*Main Menu*”, then reports the mail box contents. The content report comprises the following components, listed in the order that they are reported:

- the number of newly arrived messages
Newly arrived messages are messages that enter your mail box while the voice mail script is active. After this announcement, the newly arrived messages are handled as new messages.
- the number of new messages
- the number of new messages marked as urgent
- the number of saved messages

Empty content components are not reported. After completing the report, the server plays the Main Menu options.

7.1.3 Main Menu Options

After reporting the contents of the mail box, the server plays the following options:

- *to review, press one*
For each message in the mail box, the server plays the header and body of the message, then plays the **Message Review Menu**, which allows you to navigate through, listen to, and process mailbox contents. To select this option, press 1 and proceed to section 7.2 on page 13.
- *to scan, press two*
The server plays the header of each message in the mail box. To choose this option, press 2 and proceed to section 8.2 on page 19.
- *to send, press three*
To compose and send a new voice message to a system user, press 3 and proceed to section 8.3 on page 20.
- *for more options, press four*
To modify the mail box configuration, press 4 and proceed section 7.3, **Mail Box Configuration Menu**.
- *to transfer to another mail box, press star*

To access a different user or group mail box, press the * key and proceed to section 5.3 on page 8.

If you do not enter a valid option, the server replays the menu. The server terminates the call after repeating the menu several times.

If the mail box does not contain any messages, the Main Menu only offers the *to send* (3), *for more options* (4), and *to transfer to another mail box* (*) options.

7.2 Message Review Menu

Message Review Menu options allow you to navigate through the mail box contents and process individual messages.

7.2.1 Message Review Menu Entry Point

The script plays the Message Review Menu for each message in your mail box when you select the review option in the Main Menu (section 7.1).

7.2.2 Reviewing a Message

Message Review Menu options are effective for the current voice message. Before the menu options are presented, the script plays the following information about the current message:

- the message header
- a recording of the complete message

7.2.3 Message Review Order

Messages are reviewed in the following order:

1. New messages marked as urgent, from oldest to newest
2. all remaining New messages, from oldest to newest
3. messages that arrive during the new message playback
4. Saved messages, from oldest to newest
5. Erased messages, from oldest to newest

An Erased message can be reclaimed during its review by selecting the Save option.

After reviewing all mail box messages, the server returns to the Main Menu (section 7.1).

7.2.4 Message Review Menu Options

After playing the complete message, the script lists the following options:

- *to repeat this message, press one*

The server replays the header and contents of the current message. To select this option, press 1 and repeat this section.

- *to save it, press two*

The server changes the state of a New message or an Erased message to Saved. To select this option, press 2 and proceed to section 8.1.1.

- *to erase it, press three*

The server changes the state of a New or Saved message to Erased, or removes an Erased message from the mail box. Press 3 to select this option, and proceed to section 8.1.2.

- *to reply, press four*

Compose and send a reply to the sender of the current message. This option is not available for messages sent by devices that are external to the MX. Press 4 to select this option, then proceed to section 8.1.3.

- *to forward, press five*

Send the current message to a list of system users; this option is not available for private messages. You can also compose an optional introduction to accompany the message. To select this option, press 5 and proceed to section 8.1.4.

- *to hear the previous message, press six*

The server replays the message that is previous to the current message. If the current message is the first New message, Saved message, or Erased message in the mail box, the server replays it. To select this option, press 6 and repeat this section.

- *to go to the next message, press #*

The next message in the mail box becomes the current message. If there are no more messages in the mail box, the server returns to the Main Menu. To select this option, press the # key, then proceed to section 7.2.2.

If you do not respond to this menu, the server moves to the next message in the mail box and treats it as the current message; proceed to section 7.2.2.

The voice mail server also provides options that are not included in the audio option list. These options include:

- press the # key twice to
 - move to the first Saved message when listening to New messages
 - move to the first Erased message when listening to Saved messages
- press 7 to:
 - rewind to the beginning of the header when listening to the header
 - rewind three seconds when listening to the message body
- press 8 to pause playing the message or header. To resume playback of the message, press 8 again.
- press 9 to:
 - skip to the message body when listening to the header
 - fast forward three seconds when listening to the message body

If you press a key that does not correspond to any option, the server replays the option list.

7.3 Mail Box Configuration Menu

This menu provides mail box options for changing the attributes of the current mail box.

7.3.1 Mail Box Configuration Menu Entry Point

To access this menu, press 4 (for more options) from the Main Menu (section 7.1).

7.3.2 Mail Box Configuration Menu Options

This menu has no introductory text. The server immediately plays the menu options:

- *to change your personal profile, press one*
To change your user mailbox password, press 1 and proceed to section 9.1. This option is not available for group mail boxes.
- *to change your recorded name or greeting, press two*
Press 2 to access the **Name Recording Menu** (section 7.4) for reviewing and editing the Recorded Name and Greetings.
- *for auto attendant options, press three*
Auto attendant options review and edit the greeting that the auto attendant plays before transferring a call to your extension. Press 3 and proceed to section 9.6.
- *to return to the Main Menu, press star*
Return to the Main Menu (section 7.1) by pressing the * key.

7.4 Name Recording Menu

This menu provides options for modifying the recorded name, voice mail greetings, and the active greeting designation.

7.4.1 Mail Box Configuration Menu Entry Points

You access this menu by pressing 2 (to change your recorded name or greeting) from the Mail Box Configuration Menu (section 7.3.2).

7.4.2 Name Recording Menu Options

When you access this menu, there is no introductory text. The server immediately plays the menu options:

- *to record your name, press one*
To change the Recorded Name for the current mail box, press 1 and proceed to section 9.2.
- *to record your greeting, press two*
To create or change any of the four mail box greetings, press 2 and proceed to section 9.3.
- *to play your greetings, press three*
Review the four mail box greetings by pressing 3 and proceeding to section 9.4.

- *to activate a greeting, press four*

To select the greeting that the system plays for your callers, press 4 and proceed to section 9.4.

- *to return to the Main Menu, press star*

Return to the Main Menu (section 7.1) by pressing the * key.

8.0 Managing Voice Mail Messages

This section describes procedures for processing messages, reviewing the message headers, and sending new messages to other system users.

8.1 Processing Messages

This section provides processing descriptions and procedures for saving, erasing, forwarding, and replying to existing mail box messages. These operations are available on the Message Review Menu (section 7.2).

8.1.1 Save Message

The effect of the *Save Message* command depends on the state of the message:

- Saving a **New** message changes the state of the message to Saved.
- Saving a **Saved** message has no effect on the message.
- Saving an **Erased** message changes the state of the message to Saved; this prevents the server from deleting the message after the voice mail session is completed.

To save a message:

1. Access the Message Review Menu, as described in section 7.2, and navigate through the mail box contents until you find the message that you want to save.
2. Press 2 to select *save the message*.

The server responds “*message is saved*”, then returns to the Message Review Menu Options (section 7.2.2) to review the next message.

8.1.2 Erase Message

The effect of the erase message command depends on the state of the message:

- Erasing a **New** or **Saved** message changes the state of the message to Erased. The message is scheduled for deletion at the conclusion of the current voice mail session. Messages marked for deletion can be reviewed or scanned. You can prevent these messages from being deleted by using the Save command.
- Erasing an **Erased** message immediately eliminates that message from your mail box. These messages cannot be reviewed, scanned, or otherwise accessed.

To erase a message:

1. Access the Message Review Menu, as described in section 7.2, and navigate through the mail box contents until you find the message that you want to erase.
2. Press 3 to select *erase the message*.

The server responds “*message erased*”, then returns to the Message Review Menu Options (section 7.2.2) to review the next message.

8.1.3 Reply to Message

Replying to a message sends a voice message to the mail box of the caller that left the original message. You can also send the reply to a message to other user and group mail boxes. You cannot reply to messages from callers that are external to the MX.

To reply to a message:

1. Access the Message Review Menu, as described in section 7.2, and navigate through the mail box contents until you find the message to which you want to reply.
2. Press 4 to select *reply to the message*.
 - If the server responds “*Reply addressed to <Recorded Name of original caller>*”, the server places the caller of the original message on the recipient list. Proceed to step 3.
 - If the server responds “*Sorry, you cannot reply to calls from outside the mail box system*”, the original message was sent from a phone that is outside of the MX. The server replays the Message Review Menu (section 7.2) for this message.
3. The server offers the following options:
 - *To add another recipient, dial the next mail box number and then press pound.* Proceed to step 4 to add a mail box to the recipient list.
 - *Just press pound if there are no more addresses.* Proceed to step 5 to finish the recipient list.
 - *To cancel and return to Message Review, press star.* Press the * key to return to the Message Review Menu Options (section 7.2.2) for the current message.
4. Dial the next recipient’s mail box number and press the # key.

The server repeats the step 3 option list.
5. Press the # key to complete the recipient list.

The server responds with “*Addressing is complete. At the tone, please record your message, then press pound when finished.*” Proceed to step 6.
6. Record your message into the device microphone, then press the # key.

The server responds with the following options:

 - *To send the reply, press one.* Proceed to step 10 to send the message.
 - *For delivery options, press two.* Proceed to step 7 to mark or listen to the message.
 - *To cancel and return to message review, press star.* Press the * key to return to the Message Review Menu Options (section 7.2.2) for the current message.
7. Press 2 to mark or listen to your message.

The server responds with the following options:

 - *To mark your message urgent, press one.* Proceed to step 8.
 - *To mark your message private, press two.* Proceed to step 8.
 - *To review your recorded message, press three.* Proceed to step 9.

- *To cancel and return to message review, press star. Press the * key to return to the Message Review Menu Options (section 7.2.2) for the current message.*
8. Press 1 (for urgent messages) or Press 2 (for private messages).
The server replies “*message marked <urgent or private>*” and returns to the step 6 option list. Section 4.1.2 on page 5 describes urgent and private messages.
 9. Press 3 to listen to the message.
The server provides the following options after playing the message:
 - *To send the reply, press one. Proceed to step 10 to send the message.*
 - *For delivery options, press two. Return to step 7 to mark or listen to your message.*
 - *To cancel your recording and start over, press star. Press the * key and return to step 6 to record a different message.*
 10. Press 1 to send the reply to the mail boxes on the recipient list.
The server returns to the Message Review Menu Options (section 7.2.2) for the current message.

8.1.4 Forward the Message

Forwarding a message sends the message to other specified mail boxes. You cannot forward Private Messages. Messages can only be forwarded to other MX users.

To forward a message:

1. Access the Message Review Menu, as described in section 7.2, and navigate through the mail box contents until you find the message you want to forward.
2. Press 5 to select *forward the message*.
 - If the server responds “*Dial a mail box number and press pound. To cancel and return to message review, press star*”, proceed to step 3.
 - If the server responds “*Sorry, this message is marked private and cannot be forwarded to other mail boxes*”, the server returns to the Message Review Menu options (section 7.2.4) for this message.
3. Dial the number of the message recipient, then press the # key.
The server plays the Recorded Name of the recipient, then offers the following:
 - *To add another recipient, dial the next mail box number and then press pound. Repeat step 3 to add a mail box to the recipient list.*
 - *Press pound if there are no more addresses. Proceed to step 4 to finish the recipient list.*
 - *To cancel and return to message review, press star. Press the * key to return to the Message Review Menu Options (section 7.2.2) for the current message.*
4. Press the # key to complete the recipient list.
The server responds “*Addressing is complete*” and provides the following options:
 - *To record your introductory remarks, press one and begin recording, then press pound when finished. Press 1 and proceed to step 5 to record your introduction.*

- *To skip introductory remarks, press pound. Proceed to step 6 to send the message without an introduction.*
5. Record your introduction into the device microphone. Proceed to step 6.
 6. Press the # key.

The server responds with the following options:

- *To send a copy of your message, press one. Proceed to step 10 to send the message.*
 - *For delivery options, press two. Proceed to step 7 to mark or listen to the message.*
 - *To cancel and return to message review, press star. Press the * key to return to the Message Review Menu Options (section 7.2.2) for the current message.*
7. Press 2 to mark or listen to your message.

The server responds by offering the following options:

- *To mark your message urgent, press one. Proceed to step 8.*
 - *To mark your message private, press two. Proceed to step 8.*
 - *To review your recorded message, press three. Proceed to step 9.*
 - *To cancel and return to message review, press star. Press the * key to return to the Message Review Menu Options (section 7.2.2) for the current message.*
8. Press 1 (for urgent messages) or Press 2 (for private messages).

The server replies “*message marked <urgent or private>*” and returns to the step 6 option list. Section 4.1.2 on page 5 describes urgent and private messages.

9. Press 3 to listen to the message.

The server plays your recorded introduction, then provides the following options:

- *To send a copy of your message, press one. Proceed to step 10 to send the message.*
 - *For delivery options, press two. Return to step 7 to mark or listen to your message.*
 - *To cancel your recording and start over, press star. Press the * key and return to step 5 to record a different message.*
10. Press 1 to send the message to the recipient list.
- The server returns to the Message Review Menu Options (section 7.2.2) for the current message.

8.2 Scanning Messages

The Scan option provides a summary of each message in the active mail box. The information reported for each message includes the message length, the name of the sender for internal callers or the number of the sender if the call originates externally to the MX, message marks (urgent or private), and the time and date of the message.

To scan your messages, access the Main Menu (section 7.1 on page 11) and press 2 (to scan).

The server reports the number of new messages, the number of new messages marked as urgent, and the number of saved messages. The server then provides the summary information for each message in the following order:

1. New messages marked as urgent, from oldest to newest
2. all remaining New messages, from oldest to newest
3. messages that arrived while the new messages were scanned
4. Saved messages, from oldest to newest
5. Erased messages, from oldest to newest

You can skip to the next message by pressing the # key. Pressing the # key twice skips from the new messages to the first saved message, or from the saved messages to the first erased message.

After the server has reported the summary information for each message, it returns to the Main Menu (section 7.1 on page 11).

8.3 Sending a New Message

This option creates a new message and sends it to one or more voice mail boxes.

To send a new message:

1. Access the Main Menu (Section 7.1 on page 11) and press 3.

The server responds with *"Dial a mail box number and then press pound. To cancel and return to the Main Menu, press star."* Proceed to step 2.

2. Dial the extension of your message recipient, then press the # key.

The server plays the Recorded Name or repeats the extension of the recipient mail box, then offers the following:

- *To add another recipient, dial the next mail box number and then press pound. Repeat step 2 to add a mail box to the recipient list.*
- *Press pound if there are no more addresses. Proceed to step 3 to finish the recipient list.*
- *To cancel and return to the Main Menu, press the star key. Press the * key to return to the Main Menu (section 7.1).*

3. Press the # key.

The server responds with *"Addressing is complete. At the tone, please record your message, then press pound when finished."* Proceed to step 4.

4. Record your message into the device microphone, then press the # key.

The server responds with the following options:

- *To send your message, press one. Proceed to step 9 to send your message.*
- *For delivery options, press two. Proceed to step 5 to mark or listen to your message, or to add your mail box to the recipient list.*
- *To cancel and return to the Main Menu, press star. Press the * key to return to the Main Menu (section 7.1).*

5. Press 2 to mark or listen to your message. The server responds by offering the following options:

- To mark your message urgent, press one. Proceed to step 6.
 - To mark your message private, press two. Proceed to step 6.
 - To review your recorded message, press three. Proceed to step 7.
 - To receive a copy of your message, press four. Proceed to step 8.
 - To cancel and return to the main menu, press star. Press the * key to return to the Main Menu (section 7.1).
6. Press 1 (for urgent messages) or Press 2 (for private messages).
The server replies “message marked <urgent or private>” and returns to the step 4 option list. Section 4.1.2 on page 5 describes urgent and private messages.
7. Press 3 to listen to the message.
The server plays your recorded message, then provides the following options:
- To send your message, press one. Proceed to step 9 to send the message.
 - For delivery options, press two. Return to step 5 to mark or listen to your message.
 - To cancel your recording and start over, press star. Press the * key and return to step 5 to record a different message.
8. The server responds “A copy of this message is scheduled to be delivered to you” and places your mail box on the recipient list. Return to step 5.
9. Press 1 to send the message to all mail boxes on the recipient list.
The server responds with “your message is sent” and returns to the Main Menu (section 7.1).

9.0 Modifying the Mail Box Configuration

The Mail Box Configuration Menu (section 7.3 on page 15) and the Name Recording Menu (section 7.4 on page 15) provide options for configuring user and group mail boxes. This section describes the procedures for the following configuration tasks:

- changing the mail box password (user mail boxes only)
- change the recorded name
- record a greeting
- listen to the mail box greetings
- select an active greeting
- record an auto attendant greeting
- play the auto attendant greeting

9.1 Change Password

The personal profile option changes your user password. This option is not available for group mail boxes; group mail boxes do not have passwords.

To change a user password, perform the following:

1. Access the Mail Box Configuration menu, as described in section 7.3 on page 15.

2. Press 1 to select *change your personal profile*.

The server responds with the following options:

- To change your password, press one. Proceed to step 3.
- To return to the Main Menu, press star. Press the * key to return to the Main Menu (section 7.1).

3. Press 1 to change your password.

The server prompts for a new password, indicating the minimum and maximum permitted password length; these limits are set by the system administrator. Proceed to step 4.

4. Enter your new password, then press the # key.

The server repeats your proposed password, then offers the following choices:

- Press one to proceed further. Proceed to step 5 to accept the new password.
- Press two to enter a different password. Press 2 and repeat step 4.

5. Press 1 to enter the new password into the system.

The server responds "Your new password has been accepted. Press one to change your password or press star to return to the Main Menu." Press the * key to return to the Main Menu (section 7.1).

9.2 Change the Recorded Name

This option changes the Recorded Name for user and group mail boxes:

1. Access the Name Recording Menu, as described in section 7.4 on page 15.

2. Press 1 to *record your name*.

The server responds with "please record your name (or group name), then press pound when finished."

3. Record your name into the device microphone, then press the # key.

The server plays your Recorded Name, then offers the following options:

- Press one to proceed further. Proceed to step 4 to accept the recording.
- Press two to re-record your name. Press 2 and repeat step 3.

4. Press 1 to enter the new Recorded Name into the system.

The server replies "name is accepted", then plays the Name Recording Menu Options (section 7.4.2 on page 15).

9.3 Record a Greeting

User and group mail box supports four greetings. One greeting is designated as active; the active greeting is played for callers that leave a voice mail message. The initial setup allows you to record the first of these four greetings, designating this greeting as active. See section 9.4 for instructions on reviewing your mail box greetings and section 9.5 for instructions on designating an active greeting.

To record one of the four mail box greetings, perform the following:

1. Access the Name Recording Menu, as described in section 7.4 on page 15.

2. Press 2 to *record a greeting*.

The server plays the following options:

- Please indicate the greeting number you would like to record. Select a number between one to four. Proceed to step 3 to continue the procedure.
- To cancel, select star. Press the * key to return to the Name Recording Menu (section 7.4).

3. Press the key, between 1 and 4, that corresponds to the greeting you wish to record.

The server responds “*please record your greeting, then press pound to finish*”. Proceed to step 4. If you press an invalid key, the server replays the step 2 prompt.

4. Record your greeting into the device microphone, then press the # key.

The server repeats the greeting, then offers the following options:

- press one to proceed further. Proceed to step 5 to accept the recording.
- press two to re-record your greeting. Press 2, then repeat step 4.
- press star to cancel. Press the * key to return to the Name Recording menu (section 7.4).

5. Press 1 to enter the new greeting into the system.

The server replies “*your greeting is accepted*”, then plays the Name Recording Menu Options (section 7.4.2 on page 15).

9.4 Listen to the Mail Box Greetings

This option, available for user and group mail boxes, allows you to review all of your mail box greetings:

1. Access the Name Recording Menu, as described in section 7.4 on page 15.
2. Press 3 to *review your greetings*.

The server plays each of your greetings, noting the greetings that are not recorded, and indicates the greeting that is active. After playing the last greeting, the server returns to the Name Recording Menu Options (section 7.4.2 on page 15).

9.5 Activate a Greeting

This option is available for user and group mail boxes. Changing the active greeting alters the message that your callers hear when they reach your voice mail. This feature allows you to customize your voice mail greeting based on the reason that you are unable to accept a call.

To activate a greeting, perform the following:

1. Access the Name Recording Menu (section 7.4 on page 15).
2. Press 4 to *activate a greeting*.

The server plays the following options:

- Please indicate the greeting number that you would like to activate. Select a number between one to four. Proceed to step 3 to continue the procedure.
- To cancel, press star. Press the * key to return to the Name Recording Menu (section 7.4).

3. Press the key, between 1 and 4, that corresponds to the greeting that you wish to activate.

- If the server replies “*the requested greeting is set as active*”, the procedure is complete and the server returns to the Name Recording Menu Options (section 7.4.2 on page 15).
- If the server replies “*the selected greeting is not recorded*”, the activation status is unchanged and the server returns to step 2 options.

9.6 Recording the Auto Attendant Greeting

When the MX auto attendant forwards a call to your phone through a *Transfer* or *Dial by Name* action¹, the auto attendant can play your *auto attendant greeting* before sending the call to you. The Auto Attendant Option in the Mail Box Configuration Menu allows you to record or review this greeting.

This option is available for user and group mail boxes. The following procedure records a greeting for calls transferred by an auto attendant:

1. Access the Mail Box Configuration Menu, as described in section 7.3 on page 15.
2. Press 3 to select *auto attendant options*.

The server provides the following options:

- *To record your auto attendant greeting, press one. Press 1 and proceed to step 3.*
- *To play your auto attendant greeting, press two. Press 2, listen to the current auto attendant greeting, then repeat step 2 options.*
- *To return to the Main Menu, press star. Press the * key to return to the Main Menu (section 7.1).*

3. Press 1 to record an auto attendant greeting.

The server replies “*please record your greeting, then press pound to finish*”. Proceed to step 4.

4. Record your greeting into the device microphone, then press the # key.

The server repeats your greeting and plays the following options:

- *If you want to proceed further, press one. Proceed to step 5 to accept the greeting.*
- *If you want to re-record your greeting, press two. Press 2, then repeat step 4.*
- *To cancel, press star. Press the * key to repeat the step 2 options without accepting the new greeting.*

5. Press 1 to enter the new greeting into the system.

The server replies “*your greeting has been accepted*”, then returns to the step 2 options.

1. Refer to the MX Administrator UI User’s Manual for information on auto attendant actions.