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2

Contents

Help	4
Your Voice Messaging numbers.....	4
Introduction to Voice Messaging.....	5
Voice Messaging at a glance.....	6-7
Logging in.....	8
Changing your password.....	9
Recording your name (personal verification).....	9
Recording external, internal, and temporary greetings.....	10
Playing your messages.....	11
Replying to messages.....	12
Calling the sender.....	13
Forwarding messages.....	13
Thru dialing.....	14
Assigning a custom operator.....	14
Express messaging.....	15
Name addressing.....	15
Composing messages.....	16-17
Checking and editing your messages.....	18
Distribution lists.....	19
Tagging messages.....	20-22
Remote notification.....	22-25

3

Help

You can get help at any time while using Voice Messaging. The help is context-sensitive. This means that when you press the help key, you are told which commands are available for that feature.

To get help while using Voice Messaging, press

- * General help
- 7 * Message command help
- 8 * Mailbox command help

4

Your Voice Messaging numbers

Keep a record of important Voice Messaging user numbers.

Do not show your password here.

System access #	Prefixes for other network sites
Mailbox #.....
Express messaging #
Name dialing #
Name addressing prefix
Open network prefix.....
Nonuser prefix

Introduction to Voice Messaging

How to use this guide

This guide explains how to use Voice Messaging. Familiarize yourself with the frequently used procedures such as logging in, playing your messages, and recording your greetings. Then explore the many convenient features available with Voice Messaging.

In this guide, each section contains a brief explanation, followed by numbered steps telling you what to do. The results of steps you take are shown on the right in italic text, with system responses in quotation marks.

Mailbox

Your electronic mailbox receives your calls and stores your messages, and also stores your password and recorded greetings. When you log in to Voice Messaging, you are accessing your mailbox so that you can use the features described in this guide. Your system administrator will assign you a mailbox number.

Password

Your personally assigned password provides security for your mailbox and its contents. All your interaction with Voice Messaging is private and confidential; no one else has access to your mailbox. When you enter your password, the numbers do not show on the telephone display.

Prompts

Voice Messaging guides you with audible prompts at each step. The prompts tell you what to do next, or what options are available, so that you don't have to remember every step. You can interrupt a prompt by pressing the key for the next step.

Access numbers

You activate a Voice Messaging feature by dialing its access number. These numbers are provided by your system administrator and should be posted near your phone.

Features

If you want to use a feature described in this guide but you cannot activate it, check with your system administrator. Either your organization did not acquire that feature, or it may be available but not activated at your mailbox.

Message waiting indication

Voice Messaging has message waiting indication (MWI) that notifies you when you receive a new message. The message waiting indicator on your phone lights up or flashes, or you hear a special dial tone when you pick up the handset.

Associated functions

Voice form and voice menu services may be available. The capability to back up and restore messages and personal distribution lists may also be available. Check with your system administrator.

5

Logging in

Logging in means accessing your mailbox in the Voice Messaging system so that you can play your messages and use all the other Voice Messaging features. You can log in from any touch tone phone.

To log in from your own phone

1. Dial the Voice Messaging access number. (You may be able to access Voice Messaging by pressing the message key on your phone.)
You hear a prompt asking you to enter your mailbox number.
2. Press **#**.
"Password?"
3. Enter your password, then press **#**.
You see dashes instead of your password. Then you hear the mailbox summary.

To log in from another phone

- When you are away from your own phone, you can access your mailbox from any other touch tone phone.
1. Dial the Voice Messaging access number.
You hear a prompt asking you to enter your mailbox number.
 2. Enter your mailbox number, then press **#**.
"Password?"
 3. Enter your password, then press **#**.
You see dashes instead of your password. Then you hear the mailbox summary.

To log in after leaving a message

- After you have called a Voice Messaging user and left a message, you can log in to Voice Messaging without hanging up.
1. After you have finished leaving your message, press **#**.
 2. Press **8** **1**.
 3. Follow the steps for logging in.
- "Recording stopped." You are still connected to Voice Messaging.*
"Message left. Mailbox?"

Autologin

Autologin is an option available on some mailboxes. See your system administrator.

Changing your password

For security reasons, you should change your password from the one you were first assigned. After that, you can change your password as often as required. Help keep your mailbox secure by choosing passwords that are not easily discovered.

To change your password

1. While logged in to Voice Messaging, press **8** **4**.
"Password change. Please enter your new password, followed by number sign."
 2. Enter a new password; press **#**.
Your password may be from 4 to 16 numbers or letters, except the characters **#** and *****.
"Please enter your new password again, followed by number sign."
You see dashes instead of numbers if you have a display phone.
 3. Enter the new password again, then press **#**.
"To confirm the change, please enter your old password, followed by number sign."
 4. Enter your old password, then press **#**.
"Your password has been changed."
- If your password expires, follow the steps for changing a password.

Recording your name (personal verification)

Personal verification records your name and other details such as your title or extension number. Your personal verification is used in your greetings and outgoing messages, in name dialing, and in remote notification announcements.

To record a personal verification

1. While logged in to Voice Messaging, press **8** **2** **9**.
"The personal verification is (name)."
Or, *"There is no name for personal verification of mailbox (number)."*
2. Press **5** to record. Wait for the tone, then record your name and, if you wish, your title or extension number.
Recording begins.
3. Press **#** to end the recording.
"The personal verification is (name)."
4. When you have finished recording, you can play your name and rerecord it if you wish.
 - ◆ To play your name, press **2**.
 - ◆ To rerecord, press **5** to record while at the beginning of your name. Record your name and press **#** to end the recording.
The recorded name plays.
The new recorded name will replace the old one.

Recording external, internal, and temporary greetings

Callers from outside your organization hear your external greeting; callers within your organization hear your internal greeting. All callers hear your temporary absence greeting if you record one.

To record your greeting

1. While logged in to Voice Messaging, press **[8]** **[2]**.
 2. Press **[1]** for external greeting, **[2]** for internal greeting, or **[3]** for temporary greeting.
If you want to hear the current greeting, press **[2]**.
 3. Press **[5]** to record. Wait for the tone before you start to speak.
 4. Press **[#]** to end the recording.
 5. When you have finished recording, you can play the greeting, rerecord it, delete it, set the expiry date for a temporary greeting, or exit.
- ◆ To play the greeting you recorded, press **[2]**.
 - ◆ To rerecord the greeting, press **[5]** while at the beginning of the greeting. Record the new greeting and press **[#]** to end the recording.
 - ◆ To delete one of your greetings, press **[7]** **[6]** at the greeting. (You cannot delete the standard system greeting.)
 - ◆ To set the expiry date for your temporary greeting, press **[9]**. Enter the month, day, and time, pressing **[#]** after each entry. For the current month or day, press **[#]** only. For the standard expiry time of 12:01 a.m. with any future date, press **[#]** for time. Pressing **[#]** **[#]** **[#]** sets “no expiry.”
 - ◆ To exit, press **[4]**.
- “For your external greeting, press 1. For your internal greeting, press 2. For your temporary greeting, press 3.”*
- The current greeting plays.*
- Recording begins.*
- “Recording stopped.”*
- “To play the greeting, press 2. To rerecord it, press 5. To set the expiry date, press 9. To exit, press 4.” (Expiry date is for temporary greetings only.)*
- The new greeting plays.*
- The new recording will erase the old one from the place where you started to rerecord.*
- If you delete your external greeting, your callers hear the standard system greeting. If you delete your internal greeting, your callers hear the external greeting or the system greeting. If you delete your temporary greeting, callers hear the external, internal, or system greeting.*
- If you do not set an expiry date, or if you press # for all three settings, your temporary greeting will remain in effect until you delete it.*
- You return to your messages.*

10

Playing your messages

Your phone may have a message-waiting light to indicate new messages, or you may hear a special dial tone when you pick up the handset. When you play your messages, new messages play first, followed by previously played messages.

To play your messages

1. After logging in, listen to the mailbox summary.
 2. Listen to the first message envelope, or go to Step 3. (If you have the Autoplay feature, your messages will play automatically.)
 3. Press **[2]** to play the message. While the message or its envelope is playing, you can perform these functions:
 - ◆ To skip back, press **[1]**.
 - ◆ To skip forward, press **[3]**.
 - ◆ To play the message faster, press **[2]** **[3]**; to play the message slower, press **[2]** **[1]**.You can increase the message speed to the maximum, then decrease it to normal speed.
 - ◆ To pause, press **[#]**; to continue, press **[2]**.
 - ◆ To go to the next message, press **[6]**.
 - ◆ To go to the previous message, press **[4]**.
 - ◆ To play the message envelope, press **[7]** **[2]**.
 - ◆ To go to a specific message, press **[8]** **[6]**, (message number), and **[#]**.
 - ◆ To delete a message, press **[7]** **[6]**. You can restore a deleted message (within the current session only) by pressing **[7]** **[6]** again.
- You hear the number of new messages you have, and if any of them are urgent.*
- You hear the sender's name, with the date and time of the message.*
- The message plays.*
- Message playback moves back 5 seconds.*
- Message playback moves ahead 5 seconds.*
- If you delay pressing the [1] or [3] longer than 1½ seconds, you skip back or forward instead of changing speed.*
- You cannot play a message slower than normal speed.*
- Message playback stops.*
- Message playback resumes.*
- The next message plays.*
- The previous message plays.*
- The message envelope plays.*
- The specified message plays.*
- Your played messages may be automatically deleted on a schedule set by your Voice Messaging system. Ask your system administrator about backing up and restoring messages.*

11

Replying to messages

You can record a reply to a message sender, and send your reply to all the other recipients of the message, if they are known to Voice Messaging.

To reply to the sender

1. After listening to the message, press **7** **1** to reply to the sender.
2. When you are ready, press **5** to record your reply. Wait for the tone, then begin recording.
3. When you have finished recording, press **#**.
To edit or tag your reply, see “Checking and editing your messages” on page 18, and “Tagging messages” on page 20.
4. To send the message, press **7** **9**.

“Reply to (sender’s mailbox number or name).” Voice Messaging automatically addresses your reply to the sender.

Recording begins.

“Recording stopped.”

“Message sent.”

To send a reply to all recipients

1. If you want to play the list of recipients to whom your reply will be sent, press **7** **2**.
2. Press **7** **4** to reply to all recipients.
3. To record and send your reply, repeat steps 2 to 4 above.

You hear the contents of the message envelope, containing the list of recipients.

“Reply all. To (sender’s mailbox number or name).” Voice Messaging automatically addresses your reply to all recipients.

12

Calling the sender

After listening to a message, you can automatically place a call to the sender of the message, if the sender is known to Voice Messaging.

To call the sender

1. After listening to the message, press **9** to call the sender.
2. Speak to the sender or leave a message.
3. When you have finished your call, hang up.

“Calling (sender’s extension number or name).”

Forwarding messages

You can forward a message to another mailbox, to a distribution list, or to a person with no voice mail (a nonuser). You can also record an introduction to the original message.

To forward a message

1. After hearing the message, press **7** **9** to forward.
2. Enter the mailbox number, phone number, or distribution list to which you want to forward the message, then press **#**. Repeat this step for any other mailbox numbers, phone numbers, or distribution lists. End by pressing **#**.
3. To record an introduction, press **5**, wait for the tone, then speak. End the recording by pressing **#**.
To edit or tag your reply, see “Checking and editing your messages” on page 18, and “Tagging messages” on page 20.
4. To send the message, press **7** **9**.

“Forwarding message (number). Enter a list of mailboxes.”

You hear the name or mailbox number, or both, or the distribution list number.

Recording begins.

“Recording stopped.”

“Message sent.”

13

Express messaging

Express messaging is a fast method of leaving a message in another Voice Messaging mailbox without logging in to your own mailbox to compose and send the message.

To send an express message

1. Dial the express messaging access number.

2. Enter the mailbox number of the person for whom you are leaving the message, then press **#**.

To use a name instead of a mailbox number, see “Name addressing” on this page.

3. Wait for the tone, then record.

To edit or tag your message, see “Checking and editing your messages” on page 18, and “Tagging messages” on page 20.

4. Hang up.

“Express messaging. To mailbox?”

“(Name or mailbox number.) Please leave a message after the tone.”

Name addressing

You can use name addressing for addressing a message, for creating a distribution list, or for express messaging, by spelling the name on your telephone keypad.

To address by name

1. When Voice Messaging prompts you for a mailbox number, enter the name addressing prefix. (If you don't know the prefix, press *****.)

2. Spell the last name, then the first. For Q, press 7; for Z, press 9. For example, to reach Bob Quinn, dial 78466262. You can stop spelling as soon as the system announces a match.

If you don't know the complete name, enter the first few letters, then press **#**.

“Name found: (name).”

If you entered a partial name, the system lets you select from a list of possible matches for the name.

Composing messages

You can compose a message to one or more people or distribution lists, then edit the message if necessary, and send it when you are ready. You address your message before recording it.

To address and send a message

1. While logged in to Voice Messaging, press [7] [5] to compose a message.
2. Enter the first address (mailbox number, name address, distribution list number, network user, open network user, or nonuser number), then press [#].

Continue to enter numbers followed by [#] until you have finished, then press [#] again.

To use a name address instead of a mailbox number, see “Name addressing” on page 15.

3. Press [5] to record. Wait for the tone, then record your message. End the recording by pressing [#].

To edit or tag the message before sending it, see “Checking and editing your messages” on page 18, and “Tagging messages” on page 20.

4. To send the message, press [7] [9].

“Compose. Enter a list of mailboxes.”

“(Name or mailbox/list/phone number).”

“To begin recording, press 5. To end recording, press number sign.”

Recording begins.

“Recording stopped.”

“Message sent.”

To cancel an address entry

1. To cancel the last mailbox number or distribution list number you entered, press [0] [#].

Repeat this step for each number you want to cancel, erasing entries one at a time. After you have pressed the final [#], you cannot cancel any numbers.

“Address (mailbox number) canceled.”

Checking and editing your messages

Before you send a message which you have recorded, you can check it and edit it if required.

To edit your messages

- ◆ To play your message, press **[2]**.
- ◆ To skip back, press **[1]**.
- ◆ To skip forward, press **[3]**.

- ◆ To play the message faster, press **[2]** **[3]**; to play the message slower, press **[2]** **[1]**.

You can increase the message speed to the maximum, then decrease it to normal speed.

- ◆ To pause, press **[#]**; to continue, press **[2]**.
- ◆ To erase the message and rerecord, press **[5]** while at the beginning of the message. Wait for the tone, then record. Press **[#]** to end the recording.
- ◆ To add to the end of the message, press **[5]** while at the end of the message. Wait for the tone, then record. Press **[#]** to end the recording.
- ◆ To rerecord part of the message, press **[5]** while at the place in the message where you want to start. Wait for the tone, then record. Press **[#]** to end the recording.
- ◆ To delete the message entirely, press **[7]** **[6]**.

The message plays.

Message playback moves back 5 seconds.

Message playback moves ahead 5 seconds.

*If you delay pressing the **[1]** or **[3]** longer than 1½ seconds, you skip back or forward instead of changing speed.*

You cannot play a message slower than normal speed.

*Message playback stops.
Message playback resumes.*

The new message records over the old one.

"Recording stopped."

The new recording is added.

"Recording stopped."

The new message records where you start.

"Recording stopped."

"Message deleted."

Distribution lists

A distribution list saves you time when you are sending a message to a group of addresses. In Personal Distribution Lists, you can add, delete, and search for numbers. System Distribution Lists are supplied by your system administrator.

To create a personal distribution list

You can create up to nine personal distribution lists, each containing up to 99 entries.

1. While logged in to Voice Messaging, press **[8]** **[5]**.
2. Enter a number from 1 to 9 to identify this list, then press **[#]**.
3. Press **[5]** to create the list.
4. Enter the first address (mailbox number, name address, network user, open network user, or non-user number), then press **[#]**.

To delete a number or name after you enter it, press **[0]** **[#]**.
5. When the list is complete, press **[#]**.

"Distribution list."

"Distribution list (number). (Number) addresses."

"Compose distribution list."

"(Name/mailbox/phone number)."

"Address (number) canceled."

"End of list."

To play, edit, or delete a personal distribution list

1. Press **[8]** **[5]**.
2. Enter the distribution list number, then press **[#]**.
 - ◆ Press **[2]** to play the list.
 - ◆ Press **[5]** to add numbers. Enter each number, then press **[#]**. When the list is complete, press **[#]**.
 - ◆ Press **[6]** to find a number in the list. Enter the number, then press **[#]**. If the number is in the list, you can delete it by pressing **[7]** **[6]**. If the number is not in the list, you can add it by pressing **[5]**.
 - ◆ To delete an entire list, press **[7]** **[6]**. You can restore it by pressing **[7]** **[6]** again immediately after deleting it.
 - ◆ To exit, press **[4]**.

"Distribution list."

"Distribution list (number). (Number) addresses."

"Distribution list (number). (Number) addresses."

"Add to distribution list."

"Find address?"

*"Name/mailbox/phone number. Found."
"Deleted."*

*"(Number) is not in the list."
"Added."*

"The distribution list has been deleted."

Ask your system administrator about backing up and restoring lists.

You return to your messages.

Tagging messages

When you create a message you can tag it to indicate that you want it handled in a special way. There are six message tagging options.

Message tagging options

Urgent

Urgent messages are announced when the recipient logs in. Urgent messages to other network sites are batched to be sent at a time defined by your administrator. They are sent before standard messages.

Standard

Standard messages addressed to users at other network sites are batched to be sent at a time defined by your administrator.

Economy

Economy message tags are used on networked systems. Economy messages are sent to remote sites at an economical time for long-distance rates, as defined by your administrator.

Private

If a message is tagged private, the recipient of the message cannot forward it. Messages tagged private cannot be sent to open network sites.

Acknowledge

If you tag a message for acknowledgment, you receive a confirmation message when the recipient plays your message. If the recipient is an open network user, the acknowledgment only indicates that the message was delivered to the user's mailbox.

Timed delivery

You can tag a message to be sent at a specific time on a specific date.

Examples of timed delivery

If your system uses a 12-hour format, see these examples.

For delivery today at 3:00 p.m.

Month	#
Day	#
Hour, minutes	3#
P.M.	2

For delivery at 8:05 a.m. on November 15

Month	11#
Day	15#
Hour, minutes	805#
A.M.	1

If your system uses a 24-hour format, see these examples.

For delivery today at 3:00 p.m.

Day	#
Month	#
Hour, minutes	15#

For delivery at 8:05 a.m. on November 15

Day	15#
Month	11#
Hour, minutes	805#

Tagging messages (continued)

You tag a message before sending it. You can use one or more tags per message, and you can remove and change tags.

To tag a message

1. After composing a message or calling and leaving a message, press **7 0**.
2. If you compose and record a message, there are six tagging options:
 For urgent delivery, press **1**.
 For standard delivery, press **2**.
 For economy delivery, press **3**.
 For private delivery, press **4**.
 For acknowledgment, press **5**.
 For timed delivery, press **6**.

If you call and leave a message, only urgent and private tags are available. If you are calling from your mailbox, acknowledgment is also available.

3. To send the message, press **7 9**.

"Message options."

"The message has been tagged for (tag option) delivery."

"Message sent."

Message tagging shortcut

To tag a message without waiting for the prompt, enter the full number of the tag. For example, to tag a message urgent or private

1. Press **7 0 1**.
2. Press **7 0 4**.

The urgent tag is confirmed.

The private tag is confirmed.

To specify timed delivery

1. Press **7 0**.
2. Press **6**.
3. Enter the month, day, hour, and minute, following each by **#**. For the current month, day, or time, press **#** only.
4. Press **1** for a.m., **2** for p.m.
5. To send the message, press **7 9**.

"Message options."

"Timed delivery." "Delivery month?" "Delivery day?" "Delivery time?"

"Your message has been tagged for timed delivery (date) (time)."

"Message sent."

Tagging messages (continued)

To remove a tag

Before sending a message, you can remove a tag. Press **7** **0**, then retag.

To retag urgent to standard, press **2**.

To retag economy to standard, press **2**.

To remove private tag, press **4**.

To remove acknowledge tag, press **5**.

To remove timed delivery tag, press **6**.

“Message options.”

“The message has been tagged for (tag option) delivery.”

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