



NEAXMail[®] IM-16 LX

VOICE/UNIFIED MESSAGING SYSTEM

VERSION 8.2

User Guide

NEC[®]

■ Reference information

To access your mailbox by phone

1. Call the voice messaging system.

From inside your organization, dial _____

From outside your organization, dial _____

2. When the system greets you, enter:

Personal ID _____

Security code _____

To access your mailbox by computer

1. Start your Web browser.

2. Type `http://<server name>/`

Server name _____

3. At the log on screen, enter:

Extension _____

Security code _____

For assistance, call _____

© 2005 Active Voice LLC

All rights reserved. First edition 2005

PhoneBASIC, Repartee, ViewCall, ViewFax, and ViewMail are trademarks of Active Voice, LLC.

Other brands and product names used in this document are trademarks of their respective owners.

Licensed under one or more of the following patents: U.S. Nos. 4,994,926; 5,291,302; 5,459,584; 4,696,028; 4,809,321; 4,850,012; 4,922,526; 4,935,958; 4,955,047; 4,972,469; 4,975,941; 5,020,095; 5,027,384; 5,029,196; 5,099,509; 5,109,405; 5,148,478; 5,166,974; 5,168,519; 5,249,219; 5,303,298; 5,309,504; 5,347,574; 5,666,401; 5,181,243; 5,724,408; and Canadian No. 1329852.

Contents

Introduction	1
About this guide	2
Optional licensed features.....	4
Messaging by phone	6
Working with Mailbox Manager	7
Messaging from your e-mail inbox	9
Messaging and call management with Visual Messaging.....	10
Getting Started	12
To access your mailbox by phone.....	13
To enroll on the system by phone	15
To use systemwide commands	17
To access your mailbox with Mailbox Manager.....	19
Checking Messages	21
To check new messages.....	22
To review an old message.....	24
To reply to a message	25
To check the next message	26
To delete a message	27
To archive a message.....	28
To hear when a message was sent.....	29
To redirect (forward) a message to another subscriber.....	30
To skip a message and save it as new	32
To repeat a message.....	33
Changing Your Greetings	34
To set up or change your standard greeting	35
To change your alternate greeting	36
To switch between your standard and alternate greetings.....	38
To change the greeting when your phone is busy.....	39
To turn your busy greeting on or off.....	41
To use the default greetings	42
Returning Calls	43
To return a call using Soft Keys.....	44
To return a call using touchtone keys	46
To access caller ID information using Soft Keys.....	48
To access caller ID information using touchtone keys ..	49
Recording Conversations and Monitoring Messages	50
To record a conversation with Soft Keys.....	51
To use live record feature keys on your phone	54
To monitor a message as it is recorded	56
To monitor all your messages automatically	57
To turn live monitor on or off.....	58
Sending Messages	59
To send a message directly to another person's mailbox.....	60
To leave a message when you call an extension.....	62
To add to a message before sending	63
To listen to a message before sending	64
To rerecord a message before sending	65
To send an urgent message	66
To send a private message.....	67
To request a delivery receipt for a message	68
To send a message with future delivery.....	69
To redirect (forward) a message to another subscriber	71

To cancel a message after sending.....	72	Checking E-mail by Phone.....	109
To send a message to additional subscribers.....	73	To check your e-mail messages by phone	110
To send a message to a group	74	To hear who else received an e-mail message.....	112
To find out who has not yet received a group message	76	To enter your e-mail password with touchtones.....	113
To send a message to a guest subscriber.....	77	To turn your e-mail message totaling on or off	115
To send a message to a subscriber at another location	80	To fax an e-mail message.....	116
Changing Message Group Settings.....	82	To fax all of your e-mail messages with a single call...118	
To create a message group	83	To change your e-mail password	119
To add or delete group members	85	Menus and Reference.....	121
To change a group name or number	86	Shortcuts available during message playback	122
To hear your groups and group members	87	Shortcuts for other common tasks.....	123
Changing Mailbox Setup Options	88	Shortcuts for fax features.....	124
To change your security code.....	89	Shortcuts for e-mail integration.....	125
To change your recorded name.....	90	Menu options diagram.....	126
To change the spelling of your name	91	Index	128
To change your playback options.....	92		
To turn call transfer on or off	93		
To change the call transfer number	94		
To change call screening options	95		
To turn call screening on or off.....	97		
To turn call holding on or off	98		
To change message delivery.....	99		
To let callers find your extension in the directory.....	101		
Sending and Receiving Faxes.....	102		
To receive a fax	103		
To receive all your faxes with one call	105		
To change your fax delivery number or schedule.....	106		
To change your fax greeting.....	107		
To change your fax notification	108		

■ Introduction

Welcome to NEAXMail IM-16 LX, a simple yet powerful voice messaging system that can greet your callers and record your messages.

This section describes basic system tools and associated documentation.

IN THIS SECTION

About this guide	2
Optional licensed features	4
Messaging by phone	6
Working with Mailbox Manager	7
Messaging from your e-mail inbox.....	9
Messaging and call management with Visual Messaging	10

About this guide

The *User Guide* explains how to manage voice, fax, and e-mail messages by phone, and how to change your mailbox settings by phone. Instructions for using any of the Visual Messaging applications. For example, instructions for using Mailbox Manager or ViewFax can be found in the online Help for those applications. For a list of the Visual Messaging Solutions applications, see “[Messaging and call management with Visual Messaging](#)” on page 10.

Some system features documented in this guide require additional licensed options that may not be available at your organization. Your system manager can tell you which features are available. See “[Optional licensed features](#)” on page 4.

In this guide, when you see the following icon, use the phone to perform the procedure.



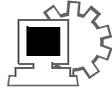
Phone keys

When you see the following icon, use Soft Keys to perform the procedure.



Soft Keys

In addition, the following icon indicates that you can also perform the procedure by computer using Mailbox Manager:



Mailbox Manager

The menu options diagram beginning on page [126](#) shows the IM-16 LX menus available by phone. You can print the diagram as a quick reference for IM-16 LX features.

The *User Guide* includes space for reference information, which can be used to store phone numbers and IDs. See “[Reference information.](#)” Print the “Reference information” page, and write the phone numbers and IDs that you need to access IM-16 LX.

Optional licensed features

Some system features documented in the *User Guide* require additional licenses that may not be available at your organization, or may not be available with certain phone systems. See your system manager for details about which features are available.

The following feature is included with IM-16 LX:

Mailbox Manager Mailbox Manager is an online application that allows you to change your security code, greetings, call transfer, message options, call holding, message delivery, and message groups by computer. This *User Guide* describes how to start and work with Mailbox Manager. For detailed steps to change your mailbox setup with Mailbox Manager, see Mailbox Manager online help.

The following list describes optional features:

ActiveFax® If your system includes ActiveFax, you can manage your faxes by phone. Your faxes are included with your voice messages, and you can deliver your faxes to a fax machine by phone. See “[Sending and Receiving Faxes](#)” on page 102.

Unified messaging If your system includes unified messaging, your voice and fax messages can be forwarded to your e-mail inbox automatically. You can manage all of your messages, no matter what type, with your e-mail program. For steps to manage messages in your e-mail inbox, see your e-mail software documentation.

Text-to-speech If your system includes text-to-speech, you can hear your e-mail messages by phone. See “[Checking E-mail by Phone](#)” on page 109.

Messaging by phone

You can check messages or change your mailbox setup from any touchtone phone and can be customized, depending on your preference.

Menu conversation The menu conversation leads you quickly to your destination. You will hear a menu of options. Press the number associated with the option to perform a particular task.

1 for Yes, 2 for No® If you prefer, ask your system manager to set your mailbox for the 1 for Yes, 2 for No conversation. Using this setup, you just press **1** for Yes, **2** for No on the touchtone keypad to answer the easy, yes-and-no questions.

Shortcuts

Perform tasks quickly by entering a sequence of numbers at any time. You do not have to wait until the system finishes speaking. For a complete list of system shortcuts and menus, see “[Menus and Reference](#)” on page 121.

Help

When the system conversation asks you a question, press **3** to hear a menu of available options.

Working with Mailbox Manager

Mailbox Manager is a Web-based application that allows you to change your security code, greetings, call transfer, message options, call holding, message delivery, and message groups by computer. Detailed procedures are available in the online Help for Mailbox Manager.

You can use Mailbox Manager to change your mailbox setup from a computer connected to the same network as the voice messaging system. These setup options can also be changed by phone.

Depending on your licenses, Mailbox Manager may not be available at your organization. See your system manager for details.

With Mailbox Manager, you can create and change your:

- Security code
- Recorded and spelled names
- Greetings
- Playback options
- Call transfer options
- Call screening options
- Call holding options
- Message delivery options
- Message groups

Before you begin using Mailbox Manager for the first time, you will need to know the voice messaging server name, your personal ID, and your security code. This information can be provided by your system administrator. See [“To access your mailbox with Mailbox Manager”](#) on page 19.

Messaging from your e-mail inbox

With unified messaging, you can access your voice and e-mail messages in your e-mail mailbox. All of your messages, no matter what type, are stored in your e-mail inbox.

In your e-mail inbox,

- a voice message is attached as a .wav file to an e-mail message.
- a fax message is attached as a .tif file to an e-mail message.

For steps to manage messages in your e-mail inbox, see your e-mail program's online help.

Using ActiveFax, you can also send your e-mail messages to any fax machine. See [“Sending and Receiving Faxes”](#) on page 102.

If your system also includes text-to-speech, you can hear your e-mail messages by phone. The system plays any .wav file attachments, as well. See [“Checking E-mail by Phone”](#) on page 109.

Messaging and call management with Visual Messaging

If your system includes Visual Messaging applications, you can manage all types of messages and phone calls visually on your computer.

The Visual Messaging programs provide additional features for working with voice and fax messages from other people using the voice messaging system. For example, you can record and reply to voice messages, send messages to message groups, and address messages to other users by selecting them from a list.

Visual Messaging programs consist of:

ViewMail® Access all of your voice and fax messages in one window using ViewMail. You can access and prioritize your messages and respond to them by computer.

ViewMail for Microsoft® Messaging Access all of your voice messages, faxes, and e-mail messages in your Microsoft Inbox, whether you are using Exchange, Outlook, or the Windows Messaging Inbox.

ViewMail for Lotus® Notes® Access all of your voice messages, faxes, and e-mail messages in your Lotus Notes Inbox.

ViewMail for GroupWise® Access all of your voice messages, faxes, and e-mail messages in your GroupWise mailbox.

ViewFax™ Send, receive, and redirect faxes from your desktop computer.

ViewCall® Plus Manage all of your inbound and outbound calls from your desktop computer. With PhoneBASIC®, you can customize your call control by integrating ViewCall Plus with other programs, such as Microsoft's Office® suite.

Mailbox Manager Manage voice and fax messages, as well as manage your mailbox settings, using a computer connected to your network.

■ Getting Started

This section describes how to call the system, and then how to access and set up your mailbox for the first time.

This section also describes how to start Mailbox Manager to access your mailbox setup using your computer. For detailed instructions in using Mailbox Manager, see the online Help for Mailbox Manager.

IN THIS SECTION

To access your mailbox by phone	13
To enroll on the system by phone	15
To use systemwide commands	17
To access your mailbox with Mailbox Manager	19

To access your mailbox by phone

To access your mailbox, you need to know the phone number to call the voice messaging system, your personal ID, and your security code. Your system manager can provide this information.

You may need to use a different phone number, depending on whether you are calling from inside or outside your organization.

To make it easier to remember the information you need to access your mailbox, this *User Guide* includes a reference page for storing this information. See “[Reference information](#).” Print the Reference information page, and write down the phone numbers and your ID for accessing IM-16 LX.

For security purposes, you may be required to change your security code. Choose a code that is easy for you to remember, but difficult for others to guess. Do not write down your security code.

The first time you call the system, you will be prompted to answer a few questions. This sets up your mailbox and enrolls you on the system as a subscriber. See “[To enroll on the system by phone](#)” on page 15.

See also

[To access your mailbox with Mailbox Manager](#) 19



USING YOUR PHONE

1 Call the voice messaging system.

From inside your organization, dial _____

From outside your organization, dial _____

2 When the system greets you, enter:

Personal ID _____

Security code _____

Use these keys at the main menu

TASK	KEY
Check new messages	4
Send a message	5
Check old messages	6
Change setup options	7

Use these keys anytime

TASK	KEY	TASK	KEY
Main menu	*	Previous menu	#
Answer Yes	1	Answer No	2

NOTE Pressing * may also be used to indicate that you have reached the end of a task. For example, press * when you have finished recording a message to send the message.

To enroll on the system by phone

The first time you call, the system asks you to record your name, spell your name (if required), record a personal greeting and set your security code. Once you answer these questions, you are enrolled on the system as a subscriber, and your mailbox is ready to use.

To start, you need to know the phone number to call the voice messaging system, your personal ID and your security code. Your system manager can provide this information.

To make it easier to remember the information you need to access your mailbox, this *User Guide* includes a reference page for storing this information. See “[Reference information](#).” Print the Reference information page, and write down the phone numbers and your ID for accessing IM-16 LX.

For security purposes, you may be required to change your security code. Choose a code that is easy for you to remember, but difficult for others to guess. Do not write down your security code.

After setting up your mailbox by phone, you can use the Visual Messaging applications, if they are available. Contact your system manager for details.



USING YOUR PHONE

- 1** Call the voice messaging system, and enter your personal ID and security code if prompted.
- 2** Answer the system questions by pressing **1** for Yes or **2** for No after each question.

If you are not sure of an answer, press **2**. You can always change the option later.
- 3** When the system tells you that your mailbox is set up, press **1** to confirm your settings, otherwise your changes will be discarded.

To use systemwide commands

The system conversation consists of the following main menu options:

- Check new messages
- Send messages
- Review old messages
- Change setup options

Systemwide commands are available at several points throughout the system conversation.

If ViewFax is installed, you can deliver all of your new faxes immediately by pressing **4 5** at the main menu.



USING YOUR PHONE

- 1** Call the voice messaging system, and enter your personal ID and security code if prompted.
- 2** As you navigate through the system menus, use the commands shown in the following tables.

The following tables describe the keys you can use while listening to a message, after a message, and keys you can use at any time.

See also

[Menu options diagram 126](#)

Use these keys during a message

TASK	KEY	TASK	KEY
Hear menu options	3	Backward	7
Slower	4	Pause or continue	8
Softer/louder	5	Fast-forward	9
Faster	6		

Use these keys after a message

TASK	KEY	TASK	KEY
Hear e-mail recipients*	3	Hear time stamp	8
Reply to sender	4	Redirect message/ deliver a fax*	9
Check next message	5	Save as new	0
Delete	6	Repeat the message	#
Archive message/fax an e-mail message*	7		

** This feature may not be available at your site.*

Use these keys anytime

TASK	KEY	TASK	KEY
Main menu	*	Previous menu	#
Answer Yes	1	Answer No	2

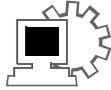
NOTE Pressing * may also be used to indicate that you have reached the end of a task. For example, you can press * after recording a message to send it.

To access your mailbox with Mailbox Manager

With Mailbox Manager, you can change your mailbox setup using the Web browser on any computer connected to the same network as the voice messaging system. This topic provides steps for accessing Mailbox Manager, as well as what you need to do the first time you access it.

NOTE For detailed steps on enrolling in Mailbox Manager for the first time, as well as setting up your mailbox, see the online Help for Mailbox Manager.

In order to use Mailbox Manager, you need to know the voice messaging system server name, your personal ID and your security code. Also, you can not use Mailbox Manager until you have completed first time enrollment using your phone. See [“To enroll on the system by phone”](#) on page 15.



USING MAILBOX MANAGER

Use the following procedure to access Mailbox Manager from any computer connected to the voice messaging server, whether for first-time enrollment or whenever you need to access your mailbox setup.

NOTE You can not use Mailbox Manager until you have completed first time enrollment using your phone. See [“To enroll on the system by phone”](#) on page 15.

- 1** Start your Web browser.
- 2** Type `https://<server name>/` in the Navigation toolbar, where `<server name>` is the name of your messaging server.

If you do not know the server name, contact your system administrator.

- 3** Type your voice mail user ID and security code.

TIP Add the Mailbox Manager site to your list of bookmarks in your Web browser so you do not have to type the Web address each time you log on.

See also

[To access your mailbox by phone..... 13](#)

■ Checking Messages

This section describes how to check your new and old messages.

You can check your new voice, fax, or e-mail messages from any touchtone phone. You can also review old or archived messages you have already heard.

When you check a message, you can:

- Reply to the sender.
- Check the next message.
- Delete or archive a message.
- Hear when the message was sent.
- Forward the message to another subscriber.
- Skip the message.
- Repeat the message.

IN THIS SECTION

To check new messages	22
To review an old message	24
To reply to a message.....	25
To check the next message.....	26
To delete a message.....	27
To archive a message	28
To hear when a message was sent	29
To redirect (forward) a message to another subscriber	30
To skip a message and save it as new	32
To repeat a message	33

To check new messages

New messages are messages that you have not yet heard. Depending on licensed features, the system includes voice e-mail messages in your list of new messages.

The system first plays all messages marked as urgent, then all regular messages. It also sorts your messages by sender. If the system does not know who left a message, it says that the message is “from your message box.”

After you listen to any messages from a subscriber on the voice mail system, you can reply immediately; you do not have to dial the subscriber’s extension.

Depending on the phone system, IM-16 LX notifies you when you have new messages, either by lighting a button on your phone or by displaying a message on the LCD of the phone. In some phone systems, and if it has been set up by your system administrator, IM-16 LX can call your extension. See [“To change message delivery”](#) on page 99.

Your system manager can set up special options for your mailbox to:

- Play new messages automatically each time you call the system.
- Identify you automatically when you use your assigned extension.
- Tell you how long it will take to play your messages.

See also

[To review an old message24](#)
[To check your e-mail messages
by phone.....110](#)



USING YOUR PHONE

- 1** Call the voice messaging system, and enter your personal ID and security code if prompted.
- 2** Press **4** to check new messages.
- 3** Follow the system instructions, and press **1** for Yes or **2** for No after each question.

TIP Press ***** to skip a message and save it as new.

NOTE For the keys you can use during a message, after listening to a message, or at any time, see "[To use systemwide commands](#)" on page 17.

To review an old message

Old messages are messages you have already heard. Depending on licensed features, the system includes voice e-mail messages in your list of old messages. After you have heard a new message, the system saves it for a set period. For example, until midnight. However, you can archive the message to save it longer. Your system manager can tell you how long your system saves old and archived messages.

The system plays all urgent messages first, then all regular messages. It also sorts your messages by sender. If the system does not know who left a message, it says that the message is “from your message box.”



USING YOUR PHONE

- 1** Call the voice messaging system, and enter your personal ID and security code if prompted.
- 2** Press **6** to check old messages.
- 3** Follow the system instructions, and press **1** for Yes or **2** for No after each question.

TIP Press ***** to skip a message, or press **3 7** to archive a message.

NOTE For the keys you can use during a message, after listening to a message, or at any time, see “[To use systemwide commands](#)” on page 17.

To check your e-mail messages
by phone 110

To reply to a message

You can record a reply to a new or old voice or e-mail message from another subscriber on the system.



USING YOUR PHONE

- 1** While listening to a message, press **3 4**, or press **4** after a message.
- 2** Record your reply after the beep, and then press ***** to finish recording.
- 3** Press ***** to send the reply, or follow the conversation to edit the reply, set special delivery, or address the reply to others.
- 4** After you send your reply, follow the conversation to handle the original message.

NOTE For the keys you can use during a message, after listening to a message, or at any time, see "[To use systemwide commands](#)" on page 17.

See also

[To check new messages..... 22](#)

[To review an old message..... 24](#)

To check the next message

You can check the next message in your list of new or old messages. When you check the next message in the list, your original message is marked “old.”



USING YOUR PHONE

- ◆ While listening to a message, press **3 5**, or press **5** after a message.

NOTE For the keys you can use during a message, after listening to a message, or at any time, see [“To use systemwide commands”](#) on page 17.

See also

[To check new messages..... 22](#)

[To review an old message..... 24](#)

To delete a message

You can delete a new or old voice, fax, or e-mail message. When you delete an e-mail message using your phone you also delete it from your e-mail inbox.



USING YOUR PHONE

- ◆ While listening to a message, press **3 6**, or press **6** after a message.

NOTE For the keys you can use during a message, after listening to a message, or at any time, see ["To use systemwide commands"](#) on page 17.

See also

[To check new messages22](#)

[To review an old message24](#)

To archive a message

The system saves old messages for a set period (for example, until midnight). To keep a message for a longer period, you can archive it. The difference between an archived message and an old message is that an archived message is saved for a longer period. The system manager can tell you how long your system saves archived messages.

You can hear your archived messages when you review old messages. After you listen to an archived message, the system gives you the option of archiving the message again. You must press **3 7** to archive the message again or it will be deleted.



USING YOUR PHONE

- ◆ While listening to a message, press **3 7**, or press **7** after a message.

NOTE For the keys you can use during a message, after listening to a message, or at any time, see ["To use systemwide commands"](#) on page 17.

See also

[To check new messages..... 22](#)

[To review an old message..... 24](#)

To hear when a message was sent

The system can tell you when a message was sent.



USING YOUR PHONE

- ◆ While listening to a message, press **3 8**, or press **8** after a message.

NOTE For the keys you can use during a message, after listening to a message, or at any time, see “[To use systemwide commands](#)” on page 17.

See also

[To check new messages..... 22](#)

[To review an old message..... 24](#)

To redirect (forward) a message to another subscriber

When you redirect or forward a message, you send a copy of the message to another subscriber.

The system lets you:

- Redirect a message to another subscriber.
- Record an introduction to the message.
- Edit your introduction or set special delivery options for the redirected message.

NOTE The system does not let you redirect messages that are designated as private by the original sender.



USING YOUR PHONE

- 1** While listening to a message, press **3 9** to interrupt it, or press **9** after a message.
- 2** Do one of the following:
 - Press **1** to record an introduction, then press ***** when finished.
 - Press **2** to skip recording an introduction.
- 3** Follow the system conversation to edit the introduction or set special delivery.
- 4** On the phone, spell the last name of the subscriber, usually the first three letters of the subscriber's last name, to whom you are redirecting the message. Otherwise, press **# #** and enter the extension number.

When spelling a subscriber's last name, use a "wild card" number (typically **1**) for any letter in the last name you do not know.

See also

[To check new messages..... 22](#)

[To review an old message..... 24](#)

5 Do one of the following:

- Press **1** when you hear the name of the subscriber you want.
- Press **2** to hear the next matching name.

6 Wait while the system redirects the message.**7** Do one of the following:

- Press **2** to skip redirecting the message to anyone else.
- Press **1**, then follow the conversation to redirect the message to additional subscribers.

8 After you redirect the message, follow the system conversation to handle the original message.

NOTE For the keys you can use during a message, after listening to a message, or at any time, see ["To use systemwide commands"](#) on page 17.

See also

[To check new messages](#) 22

[To review an old message](#) 24

To skip a message and save it as new

You can skip a message in your list of new messages and keep it flagged as new. You cannot skip an old or archived message and change its status to new.

If you skip an e-mail message and save it as new, it is marked as “unread” in your e-mail inbox.



USING YOUR PHONE

- ◆ While listening to a message, press **3 0**, or press **0** after a message.

NOTE For the keys you can use during a message, after listening to a message, or at any time, see “[To use systemwide commands](#)” on page 17.

See also

- [To check new messages](#)22
- [To check your e-mail messages by phone](#)110

To repeat a message

You can replay a message if you need to listen to it again.



USING YOUR PHONE

- ◆ While listening to a message, press **3 #**, or press **#** after listening to a message.

NOTE For the keys you can use during a message, after listening to a message, or at any time, see “[To use systemwide commands](#)” on page 17.

See also

[To check new messages..... 22](#)

[To review an old message 24](#)

■ Changing Your Greetings

Callers hear a greeting before they leave a message. Your mailbox can play one of three greetings: standard, alternate, or busy. You can record your own custom greetings, or use the default greetings recorded in the system voice.

The types of greetings are:

Standard greeting Greeting played to callers when your phone is unanswered.

Alternate greeting Greeting used for special occasions. For example, when you are out of the office or on vacation.

Busy greeting Greeting played to callers when you are on your phone.

Default greetings Default standard, alternate and busy greeting included with the system.

This section explains how to use greetings. By phone, you change your greetings with setup options. Depending on the features you have installed, you may also be able to use Mailbox Manager to change your greetings by computer.

IN THIS SECTION

To set up or change your standard greeting	35
To change your alternate greeting	36
To switch between your standard and alternate greetings	38
To change the greeting when your phone is busy	39
To turn your busy greeting on or off	41
To use the default greetings	42

To set up or change your standard greeting

The standard greeting plays when your extension is unanswered. A typical standard greeting is: “Hello, this is Pat Green. I am not at my desk right now. Please leave a message.”

During enrollment you are asked to record your own standard greeting if you prefer to use a custom greeting. If you do not record a standard greeting in your own voice, the system plays a greeting that includes your recorded name or your extension. For example, “Pat Green is not available right now.” You do not have to take any additional action.



USING YOUR PHONE

- 1** Call the voice messaging system, and enter your personal ID and security code if prompted.
- 2** To rerecord your standard greeting, press **7 4 6 1**.
- 3** After the beep, record your greeting, and then press ***** to stop recording.

NOTE For the keys you can use during a message, after listening to a message, or at any time, see “[To use systemwide commands](#)” on page 17.

See also

[To switch between your standard and alternate greetings.....38](#)

[To use the default greetings.....42](#)

To change your alternate greeting

The alternate greeting is for special occasions. For example, use an alternate greeting if you will be on vacation. A typical alternate greeting is: “Hello, this is Pat Green. I am out of the office today and will return tomorrow.” The alternate greeting is turned on and becomes active through setup options. When your alternate greeting is active, the system plays it instead of your other greetings.

If you do not record an alternate greeting, the system plays an alternate greeting that includes your recorded name or your extension. For example: “Pat Green is out today.”

When you record a greeting, include any special instructions for your callers. For example, if you have set up one-key dialing to reach your assistant, add the following message to your greeting: “or press **1** to talk to my assistant.”

See also

[To switch between your standard and alternate greetings..... 38](#)

[To use the default greetings 42](#)



USING YOUR PHONE



You can also perform this task using Mailbox Manager.

- 1** Call the voice messaging system, and enter your personal ID and security code if prompted.
- 2** To rerecord your alternate greeting, press **7 4 8 1**.
- 3** After the beep, record your greeting, and then press ***** to stop recording.

The system plays your new greeting.

- 4** Do one of the following:
 - To rerecord your message, press **1**.
 - To continue, press **2**.
- 5** Do one of the following:
 - To make the alternate greeting active, press **1**.
 - To keep the current greeting active, press **2**.

NOTE For the keys you can use during a message, after listening to a message, or at any time, see ["To use systemwide commands"](#) on page 17.

See also

[To set up or change your standard greeting](#)35

[To change your alternate greeting](#)36

[To use the default greetings](#).....42

To switch between your standard and alternate greetings

You can switch between your standard and alternate greetings. When you switch between greetings, the other greeting becomes active. The system stores the inactive greeting recording so that you can activate it again as needed.



USING YOUR PHONE

- 1** Call the voice messaging system, and enter your personal ID and security code if prompted.
- 2** Press **7 4 5** to switch to your other greeting (standard or alternate).

NOTE For the keys you can use during a message, after listening to a message, or at any time, see ["To use systemwide commands"](#) on page 17.

To change the greeting when your phone is busy

You can record and turn on a greeting for callers when your extension is busy. A typical busy greeting is: “Hello, this is Pat Green. I am on the phone now. Please leave a message.”

For callers to hear your busy greeting, you must activate it.

If you turn on your busy greeting, but do not record a custom busy greeting, the system plays a busy greeting that includes your recorded name or your extension. For example: “Extension **1 2 3** is busy.”

If you do not want to use a separate busy greeting, then record and turn on a standard greeting covering all situations when you are unavailable. For example: “Hello, this is Pat Green. I am not available at this time. Please leave a message.”



USING YOUR PHONE

- 1** Call the voice messaging system, and enter your personal ID and security code if prompted.
- 2** To rerecord your busy greeting, press **7 4 8 1**, and then press ***** to stop recording.

The system plays your new greeting.

- 3** Do one of the following after you hear the new greeting:
 - To rerecord it, press **1**.
 - To continue, press **21**.

See also

To turn your busy greeting on or off.....41

4 Do one of the following:

- To make the busy greeting active, press **1**.
- To keep the current greeting active, press **2**.

NOTE For the keys you can use during a message, after listening to a message, or at any time, see ["To use systemwide commands"](#) on page 17.

To turn your busy greeting on or off

For callers to hear your busy greeting, you must activate it.



USING YOUR PHONE

- 1** Call the voice messaging system, and enter your personal ID and security code if prompted.
- 2** Press **7 4 8** to hear your busy greeting.
- 3** Do one of the following:
 - To rerecord your busy greeting, press **1**, record the busy greeting, and then press ***** to stop recording.
 - To skip rerecording your busy greeting, press **2**.
The system plays your new greeting.
- 4** After listening to the recording, do one of the following:
 - To rerecord the greeting, press **1**.
 - To continue, press **2**.
- 5** Press **1** to turn on your busy greeting, or press **2** to turn off your busy greeting.

NOTE For the keys you can use during a message, after listening to a message, or at any time, see [“To use systemwide commands”](#) on page 17.

See also

[To change the greeting when your phone is busy..... 39](#)

To use the default greetings

If you do not record custom greetings, the system plays greetings that include your recorded name or your extension.

For example:

- For a standard greeting: “Pat Green is not available right now.”
- For a busy greeting: “Extension 1 2 3 is busy.”
- For an alternate greeting: “Pat Green is out today.”

During enrollment, you are asked if you want to record your own standard greeting. If you choose not to record your own greeting, when your phone is unanswered the system plays the default standard greeting that comes with the system. You do not have to take any additional action.

To use the default alternate greeting, you must turn it on in order to make it active. When an alternate greeting is active, the system plays it instead of any of your other greetings. See [“To switch between your standard and alternate greetings”](#) on page 38.

For callers to hear the default busy greeting, you must turn it on. See [“To turn your busy greeting on or off”](#) on page 41.

See also

To set up or change your standard greeting	35
To change your alternate greeting	36
To switch between your standard and alternate greetings.....	38
To change the greeting when your phone is busy.....	39

To return to using a default standard, alternate, or busy greeting after you have recorded a custom recording, you must delete the custom recording. Ask your system manager for assistance, or delete the greeting by using Mailbox Manager.

■ Returning Calls

Depending on your system setup, you can return a call after listening to a message. You can also access any caller ID information available for a message.

IN THIS SECTION

To return a call using Soft Keys	44
To return a call using touchtone keys.....	46
To access caller ID information using Soft Keys	48
To access caller ID information using touchtone keys.....	49

To return a call using Soft Keys

If your phone system supports the call return feature, you can return a call immediately to the outside caller or another subscriber on the system who left you a message.

The call return feature is available for messages left by outside callers when a caller ID phone number is provided. Your system manager can also set up the system to ask callers to enter their phone number. See [“To access caller ID information using Soft Keys”](#) on page 48.

Depending on your phone system, you can return a call using Soft Keys on your phone, or you can return a call when you access your mailbox from any touchtone phone. See [“To return a call using touchtone keys”](#) on page 46.

If a returned call is not answered or if the line is busy, the system tells you that the call could not be connected. The system then returns you to your voice mailbox.

If you want to return to your voice mailbox after you finish talking, press the CANCEL Soft Key on your phone, or wait until the other person disconnects. If you disconnect the call first, the system does not return you to your voice mailbox.

The return call feature is available for new and old messages. The live record feature is not available during a returned call.

See also

[To return a call using touchtone keys](#)46

[To access caller ID information using Soft Keys](#).....48



USING SOFT KEYS

- 1** Call the voice messaging system, and enter your personal ID and security code if prompted.
- 2** Do either of the following:
 - To hear new messages, press the Soft Key below the NEW option on the phone display.
 - To hear old messages, press the Soft Key below the OLD option on the phone display.
- 3** After listening to a message, press the Soft Key below the CALL option on the phone display. If available, the system dials the phone number associated with the message.
- 4** To return to your mailbox at the end of the conversation, finish talking, then press the Soft Key below the CANCEL option on the phone display, or wait until the person you called disconnects.

To return a call using touchtone keys

If your phone system supports the call return feature, you can immediately return a call to the another subscriber on the system who left you a message. The call return feature is available for messages left by outside callers when a caller ID phone number is provided. Your system manager can also set up the system to ask callers to enter their phone number. See [“To access caller ID information using Soft Keys”](#) on page 48.

You can return a call when you access your mailbox from any touchtone phone. Depending on your phone system, you can return a call using Soft Keys on your phone. See [“To return a call using Soft Keys”](#) on page 44.

If a returned call is not answered or if the line is busy, the system tells you that the call could not be connected, and the system returns you to your voice mailbox.

If you want to return to your voice mailbox after you finish talking, press the CANCEL Soft Key on your phone, or you can wait until the other person disconnects. If you disconnect the call first, the system does not return you to your voice mailbox.

The return call feature is available for new and old messages. The live record feature is not available during a returned call.

See also

[To return a call using Soft Keys ...44](#)

[To access caller ID information using touchtone keys..... 49](#)



USING YOUR PHONE

- 1** Call the voice messaging system, and enter your personal ID and security code if prompted.
- 2** Do either of the following:
 - Press **4** to check new messages.
 - Press **6** to check old messages.
- 3** Follow the system instructions, and press **1** for Yes or **2** for No until you select the message you want.
- 4** Press **4 5** to return a call to the person who left a message.
- 5** To return to your mailbox at the end of the conversation, wait until the person you called disconnects.

NOTE For the keys you can use during a message, after listening to a message, or at any time, see ["To use systemwide commands"](#) on page 17.

To access caller ID information using Soft Keys

If your phone service provider does not provide caller ID information to your organization, your system can be set up to ask callers to enter their phone number before their call is transferred to your extension. See your system manager for more information.

Depending on your phone system, you can use Soft Keys on your phone to determine caller ID information, if available. You can also press touchtone keys to access caller ID information. See [“To access caller ID information using touchtone keys”](#) on page 49.



USING SOFT KEYS

- 1** Call the voice messaging system, and enter your personal ID and security code if prompted.
- 2** Do either of the following:
 - To hear new messages, press the Soft Key below the NEW option on the phone display.
 - To hear old messages, press the Soft Key below the OLD option on the phone display.
- 3** After listening to a message, press the Soft Key below the CID option on the phone display. If available, the system plays the phone number associated with the message.

See also

[To return a call using Soft Keys..... 44](#)

[To access caller ID information using touchtone keys..... 49](#)

To access caller ID information using touchtone keys

If your phone service provider does not provide caller ID information to your organization, your system can be set up to ask callers to enter their phone number before their call is transferred to your extension. During message playback, caller ID information is displayed on the LCD.

Press touchtone keys to hear caller ID information or use Soft Keys on your phone to determine caller ID information, if available.



USING YOUR PHONE

- 1** Call the voice messaging system, and enter your personal ID and security code if prompted.
- 2** Do one of the following:
 - Press **4** to check new messages.
 - Press **6** to check old messages.
- 3** Follow the system instructions, and press **1** for Yes or **2** for No until you select the message you want.
- 4** Press **4 6** to hear the phone number of the person who left a message, if available.

NOTE For the keys you can use during a message, after listening to a message, or at any time, see "[To use systemwide commands](#)" on page 17.

See also

[To return a call using touchtone keys](#)46

[To access caller ID information using Soft Keys](#).....48

■ Recording Conversations and Monitoring Messages

Depending on your phone system, you can record calls and store them as voice messages. In addition, you can monitor messages from your callers as they are being recorded.

This section describes how to use the live record and live monitor features.

IN THIS SECTION

To record a conversation with Soft Keys	51
To use live record feature keys on your phone...	54
To monitor a message as it is recorded	56
To monitor all your messages automatically	57
To turn live monitor on or off	58

To record a conversation with Soft Keys

If supported by your phone system, you can record a phone conversation and manage the recorded conversation just as you would a voice message. The recorded conversation is stored as a message in your voice mailbox. Within your voice mailbox, you can review it, delete it, or add an introduction and send the recorded message to other subscribers. This feature is called “live record.”

You can manage your recording sessions using Soft Keys on your phone display, or you can program feature keys on the phone for live record.

WARNING: The use of monitoring, recording, or listening devices to eavesdrop, monitor, retrieve, or record phone conversations or other sound activities, whether or not contemporaneous with transmission, may be illegal in certain circumstances under federal or state laws. Legal advice should be sought prior to implementing any practice that monitors or records any phone conversation. Some federal and state laws require some form of notification to all parties to a phone conversation, such as using a beep tone or other notification method or requiring the consent of all parties to the phone conversation, prior to monitoring or recording the phone conversation. Some of these laws incorporate strict penalties.

See also

[To use live record feature keys on your phone..... 54](#)



USING SOFT KEYS

- 1** During a phone conversation, press RECORD on the phone.
- 2** To save a recorded message to your mailbox, press END or disconnect the call.
- 3** To redirect the recorded message to another subscriber, enter the subscriber's extension while you are recording. The recorded message is automatically sent when you press END.

or

Press ADDRESS to end the recording and disconnect the call, and then follow the address conversation to redirect the message.

Use these Soft Keys during a recording session

Pause Pauses and resumes the recording.

Urgent Ends the recording and disconnects the call. Follow the address conversation to review, delete, or address the recorded message with an optional introduction.

End Ends the recording without disconnecting the call. The recorded message is automatically sent to the specified address, or if no address is specified, is sent to your mailbox.

Erase Erases the recorded message without disconnecting the caller.

Rerecord Erases the existing recorded message and starts a new recording.

Use these touchtone keys after a message

TASK	KEY(S)	TASK	KEY
Hear e-mail recipients	3	Archive message/fax an e-mail message*	7
Reply to sender	4 4	Hear time stamp	8
Return call	4 5	Redirect message/deliver a fax*	9
Hear caller ID	4 6	Save as new	0
Check next message	5	Repeat the message	#
Delete	6		

** Available only if you are using the fax or e-mail option.*

To use live record feature keys on your phone

If supported by your phone system, you can record a phone conversation and manage the recorded conversation just as you would a voice message. The recorded conversation is stored as a message in your voice mailbox. From there, you can review it, delete it, or add an introduction and send the recorded message to other subscribers. This feature is called “live record.”

You can manage your recording sessions using live record feature keys programmed on your phone, or you can use Soft Keys on your phone display. See “[To record a conversation with Soft Keys](#)” on page 51.

WARNING: The use of monitoring, recording, or listening devices to eavesdrop, monitor, retrieve, or record phone conversations or other sound activities, whether or not contemporaneous with transmission, may be illegal in certain circumstances under federal or state laws. Legal advice should be sought prior to implementing any practice that monitors or records any phone conversation. Some federal and state laws require some form of notification to all parties to a phone conversation, such as using a beep tone or other notification method or requiring the consent of all parties to the phone conversation, prior to monitoring or recording the phone conversation. Some of these laws incorporate strict penalties.

See also

[To record a conversation with Soft Keys](#) 51



USING SOFT KEYS

Press any of the following feature keys during a live record conversation:

Pause Pauses and resumes the recording.

Address Ends the recording and disconnects the call. Follow the address conversation to review, delete, or address the recorded message with an optional introduction.

End Ends the recording without disconnecting the call. The recorded message is automatically sent to the specified address, or, if no address is specified, is sent to your mailbox.

Erase Erases the recorded message without disconnecting the caller.

Rerecord Erases the existing recorded message and starts a new recording.

To monitor a message as it is recorded

If the live monitor feature is supported by your phone system, you can use the speaker on your phone to listen while a caller records a message. If desired, you can pick up the handset to connect to a caller.

You can monitor messages left by outside callers. You cannot monitor messages left by other subscribers.

The phone system can be set up to allow you to monitor all of your incoming calls automatically. Ask your system manager to set up this feature for you. Then, you can turn the live monitor feature on or off with your setup options.

If you are going to be out of the office and all of your messages are monitored automatically, you can turn off the live monitor feature to keep messages from playing on your speaker automatically while you are away. See [“To turn live monitor on or off”](#) on page 58.



USING SOFT KEYS

- 1** When you hear your extension ring, wait until the caller’s message is played on the speaker.
The LED should blink green.
- 2** Press the green LED to play the message on the speaker as it is being recorded.
- 3** To stop listening, press the Soft Key below the CANCEL option on the phone display, or to connect to the caller, pick up the handset.

To monitor all your messages automatically

If the live monitor feature is supported by your phone system, you can use the speaker on your phone to listen while a caller records a message. If necessary, you can pick up the handset to connect to a caller.

NOTE You can only monitor messages left by outside callers and not messages left by other subscribers on the system.

The phone system can be set up to allow you to monitor all of your incoming calls automatically. Ask your system manager to set up this feature for you. Then, you can turn the live monitor feature on or off with your setup options.

If you will be out of the office and all of your messages are monitored automatically, you can turn off the live monitor feature to keep messages from playing on your speaker while you are away. Turn off the live monitor feature using setup options. Depending on phone system programming, you can change this feature with Soft Keys on your work phone, or you can use any touchtone phone. See [“To turn live monitor on or off”](#) on page 58.



USING SOFT KEYS

- 1** When you hear your extension ring, wait until the caller's message is played on the speaker.
- 2** To stop listening, press the Soft Key below the CANCEL option on the phone display, or to connect to the caller, pick up the handset.

To turn live monitor on or off

If the live monitor feature is supported by your phone system, you can use your phone to listen while an outside caller records a message.

If you will be out of the office and all of your messages are monitored automatically, you can turn off the live monitor feature to keep messages from playing on your speaker while you are away. Turn off the live monitor feature using setup options.

Depending on the phone system programming, you can also turn live monitor off using Soft Keys, or you can use any touchtone phone.



USING YOUR PHONE

- 1** Call the voice messaging system, and enter your personal ID and security code if prompted.
- 2** Press **7 7 9** to turn live monitor on or off.
- 3** Follow the system instructions, and press **1** for Yes or **2** for No after each question.

■ Sending Messages

You can use a phone to:

- Send a message to one or more subscribers or guests.
- Mark a message for urgent, private, return receipt, or future delivery.
- Leave a message to a group.
- Redirect a message.
- Modify or cancel a message after leaving it.
- Send a message to a subscriber at another voice messaging location, if available.

This section describes how to send messages, either by leaving the message directly in a mailbox, or by dialing an extension.

IN THIS SECTION

To send a message directly to another person's mailbox	60
To leave a message when you call an extension	62
To add to a message before sending	63
To listen to a message before sending	64
To rerecord a message before sending	65
To send an urgent message	66
To send a private message	67
To request a delivery receipt for a message	68
To send a message with future delivery	69
To redirect (forward) a message to another subscriber	71
To cancel a message after sending	72
To send a message to additional subscribers	73
To send a message to a group	74
To find out who has not yet received a group message	76
To send a message to a guest subscriber	77
To send a message to a subscriber at another location	80

To send a message directly to another person's mailbox

The system lets you leave voice messages for other subscribers, groups, or guests. You can leave messages directly in a another person's mailbox without first calling the extension.

You can address a message by spelling the recipient's name on the phone. Or, ask your system manager to set up your mailbox to allow you to address messages by extension number.



USING YOUR PHONE

- 1** Call the voice messaging system, and enter your personal ID and security code if prompted.
- 2** Press **5** to leave any messages.
- 3** On the phone, spell the subscriber's last name, usually the first three letters of the subscriber's last name. Otherwise, press **# #** and enter the extension number.

When spelling a subscriber's last name, use a "wild card" number (typically **1**) for any letter in the last name you do not know.

- 4** Do one of the following:
 - Press **1** when you hear the name of the subscriber you want.
 - Press **2** to hear the next matching name, and then press **1** when you hear the name of the subscriber you want.
- 5** Record your message at the beep. The message must be at least three seconds long to be delivered.

See also

- [To send a message to a group..... 74](#)
- [To send a message to a guest subscriber..... 77](#)
- [To send a message to a subscriber at another location..... 80](#)

6 Press **#** to start over, or press ***** to stop recording.

NOTE For the keys you can use during a message, after listening to a message, or at any time, see ["To use systemwide commands"](#) on page 17.

To leave a message when you call an extension

If you call a subscriber's extension and the call is unanswered, your call is automatically routed to the subscriber's mailbox where you can leave a message.

If your phone system uses identified subscriber messaging, the system automatically identifies the message as coming you and your assigned extension.

If your phone system does not use identified subscriber messaging, or if you are calling from another subscriber's extension, you need to identify yourself as a subscriber by entering your personal ID and security code.

You can also send messages directly to a subscriber's mailbox. See [“To send a message directly to another person's mailbox”](#) on page 60.



USING YOUR PHONE

- 1** Call another subscriber. If the subscriber does not answer, the call is automatically forwarded to voice mail.
- 2** Follow the system instructions to record your message by pressing **1** for Yes or **2** for No.
- 3** Press **#** to start over, or press ***** to stop recording.

NOTE For the keys you can use during a message, after listening to a message, or at any time, see [“To use systemwide commands”](#) on page 17.

See also

- [To send a message directly to another person's mailbox](#) 60
- [To send a message to a group](#) ... 74
- [To send a message to a guest subscriber](#)..... 77
- [To send a message to a subscriber at another location](#)..... 80

To add to a message before sending

Depending on system settings, you can open an unsent message and add additional recordings before you send it. When you add to a message, you continue recording from the end of the message.



USING YOUR PHONE

- 1** Address and record a message.
- 2** Press ***** to stop recording.
- 3** Press **4** to edit the message.
- 4** Press **4** to add to the end of the message, and then record your additional message after the beep.
- 5** Press ***** to stop recording.
- 6** Press ***** after editing the message.
- 7** Press ***** to send the message.

NOTE For the keys you can use during a message, after listening to a message, or at any time, see ["To use systemwide commands"](#) on page 17.

To listen to a message before sending

Depending on system settings, you can listen to a message before you send it.



USING YOUR PHONE

- 1** Address and record a message.
- 2** Press ***** to stop recording.
- 3** Press **4** to edit the message.
- 4** Press **5** to listen to the message.
- 5** Press ***** after editing the message.
- 6** Press ***** to send the message.

NOTE For the keys you can use during a message, after listening to a message, or at any time, see ["To use systemwide commands"](#) on page 17.

To rerecord a message before sending

Depending on system settings, you can rerecord a message before you send it. Rerecording a message deletes the original recording.



USING YOUR PHONE

- 1** Address and record a message.
- 2** Press ***** to stop recording.
- 3** Press **4** to edit the message.
 - Press **6** if you want to rerecord the message, and then rerecord your message after the beep.
 - Press ***** to stop recording.
- 4** Press ***** when you finish editing the message.
- 5** Do any of the following:
 - Press **5** to change special delivery.
 - Press **6** to address the message to others.
- 6** Press ***** to send the message.

NOTE For the keys you can use during a message, after listening to a message, or at any time, see ["To use systemwide commands"](#) on page 17.

To send an urgent message

You can use special delivery by marking a message as urgent before you send it. The system plays urgent messages first, before normal priority messages.

Messages can be marked as urgent either when you leave a message directly in a subscriber's mailbox or when you call an unanswered extension.



USING YOUR PHONE

- 1** Call the voice messaging system, and enter your personal ID and security code if prompted.
- 2** Follow the conversation to leave a message. Address the message, then record it.
- 3** Press ***** to stop recording.
- 4** Press **5 4 1** to mark the message as urgent.
- 5** Press ***** to send the message immediately and return to the main menu.
- 6** Follow the steps above to leave another message.

NOTE For the keys you can use during a message, after listening to a message, or at any time, see "[To use systemwide commands](#)" on page 17.

To send a private message

You can use special delivery to send a private message.
A private message cannot be redirected (forwarded).



USING YOUR PHONE

- 1** Call the voice messaging system, and enter your personal ID and security code if prompted.
- 2** Follow the conversation to leave a message. Address the message, then record it.
- 3** Press ***** to stop recording.
- 4** Press **5 5 1** to mark the message private.
- 5** Press ***** to send the message and return to the main menu.
- 6** Follow the steps above to leave another message.

NOTE For the keys you can use during a message, after listening to a message, or at any time, see ["To use systemwide commands"](#) on page 17.

To request a delivery receipt for a message

You can use special delivery to send a message and request a return receipt. IM-16 LX sends a receipt to your mailbox when the recipient listens to or opens the message. For messages sent to a message group, IM-16 LX sends a receipt for each group member.



USING YOUR PHONE

- 1** Call the voice messaging system, and enter your personal ID and security code if prompted.
- 2** Follow the conversation to leave a message. Address the message, then record it.
- 3** Press ***** to stop recording.
- 4** Press **5 6 1** to request a return receipt.
- 5** Press ***** to send the message and return to the main menu
- 6** Follow the steps above to leave another message.

NOTE For the keys you can use during a message, after listening to a message, or at any time, see ["To use systemwide commands"](#) on page 17.

To send a message with future delivery

You can use special delivery to mark a message for sending at a later date and time. IM-16 LX will not send the message until the specified date and time.



USING YOUR PHONE

- 1** Call the voice messaging system, and enter your personal ID and security code if prompted.
- 2** Follow the conversation to leave a message. Address the message, then record it.
- 3** Press ***** to stop recording.
- 4** Press **5 7** to mark the message for future delivery.
- 5** To send the message, do either of the following:
 - For later today, press **0**.
 - For tomorrow, press **1**.
 - For two days later, press **2**.or
 - For a specific date, press **9**. Enter the month using a number from 1 to 12, and enter the date using a number from 1 to 31.
- 6** Enter the time, including the hour and minutes, then press *****.
 - For A.M., press **1**.
 - For P. M., press **2**.IM-16 LX confirms the date and time you specified.
- 7** Press ***** to exit special delivery.

8 Press ***** to send the message and return to the main menu.

9 Follow the steps above to leave another message.

NOTE For the keys you can use during a message, after listening to a message, or at any time, see ["To use systemwide commands"](#) on page 17.

To redirect (forward) a message to another subscriber

The system allows you to redirect a message to another subscriber. You can also redirect a message to a message group or a guest. When you redirect a message to another subscriber you have the option to record an introduction.

The system does not let you redirect messages that are designated as private by the original sender.



USING YOUR PHONE

- 1** While listening to a message, press **3 9** to interrupt it.
- 2** Spell the last name of the subscriber, usually the first three letters of the subscriber's last name, to whom you are redirecting the message. Otherwise, press **# #** and enter the extension number.

When spelling a subscriber's last name, use a "wild card" number (typically **1**) for any letter in the last name you do not know.
- 3** Answer the Yes or No question when prompted if you want to record an introduction. If you answer yes, record the introduction to the message.
- 4** Optionally edit the message when prompted.
- 5** Press ***** to confirm that you want to redirect the message.

NOTE For the keys you can use during a message, after listening to a message, or at any time, see "[To use systemwide commands](#)" on page 17.

To cancel a message after sending

If the recipient has not heard your last message, the system lets you cancel it. You can then record a new message.



USING YOUR PHONE

- 1** Start to leave another message to the same subscriber.
- 2** If the subscriber has not yet heard your last message, the system asks if you want to review it.
- 3** Press **1** to review it.
- 4** When you hear the message you want to cancel, press **5**.
- 5** Press **1** to confirm the cancellation.

NOTE For the keys you can use during a message, after listening to a message, or at any time, see ["To use systemwide commands"](#) on page 17.

To send a message to additional subscribers

After you send a message to one subscriber on the system, you can address and send the message to others.



USING YOUR PHONE

- 1** Call the voice messaging system, and enter your personal ID and security code if prompted.
- 2** Follow the conversation to leave a message. Address the message, then record it.
- 3** Press ***** **6** to stop recording.
- 4** Follow the conversation to address the message.
After you select the correct name, IM-16 LX confirms that a copy of the message has been sent.
- 5** Repeat step **4** for each additional recipient.
- 6** Press ***** to finish addressing to others.
- 7** Press **2** to finish leaving messages and return to the main menu.
- 8** Follow the steps above another leave more messages.

NOTE For the keys you can use during a message, after listening to a message, or at any time, see ["To use systemwide commands"](#) on page 17.

To send a message to a group

A message group is a mailing list of subscribers and guests. A message group makes it easier to send the same message to several subscribers. Your system manager can create message groups or you can create your own.

You can also leave a message for more than one subscriber by addressing the message to additional subscribers. See [“To send a message to additional subscribers”](#) on page 73.



USING YOUR PHONE

- 1 Call the voice messaging system, and enter your personal ID and security code if prompted.
- 2 Press **5** to leave a message.
- 3 Spell the group name or enter the special group ID and group number.

When spelling, use a “wild card” number (typically **1**) for any letter in the last name you do not know.

- 4 Do one of the following:
 - Press **1** when you hear the name of the group you want.
 - Press **2** to hear the next matching name, and then press **1** when you hear the name of the group you want.
- 5 After the beep, record your message. The message must be at least three seconds long to be delivered.
- 6 Press ***** to finish recording.

See also

[To find out who has not yet received a group message](#) 76

[To send a message to a guest subscriber](#)..... 77

[To send a message to a subscriber at another location](#)..... 80

7 If necessary, follow the system prompts to edit the message, set special delivery, or address the message to others.

8 Press ***** to send the message.

NOTE For the keys you can use during a message, after listening to a message, or at any time, see ["To use systemwide commands"](#) on page 17.

To find out who has not yet received a group message

The system tells you when everyone in a group has received your message. If you do not get this confirmation, the system can tell you who in the group has not yet heard the message.



USING YOUR PHONE

- 1** Start to leave a new message to the group.
The system says that some members have not heard your last message.
- 2** Press **1** to review the message.
- 3** Listen to the message or press **2** to interrupt it.
- 4** Press **7** to list who has not heard the message.
- 5** Press ***** to stop the list.

NOTE For the keys you can use during a message, after listening to a message, or at any time, see “[To use systemwide commands](#)” on page 17.

See also

- [To send a message directly to another person’s mailbox..... 60](#)
- [To send a message to additional subscribers 73](#)
- [To send a message to a subscriber at another location 80](#)

To send a message to a guest subscriber

You can host special clients, contacts, friends, or family on IM-16 LX by asking your system manager to add them as your guests.

Your system manager sets up a recorded name, personal ID, language, and message notification for a guest. Guests cannot change their recorded name or notification options by phone.

Once they're added as your guests, they can call IM-16 LX, and then enter a personal ID. IM-16 LX greets them by name, then offers to record a message. Messages can be left directly in your mailbox without them first having to dial your extension

NOTE If your guests want to leave a message for another subscriber or try an extension, they must do so as an outside caller.

See also

- [To send a message directly to another person's mailbox60](#)
- [To send a message to a group74](#)
- [To send a message to a guest subscriber77](#)



USING YOUR PHONE

- 1** Call the voice messaging system, and enter your personal ID and security code if prompted.
- 2** Press **5** to leave any messages.
- 3** On the phone, spell the guest's name, usually the first three letters of the last name. If necessary, press **# #** to switch between number mode and spelling mode.

When spelling a guest's last name, use a "wild card" number (typically **1**) for any letter in the last name you do not know.

- 4** Do one of the following:
 - Press **1** when you hear the name of the guest you want.
 - Press **2** to hear the next matching name, and then press **1** when you hear the name of the guest you want.
- 5** Record your message at the beep. The message must be at least three seconds long to be delivered.
- 6** Press **4** to edit the message.
 - Press **6** if you want to rerecord the message, and then rerecord your message after the beep.
 - Press ***** to stop recording.
- 7** Press ***** when you finish editing the message.
- 8** Do any of the following:
 - Press **5** to change special delivery.
 - Press **6** to address the message to others

- 9 Press **#** to start over, or press ***** to stop recording and send the message.

NOTE For the keys you can use during a message, after listening to a message, or at any time, see [“To use systemwide commands”](#) on page 17.

To send a message to a subscriber at another location

You can send messages to subscribers who use another voice messaging system at another location. To send messages to subscribers at other locations, you identify the location as well as the subscriber when addressing the message. Your system manager can provide location names or numbers you can use.



USING YOUR PHONE

- 1** Call the voice messaging system. If asked, enter your personal ID and security code.
- 2** Press **5** to leave any messages.
- 3** On the phone, spell the location name, then spell the subscriber's name. If necessary, press **# #** to switch between spelling and number mode.

When spelling a subscriber's last name, use a "wild card" number (typically **1**) for any letter you do not know.

Or, if in number mode, enter the location number, then the subscriber's extension number.

- 4** Do one of the following:
 - Press **1** when you hear the name of the subscriber you want.
 - Press **2** to hear the next matching name, and then press **1** when you hear the name of the subscriber you want.
- 5** Record your message at the beep. The message must be at least three seconds long to be delivered.
- 6** Press **#** to start over, or press ***** to stop recording.

See also

[To send a message directly to another person's mailbox.....60](#)

[To send a message to a group.....74](#)

NOTE For the keys you can use during a message, after listening to a message, or at any time, see “[To use systemwide commands](#)” on page 17.

■ Changing Message Group Settings

You can send a message at once to several subscribers on the system by using message groups.

This section describes how to create and maintain message groups.

IN THIS SECTION

To create a message group.....	83
To add or delete group members.....	85
To change a group name or number.....	86
To hear your groups and group members.....	87

To create a message group

You can create your own message groups. When you send a message to a group, the message is sent to all members of the group. Each group you create has a number or a name.

There are two types of groups: public and private. Other subscribers can send messages to a public group. Only you can send messages to a private group.



USING YOUR PHONE

- 1 Call the voice messaging system, and enter your personal ID and security code if prompted.
- 2 Press **7 5 4** to create a new group, and do one of the following at the main menu:
 - For numbered groups, enter a three-digit group number.
 - For named groups, enter the first three letters of the group's name.
- 3 Record a name for the group, and then press ***** when finished.
- 4 Press **1** to make the group a public group or press **2** to make it a private group.
- 5 Follow the system instructions to add members to the group.

You can add members by name or extension number. If adding members by extension number, press **# #** to switch to number mode.



You can also perform this task using Mailbox Manager.

See also

- [To send a message to a group](#)74
- [To add or delete group members](#).....85

- 6** Press ***** when you are finished adding members.
- 7** Do one of the following:
- Press **1** to leave a message for this group now.
 - Press **2** to continue.

To add or delete group members

You can add and delete members of your message groups.

You also can delete any message group that you own, or change the group's number, spelled name, or recorded name.



USING YOUR PHONE

- 1** Call the voice messaging system, and enter your personal ID and security code if prompted.
- 2** Press **7 5 5** to edit a group.
- 3** Press the group name or number, and then do one of the following:
 - Press **1** when you hear the name of the group.
 - Press **2** to hear the next matching name, and then press **1** when you hear the name of the group.
- 4** After selecting the group, do one of the following:
 - Press **4** to add members.
 - Press **5** to delete members from the group.
- 5** To delete a group member, press the first three letters of the person's last name, or press three wild card numbers. For example, press **1 1 1** to list each group member, and then choose the member's name whom you want to delete.
- 6** To confirm your additions or deletions, press **1**.
- 7** Press ***** when finished.



You can also perform this task using Mailbox Manager.

See also

[To create a message group.....83](#)

[To hear your groups and group members.....87](#)

To change a group name or number

You can rerecord a group name, or change a group's number.



USING YOUR PHONE

- 1** Call the voice messaging system, and enter your personal ID and security code if prompted.
- 2** Press **7 5 6** to change a group name or number.
- 3** Press the first three letters of the group name.
- 4** Press **1** to confirm, or press **2** to hear the name of the next group.
- 5** Press **7** to change the group name or group number.
- 6** Follow the system instructions to change the group's name.
- 7** Change the recorded name by pressing **1** for Yes or **2** for No after each question.



You can also perform this task using Mailbox Manager.

See also

[To create a message group..... 83](#)

[To add or delete group members..... 85](#)

To hear your groups and group members

You can hear a list of the groups you can send a message to. You can also hear a list of group members.



USING YOUR PHONE

- 1** Call the voice messaging system, and enter your personal ID and security code if prompted.
- 2** At the main menu, press **7 5 5** to list your groups.
- 3** Press the first three letters of the group name, or use “wildcard” (typically **1**) for any letter you do not know, to select that group.
- 4** Press **6** to review group members.
- 5** Follow the system instructions, and press **1** for Yes or **2** for No after each question.



You can also perform this task using Mailbox Manager.

See also

[To create a message group83](#)

[To change a group name or number86](#)

■ Changing Mailbox Setup Options

You can change most of these setup options for your personal mailbox from any touchtone phone. The system leads you step by step through a series of simple yes-and-no questions when you make any changes.

You can change your:

- Security code
- Recorded and spelled names
- Call transfer options
- Call screening options
- Call holding options
- Message delivery options
- Directory listing

You can also ask your system manager to change message playback options, call transfer options, call screening options and call holding.

Depending on installed options, you may also be able to use the Mailbox Manager program to change your setup by computer.

IN THIS SECTION

To change your security code	89
To change your recorded name	90
To change the spelling of your name	91
To change your playback options.....	92
To turn call transfer on or off.....	93
To change the call transfer number.....	94
To change call screening options.....	95
To turn call screening on or off.....	97
To turn call holding on or off.....	98
To change message delivery.....	99
To let callers find your extension in the directory.....	101

To change your security code

Your security code prevents others from using your personal ID to listen to your messages. Your security code should be three to 10 digits long and can be changed as often as you like.

When you change your mailbox security code, you should also update your security code for any Visual Messaging applications. See the online Help for each Visual Messaging application for the steps to update the security code.

If you forget your security code, contact your system manager.



USING YOUR PHONE

- 1** Call the voice messaging system, and enter your personal ID and security code if prompted.
- 2** Press **7 7 4** to change your security code.
- 3** Follow the system instructions, and press **1** for Yes or **2** for No after each question.



You can also perform this task using Mailbox Manager.

To change your recorded name

The system uses your recorded name to identify both you and your messages to other callers.



USING YOUR PHONE

- 1** Call the voice messaging system, and enter your personal ID and security code if prompted.
- 2** Press **7 7 5** to change your recorded name.
- 3** Follow the system instructions, and press **1** for Yes or **2** for No after each question.



You can also perform this task using Mailbox Manager.

To change the spelling of your name

You can change your spelled name only by phone.

The system uses your spelled name for the directory. Callers can enter the first letters of your name to locate you in the directory. You can also remove your name from this directory.



USING YOUR PHONE

- 1** Call the voice messaging system, and enter your personal ID and security code if prompted.
- 2** Press **7 7 6** to change your spelled name.
- 3** Follow the system instructions to change your spelled name by pressing **1** for Yes or **2** for No after each question.



You can also perform this task using Mailbox Manager.

To change your playback options

You can ask your system manager to change your message playback options. Message playback options cannot be changed by phone. However, if you have Mailbox Manager installed, you can change your playback options by computer. See Mailbox Manager Help for details.

Playback options consist of:

Voice message length The system announces the total length, in minutes, of new voice messages.

Menu mode conversation This conversation plays menus of options. Press the number associated with the option to perform that particular task.

Yes/No conversation This conversation leads you step by step through all of your options with easy, yes-and-no questions by having you press **1** for Yes or **2** for No after each question.

Play before messages The system plays the time and date that the message was recorded before playing the message.

Play after messages The system plays the time and date that the message was recorded after playing the message.

To turn call transfer on or off

The system can transfer calls automatically to your extension. When you are unavailable or on another call, the system takes a message for you. You can turn off call transfer or have your calls transferred to a different phone number if you will be away from your desk for any period of time.

Call transfer must be turned on before your calls can be transferred to a different phone number.



USING YOUR PHONE

- 1** Call the voice messaging system, and enter your personal ID and security code if prompted.
- 2** Press **7 6 4** to turn call transfer on or off.
- 3** Follow the system instructions, and press **1** for Yes or **2** for No after each question.

To change the call transfer number

The system can transfer calls automatically to your extension. You can enter up to nine digits for the transfer-to phone number.

When you are unavailable or on another call, the system takes a message for you. When you are unavailable or on another call, the system takes a message for you. You can turn off call transfer or have your calls transferred to a different phone number if you will be away from your desk for any period of time.

Call transfer must be turned on before your calls can be transferred to a different phone number.



USING YOUR PHONE

- 1** Call the voice messaging system, and enter your personal ID and security code if prompted.
- 2** Press **7 6 4 1 4** to change the number to which your calls are transferred.
- 3** Follow the system instructions, and press **1** for Yes or **2** for No after each question.



You can also perform this task using Mailbox Manager.

To change call screening options

If available, you can ask your system manager to change your call screening options. Call screening options affect what you hear when you answer your phone.

Call screening options cannot be set by phone. If your system manager has set up call screening for your extension, you can turn call screening on and off by phone. However, if you have Mailbox Manager installed, you can change your call screening options by computer. See Mailbox Manager online Help for details.

Call screening options consist of:

Play a tone before connecting a caller The system plays a beep before transferring the call.

Play screened name before connecting The system asks the caller's name before ringing your extension. The system plays "Call from <caller's name spoken by the caller>" before transferring the call.

Ask me if I want to take the call The system says "Press 1 to take the call, or 2 and I'll take a message," then waits for a response from you before transferring the call.

Play screened name in voice message The system asks and plays the caller's name as above. The system adds the caller's name to the beginning of the caller's message.

Announce who the call is for The system says, "Call for <your name>" before transferring the call.

Two or more of these options may be combined. For example, if you select “Play screened name before connecting” and “Ask me if I want to take the call,” the system asks for the caller’s name, then rings your extension. When you answer the call, the system plays the caller’s recorded name, then asks if you want to take the call.

To turn call screening on or off

If your system manager has set up call screening for your extension, you can turn call screening on and off by phone.

Call screening options affect what you hear when you answer your phone. If available, you can ask your system manager to change your call screening options. Call screening options cannot be set by phone.



USING YOUR PHONE

- 1** Call the voice messaging system, and enter your personal ID and security code if prompted.
- 2** Press **7 6 4 1 5**.
- 3** Do one of the following:
 - Press **1** to turn call screening on.
 - Press **2** to turn call screening off.



You can also perform this task using Mailbox Manager.

To turn call holding on or off

Depending on your phone system, IM-16 LX can hold a call until your extension is available. If your system manager has set up call holding for you, you can turn call holding on and off.

When call holding is turned on and your extension is busy, the system asks callers if they want to hold until you are available or if they want to leave a message. The system also tells callers how many calls are holding ahead of theirs.

Your system manager sets the number of calls that the system can hold for you.



USING YOUR PHONE

- 1** Call the voice messaging system, and enter your personal ID and security code if prompted.
- 2** Press **7 6 4 1 6**.
- 3** Do one of the following:
 - Press **1** to turn call holding on.
 - Press **2** to turn call holding off.



You can also perform this task using Mailbox Manager.

To change message delivery

The system can deliver messages to several different phone numbers. With message delivery you can:

- Set a range of minutes, hours and days that a message delivery phone number is in effect.
- Set the system to deliver only urgent messages.
- Set the system to delay message delivery to any of the numbers.

If changing message delivery by phone, you may not be able to enter a pager number that requires special dialing characters. For example, a semicolon, which represents a three-second pause. Contact your system manager for assistance.

Your system administrator may have already set default values for each of these devices. You can modify the values to more closely fit your schedule, or simply leave the values as-is and just enable the device for message delivery.

NOTE Press # to insert a one-second pause where you want the system to pause between digits that it is dialing.



USING YOUR PHONE

- 1** Call the voice messaging system, and enter your personal ID and security code if prompted.
- 2** To change your message delivery options for your:
 - work phone, press **7 6 5 4**.
 - home phone, press **7 6 5 5**.
 - pager, press **7 6 5 6**.
 - spare phone, press **7 6 5 7**.
 - fax phone, press **7 6 5 8**.
- 3** Press **1** to turn on delivery for that number or **2** to turn off delivery.
- 4** Press **4** to change the phone number.
- 5** Press ***** after you enter a phone number to end the entry.
- 6** Press **5** to change the schedule, and then follow the system instructions, pressing **1** for Yes, or pressing **2** for No.
- 7** Press **6** to change the delivery mode for messages delivered to this number, and then follow the system instructions, pressing **1** for Yes or pressing **2** for No.
- 8** Press **7** to change fax notification, and then follow the system instructions, pressing **1** for Yes, or **2** for No after each question.
- 9** Change any remaining message delivery numbers by repeating the previous steps.



You can also perform this task using Mailbox Manager.

To let callers find your extension in the directory

Your system may use automatic directory assistance, numeric directory assistance, or both, to help callers find subscribers' extension numbers.

Callers with letters on their phones can use automatic directory assistance to identify subscribers by their last names. All callers can use numeric directory assistance, which groups subscribers by department, location, or some other category.



USING YOUR PHONE

- 1** Call the voice messaging system, and enter your personal ID and security code if prompted.
- 2** Press **7 7 7** to change your directory listing.
- 3** Follow the system instructions to change your spelled name, and press **1** for Yes or **2** for No after each question.



You can also perform this task using Mailbox Manager.

■ Sending and Receiving Faxes

With ActiveFax, your faxes are included with your voice messages. If you are also using Visual Messaging applications, ViewFax may also be available by computer.

ViewFax Sends, receives, and redirects faxes through your computer.

Fax mail Stores faxes in your mailbox with your other messages. Callers can record a short message to accompany each fax they send. Faxes can be forwarded from your mailbox to a fax machine by using any phone.

Print-to-fax Fax documents to other subscribers, groups, personal database contacts, or other recipients.

IN THIS SECTION

To receive a fax.....	103
To receive all your faxes with one call	105
To change your fax delivery number or schedule	106
To change your fax greeting	107
To change your fax notification	108

To receive a fax

With ActiveFax, your faxes are stored in your mailbox as fax messages and can have two parts: the fax document and an optional voice message annotation.

Callers can record a voice annotation which you hear when you check your messages. If a fax message does not have a voice annotation, you will hear only what time the fax arrived.

A fax and its voice annotation always remain together as a single fax message. When you archive a fax message, both are archived.

Depending on your system, you may have a separate fax number or one extension for both faxes and phone calls.

Your fax mailbox can have a personal greeting. Otherwise, the system greets calls with your name or fax number.

With ActiveFax, you can also

- Redirect a fax to another fax number. After checking your fax messages, request fax delivery and then enter the new number to where the fax should be redirected.
- Bundle more than one fax for delivery. The system adds its own cover sheet to each delivery bundle, which lists which faxes are included and their page lengths.

See also

[To check new messages22](#)

[To receive all your faxes with one call105](#)



USING YOUR PHONE

- 1** Call the voice messaging system, and enter your personal ID and security code if prompted.
- 2** Press **4** to check new messages.
IM-16 LX plays your new voice messages, then any fax messages.
- 3** If a fax message is present, do one of the following:
 - After listening to the fax message, press **9**.
 - While listening to the fax message, press **3 9**.
- 4** Follow the system instructions, and press **1** for Yes or **2** for No after each question.

To receive all your faxes with one call

You can use a shortcut to deliver all of your new faxes to your usual fax machine. If you do not have a fax box, you can still have faxes redirected to your message box; however, the shortcut feature will be unavailable. Instead you must use the procedure previously described, “[To receive a fax](#)” on page 103.



USING YOUR PHONE

- 1** Call the voice messaging system, and enter your personal ID and security code if prompted.
- 2** At the main menu, press **4** **5**.

See also

[To receive a fax](#) 103

To change your fax delivery number or schedule

You can change the phone number where your faxes are delivered, and change the schedule IM-16 LX follows to deliver your faxes.

The system can deliver your faxes in three ways:

Standard delivery The system stores your faxes until you request them. When you check messages, the system tells you which faxes are waiting.

Fully automatic delivery The system delivers faxes automatically to the fax number you specify in your setup options. Your system manager may have already set up this option for you.

Custom delivery Other fax delivery options may be available depending on your system. Consult your system manager.



USING YOUR PHONE

- 1** Call the voice messaging system, and enter your personal ID and security code if prompted.
- 2** Press **7 6 5 8** to change your fax delivery phone number or schedule.
- 3** Follow the system instructions, and press **1** for Yes or **2** for No after each question.

See also

[To change your fax greeting 107](#)

[To change your fax notification..... 108](#)

To change your fax greeting

You can change the greeting callers hear before they send you a fax.



USING YOUR PHONE

- 1** Call the voice messaging system, and enter your personal ID and security code if prompted.
- 2** Press **7 4 9** to change your fax greeting.
- 3** Follow the system instructions, and press **1** for Yes or **2** for No after each question.

See also

[To change your fax delivery number or schedule.....106](#)

[To change your fax notification.....108](#)

To change your fax notification

The system can contact you at a specified phone number notifying you when you have new faxes. You can set a range of minutes, hours, and days that a fax message delivery is in effect.



USING YOUR PHONE

- 1 Call the voice messaging system, and enter your personal ID and security code if prompted.
- 2 To change your notification for your fax phone, press **7 6 5 8**.
- 3 Press **1** to turn on delivery for the number or press **2** to turn off delivery.
- 4 Press **4** to change the phone number.

NOTE Press **#** to insert a one-second pause where you want the system to pause between the digits it dials.

- 5 After entering a phone number, do one of the following:
 - Press ***** to end the entry and return to the main menu.
 - Press **2** to continue.
- 6 Press **5** to change the schedule if fax notification is turned on.
If fax notification is not turned on, you cannot change the schedule.
- 7 Follow the system instructions, and press **1** for Yes or **2** for No after each question.

See also

[To change your fax delivery number or schedule..... 106](#)

[To change your fax greeting..... 107](#)

■ Checking E-mail by Phone

Depending on how your system is set up, you can check your voice and fax messages through your e-mail inbox. If your voice and fax messages are delivered to your e-mail inbox, the messages are deleted from your voice mailbox to avoid duplication.

Text-to-speech technology When you check your messages by phone, the system reads the text portion of your e-mail messages and plays any attached .wav files.

E-mail integration. When you check voice and fax messages by phone, you can hear the number of new e-mail messages you have received. Or, you can turn off e-mail totaling.

ActiveFax. Fax your e-mail messages to any fax machine.

IN THIS SECTION

To check your e-mail messages by phone	110
To hear who else received an e-mail message.....	112
To enter your e-mail password with touchtones.....	113
To turn your e-mail message totaling on or off	115
To fax an e-mail message	116
To fax all of your e-mail messages with a single call.....	118
To change your e-mail password.....	119

To check your e-mail messages by phone

Text-to-speech and e-mail integration allows you to manage your e-mail messages by phone. For example, you can:

- Hear the e-mail message and header information, such as the duration of the message, who sent it, the time it was sent, who else received it, and any attachments.
- Record a reply. Depending on the system, subscribers can hear the reply by phone or receive the reply as an e-mail attachment (.wav file).
- Redirect an e-mail message to another subscriber's e-mail inbox.
- Delete any e-mail message you have heard from the e-mail system.

NOTES

- To skip entering your e-mail password, press *****. The system will not present e-mail messages during the call.
- The system cannot read e-mail messages sent in UTF-8 encoded HTML format. If you cannot hear an e-mail message by phone, contact your system manager.

If you do not have a security code for the voice messaging system, you may be asked to create one the first time you check your e-mail by phone.



USING YOUR PHONE

- 1** Call the voice messaging system, and enter your personal ID and security code if prompted.
- 2** Press **4** to check new e-mail messages.
- 3** Press **6** for e-mail messages you have already read.

The system presents any voice or fax messages first.

4 If prompted, enter your e-mail password, followed by *****.

If your password uses any letters, press **# #**, then refer to the password charts table on page [114](#) for guidelines.

5 Follow the system instructions, and press **1** for Yes or **2** for No after each question.

Use quick message actions such as pressing **#** to repeat a message or pressing ***** to stop and save the message as new. Messages saved as new are marked unread in your e-mail inbox.

NOTE For the keys you can use during a message, after listening to a message, or at any time, see "[To use systemwide commands](#)" on page 17.

To hear who else received an e-mail message

You can determine who else received an e-mail message.



USING YOUR PHONE

- 1** Call the voice messaging system, and enter your personal ID and security code if prompted.
- 2** Press **4** to check new e-mail messages.
- 3** Press **6** for e-mail messages you have already read.
The system presents any voice or fax messages first.
- 4** If prompted, enter your e-mail password, followed by *****.
If your password uses any letters, press **# #**, then refer to the password charts table on page [114](#) for guidelines.
- 5** When presented with the message you want to check, press **1**.
- 6** While listening to the message, press **3 3**.

To enter your e-mail password with touchtones

In addition to entering your security code to check your e-mail messages by phone, you may be required to enter your e-mail password.

If your e-mail password uses numbers only, press each digit for the password, and then press *****. For example, press **5 4 3 ***.

Your e-mail password cannot use any punctuation or symbols. Do not use your phone to match letters. Instead, use the password charts table on page [114](#) for guidelines.

E-mail password examples

today = **# # 8 1 6 3 3 1 2 1 9 3 ***

TODAY = **# # 8 4 6 6 3 4 2 4 9 6 ***

2day = **# # 1 2 3 1 2 1 9 3 ***

ToDay = **# # 8 4 6 3 3 4 2 1 9 3 ***



USING YOUR PHONE

- 1** If your e-mail password uses any letters, press **# #** when prompted.
- 2** Use the following rules for entering letters and numbers on the touchtone phone:
 - Enter upper or lowercase letters to match your e-mail password. Refer to the following table, Password charts, for guidelines.
 - Enter a digit by pressing **1** followed by the digit.
- 3** Press ***** to end.

Password charts

Lowercase letters		Uppercase letters		Numbers
a = 21	n = 62	A = 24	N = 65	1 = 11
b = 22	o = 63	B = 25	O = 66	2 = 12
c = 23	p = 71	C = 26	P = 74	3 = 13
d = 31	q = 01	D = 34	Q = 04	4 = 14
e = 32	r = 72	E = 35	R = 75	5 = 15
f = 33	s = 73	F = 36	S = 76	6 = 16
g = 41	t = 81	G = 44	T = 84	7 = 17
h = 42	u = 82	H = 45	U = 85	8 = 18
i = 43	v = 83	I = 46	V = 86	9 = 19
j = 51	w = 91	J = 54	W = 94	0 = 10
k = 52	x = 92	K = 55	X = 95	* = End
l = 53	y = 93	L = 56	Y = 96	
m = 61	z = 02	M = 64	Z = 05	
	* = End		* = End	

To turn your e-mail message totaling on or off

In your setup options, you can change whether e-mail messages are included in your message totals.



USING YOUR PHONE

- 1** Call the voice messaging system, and enter your personal ID and security code if prompted.
- 2** Press **7 7 8 4**.
- 3** Press **1** to turn on e-mail totaling, or press **2** to turn off e-mail totaling.

To fax an e-mail message

With the system's fax features, you can deliver your e-mail messages to any fax machine. Your system manager must turn on this feature for you.

You can receive a fax of a particular e-mail message, or you can receive all new fax and e-mail messages plus their text attachments. See [“To fax all of your e-mail messages with a single call”](#) on page 118.

If you have a regular fax machine that you use to receive your faxes, you can use that fax machine. If you want faxes delivered to a different fax machine, you simply just need to enter that fax number.



USING YOUR PHONE

- 1 Call the voice messaging system, and enter your personal ID and security code if prompted.
- 2 Press **4** to check new messages.
- 3 Press **6** for old messages (e-mail messages you have already read).
- 4 Follow the system prompts to check any new voice or fax messages first.
- 5 If prompted, enter your e-mail password, followed by *****.
If your password uses any letters, press **# #**, then refer to the password charts table on page [117](#) for guidelines.
- 6 When presented with the e-mail message you want, press **1**.

7 Press **3** **7** to fax the message.

8 Follow the system instructions. Press **1** for Yes, **2** for No.

Password charts

Lowercase letters

a = 21	n = 62
b = 22	o = 63
c = 23	p = 71
d = 31	q = 01
e = 32	r = 72
f = 33	s = 73
g = 41	t = 81
h = 42	u = 82
i = 43	v = 83
j = 51	w = 91
k = 52	x = 92
l = 53	y = 93
m = 61	z = 02
	* = End

Uppercase letters

A = 24	N = 65
B = 25	O = 66
C = 26	P = 74
D = 34	Q = 04
E = 35	R = 75
F = 36	S = 76
G = 44	T = 84
H = 45	U = 85
I = 46	V = 86
J = 54	W = 94
K = 55	X = 95
L = 56	Y = 96
M = 64	Z = 05
	* = End

Numbers

1 = 11
2 = 12
3 = 13
4 = 14
5 = 15
6 = 16
7 = 17
8 = 18
9 = 19
0 = 10
* = End

To fax all of your e-mail messages with a single call

With the system's fax features, you can deliver all of your e-mail messages, plus any text attachments, to any fax machine. Your system manager must turn on this feature for you, and you must have a fax box in order for this feature to work.

You can receive your e-mail messages at your usual fax machine. If you want to deliver your messages to a different fax machine, just enter the fax phone number.

You can also receive a fax of a particular e-mail message. See [“To fax an e-mail message”](#) on page 116.



USING YOUR PHONE

- 1** Call the voice messaging system, and enter your personal ID and security code if prompted.
- 2** Press **4** **5** to fax your e-mail messages.
- 3** Do one of the following:
 - To deliver the fax to your usual fax machine, press **1**.
 - To use a different fax machine, press **2** and then enter the fax phone number.
- 4** Follow the system instructions, and press **1** for Yes or **2** for No after each question.

To change your e-mail password

You can change your e-mail password by phone with setup options.



USING YOUR PHONE

- 1** Call the voice messaging system, and enter your personal ID and security code if prompted.
- 2** Press **7 7 8 5**.
- 3** Enter your current e-mail password.
 - If your password uses numbers only, enter the numbers.
 - If your e-mail password uses any letters, press **# #** when asked. Use the password charts table on page [120](#) for guidelines.
- 4** When finished, press *****.
- 5** Enter your new e-mail password.
 - If your new password uses numbers only, enter the numbers.
 - If your e-mail password uses any letters, press **# #** when asked. Use the password charts table on page [120](#) for guidelines.
- 6** When finished, press *****.
- 7** Enter your new e-mail password again to confirm.
 - If your new password uses numbers only, enter the numbers.
 - If your e-mail password uses any letters, press **# #** when asked. Use the password charts table on page [120](#) for guidelines.
- 8** When finished, press *****.

Password charts

Lowercase letters

a = 21	n = 62
b = 22	o = 63
c = 23	p = 71
d = 31	q = 01
e = 32	r = 72
f = 33	s = 73
g = 41	t = 81
h = 42	u = 82
i = 43	v = 83
j = 51	w = 91
k = 52	x = 92
l = 53	y = 93
m = 61	z = 02
	* = End

Uppercase letters

A = 24	N = 65
B = 25	O = 66
C = 26	P = 74
D = 34	Q = 04
E = 35	R = 75
F = 36	S = 76
G = 44	T = 84
H = 45	U = 85
I = 46	V = 86
J = 54	W = 94
K = 55	X = 95
L = 56	Y = 96
M = 64	Z = 05
	* = End

Numbers

1 = 11
2 = 12
3 = 13
4 = 14
5 = 15
6 = 16
7 = 17
8 = 18
9 = 19
0 = 10
* = End

■ Menus and Reference

You can use quick message shortcut actions while listening to a message. For example, press **3 4 #** to repeat a message.

Once you gain access to your mailbox, you can use the shortcuts to complete specific tasks rather than waiting to listen to options described by the voice mail system.

Depending upon your system, you may or may not be prompted to provide your personal ID and security code, since some systems automatically send this information. For example, if your system did send your personal ID and security code, you would simply press **7 6 4 1** to turn on call transfer. Otherwise, you would press your personal ID + your security code + **7 6 4 1**.

IN THIS SECTION

Shortcuts available during message playback	122
Shortcuts for other common tasks	123
Shortcuts for fax features	124
Shortcuts for e-mail integration	125
Menu options diagram	126

Shortcuts available during message playback

While listening to a message, press **3** to hear a menu of quick message actions. Except as noted, these actions are available for both new and old messages.

After using a quick message action, you can continue with the next part of the conversation or take more action on a message. For example, you can:

- Press **3 4 4** to reply to a message, then **3 3 5** to check the next message.
- Press **3 9** to redirect a message. After you finish redirecting the message, you can press **3 4 4** to reply to the original sender. After you reply, you can press **3 6** to delete the message.

When you exit the quick message actions, the system saves your message as an old message. The system also saves your message as old when you press **3 5** to check the next message.

TASK	QUICK MESSAGE ACTION
Reply	3 4 4
Check the next message	3 5
Delete	3 6
Archive	3 7
Hear when the message was sent	3 8
Redirect	3 9
Save as new (new messages only)	3 0

Shortcuts for other common tasks

Press your personal ID and security code (if required), then enter the shortcut command from the following table to perform these tasks.

TASK	SHORTCUT	TASK	SHORTCUT
Check new messages	4	Change your security code	7 7 4
Leave a message	5	Turn call transfer off	7 6 4 2
Review old messages	6	Turn call transfer on	7 6 4 1
Change setup options	7	Change the phone number for call transfer	7 6 4 1 4
Switch personal greetings	7 4 5	Turn call screening options off	7 6 4 1 5
Change your standard greeting	7 4 6	Add a message group	7 5 4
Change your alternate greeting	7 4 7	Edit a message group	7 5 5
Change your busy greeting	7 4 8	List your message groups	7 5 6
		Change your recorded name	7 7 5

Shortcuts for fax features

Press your personal ID and security code, then enter the shortcut command from the following table to perform these tasks.

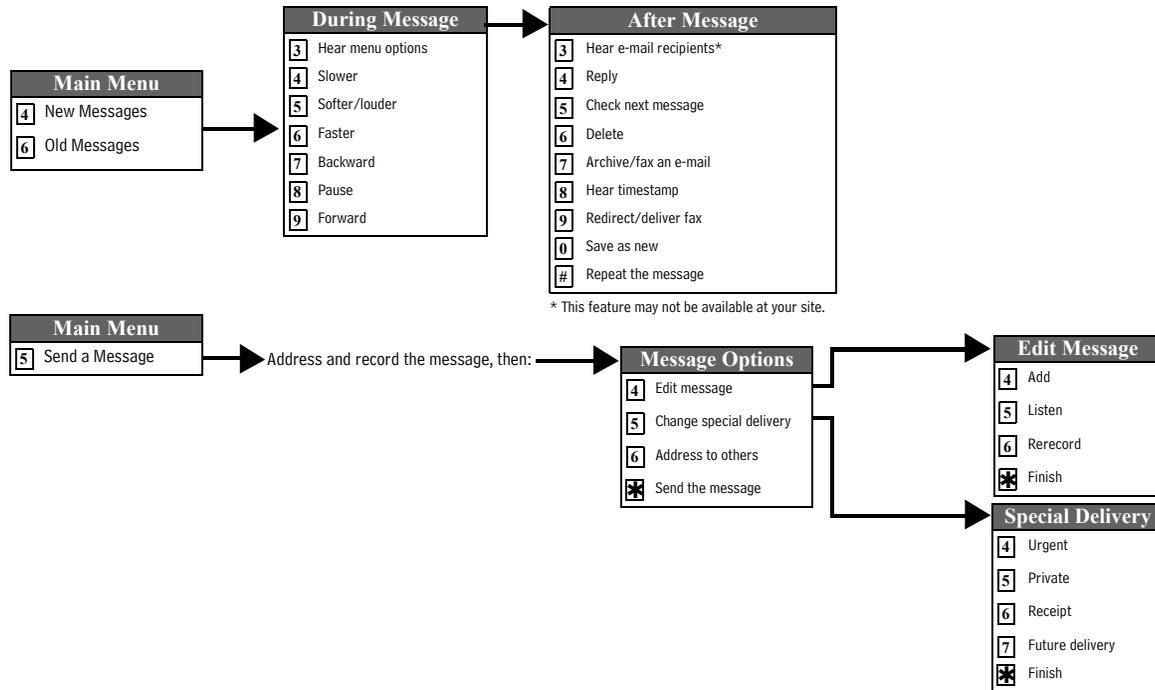
TASK	SHORTCUT
Edit your fax greeting	7 4 9
Change your fax delivery	7 6 5 8
Deliver all faxes	4 5

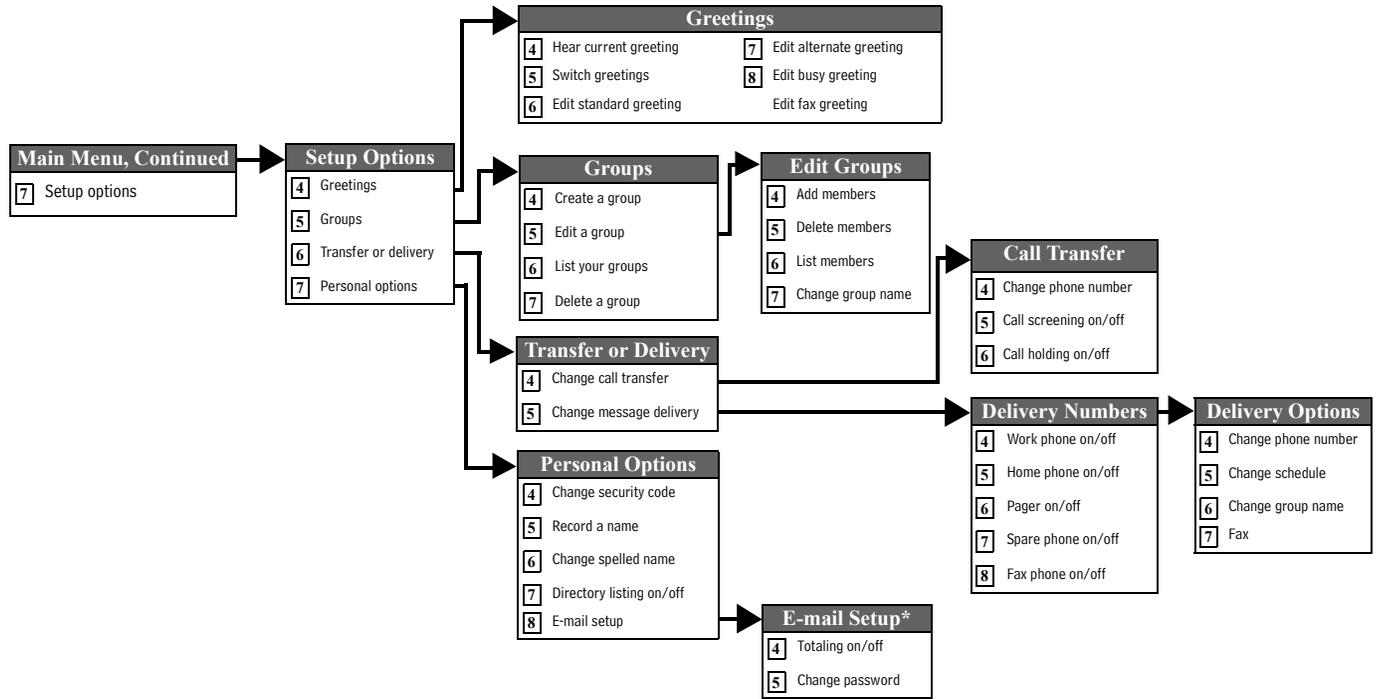
Shortcuts for e-mail integration

Press your personal ID and security code, then enter the shortcut command from the following table to perform these tasks.

TASK	SHORTCUT
Check new e-mail messages	4 6
Check old e-mail messages	6 6
While listening to an e-mail message, to hear recipients	3 3
Turn e-mail totaling on or off	7 7 8 4
Change your e-mail password	7 7 8 5

Menu options diagram





* This feature may not be available at your site.

Index

Symbols

.tif files [9](#)
.wav files [9](#)

Numerics

1 for Yes, 2 for No conversation [6](#)

A

about this guide [2](#)
access caller ID information
 using Soft Keys [48](#)
 using touchtone keys [49](#)
ActiveFax [4](#), [102](#), [103](#)
addressing messages
 to groups [74](#)
 to other locations [80](#)
 to other subscribers [60](#)
alternate greeting
 default [42](#)
 defined [36](#)
 switching to [38](#)
applications, Visual Messaging [10–11](#)

B

busy greeting
 changing [39](#)
 default [42](#)

C

call holding, turning on or off by phone [98](#)
call management software [10](#), [11](#)
call return
 using Soft Keys [44](#)
 using touchtone keys [46](#)
call screening
 definition of options [95](#)
 turning on or off by phone [97](#)
call screening options, changing [95](#)
call transfer
 changing phone number by phone [94](#)
 turning on or off by phone [93](#)
caller ID
 access using Soft Keys [48](#)
 access using touchtone keys [49](#)
 determining with Soft Keys [48](#)

D

documentation [2](#)

E

e-mail
 checking by phone [5](#), [110](#)
 enter password with touchtones [113](#)
 fax a message [116](#)
 fax all messages with a single call [118](#)
 integration options [9](#)
 receiving by fax [116](#), [118](#)

shortcuts [125](#)

e-mail inbox, unified messaging and [4](#), [9](#), [10](#)

enrolling on the system [15](#), [19](#)

F

fax options, defined [4](#)

faxes

change delivery schedule [106](#)

change fax delivery number [106](#)

of e-mail [116](#), [118](#)

printing [102](#)

setup options for [106](#)

features [4](#)

first time enrollment [15](#), [19](#)

future delivery [69](#)

G

greetings

activating busy greeting by phone [41](#)

alternate [35](#)

busy [35](#)

rerecording by phone [35](#)

standard [35](#)

switching by phone [38](#)

groups

changing the name by phone [86](#)

creating by phone [83](#)

deleting members by phone [85](#)

listing groups and members by phone [87](#)

H-K

help, conversation [6](#)

L

licensed options [4](#)

live monitor [57](#)

live record [51](#), [54](#)

locations, addressing to other [80](#)

M

mailbox

set up by computer [4](#)

setup, initial [15](#)

Mailbox Manager

about [2](#), [4](#), [11](#)

accessing your mailbox [19](#)

menu conversation [6](#)

menus

conversation mode [92](#)

shortcuts [123](#)

system diagram [126](#)

message delivery

changing phone number by phone [100](#)

schedule [99](#)

messages

archiving by phone [28](#)

canceling by phone [72](#)

future delivery of [69](#)

modifying by phone [63](#)

private [67](#)

redirecting by phone [30](#), [71](#)

return receipts for [68](#)

sending to other locations [80](#)

time stamps for [92](#)

N

new messages, defined [22](#)

O

old messages, defined [24](#)

optional features [4](#)

P–Q

passwords, e-mail [113](#)

playback options, changing [92](#)

private messages [67](#)

R

receipt requested [68](#)

recorded name, changing by phone [90](#)

recording conversations [51](#), [54](#)

reference information [3](#)

return receipt [68](#)

returning a call

 using Soft Keys [44](#)

 using touchtone keys [46](#)

S

sending

 messages to groups [74](#)

 messages to guest subscribers [77](#)

 messages to other locations [80](#)

 messages to other subscribers [60](#)

 messages with future delivery [69](#)

 private messages [67](#)

 urgent messages [66](#)

setup options

 changing by computer [4](#)

 changing call screening options by phone [95](#)

 changing playback options by phone [92](#)

 changing recorded name by phone [90](#)

 changing security code by phone [89](#)

 changing the spelling of your name by phone [91](#)

 changing transfer number by phone [94](#)

 defined [88](#)

 turning call screening on or off by phone [97](#)

 turning call transfer on or off by phone [93](#)

shortcuts

 about [121](#)

 defined [6](#)

 e-mail [125](#)

 fax [123](#), [124](#), [125](#)

 quick message actions [122](#)

 voice messaging [123](#)

Soft Keys

 about [2](#)

 access caller ID information [48](#)

 call return [44](#)

 during a live record conversation [55](#)

 monitor messages automatically [57](#)

 record a conversation with [51](#)

spelled name, changing by phone [91](#)

standard greeting [37](#)

 default [42](#)

 defined [35](#)

 switching to [38](#)

systemwide commands [17](#)

T

text-to-speech, defined [5](#)

tif files [9](#)

time stamps for messages [92](#)

touchtone keys
 access caller ID information [49](#)
 call return [46](#)
transfer number, changing [94](#)

U

unified messaging [4](#), [9](#), [10](#)

V

ViewCall Plus. *See* Visual Messaging
ViewFax. *See* Visual Messaging
ViewMail for Microsoft Messaging. *See* Visual Messaging
ViewMail. *See* Visual Messaging
Visual Messaging
 about [10](#)
 applications [10–11](#)
 Mailbox Manager [2](#), [4](#), [11](#), [19](#)
 setup [15](#)
 ViewCall Plus [11](#)
 ViewFax [2](#), [10](#), [17](#), [102](#)
 ViewMail [10](#)
 ViewMail for GroupWise [11](#)
 ViewMail for Microsoft Messaging [10](#)
voice messages, forwarded to e-mail inbox [4](#), [9](#), [10](#)

W–X

wav files [9](#), [109](#), [110](#)

Y–Z

yes or no conversation [92](#)