VOICE PROCESSING SYSTEM

K E Y V O I C E

Technology To Carry Your Voice Further.

USER GUIDE

VOICE MAIL

VOICE PROCESSING SYSTEM

WHAT IS VOICE PROCESSING?

Voice processing is a means of increasing productivity and efficiency in the telecommunications environment. By automating call handling, calls can be directed to the appropriate person without the need for a long wait while the operator is handling other calls. Messages can be recorded and retrieved in a voice mail box 24 hours per day seven days per week. When the caller records the message in their own voice, the message is accurate, detailed and more personal than a third party message.

HOW DO I USE VOICE MAIL?

You have been assigned a voice mail box. Your voice mail box is similar to the extension number for your telephone. To access your voice mail box, you must first dial up the Voice Mail System. When the Voice Mail System answers, you then dial the # key followed by your voice mail box number. This is called "logging on" to your voice mail box. You would do this in order to listen to your voice mail messages or use any of the features available in your voice mail box.

VOICE MAIL ETIQUETTE

It is important that you exercise good voice mail etiquette at all times. Voice mail is intended to enhance productivity. When someone leaves a message in your voice mail box, it is your responsibility to reply promptly and courteously. If voice mail is abused, the result can be frustrated callers and unhappy users.

To avoid any possible frustration, please be patient and courteous to all callers until they become used to your new voice mail system. As with any new equipment, it will take a little time to get adjusted to the new system. Give your self some time to read this guide and consult it frequently. Take your time learning the features and you will get the most out of your Voice Mail System.

LOGGING ON TO VOICE MAIL

Dial the Voice Mail access number: _____

When the Voice Mail System answers, Press the # key.

Dial your mailbox number: _____

Enter your password: _____

The Voice Mail System will tell you how many messages you have.

A shortcut to retrieving your new messages is to Press 9 after the Voice Mail System begins to tell how many messages you have.

MAIN MENU

To access different features on the Main Menu Press the key on your telephone that corresponds to the feature you wish to use:

PRESS 1 TO LISTEN TO MESSAGES
This is for listening to new and saved messages.

1 LISTEN TO MESSAGES

2 SEND A MESSAGE

PRESS 2 TO SEND A MESSAGE
This allows you to send a message to someone in the Voice Mail System, and use Future Delivery.

PRESS 3 TO CHANGE OPTIONS
Options are - Record your name, Record Greeting, Change Password, Change Call Transfer Feature, Message Notification, Pager Feature .

3 CHANGE OPTIONS

9 SHORTCUT

PRESS 9 TO BEGIN IMMEDIATE PLAYBACK OF NEW MESSAGES

PRESS # TO EXIT MAIN MENU

 # EXIT

MESSAGE MENU

Access the Message Menu by Pressing 1 from the Main Menu. You will have the following options:

Listen to New Messages Press 1
Listen to Saved Messages Press 2
To Exit Press #

By selecting options 1 or 2 above, you can play your messages, and:

1 TO REPLAY MESSAGE, PRESS 1
Replays the entire message.

2 TO SAVE THIS MESSAGE AND GO TO NEXT MESSAGE, PRESS 2
Saves this message, skips over it and begins playing the next message.

3 TO SAVE THIS MESSAGE AS NEW, PRESS 3
Saves this message as a new message. This feature can also be used to save a message as new that you have asked to be deleted.

4 TO DELETE MESSAGE, PRESS 4
Deletes this message and goes to the next message. You can retrieve a deleted message if you have not hung up. To undelete the message go back to the Main Menu, select Listen to Saved Messages, and save it as new.

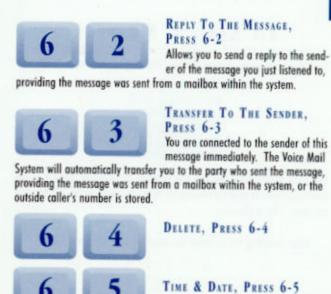**5** ADJUST THE VOLUME, PRESS 5
Set the volume to one of three levels.

- MORE OPTIONS -

6 **1** FORWARD THIS MESSAGE, PRESS 6-1
Forwards a copy of this message to another mailbox on the system.

6 **2**

REPLY TO THE MESSAGE, PRESS 6-2

Allows you to send a reply to the sender of the message you just listened to, providing the message was sent from a mailbox within the system.

6 **3**

TRANSFER TO THE SENDER, PRESS 6-3

You are connected to the sender of this message immediately. The Voice Mail System will automatically transfer you to the party who sent the message, providing the message was sent from a mailbox within the system, or the outside caller's number is stored.

6 **4**

DELETE, PRESS 6-4

6 **5**

TIME & DATE, PRESS 6-5

7

TAG FAXMAIL, PRESS 7

Select the faxmail document for retrieval.
Requires the Faxmail option.

*

GET FAXMAIL, PRESS *

Get the faxmail documents you have selected.
Requires the Faxmail option.

#

TO EXIT, PRESS

Sends you back to the previous menu.

DURING PLAYBACK

While listening to a message, you can rewind 5 seconds by pressing 8, fast forward 5 seconds by pressing the 9, or pause by pressing the 0 key. Press 5 repeatedly to adjust the volume.

5
VOLUME

8
REWIND

9
FAST FORWARD

0
PAUSE

TO SEND A MESSAGE

To send a message to another mailbox, Press 2 from the Main Menu.

2
SEND A MESSAGE

The Voice Mail System will ask you to enter the mailbox number of the person you want to send the message to. If you do not know the number, you can press * for a directory.

After recording the message you may Press # for more options:

1

TO SEND THIS MESSAGE, PRESS 1

| **1** NORMAL DELIVERY | **2** URGENT DELIVERY |
| **3** PRIVATE | **5** RETURN RECEIPT | ***** FUTURE DELIVERY |

2

TO REPLAY THE MESSAGE, PRESS 2

3

TO RE-RECORD THIS MESSAGE FROM THE BEGINNING, PRESS 3

4

TO CANCEL THIS MESSAGE, PRESS 4

5

TO BE NOTIFIED WHEN YOUR PARTY HAS RECEIVED THIS MESSAGE, PRESS 5

6

TO SEND THIS MESSAGE TO SEVERAL MAILBOXES, PRESS 6

Allows you to keep sending the same message to several mailboxes without re-recording the message.

7

TO ADD A FAX DOCUMENT TO THE MESSAGE BEING SENT, PRESS 7

Requires the fax option.

8

TO RESUME RECORDING WHERE YOU LEFT OFF, PRESS 8

This allows you to listen to what you have recorded, then add to the message.

9

TO PLAY THE LAST 5 SECONDS OF THE MESSAGE, PRESS 9

This allows you to listen to just the end of the message to gather your thoughts to add to the message.

∗

TO SEND THE MESSAGE SO THAT IT ARRIVES AT A FUTURE TIME & DATE, PRESS ∗

This feature allows you to record the message now, but have Voice Mail deliver it at a specified date and time in the future.

OPTIONS MENU

1 RECORD NAME

2 RECORD GREETINGS

3 CHANGE PASSWORD

4 CALL TRANSFER FEATURE

5 MESSAGE NOTIFICATION

6 PAGER NUMBER

7 REVIEW FUTURE DELIVERY

8 DISTRIBUTION LISTS

9 RESTART TUTORIAL

* EDIT SENT MESSAGE

0 ACD OPTIONS

EXIT

TUTORIAL

A tutorial is included to help familiarize new users with the Voice Mail System. The tutorial walks you through recording your name, recording your greeting, and entering your name into the company directory. You can turn off the tutorial whenever you feel comfortable not having it. Simply press * while the tutorial is playing to turn it off. To enable the tutorial again, log on to Voice Mail, press 3 from the Main Menu for options. Press 9 from the Options Menu to turn on the tutorial.

Your name and personal greeting can be changed without the tutorial.
Please refer to the following pages.

RECORD YOUR NAME

You need to record your name so the system can inform callers that they are indeed leaving a message or being transferred to the correct person. By recording your name, you will then be included in the directory.

TO RECORD YOUR NAME

Call Voice Mail
Log on by Pressing # plus your Mail Box number.
Press 3 to access the Options Menu.
Press 1 to record your name.

Follow the instructions and record your name. You may listen to your recording and re-record it as many times as you like until you are satisfied with the results!

When you are finished you can move on to recording your greeting.

RECORD YOUR GREETING

You can record up to ten greetings for your mail box. You may want to record at least two. It is not necessary to record any greeting at all but it is more personal if the callers hear a message from you in your voice. If you record more than one greeting, you can select which greeting will be played. If you want to play a different greeting simply select which greeting 0 through 9.

TO RECORD YOUR GREETING

Call Voice Mail
Log on by Pressing # plus your Mail Box number.
Press 3 to access the Options Menu.
Press 2 to record your greeting.

*To replay the greeting Press 1
*To re-record the greeting Press 2
*To delete the greeting Press 3
*To choose a new greeting Press 5
To return to the options menu Press #

*Press 0 to select the first greeting. (greetings are numbered 0- 9)

Follow the instructions and record your greeting. You may listen to your recording and re-record it as many times as you like until you are satisfied!

SAMPLE GREETING 0

"Hello, this is Mary. I'm either on the phone or away from my desk. Please leave me a detailed message at the tone and I will return your call right away."

SAMPLE GREETING 1

"Hello, this is Mary. Today is June 5 and I'll be out of the office all day. Please leave me a detailed message and I'll get back to you as soon as I can."

Greetings can be changed as often as you like. Replacing a greeting with another, (i.e: greeting 0 with greeting 1) is an example of the flexibility of Voice Mail. The greetings can be changed from your phone at work or from any touch tone phone anywhere. This means that you could change your greetings while out of town or at home.

Remember, if you record a greeting to your satisfaction, don't record over it unless you want to change it.

CHANGING YOUR PASSWORD

By Pressing 3 at the options menu, you can change your password. Your password should always be at least four digits.

CALL TRANSFER FEATURE

When a call comes in to Voice Mail, the call is either transferred to you at your desk or transferred to Voice Mail if you are not available. If you are going to be away from your desk for an extended period, or do not wish to be disturbed, you can divert the calls from your desk to another phone or directly to Voice Mail where a message can be taken. To block calls to your extension, Press 4 from the options menu then Press * . To turn call blocking off, Press 4 from the options menu then Press * again. The * toggles call blocking on and off. To send your calls to another extension or phone number, Press the number when prompted after Pressing 4 from the options menu. Consult your installer for additional information on this feature.

MESSAGE NOTIFICATION

Message notification can call you at another phone number (at home or at the office) and inform you that you have messages in your mailbox. To use this feature, follow the instructions from the Voice Mail System. It may be necessary to consult your dealer for advanced applications of this feature.

PAGER NOTIFICATION

Voice Mail can call your pager and notify you that you have messages in your mailbox. This is accomplished by enabling your mailbox to provide this feature. Consult your system supervisor for additional information on pager notification and pager relay for digital pagers.

OTHER FEATURES

DISTRIBUTION LISTS

Voice Mail can be set up to use distribution lists. Just send a message to one of your personal lists and everyone in the group will receive the message. For instance if you are a manager, you could create a list of all people that report to you so you could send one message to everyone at once. Consult your system supervisor for more information on using group boxes for sending messages to larger groups

CALL SCREENING

Voice Mail can get the caller's name prior to transferring the call to your extension and then call your extension, to tell you who is calling; giving you the option of accepting the call or having Voice Mail take a message. This feature is not available with all phone systems. Consult your system supervisor for more information.

MESSAGE WAITING LIGHTS

Voice Mail can light the message waiting light on your phone to let you know that you have a new message. This feature is not available with all phone systems. Consult your system supervisor for more information.

DIRECTORY

Recording your name will activate the appearance of your mailbox in the company directory. Callers can access the directory by pressing * from the main greeting. If you can't remember the mailbox number of someone else in the system, just call into the system and press *. Voice Mail will ask you to enter the first few letters of the last name of the person you wish to speak to.

MAILBOX SCHEDULES

Voice Mail can be set up to transfer calls to your extension, forward messages to another mailbox, notify you that you have messages in your mailbox or call you at your beeper. All of these features have the ability to be on a separate schedule to function the way you need during specified time periods. Consult your system administrator for details on this feature.

PERSONAL DIRECTORY

NAME	MAILBOX NUMBER

POCKET