Empowered by Innovation NEC

DSX

IntraMail Feature Handbook

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This manual has been developed by NEC Unified Solutions, Inc. It is intended for the use of its customers and service personnel, and should be read in its entirety before attempting to install or program the system. Any comments or suggestions for improving this manual would be appreciated. Forward your remarks to:

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Introduction

Using the DSX Feature Handbook

How the Feature Handbook is Organized

This feature handbook describes the features and operation of the DSX Multibutton Telephone. It is divided into two chapters, as follows:

- **Introduction**
  This is the chapter you are reading now. It provides a handy quick reference chart for the system feature codes, as well as key layout illustrations for each telephone.
- **Features**
  The *Features* chapter contains the description and operation for each DSX telephone system feature. For feature operation, use the convenient operation charts at the end of each feature.

Additionally, at the end of this manual are the *DSX Program List* (page 929) and *Index* (page 947).

The System Document CD

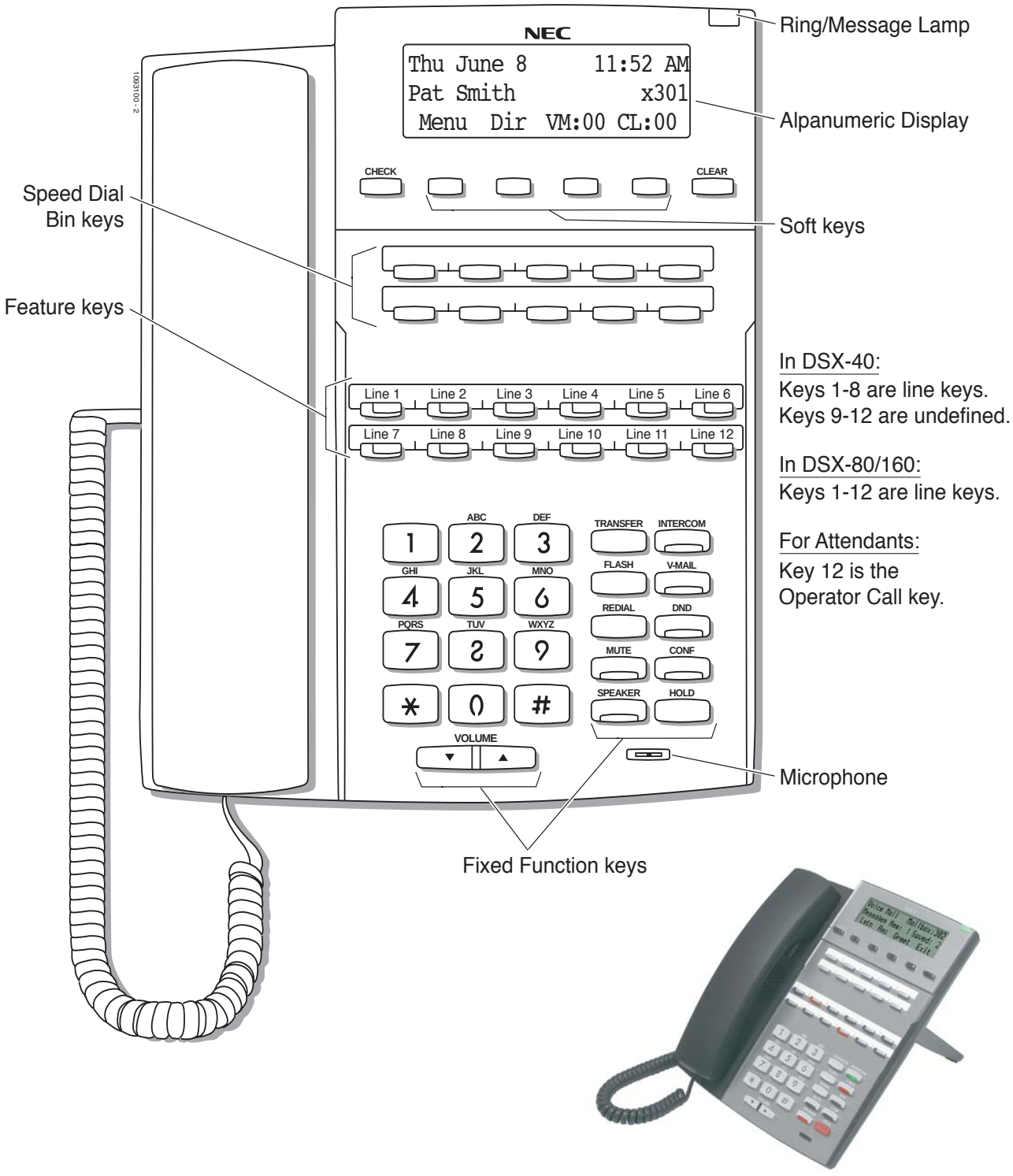
The System Document CD provided with your system contains documentation, software, and other DSX resources. Insert this CD into your PC and browse through its contents.

Checking your System's Software Level

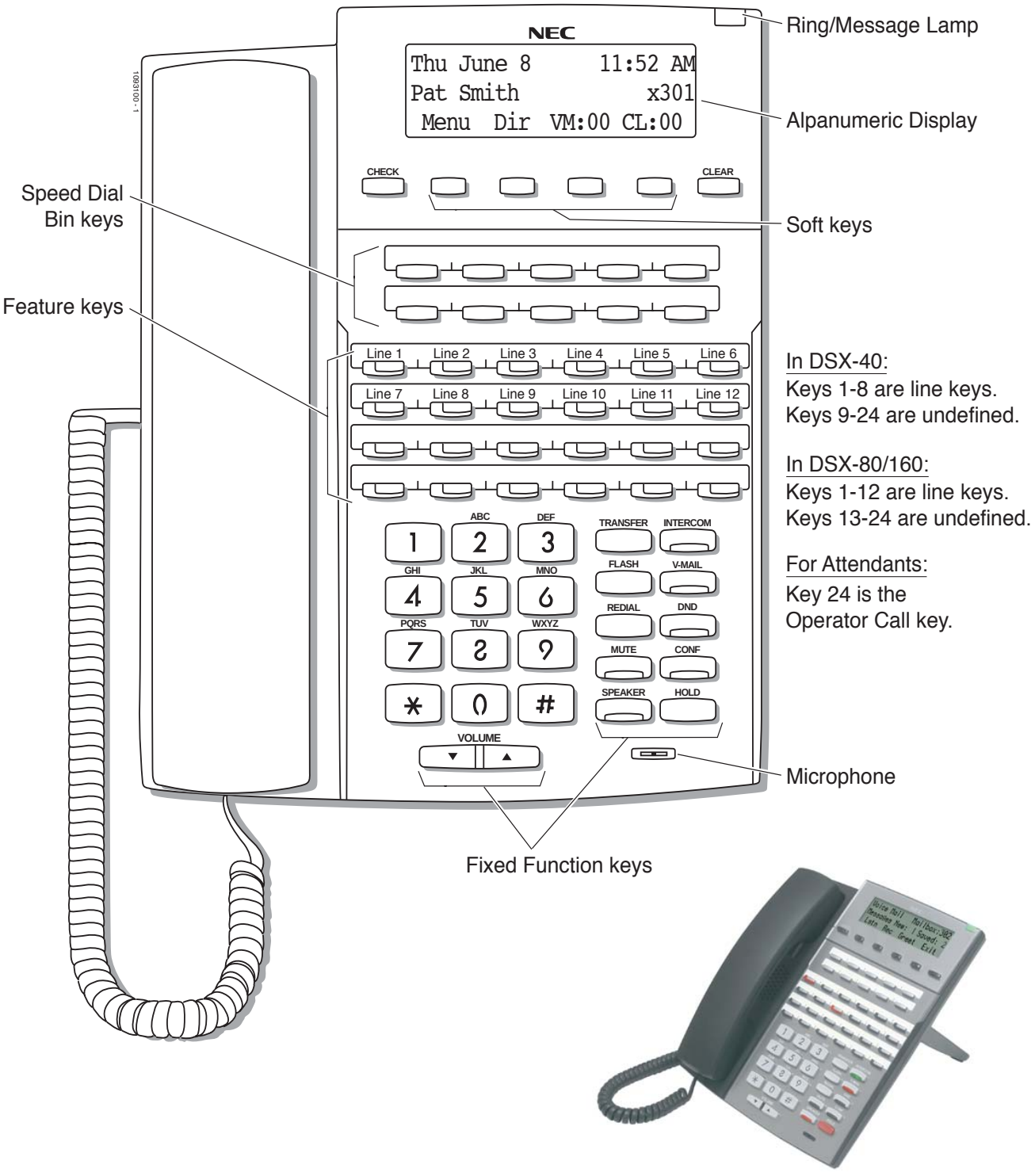
How to Check your System's Software Level	
To check your system's software level:	
1.	Press **INTERCOM**.
2.	Dial **#*#***. • The system software level shows on the first line of your display. • You see: **DSX-nn vxx.xx.xx**
3.	Press **SPEAKER** to exit.

DSX Dial Codes by Feature (Page 1 of 2)		
For this feature	**Dial this code**	**When you are**
Barge In (Intrusion)	**4**	Barging-In on a co-worker's call
Call Forwarding	**INTERCOM** + ***30**	Canceling Call Forwarding at an extension
	INTERCOM + ***32** + Extension or 0 (for the operator)	Enabling Call Forwarding Busy/No Answer
	INTERCOM + ***33**	Setting up Call Forwarding Off Premise
	INTERCOM + ***34** + Extension or 0 (for the operator)	Enabling Call Forwarding All Calls
	INTERCOM + ***36** + Extension or 0 (for the operator)	Enabling Call Forwarding No Answer
	INTERCOM + ***37** + 2 (all calls) or 8 (outside calls)	Setting up Personal Answering Machine Emulation
Call Waiting / Camp-On	**2** + Do not hang up **2** + Hang up	Camping-On to a co-worker Leaving a Callback for a co-worker
Central Office Calls, Placing	**INTERCOM** + **#9** + Line number (e.g., 01)	Using Line Dial-Up to place an outside call
	INTERCOM + Line extension number (e.g., 101)	Using Direct Line Access to place an outside call
	INTERCOM + **9** or **90-98**	Accessing a Line Group to place an outside call
Dial Number Preview	*****	Previewing a number before dialing
Directed Call Pickup	**INTERCOM** + ****** + Extension	Intercepting a call ringing a co-worker's extension
Flash	**#3**	Flashing a line at a single line extension
Forced Line Disconnect	**#**	Using Forced Line Disconnect to disconnect a busy outside line
Group Call Pickup	**INTERCOM** + ***#**	Answering a call ringing a phone in your Pickup Group
Hold	**INTERCOM** + ***4** + Line number (e.g., 01)	Picking up an outside call on System Hold at a co-worker's extension
Intercom	**INTERCOM** + Extension (e.g., 301)	Placing an Intercom call to a co-worker
Meet-Me Conference	**INTERCOM** + **#11** or **# 12**	Setting up or joining a Meet-Me Conference

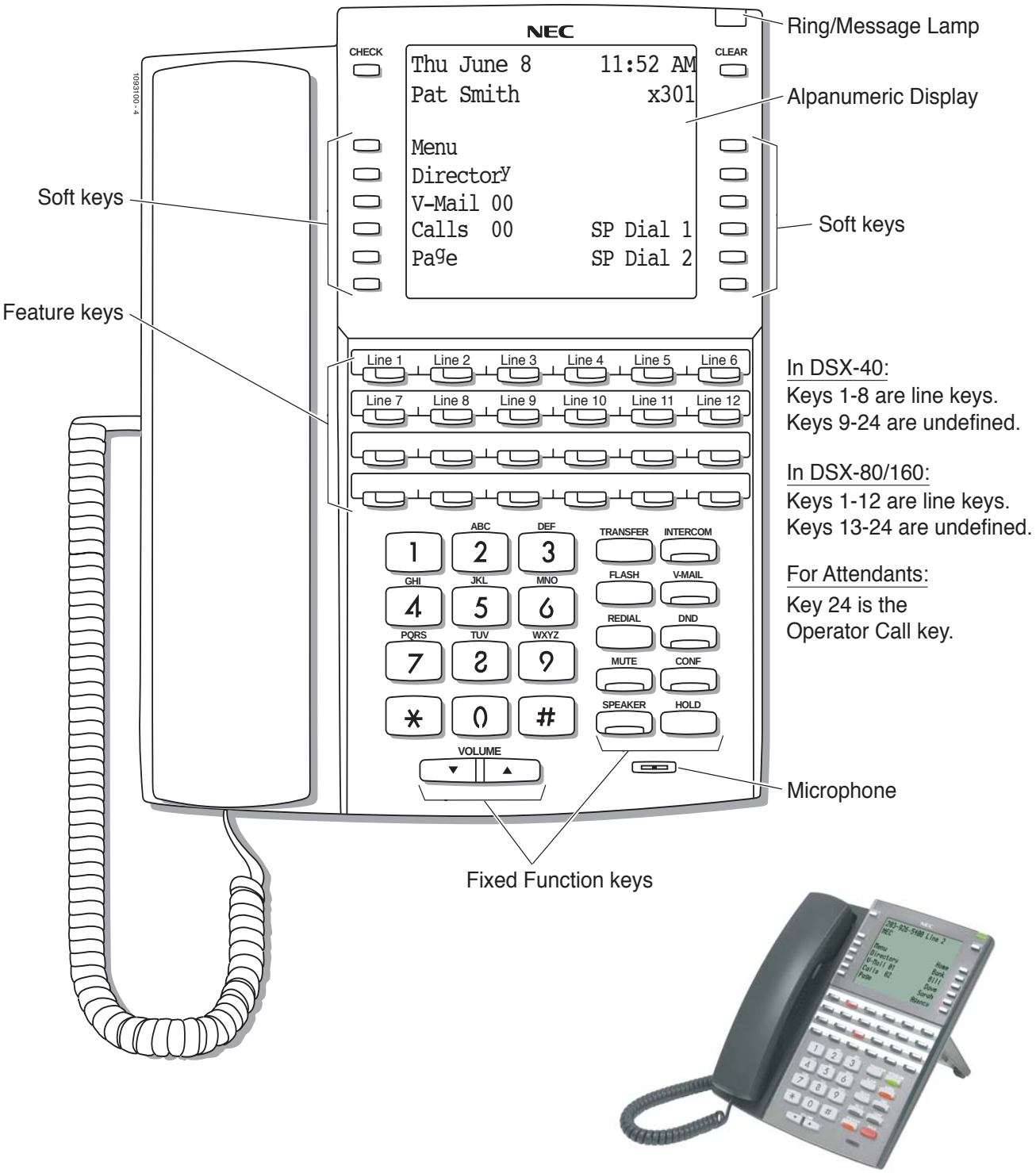
DSX Dial Codes by Feature (Page 2 of 2)		
For this feature	**Dial this code**	**When you are**
Monitor / Silent Monitor	**6**	Setting up Monitor after calling a busy co-worker
Night Service / Night Ring	****** + UNA code (01-04)	Answering a call ringing UNA at night
Paging	**INTERCOM** + ***1** + Page zone (1-7 or 0 for All Call)	Making an internal Paging announcement
Park	**INTERCOM** + ***** + System Park Orbit (60-69)	Parking or retrieving a call from System Park Orbit
	INTERCOM + ****** + Extension (e.g., 301)	Using Personal Park to Park or retrieve a call at a co-workers extension
Removing Lines and Extensions From Service	**INTERCOM** + **#40** + Extension (e.g., 301) or line (e.g., 101) + **4** (to return) or **6** (to remove)	Removing or returning an extension or line to service
Selectable Display Messaging	**INTERCOM** + ***38** + Message (00-16) + Hold + Add additional digits + Hold	Enabling a Selectable Display Message
Speed Dial	**INTERCOM** + **#** + System bin (201-299) or Personal bin (701-720)	Dialing a System or Personal Speed Dial number
Transfer	**INTERCOM** + Extension (e.g., 301)	Transferring a call to a co-worker's extension
	INTERCOM + Extension (e.g., 301) + **V-MAIL**	Transferring a call to a co-worker's mailbox
Line Queuing / Line Callback	**2**	Queuing or leaving a Callback for a busy line
Voice Mail	**INTERCOM** + **V-MAIL**	Calling your mailbox from your keyset
	Lift handset + ***8**	Calling your mailbox from your single line telephone
	INTERCOM + Extension (e.g., 301) + **V-MAIL**	Transferring a call to a co-worker's mailbox from your keyset
	Hookflash + Extension (e.g., 301) + **8**	Transferring a call to a co-worker's mailbox from your single line telephone
	INTERCOM + ***37** + **2** (all calls) or **8** (outside calls)	Setting up Personal Answering Machine Emulation
	INTERCOM + ***30**	Canceling Personal Answering Machine Emulation
Voice Over	**9**	Initiating a Voice Over to a busy extension (after hearing busy/ring tone)



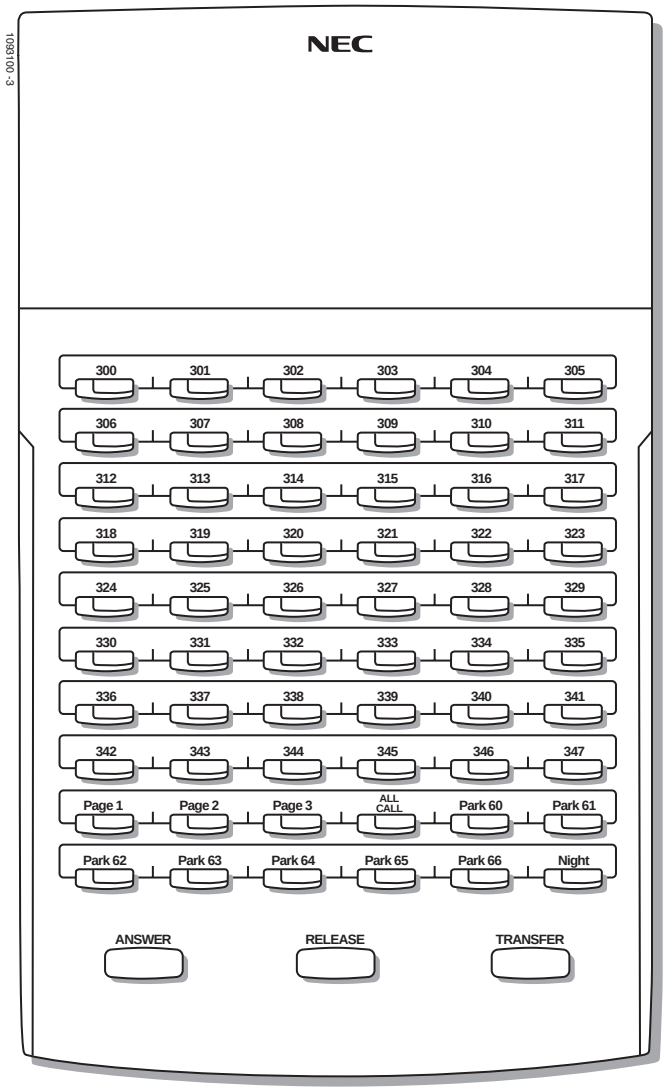
22-Button Display Telephone



34-Button Display Telephone



34-Button Super Display Telephone



60-Button DSS Console

Telephone Illustrations

IntraMail Features

Introduction

How To Use This Chapter

If you are not familiar with the IntraMail features, review the IntraMail Feature Glossary on page 10.

This chapter provides detailed information on the IntraMail features. The IntraMail features in this chapter are in alphabetical order, like a dictionary. This chapter subdivides each feature definition into headings as follows:

- **Description**
  Read *Description* to get an overview of the feature.
- **Operation**
  Operation provides convenient operation charts for each IntraMail feature.

Start-Up (Default) Configuration

Without IntraMail Installed

The Built-In Automated Attendant is enabled. See page 25 for more.

With IntraMail Installed

IntraMail automatically assigns a mailbox to each extension in the number plan.

- By default in DSX-40, only the first 8 (300-307) Subscriber Mailboxes are active/enabled.
- By default in DSX-80/160, only the first 16 (300-315) subscriber mailboxes are active/enabled.
- The IntraMail Automated Attendant ***does not*** answer outside calls.

IntraMail Feature Glossary

Name	Description	Usage
Announcement Mailbox	Mailbox that allows a prerecorded greeting to play to callers. • See *Announcement Mailbox* (page 15) for more.	Automated Attendant
Announcement Message	The message that the System Administrator records for a specific Announcement Mailbox. • See *Announcement Message* (page 16) for more.	Automated Attendant
Answer Schedule Override	Enables an alternate greeting and alternate dialing options for callers. • See *Answer Schedule Override* (page 17) for more.	Automated Attendant
Answer Table	Determines how the Automated Attendant answers outside calls on each line, according to the time of the day and day of the week that the call is ringing. • See *Answer Tables* (page 18) for more.	Automated Attendant
Answering Machine Emulation	A keyset on the connected telephone system can work like a home answering machine. • See *Answering Machine Emulation* (page 19) for more.	Voice Mail
Auto Attendant Do Not Disturb	Auto Attendant Do Not Disturb sends Automated Attendant calls directly to an extension user's mailbox. Their phone will not ring for calls from the Automated Attendant. • See *Auto Attendant Do Not Disturb* (page 20) for more. Also see *Greeting* in this glossary.	Automated Attendant
Auto Erase or Save	When a mailbox user completely listens to a new message and then exits their mailbox, IntraMail will either automatically save or erase the message. • See *Auto Erase or Save* (page 22) for more.	Voice Mail
Auto Time Stamp	After a user listens to a message, IntraMail can optionally announce the time and date the message was left. • See *Auto Time Stamp* (page 23) for more.	Voice Mail
Automated Attendant	The Automated Attendant can automatically answer the telephone system's incoming calls, play an Instruction Menu message, and provide dialing options to callers. • See *Automated Attendant* (page 24) for more.	Automated Attendant
Automated Attendant, Basic	Provides built-in call answering capability when IntraMail is not installed. • See *Automated Attendant, Built-In* (page 25) for more.	Automated Attendant
Automated Attendant Transfer	While on an outside call, an extension user can transfer their call to the Automated Attendant so the caller can use the Automated Attendant dialing options. • See *Automated Attendant Transfer* (page 27) for more.	Voice Mail
Bilingual Voice Prompts	• See *Bilingual Voice Prompts* (page 29) for more.	Voice Mail
Call Forward to a Mailbox	An extension user can forward their calls to their mailbox. • See *Call Forward to a Mailbox* (page 30) for more.	Voice Mail

Name	Description	Usage
Call Routing Mailbox	The mailbox associated with an Answer Table that specifies which dialing options (Dial Action Table) and announcements are available to Automated Attendant callers. • See *Call Routing Mailbox* (page 32) for more.	Automated Attendant
Call Screening	Call Screening allows a display keyset extension user to listen to (screen) a voice mail message as it is being left in their mailbox. Unlike Personal Answering Machine emulation, Call Screening does not require the extension user to forward their calls immediately to voice mail. • See *Call Screening* (page 33) for more.	Voice Mail
Caller ID and Voice Mail	A telephone company service that provides a caller's number and optional name. The telephone system can pass this information to IntraMail to enable *Caller ID with Return Call*. • See *Caller ID and Voice Mail* (page 36) for more.	System
Calling the Automated Attendant	Automated Attendant callers can use various IntraMail features and then return to the Automated Attendant for additional dialing options. • See *Calling the Automated Attendant* (page 37) for more.	Automated Attendant
Centrex Transfer	The Automated Attendant to transfer a caller from a Centrex line to an outside number using the features of that Centrex line. • See *Centrex Transfer* (page 38) for more.	Automated Attendant
Conversation Record	Allows an extension user to record their active call as a message in their mailbox. IntraMail will broadcast a beep and a voice prompt to the callers as Conversation Record begins. • See *Conversation Record* (page 39) for more.	Voice Mail
Dial Action Table	Defines the dialing options for a Call Routing Mailbox chosen by the active Answer Table, which in turn provides those dialing options to Automated Attendant callers. • See *Dial Action Table* (page 41) for more.	Automated Attendant
Directory Dialing	Directory Dialing allows an Automated Attendant caller to reach an extension by dialing the first few letters in the extension user's name. • See *Directory Dialing* (page 42) for more.	Automated Attendant
Erasing All Messages	Lets the System Administrator delete mailbox messages system-wide. • See *Erasing All Messages* (page 46) for more.	Maintenance
Exiting a Mailbox	An extension user can exit their mailbox by dialing a code or by hanging up. • See *Exiting a Mailbox* (page 47) for more.	Voice Mail
External Transfer	An Automated Attendant caller can automatically route to an outside telephone number. • See *External Transfer* (page 48) for more.	Automated Attendant

IntraMail Feature Glossary

Name	Description	Usage
Getting Recorded Help	If an extension user dials an incorrect code or forgets what to dial while in their mailbox, they can request help from the IntraMail voice prompts. • See *Getting Recorded Help* (page 49) for more.	Voice Mail
Greeting	A Subscriber Mailbox user can record up to three separate greetings and make any one of the three active. Caller's to the user's mailbox hear the active greeting. With Remote Greeting, an extension user can call into the Automated Attendant, access their mailbox, and remotely record their mailbox greeting. • See *Greeting* (page 50) for more. • Also see *Auto Attendant Do Not Disturb* in this glossary.	Voice Mail
Guest Mailbox	An outside party can have their own mailbox for receiving and sending messages. • See *Guest Mailbox* (page 52) for more.	Voice Mail
Instruction Menu	The Instruction Menu is the announcement that plays to Automated Attendant callers. Normally, the Instruction Menu provides callers with the Automated Attendant dialing options. • See *Instruction Menu* (page 53).	Automated Attendant
Leaving a Message	Leave a voice mail message in a co-worker's mailbox. • See *Leaving a Message* (page 54).	Voice Mail
Listening to Messages	While or after listening to a message, an extension user has many message handling options from which to choose. • See *Listening to Messages* (page 56) for more.	Voice Mail
Log Onto Voice Mail	An extension user can press a key to log onto (access) their IntraMail mailbox. With Remote Logon, an employee calling through the Automated Attendant can dial a single digit followed by their own mailbox number to remotely log onto their mailbox. • See *Log Onto Voice Mail* (page 59) for more.	Voice Mail
Mailbox Name	A mailbox caller can hear the extension user's prerecorded name instead of their mailbox number. • See *Mailbox Name* (page 61) for more.	Voice Mail
Mailbox Options Menu	Sub-menu of a subscriber's Main Menu that provides access to the Auto Time Stamp, Mailbox Security Code Delete, and Message Notification features. • See *Mailbox Options Menu* (page 63) for more.	Voice Mail
Mailbox Security Code Delete	The System Administrator can delete the security code for any mailbox, effectively unlocking it. • See *Mailbox Security Code Delete* (page 64) for more. • Also see *Security Code* in this glossary.	Maintenance
Main Menu	The IntraMail options available to an extension user when they log onto their mailbox. • See *Main Menu* (page 65) for more.	Voice Mail

Name	Description	Usage
Make Call	A Subscriber Mailbox user can listen to a voice message and dial **MC** to return the call without knowing their caller's phone number. • See *Make Call* (page 67) for more.	Voice Mail
Message Count Display	The telephone display can show the number of new messages waiting in a user's mailbox. • See *Message Count Display* (page 68) for more.	Voice Mail
Message Delete	An extension user can delete any messages left in their mailbox. • See *Message Delete* (page 70) for more.	Voice Mail
Message Forward	A subscriber can forward a message in their mailbox to a co-worker. They can optionally record a comment before the forwarded message. • See *Message Forward* (page 71) for more.	Voice Mail
Message Listen Mode	When a user calls their mailbox, they can dial a code to listen to all their messages, their new messages, or their saved messages. • See *Message Listen Mode* (page 72) for more.	Voice Mail
Message Notification	Once activated by the mailbox user, dials a telephone number to let the recipient know there are new messages in the mailbox. Notification can call extensions, local numbers, long distance numbers and pagers. • See *Message Notification* (page 73) for more.	Voice Mail
Message On Hold	The System Administrator can record a message that will play to callers while they wait on Hold. • See *Message On Hold* (page 76) for more.	Voice Mail
Message Playback Direction	An extension user can listen to their messages in either LIFO (last-in-first-out) or FIFO (first-in-first-out) order. • See *Message Playback Direction* (page 77) for more.	Voice Mail
Message Record	• See *Record and Send a Message* in this glossary.	Voice Mail
Message Reply	An extension user can reply to a message in their mailbox by dialing a simple code, without knowing the caller's extension number. • See *Message Reply* (page 78) for more.	Voice Mail
Next Call Routing Mailbox	Provides callers with additional dialing options after they leave a message in an extension's mailbox (depending on the setting of the Next Call Routing Mailbox Dial Mode). • See *Next Call Routing Mailbox* (page 79) for more.	Voice Mail
Record and Send a Message	A Subscriber Mailbox user can record and send a message to any other Subscriber Mailbox. • See *Record and Send a Message* (page 80) for more.	Voice Mail
Security Code	An extension user's mailbox can have a security code to protect the mailbox from unauthorized access. • See *Security Code* (page 81) for more. • Also see *Mailbox Security Code Delete* in this glossary.	Voice Mail

Name	Description	Usage
System Administrator	The extension user that has IntraMail system administration capabilities. • See *System Administrator* (page 82) for more.	Maintenance
Time and Date with Voice Mail	Set the system Time and Date. • See *Time and Date with Voice Mail* (page 84) for more. • Also see *Auto Time Stamp* in this glossary.	Voice Mail
Time and Date Stamp	With caller ID enabled, an extension can listen to a message and dial a code to hear the time the message was sent, as well as the caller's number. • See *Time and Date Stamp* (page 85) for more. • Also see *Caller ID with Return Call* and *Time and Date with Voice Mail* in this glossary.	Voice Mail
Transfer to a Mailbox	An extension user can transfer their active call to a co-worker's mailbox. • See *Transfer to a Mailbox* (page 86) for more.	Voice Mail
Volume Control with Voice Mail	A mailbox user can turn the volume up or down while listening to their messages. • See *Volume Control with Voice Mail* (page 88) for more.	Voice Mail

Description

Play a pre-recorded announcement to callers.

An Announcement Mailbox plays a pre-recorded announcement to Automated Attendant callers without providing dialing options. The Announcement Mailbox is typically set up to provide information to callers (such as company directions) and then route back to the Automated Attendant. For example:

- The Automated Attendant instructs the caller to dial a digit (e.g., 1) for company directions.
  - Record this in the Instruction Menu message for the active Call Routing Mailbox. See *Instruction Menu* (page 53) for more.
  - Set the dialing options in the Dial Action Table associated with the active Call Routing Mailbox. See *Dial Action Table* (page 41) for more.
- The caller dials the digit and listens to the prerecorded Announcement Mailbox message for directions.
- After playing the directions, the caller routes back to the Automated Attendant for additional dialing options.

Operation

Recording an Announcement Mailbox Message [Super Display Soft Key] - [Keyset Soft Key]					
Log onto System Administrator's mailbox.					
SA (72)	Access System Administrator options. **[System Admin] - [N/A]**				
	A (2)	Select Announcement Mailbox message. **[Announcement] - [Annc]**			
		Enter the Announcement Mailbox number.			
			L (5)	Listen to current Announcement Mailbox message. **[Listen] - [Lstn]**	
				#	Exit listen mode.
			R (7)	Record a new Announcement Mailbox message. **[Record] - [Rec]**	
				Record message.	
				*****	Pause or restart recording. **[Resume] - [Resume]** **[Pause] - [Pause]**
				E (3)	Erase recording. **[Cancel] - [Cancel]**
				#	Exit recording mode. **[Done] - [Done]**
			E (3)	Erase the Announcement Mailbox message. **[Erase] - [Erase]**	
			#	Go back to the System Administrator options. **[Exit] - [Exit]**	
		#	Go back to the System Administrator options. **[Exit] - [Exit]**		
0	Plays Help message.				

Announcement Message

Description

This is the message that the System Administrator records for an Announcement Mailbox.

The Announcement Message is the voice message that the System Administrator records for a specific Announcement Mailbox. See *Announcement Mailbox* (page 15) for more.

Operation

See *Announcement Mailbox* (page 15).

Description

Enables an alternate greeting and alternate dialing options for callers.

Answer Schedule Override provides alternate answering for Automated Attendant calls. When enabled, Answer Schedule Override sends calls to the specified Override Mailbox. The Override Mailbox can be an Announcement, Call Routing, or Subscriber mailbox. You can use Answer Schedule Override to provide holiday and bad weather closing announcements, for example. Enable override when you want callers to hear the special announcements; disable override to have the Automated Attendant answer normally. You can enable Answer Schedule Override from system programming or from the System Administrator Mailbox.

- If the Override Mailbox is an Announcement Mailbox, the outside caller will hear the recorded announcement. Depending on how the Announcement Mailbox is programmed, IntraMail will then hang up, reroute the call, or provide additional dialing options.
- If the Override Mailbox is a Call Routing Mailbox, the outside caller will hear the instruction menu and can dial any options allowed by the associated Dial Action Table.
- If the Override Mailbox is a Subscriber Mailbox, the outside caller hears the mailbox greeting (if recorded) and can leave a message.

Operation

Enabling Answer Schedule Override [Super Display Soft Key] - [Keyset Soft Key]						
Log onto System Administrator's Mailbox.						
SA (72)	Access System Administrator options. **[System Admin] - [N/A]**					
	O (6)	Access Answer Schedule Override. **[Answer Schedule] - [N/A]**				
		1-8	Enter the number of the Answer Table you want to override. • You go to the Answer Schedule Override Menu.			
			O (6)	Turn Answer Schedule Override on or off. **[On] - [On]** **[Off] - [Off]**		
			C (2)	Select the Override Mailbox. **[Mailbox] - [MBOX]**		
				Enter the Override Mailbox number. • The Override Mailbox can be an Announcement, Call Routing, or Subscriber Mailbox. • If you make an incorrect entry, you back up to the previous step.		
					#	Go back to the Answer Schedule Override Menu without entering an Override Mailbox. **[Exit] - [Exit]**
			0	Plays Answer Schedule Override Menu Help message.		
			#	Go back to the System Administrator Menu. **[Exit] - [Exit]**		
		#	Go back to the System Administrator Menu. **[Exit] - [Exit]**			
	#	Go back to the Main Menu. **[Exit] - [Exit]**				
0	Plays Help message.					

Description

Determines how the Automated Attendant answers outside calls on each line, according to the time of the day and day of the week that the call is ringing.

The Answer Table determines how the Automated Attendant answers outside calls on each line, according to the time of the day and day of the week that the call is ringing. The Automated Attendant can automatically answer the telephone system's incoming calls, play an Instruction Menu message, and provide dialing options to callers.

Operation

N/A

Description

A keyset on the connected telephone system can work like a home answering machine.

A user's keyset can work like a home answering machine. This lets IntraMail screen their calls, just like their answering machine at home. If activated, the extension's incoming calls route to the user's Subscriber Mailbox. Once the mailbox answers, the user hears two alert tones followed by the caller's incoming message. The keyset user can then:

- Let the call go through to their mailbox, or
- Intercept the call.

Operation

Using Personal Answering Machine Emulation			In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To activate or cancel Personal Answering Machine Emulation:			
1.	Select the Call Forwarding options.		
	[Menu + Call Forward] **[Menu + Cfwd]**	Alternately do one of the following: • Press **INTERCOM** and dial ***3**. • Press your Call Forwarding Feature Key.	
2.	Select or cancel a Personal Answering Machine Emulation.		
	[Ans Machine] **[More + AME]**	Select Personal Answering Machine Emulation. • Alternately dial **7**.	
	[None] **[More + More + None]**	Select to cancel Call Forwarding. • Alternately dial **0**.	
3.	Select the Call Forwarding mode.		
	[All] **[All]**	Select forwarding all calls. Alternately dial **2**.	
	[Line Only] **[Line]**	Select forwarding outside calls only. Alternately dial **8**.	
When Personal Answering Machine Emulation broadcasts your caller's voice:			
1.	Do one of the following.		
	a.	Do nothing to have the caller's message automatically recorded in your mailbox.	
	b.	Press **SPEAKER** or lift the handset to intercept the call. • If your extension is in the headset mode, you can only press **SPEAKER**.	
	c.	With Call Screening disabled: Press **V-MAIL** to stop the broadcast and send the call directly to your mailbox.	
	d.	With Call Screening enabled: Press **V-MAIL** to switch to the Call Screening mode. • See *Call Screening* (page 33) for more.	

Description

Auto Attendant Do Not Disturb sends Automated Attendant calls directly to an extension user's mailbox. Their phone will not ring for calls from the Automated Attendant.

When a subscriber enables Auto Attendant Do Not Disturb, Automated Attendant calls to their extension go directly to their mailbox. Their phone will not ring for calls from the Automated Attendant. You can optionally enable Auto Attendant Do Not Disturb from system programming. A subscriber typically turns on Auto Attendant Do Not Disturb when they need to work at their desk undisturbed by outside calls from the Automated Attendant.

Keep in mind that Auto Attendant Do Not Disturb will ***not*** block Intercom calls from co-workers or any other type of outside call not routed through the Automated Attendant. For example, with Automated Attendant Do Not Disturb enabled, Direct Inwards Lines and transferred outside calls to an extension work normally.

Operation

Recording a Multiple Greeting and Setting Up Auto Attendant Do Not Disturb [Super Display Soft Key] - [Keyset Soft Key]						
Log onto Subscriber Mailbox.						
G (4)	Access the Mailbox Greeting options. **[Greeting] - [Greet]** IntraMail does the following: • Plays a summary of your current settings. • Displays the status of your active Greeting (1-3). **[GREETING n: RECORDED] - [GREETING n: RECORDED], or** **[GREETING n: NOT REC] - [GREETING n: NOT REC]** • Shows the Auto Attendant Do Not Disturb status. **[Auto-Attendant DND:OFF] - [Auto-Attendant DND:OFF], or** **[Auto-Attendant DND:ON] - [Auto-Attendant DND:ON]** • Provides soft keys for each of the 3 greetings. **[Greeting 1] - [Gr1]** **[Greeting 2] - [Gr2]** **[Greeting 3] - [Gr3]**						
	Select a Greeting (which also makes it active).					
		(1) **[Greeting 1] - [Gr1]** (2) **[Greeting 2] - [Gr2]** (3) **[Greeting 3] - [Gr3]**				
			L (5)	Listen to the active greeting (if recorded). **[Listen] - [Lstn]**		
			R (7)	Record a new greeting (if not recorded), or rerecord the current greeting. **[Record] - [Rec]**		
				Record at the tone, then press # when done.		
					*****	Pause or restart recording. **[Resume] - [Resume]** **[Pause] - [Pause]**
					E (3)	Erase the greeting. **[Cancel] - [Cancel]**
					#	End the recording. **[Done] - [Done]**
				Erase the currently recorded greeting (if any). **[Erase] - [Erase]**		
			#	Go back to the Mailbox Greeting options. **[Exit] - [Exit]**		
	Change Auto Attendant Do Not Disturb.					
		O (6)	Turn Auto Attendant Do Not Disturb off or on.			
	#	Go back to mailbox Main Menu. **[Exit] - [Exit]**				
	0	Plays Help message.				

Description

When a mailbox user completely listens to a new message and then exits their mailbox, IntraMail will either save or erase the message.

When a mailbox user completely listens to a new message and then exits their mailbox, IntraMail will either automatically save or erase the message. The setting of this option depends on how the subscriber would prefer their mailbox to operate. When set to *erase*, the subscriber can review their messages and retain only those they specifically save using the **SA** option. This is a good choice for a subscriber that receives frequent unessential messages. When set to *save*, the subscriber has the assurance of knowing that every message they listened to was saved in their mailbox. This is a good choice for those that must carefully review and consider each new message.

Handling Partially Reviewed Messages

When listening to multiple new messages when Auto Erase or Save is set to *Save*:

- Any message to which you ***partially listen*** is automatically saved.
- Any message to which you ***hang up during*** or ***do not listen*** is retained as a new message.

For example, if you have three new messages, listen to part of message 1, dial **L** to hear part of message 2 and then hang up, IntraMail automatically:

- Saves message 1.
- Retains messages 2 and 3 as new messages.
- Restarts the flashing ring/message lamp.
- Resets the telephone display to **V-MAIL 02 (VM02)**.

When listening to multiple new messages when Auto Erase or Save is set to *Erase*:

- Any message to which you ***partially listen*** is automatically erased.
- Any message to which you ***hang up during*** or ***do not listen*** is retained as a new message.

For example, if you have three new messages, listen to part of message 1, dial **L** to hear part of message 2 and then hang up, IntraMail automatically:

- Erases message 1.
- Retains messages 2 and 3 as new messages.
- Restarts the flashing ring/message lamp.
- Resets the telephone display to **V-MAIL 02 (VM02)**.

Operation

N/A

Description

Automatically hear the time and date a message was left.

After a Subscriber Mailbox user listens to a message, IntraMail can optionally announce the time and date the message was left. The Subscriber can enable Auto Time Stamp from their mailbox, or you can optionally enable it from system programming. Auto Time Stamp helps if the subscriber needs to know the time and date of each message they receive without taking any extra steps. With Auto Time Stamp turned on, IntraMail automatically announces the date, time, and (optionally) the caller's number at the end of each message. With Auto Time Stamp turned off, the subscriber must dial **TI** while listening to a message to get the same information.

Operation

Turning Auto Time Stamp On or Off [Super Display Soft Key] - [Keyset Soft Key]				
Log onto Subscriber Mailbox.				
OP (67)	Access the Mailbox Options Menu. **[MBOX Options] - [N/A]**			
	AT (28)	Access Auto Time Stamp. **[Time Stamp] - [Time]**		
		IntraMail plays a summary of your Auto Time Stamp setting. • By default, Auto Time Stamp is turned off.		
			O (6)	Turn Auto Time Stamp on or off.
		#	Go back to the Mailbox Options Menu. **[Exit] - [Exit]**	
		0	Plays Help message.	

Description

Automatically answers the telephone system's incoming calls, plays an Instruction Menu message, and provides dialing options to callers.

For a built-in call answering capability when IntraMail is not installed, see Automated Attendant, Built-In (page 24)**.**

The Automated Attendant answers outside calls on each line, according to the time of the day and day of the week that the call is ringing. The Automated Attendant can automatically answer the telephone system's incoming calls, play an Instruction Menu message, and provide dialing options to callers.

Operation

Using the Automated Attendant	
For the outside caller:	
1.	After Automated Attendant answers, the voice prompts will instruct you on which digits to dial.

Description

Provides built-in call answering capability when IntraMail is not installed.

For the full-featured IntraMail Automated Attendant that automatically answers incoming calls, plays an Instruction Menu message, and provides dialing options to callers, see Automated Attendant (page 24)**.**

The Built-In Automated Attendant gives the system call answering and routing capabilities when IntraMail is not installed. The Built-In Automated Attendant can use any of the first eight Call Routing Mailboxes (001-008) for call handling, and each of these eight Routing Mailboxes can have a 30 second Instruction Menu message (Attendant Greeting). The Routing Mailboxes ***must*** be Call Routing Mailboxes, and all other Routing Mailbox types are ignored. Additionally, the Built-In Automated Attendant provides two voice mail ports, allowing it to process two calls simultaneously.

The Built-In Automated Attendant does not provide voice mail.

Just like the full featured IntraMail Automated Attendant, the Built-In Automated Attendant can answer outside calls on each line according to the time of the day and day of the week that the call is ringing. After answering, the Built-In Automated Attendant plays an Instruction Menu message (greeting) to the caller and provides them with dialing options.

Operation

Using the Built-In Automated Attendant	
For the outside caller:	
1.	After Automated Attendant answers, the voice prompts will instruct you on which digits to dial.

Recording an Automated Attendant Instruction Menu (Attendant Greeting) Message [Super Display Soft Key] - [Keyset Soft Key]				
#AG (#24)	Access the Attendant Greeting options. • Your extension must have access level 5.			
	Enter the Call Routing Mailbox number (001-008).			
		L (5)	Listen to the current Instruction Menu (if any). **[Listen] - [Lstn]**	
			# **X** (9)	Exit.
		R (7)	Record a new Instruction Menu. **[Record] - [Rec]**	
			Record message.	
			*****	Pause or restart recording. **[Resume] - [Resume]** **[Pause] - [Pause]**
			E (3)	Erase recording. **[Cancel] - [Cancel]**
			#	Exit recording mode. **[Done] - [Done]**
		E (3)	Erase the Instruction Menu. **[Erase] - [Erase]**	
		# **X** (9)	Exit. **[Exit] - [Exit]**	
0	Plays Help message.			

Description

While on an outside call, an extension user can transfer their call to the Automated Attendant for additional dialing options.

An extension user can transfer their outside call to the Automated Attendant so the outside caller can use the Automated Attendant dialing options. This helps an outside caller, for example, that wants to return to the Automated Attendant so they can dial another co-worker or use a different Automated Attendant option.

Operation

Automated Attendant Transfer	
To transfer an outside call to the Automated Attendant:	
1.	While on an outside call, press **V-MAIL**.

Automatic Routing for Rotary Dial Callers

Description

Automatically route Automated Attendant callers that don't dial any digits to a specified option.

If an Automated Attendant caller doesn't dial any digits, IntraMail will automatically route them to a specified option (such as the operator or a mailbox). This lets rotary telephone users stay on the line to leave a message or have their call processed. Without Automatic Routing for Rotary Dial Callers, rotary callers would not be able to use the Automated Attendant.

Operation

None

Description

Provides IntraMail voice prompts in one of two active languages.

Bilingual Voice Prompts provides IntraMail voice prompts in one of two active languages (primary and secondary). These language choices are available to Routing Mailboxes, outside lines, Station Mailboxes, and Group Mailboxes as follows:

- *Routing Mailbox*
  The language an Automated Attendant caller hears is set by the answering Routing Mailbox.
- *Outside Line*
  For outside lines not answered by the Automated Attendant, the language the caller hears if routed to voice mail is set by the line. An outgoing outside call also hears the line's language setting if it is then transferred to a co-worker's mailbox.
- *Station Mailbox*
  When you log onto your own mailbox and use its features, you always hear your mailbox language. If you call a co-worker and leave a message, you will hear the system's Primary Language.
- *Group Mailbox* and *UCD Group Mailbox*
  Similar to a Station Mailbox, when you log into a Group or UCD Group Mailbox and use its features, you always hear the language programmed for that mailbox. If a co-worker leaves a message in the Group Mailbox, they hear the system's Primary Language.

There are up to six languages stored in the IntraMail CompactFlash card. By default, English mnemonic and English numeric are active and the other four languages (if any) are inactive. You activate an inactive language through system programming.

Automated Attendant callers can optionally dial a digit to select the language of their choice.

Operation

None

Description

An extension user can forward their calls to their mailbox.

A subscriber can easily forward calls to their Subscriber Mailbox. Instead of dialing an extension as the forwarding destination, the user just presses their **V-MAIL** key instead. With Call Forward to a Mailbox, the subscriber is assured that their calls don't get forgotten when they are busy or unavailable. Unlike with Extension Hunting to Voice Mail, forwarding lets the subscriber choose when and how they want their unanswered calls to go to voice mail (rather than have the telephone system reroute their calls automatically).

Call Forwarding a Subscriber's Direct Inward Line to their Mailbox

The following table describes how IntraMail handles a subscriber's Direct Inward Line when it is Call Forwarded to their mailbox. The routing occurs when the caller dials a digit while listening to the recorded or default mailbox greeting.

Dialing Options while Listening to a Subscriber Mailbox Greeting

Next Call Routing Mailbox	Dialing Option	Digit Dialed	Action
Undefined	No	0	Caller hears, "*That is an invalid entry*," and the greeting repeats, and the caller is prompted to leave a message.
		1-9	
		#	IntraMail hangs up.
		*	Caller skips greeting and can immediately start recording.
1-16 (valid Call Routing Mailbox)	No	0	Caller follows 0 action in Next Call Routing Mailbox.
		1-9	Caller hears, "*That is an invalid entry*," the greeting repeats, and the caller is prompted to leave a message.
		#	Caller routes to the Next Call Routing Mailbox and hears its Instruction Menu.
		*	Caller skips greeting and can immediately start recording.
1-16 (valid Call Routing Mailbox)	Yes	0	Caller follows key's action in Next Call Routing Mailbox.
		1-9	
		#	Caller routes to the Next Call Routing Mailbox and hears its Instruction Menu.
		*	Caller skips greeting and can immediately start recording.

Operation

Activating or Canceling Call Forward to your Mailbox		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To activate Call Forwarding:		
1.	Select the Call Forwarding options.	
	[Menu + Call Forward] **[Menu + Cfwd]**	Alternately do one of the following: • Press **INTERCOM** and dial ***3**. • Press your Call Forwarding Feature Key.
2.	Select or cancel a Call Forwarding type.	
	[Immediate] **[Immed]**	Select Call Forwarding Immediate. • Alternately dial **4**.
	[Ring/No Ans] **[RNA]**	Select Call Forwarding when Not Answered.[1] • Alternately dial **6**.
	[Busy/No Ans] **[BNA]**	Select Call Forwarding when Busy or Not Answered.[1] • Alternately dial **2**.
	[None] **[More + More + None]**	Select to cancel Call Forwarding. • Alternately dial **0**.
3.	Select the Call Forwarding destination: • An extension number. • **0** for the operator. • A UCD Group master number. • **V-MAIL** for voice mail.	
4.	Select the Call Forwarding mode.	
	[All] **[All]**	Select forwarding all calls. Alternately dial **2**.
	[Line Only] **[Line]**	Select forwarding outside calls only. Alternately dial **8**.

[1] Option will not forward voice-announced Intercom calls.

Description

The mailbox associated with an Answer Table that specifies the dialing options and announcements for Automated Attendant callers.

The Call Routing Mailbox, associated with an Answer Table, specifies which dialing options (Dial Action Table) and announcements are available to Automated Attendant callers. The Automated Attendant can automatically answer the telephone system's incoming calls, play an Instruction Menu message, and provide dialing options to callers.

Operation

Recording an Instruction Menu for a Call Routing Mailbox [Super Display Soft Key] - [Keyset Soft Key]					
Log onto System Administrator's mailbox.					
SA (72)	Access System Administrator options. **[System Admin] - [N/A]**				
	I (4)	Select Instruction Menus. **[Instruction] - [Instr]**			
		Enter the Call Routing Mailbox number (001-016).			
			L (5)	Listen to the current Instruction Menu (if any). **[Listen] - [Lstn]**	
				#	Exit listen mode.
			R (7)	Record a new Instruction Menu. **[Record] - [Rec]**	
				Record message.	
				*****	Pause or restart recording. **[Resume] - [Resume]** **[Pause] - [Pause]**
				E (3)	Erase recording. **[Cancel] - [Cancel]**
				#	Exit recording mode. **[Done] - [Done]**
			E (3)	Erase the Instruction Menu. **[Erase] - [Erase]**	
			#	Go back to the System Administrator options. **[Exit] - [Exit]**	
		#	Go back to the System Administrator options. **[Exit] - [Exit]**		
0	Plays Help message.				

Description

Users can screen (listen to) voice mail messages as they are being left in their mailbox.

Call Screening allows a display keyset extension user to listen to (screen) a voice mail message as it is being left in their mailbox. Call Screening emulates a standard home answering machine — in addition to providing more control when handling incoming messages. Similar to Personal Answering Machine Emulation, the extension user can listen as the message is being left, intercept the call, or end the screen and have the message recorded privately. Unlike Personal Answering Machine emulation, Call Screening does not require the extension user to forward their calls immediately to voice mail. The telephone display automatically shows the Call Screening soft key options as soon as the recording begins.

When enabled, Call Screening will broadcast the caller's message as soon as the mailbox Greeting completes. Additionally, if the extension user intercepts (answers) the screened call, the first portion of the message is automatically erased from the extension's mailbox.

Any caller that can leave a message can have their call screened by the extension user.

Call Screening and Group Mailboxes

If extensions share a Group Mailbox, any number of extensions in the group can screen an incoming message. The group extensions can monitor the incoming message simultaneously. If any group member answers the call (i.e., intercepts the incoming message), the remaining group members are immediately disconnected.

Automatic Call Screening

With Automatic Call Screening enabled, an extension will immediately screen (broadcast) an incoming message as soon as the caller starts to leave it in the extension's mailbox. The extension user hears two beeps followed by the caller's voice.

Operation

Manual Call Screening Operation					In these instructions: [Super Display Soft Key] [Keyset Soft Key]
• When Automatic Call Screening is off, you hear a single beep and **V-MAIL** flashes fast while IntraMail records your caller's message. Your display automatically changes to show the Call Screening soft key options. • Call Screening is only available while your telephone is idle.					
To intercept the call (and stop recording the message):					
1.	**[Answer] [Answ]**	This intercepts the call. • Alternately press the flashing **V-MAIL** key.			
To hear your caller's message as it is recorded in your mailbox (i.e., activate the Call Screening mode):					
1.	**[Screen] - [Scrn]**				
		To intercept the call (and stop recording the message):			
		1.	**[Answer] [Answ]**	This intercepts the call. • Alternately press **SPEAKER**, lift the handset, or press **V-MAIL.**	
		To continue listening to your caller's message as it is being recorded:			
		1.	Do nothing.		
		To exit Call Screening and allow the message to continue recording in private:			
		1.	**[Exit] [Exit]**	The message continues to record privately.	
		To use another feature or process another call:			
		1.	**[Exit] [Exit]**	To use another feature, lift the handset or press any other feature key.	
To exit Call Screening and allow the message to continue being recorded in private:					
1.	**[Exit] [Exit]**	The message continues to record privately.			
To use another feature or process another call:					
1.	Lift the handset, press **SPEAKER**, or press any other feature key.				

Automatic Call Screening Operation			In these instructions: [Super Display Soft Key] [Keyset Soft Key]
• When Automatic Call Screening is on, your idle telephone automatically goes into the screen mode while your caller leaves a message. • Call Screening is only available while your telephone is idle.			
To turn Automatic Call Screening on or off:			
1.	**[Menu + Screen]** **[Menu + More + More + Scrn]**		Enable or disable Automatic Call Screening.
		[On] **[On]**	Turn Automatic Call Screening on. • The top line of the display shows the Automatic Call Screening status.
		[Off] **[Off]**	Turn Automatic Call Screening off. • The top line of the display shows the Automatic Call Screening status.
		[Exit] **[Exit]**	Exit.
To intercept the call (and stop recording the message):			
1.	**[Answer]** **[Answ]**		This intercepts the call. • Alternately press **SPK, V-MAIL**, or lift the handset.
To continue listening to your caller's message as it is being recorded:			
1.	Do nothing.		
To exit Call Screening and allow the message to continue recording in private:			
1.	**[Exit]** **[Exit]**		The message continues to record privately.
To use another feature or process another call:			
1.	**[Exit]** **[Exit]**		To use another feature, lift the handset or press any other feature key.

Description

A telephone company service that provides a caller's number and optional name.

Caller ID is a telephone company service that provides an extension with a caller's number and optional name. With Caller ID, the keyset user knows who's calling before they pick up the call. Caller ID Logging stores a record of the call on the user's telephone which they can review and use to easily return the call. When used with IntraMail, Caller ID enables the Make Call feature for outside calls. After listening to a voice message, the subscriber can dial **MC** to return the call without knowing the callers phone number.

Operation

N/A

Description

Outside callers can return to the Automated Attendant for additional dialing options.

Automated Attendant callers can use various IntraMail features and then return to the Automated Attendant for additional dialing options. This lets the caller dial other extensions, leave messages for co-workers, or use other Automated Attendant features. The features below describe several ways to return to the Automated Attendant.

- *Automated Attendant Transfer* (page 27)
  An extension user can transfer their outside call to the Automated Attendant so the outside caller can use the Automated Attendant dialing options.
- *Next Call Routing Mailbox* (page 79)
  The Next Call Routing Mailbox provides callers with additional dialing options after they leave a message in a mailbox (depending on the setting of the Dialing Option).

Operation

Turn to *Automated Attendant Transfer* (page 27) and *Next Call Routing Mailbox* (page 79).

Description

The Automated Attendant can transfer a caller from a Centrex line to an outside number using the features of that Centrex line.

Centrex Transfer is a Dial Action Table option that can transfer an Automated Attendant call from a Centrex line to an outside number using the features of that Centrex line. With Centrex Transfer, the Automated Attendant answers an outside call and then transfers the caller back to the telco using the same line on which the call initially rang. To set this up, assign a Dial Action Table action as a UTRF to a System Speed Dial bin (e.g., #201P). The bin should contain the complete dial string (preceded by a Flash command) required to initiate the Centrex Transfer. When the Automated Attendant answers, the caller dials the digit and IntraMail automatically routes them to the outside number.

Centrex Transfer is only available if the telephone system connects to Centrex lines that provide the features required to complete the transfer. Similar to External Transfer, Centrex Transfer allows your callers to easily reach branch offices and important off-site associates. Unlike External Transfer, Centrex Transfer ***requires*** unique telco features.

-

Operation

Operation is automatic once set up in programming.

Description

Allows an extension user to record their active call as a message in their mailbox.

Conversation Record allows a subscriber to record their active call as a new message in their mailbox, which they can review later on. Conversation Record can be helpful when an extension user is on a call that involves a lot of detail (such as a technical discussion or extensive directions). Rather than taking notes as the call progresses, the user can record the conversation and carefully review it later on. IntraMail broadcasts a beep and a voice prompt to the callers as Conversation Record begins. After calling their mailbox, the subscriber can save, edit, or delete the recorded conversation.

Caution

The use of monitoring, recording, or listening devices to eavesdrop, monitor, retrieve, or record telephone 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 telephone conversation. Some federal and state laws require some form of notification to all parties to a telephone conversation, such as using a beep tone or other notification methods or requiring the consent of all parties to the telephone conversation, prior to monitoring or recording the telephone conversation. Some of these laws incorporate strict penalties.

Conversation Record Key for a Co-worker's Mailbox

Your extension or DSS Console can have Conversation Record keys for co-worker's mailboxes. While on a call, you can press the key to record your conversation directly into a co-worker's mailbox. You can set up the key to record into any valid Subscriber Mailbox (including Group Mailboxes programmed as Subscriber Mailboxes). This could help a dispatcher, for example, that wants to record a conversation with a client right into the responsible technician's mailbox.

Your extension can have multiple Conversation Record keys, each associated with a different mailbox.

Operation

Conversation Record [Super Display Soft Key] - [Keyset Soft Key]			
To record your active call in your mailbox: • Only one party on a call can use Conversation Record at any one time. This includes Intercom calls and Conference calls.			
1.	Do one of the following.		
	a.	**[Record] [More + Rec]**	Select to enable Conversation Record. • The Conversation Record soft key is only available for outside calls.
	b.	Press your Conversation Record Feature Key. • The record key can be assigned to yours or a co-worker's mailbox. • The key will flash fast (green) on your keyset; flash fast (red) on your DSS Console.	
2.	Once recording begins: • You and your caller hear the voice prompt "*Recording*." • You see: **RECORD MAILBOX XXX** (where XXX is the number of the mailbox into which the conversation is recording).		
To turn Conversation Record off:			
1.	Do one of the following. • The portion of the call already recorded is sent to your mailbox as a new message.		
	a.	Press **V-MAIL**.	
	b.	Press a Record Feature Key on your extension or DSS Console.	

User Programmable Feature

Setting up a Conversation Record Key			
Feature	**Mnemonic**	**Operation**	**Access Level**
Voice Mail	**#KP (#57)**	**#KP** + Press key you want to program + **HOLD** + Dial **17** + Enter mailbox number or 0 for your own mailbox + **HOLD** + **SPEAKER** twice to exit.	3-5

Description

Defines the dialing options for Automated Attendant callers.

The Dial Action Table defines the dialing options for the Call Routing Mailbox chosen by the active Answer Table, which in turn provides those dialing options to Automated Attendant callers. The Dial Action Table is an integral part of the Automated Attendant. The Automated Attendant can automatically answer the telephone system's incoming calls, play an Instruction Menu message, and provide dialing options to callers.

Operation

N/A

Description

An Automated Attendant caller to reach an extension by dialing the first few letters in the extension user's name.

Directory Dialing allows an Automated Attendant caller to reach an extension by dialing the first few letters in the extension user's name. With Directory Dialing, the caller does not have to remember the extension number of the person they wish to reach — just their name. Here's how Directory Dialing works:

1. When the Automated Attendant answers, it sends the call to a Directory Dialing Mailbox. (Optionally, the caller may be asked to dial a digit to access Directory Dialing.)
2. The Directory Dialing Mailbox plays the Directory Dialing Message (recorded by the System Administrator) which asks the caller to dial letters for the name of the person they wish to reach.
3. The caller dials the letters for the person's name plus #. They can dial by first name or last name, depending on how the Directory Dialing Message was recorded and the Directory Dialing Mailbox was set up.
4. IntraMail searches the list of programmed extension names for a match of the caller-entered letters.
5. Voice prompts announce the first three matches, and allow the caller to dial a digit (1-3) to reach one of the announced matches. Additionally, the caller can dial 4 to hear additional matches (if any).
6. The caller dials the digit for the extension they wish to reach, and IntraMail sends the call to that extension. The call is sent as a Screened or Unscreened transfer, depending on programming.

For callers to use Directory Dialing, the system must have a name programmed for each extension (up to 18 characters, A-Z, using upper and lower case letters). Each extension should also have a name recorded in their Subscriber Mailbox. In addition, each extension used by Directory Dialing must be installed and must have their Subscriber Mailbox active (Personal or Group).

Operation

Recording a Directory Dialing Message [Super Display Soft Key] - [Keyset Soft Key]					
Log onto System Administrator's mailbox.					
SA (72)	Access System Administrator options. **[System Admin] - [N/A]**				
	I (4)	Select Instruction Menus. **[Instruction] - [Instr]**			
		Enter the Directory Dialing Mailbox number.			
			L (5)	Listen to the current Directory Dialing Message (if any). **[Listen] - [Lstn]**	
				#	Exit listen mode.
			R (7)	Record a new Directory Dialing Message. **[Record] - [Rec]**	
				Record message.	
				*****	Pause or restart recording. **[Resume] - [Resume]** **[Pause] - [Pause]**
				E (3)	Erase recording. **[Cancel] - [Cancel]**
				#	Exit recording mode. **[Done] - [Done]**
			E (3)	Erase the Directory Dialing Message. **[Erase] - [Erase]**	
			#	Go back to the System Administrator options. **[Exit] - [Exit]**	
		#	Go back to the System Administrator options. **[Exit] - [Exit]**		
0	Plays Help message.				

Using Directory Dialing	
To use Directory Dialing:	
1.	After the Automated Attendant answers, wait for the Directory Dialing Message. • The Automated Attendant may ask you to dial a digit for Directory Dialing.
2.	Dial the letters that correspond to the name of the person you wish to reach + **#**. • The Directory Dialing Message will tell you how many letters you need to dial, and whether you should enter the person's first name or last name. • To exit Directory Dialing without selecting a name, just dial **#**.
3.	The Automated Attendant will announce the name matches, and tell you which digit to dial (1-3) to reach each of the announced names. • To hear additional name matches (if any), dial 4 instead.
4.	Once you make your selection, the Automated Attendant will route your call to the name you select.

Dialing Options Available while Entering a Name

The following table shows the dialing options available to the caller while they are entering a name into a Directory Dialing Mailbox.

- By default, the caller can dial the digs 2-9 to enter the name or dial # to return to the Automated Attendant.
- If a Next Call Routing Mailbox is specified, the caller can dial the digits 2-9 to enter a name, dial 0 to follow the 0 action of the Next Call Routing Mailbox, or dial # to route directly to the Next Call Routing Mailbox.

Directory Dialing Mailbox Name Entry Options
(Options available while entering a name)

Dialed Digit	Next Call Routing Mailbox Setting	Action
1	N/A	Entry is ignored.If no additional digits are dialed, repeats the Directory Dialing Message (to make a new name entry) up to twice and then hangs up.
2-9	N/A	Interprets the digit as a letter and waits 6 seconds for additional input (i.e., more letters or a # to conclude name entry). If no additional digits are dialed, repeats the Directory Dialing Message (to make a new name entry) up to twice and then hangs up.
0	UND (Not assigned)	Repeats the Directory Dialing Message (to make a new name entry) each time the caller dials the digit.
	1-16 (valid Call Routing Mailbox)	Caller routes according to the 0 action of the Next Call Routing Mailbox's Dial Action Table.
*	N/A	Repeats the Directory Dialing Message (to make a new name entry) each time the caller dials the digit.
#	UND (Not assigned)	Routes to the Automated Attendant (i.e., back to the Call Routing Mailbox that initially answered the call).
	1-16 (valid Call Routing Mailbox)	Routes to the Next Call Routing Mailbox and plays that mailbox's Instruction Menu.
Timeout	N/A	Repeats the Directory Dialing Message (to make a new name entry) up to two times and then hangs up.

Dialing Options Available when more than one Employee has the Entered Name

If the name the caller enters is used by more than one employee, IntraMail lets the caller select the employee to which they want to talk. The caller can dial 1, 2 or 3 to select the employee from the first three name matches, or dial 4 to hear additional name matches.

- By default, the caller can also dial * to make a new entry or dial # to return to the Automated Attendant.
- If a Next Call Routing Mailbox is specified, the caller can also dial * to make a new entry, dial 0 to follow the 0 action of the Next Call Routing Mailbox, or dial # to route directly to the Next Call Routing Mailbox.

Directory Dialing Mailbox Routing Options
(Options available after a name is entered)

Dialed Digit	Next Call Routing Mailbox Setting	Action
1-3	N/A	Route to the respective extension from the list of up to three announced matches.
4	N/A	If more than three matches for the entered name are found, provides access to the next set of three matches.
5-9	N/A	Plays "*That is an invalid entry*" and repeats the list of announced matches each time the caller dials the digit.
0	UND (Not assigned)	Plays "*That is an invalid entry*" and repeats the list of announced matches each time the caller dials the digit.
	1-16 (valid Call Routing Mailbox)	Caller routes according to the 0 action of the Next Call Routing Mailbox's Dial Action Table.
*	N/A	Repeats the Directory Dialing Message (to make a new name entry) each time the caller dials the digit.
#	UND (Not assigned)	Routes to the Automated Attendant (i.e., back to the Call Routing Mailbox that initially answered the call).
	1-16 (valid Call Routing Mailbox)	Routes to the Next Call Routing Mailbox and plays that mailbox's Instruction Menu.
Timeout	UND (Not assigned)	Repeats the list of announced matches (up to two times). If no response, repeats the Directory Dialing Message (to make a new name entry) up to three times and then hangs up.

Erasing All Messages

Description

Lets the System Administrator delete mailbox messages system-wide.

The System Administrator can delete all messages in a Subscriber Mailbox. Erasing All Messages is an administrator's maintenance tool. The administrator may need to use this tool if an employee has left the company or has an excessive number of messages stored in their mailbox. By deleting the unwanted messages, the administrator can prevent the IntraMail recording capacity from being reached (which would disable many of the IntraMail messaging features).

Operation

Erasing All Messages in a Subscriber Mailbox
[Super Display Soft Key] - [Keyset Soft Key]

Log onto System Administrator's mailbox.				
SA (72)	Access System Administrator options. **[System Admin] - [N/A]**			
	S (7)	Select Subscriber Mailbox Maintenance options. **[Subscriber] - [Subs]**		
		Enter the number of the Subscriber Mailbox you want to maintain.		
			EA (32)	Erase all Subscriber Mailbox messages. **[Erase All Messages] - [Msgs]**
			#	Go back to System Administrator options. **[Exit] - [Exit]**
0	Plays Help message.			

Description

Exit your mailbox by dialing a code or by hanging up.

A Subscriber Mailbox user can exit their mailbox by dialing a code or by hanging up. After exiting, the subscriber can use their extension for normal call processing.

Operation

Exiting a Mailbox [Super Display Soft Key] - [Keyset Soft Key]	
To exit your mailbox:	
Log onto Subscriber Mailbox.	
XX (99)	Exit your mailbox. **[Exit + Exit] - [Exit + Exit]**
To exit and immediately return to your mailbox:	
Log onto Subscriber Mailbox.	
X# (9#)	Exit and return to your mailbox. **[Exit + RETURN] - [Exit + Return]**
0	Plays Help message.

External Transfer

Description

An Automated Attendant caller can automatically route to an outside telephone number.

External Transfer allows an Automated Attendant caller to automatically route to an outside telephone number. This requires a Dial Action Table actionassigned as a UTRF to a System Speed Dial bin (e.g., #201 + Pause for system bin 201). When the Automated Attendant answers, the caller dials the digit and IntraMail automatically routes them to the outside number contained in the bin. Similar to Centrex Transfer, External Transfer allows your callers to easily reach branch offices and important off-site associates. Unlike Centrex Transfer, External Transfer ***does not*** require unique telco features.

Operation

Operation is automatic once set up in programming.

Description

Request help from the IntraMail voice prompts.

If a Subscriber Mailbox user dials an incorrect code or forgets what to dial while in their mailbox, they can request help from the IntraMail voice prompts. Recorded Help provides the user with a built-in, interactive user's guide. To get recorded help, the user dials 0.

Operation

Getting Recorded Help	
Log onto your mailbox	
0	Get recorded help. • Recorded help is always available from the Main Menu. • Recorded help may not be available at all levels.

Description

A user can record a Greeting for their mailbox callers to hear.

A Subscriber Mailbox user can record a personalized greeting for their mailbox. Caller's to the user's mailbox hear the prerecorded personalized greeting rather than a default message. The greeting can announce the subscriber's name, provide a personal message (such as "*Hello - I am on vacation this week"*), or instruct the caller how to leave a message or use other mailbox options. A greeting that provides mailbox instructions is very helpful if the mailbox has a Next Call Routing Mailbox set up that provides additional dialing options. Without the greeting, the caller would not know which digits to dial.

If a greeting has not been recorded, a caller leaving a message in the subscriber mailbox will hear, "*At the tone, you can leave your message for (extension number or name).*"

While listening to a mailbox greeting, a caller can dial * to immediately leave a message.

Multiple Greetings

A subscriber can record up to three personalized greetings for their mailbox and make any one of the three active. Callers to the user's mailbox hear the active greeting rather than a default message. When a caller leaves a message in the subscriber's mailbox, they hear the active greeting. This allows the subscriber, for example, to record separate greetings for work hours, after work, and during vacation. Instead of rerecording their greeting when they leave the office, they can just activate the "after work" greeting instead.

Remote Greetings

A Subscriber Mailbox user can call into the Automated Attendant, access their mailbox, and remotely record their mailbox greeting. Following are two of the ways a user can do this:

- After the Automated Attendant answers, dial a digit (typically #) followed by their mailbox number. This method allows outside callers to log into their Subscriber Mailboxes from outside the company. Once they log into their mailbox, the user can dial **G** to record a greeting.
- If an extension has a Direct Inward Line that is forwarded to voice mail, the caller can dial # and log into their mailbox (instead of leaving a message). Once they log into their mailbox, the user can dial **G** to record a greeting. This option must be set up in the Next Call Routing Mailbox.

Operation

Recording a Multiple Greeting and Setting Up Auto Attendant Do Not Disturb [Super Display Soft Key] - [Keyset Soft Key]						
Log onto Subscriber Mailbox.						
G (4)	Access the Mailbox Greeting options. **[Greeting] - [Greet]** IntraMail does the following: • Plays a summary of your current settings. • Displays the status of your active Greeting (1-3). **[GREETING n: RECORDED] - [GREETING n: RECORDED], or** **[GREETING n: NOT REC] - [GREETING n: NOT REC]** • Shows the Auto Attendant Do Not Disturb status. **[Auto-Attendant DND:OFF] - [Auto-Attendant DND:OFF], or** **[Auto-Attendant DND:ON] - [Auto-Attendant DND:ON]** • Provides soft keys for each of the 3 greetings. **[Greeting 1] - [Gr1]** **[Greeting 2] - [Gr2]** **[Greeting 3] - [Gr3]**					
	Select a Greeting (which also makes it active).					
		(1) **[Greeting 1] - [Gr1]** (2) **[Greeting 2] - [Gr2]** (3) **[Greeting 3] - [Gr3]**				
			L (5)	Listen to the active greeting (if recorded). **[Listen] - [Lstn]**		
			R (7)	Record a new greeting (if not recorded), or rerecord the current greeting. **[Record] - [Rec]**		
				Record at the tone, then press # when done.		
					*****	Pause or restart recording. **[Resume] - [Resume]** **[Pause] - [Pause]**
					E (3)	Erase the greeting. **[Cancel] - [Cncl]**
					#	End the recording. **[Done] - [Done]**
				Erase the currently recorded greeting (if any). **[Erase] - [Erase]**		
			#	Go back to the Mailbox Greeting options. **[Exit] - [Exit]**		
	Change Auto Attendant Do Not Disturb.					
		O (6)	Turn Auto Attendant Do Not Disturb off or on. **[Auto-Attendant DND ON] - [Auto-Attendant DND ON]** **[Auto-Attendant DND OFF] - [Auto-Attendant DND OFF]**			
	#	Go back to mailbox Main Menu. **[Exit] - [Exit]**				
	0	Plays Help message.				

- Skip this step for a “stand-alone” Ring Group.

Description

An outside party can have their own mailbox for receiving and sending messages.

An outside party can have their own Guest Mailbox mailbox for receiving and sending messages. A Guest Mailbox is a Subscriber Mailbox that ***does not*** have an extension associated with it. A Guest Mailbox has many of the IntraMail features of a Subscriber Mailbox. A company visitor with a Guest Mailbox could, for example:

- Go to any extension, press **INTERCOM** + 700, then dial their mailbox number.
- Review their messages, leave messages for associates, or record a new greeting for their mailbox.
- Use many other features available to a Subscriber Mailbox.

Voice mail routes calls to the Guest Mailbox in the following three ways:

- A Screened Transfer (STRF) or Unscreened Transfer (UTRF) from the Automated Attendant goes directly to the Guest Mailbox, even though there is no extension installed.
- An Intercom call to the uninstalled extension goes directly to the Guest Mailbox.
- A transferred call to the uninstalled extension also goes directly to the Guest Mailbox.

Operation

Accessing a Guest Mailbox		
To log onto a Guest Mailbox:		
1.	Do one of the following.	
	a.	Press **INTERCOM** + Dial the IntraMail master number (e.g., 700) + Dial your mailbox number. • You can optionally press a Call Coverage key assigned to the IntraMail master number.
	b.	Press the Message Center key for the Guest Mailbox.
2.	When IntraMail answers, dial the Guest Mailbox number.	
Logging Onto a Guest Mailbox from the Automated Attendant:		
1.	After the Automated Attendant answers, dial **#** + Dial the Guest Mailbox number. • This capability may be disabled in the Automated Attendant. • Your automated attendant may have a LOGON action assigned to the Guest Mailbox. Check with your Communications Manager.	
Transferring your call to a Guest Mailbox:		
1.	Press **INTERCOM**.	
2.	Press **V-MAIL**.	
3.	Dial the Guest Mailbox number.	
4.	Press **SPEAKER** to hang up. • To transfer a call to a co-worker's mailbox from a single line telephone, use the following procedure: Hookflash + Dial ***8** + Dial the co-worker's mailbox + Hang up.	

Description

Play an announcement to outside callers announcing the Automated Attendant dialing options.

The Instruction Menu is the announcement that plays to Automated Attendant callers. Normally, the Instruction Menu greets callers and provides them with the Automated Attendant dialing options. The Instruction Menu is associated with the active Call Routing Mailbox. Normally, you should have the System Administrator customize (rerecord) the Instruction Menu to match the dialing options enabled in the site's Dial Action Table. If a custom Instruction Menu is not recorded, the Automated Attendant callers hear:

"*Thank you for calling. If you are calling from a touch tone phone, please dial the extension number you wish to reach, or dial 0 for assistance. If you are calling from a rotary dial phone, please stay on the line for assistance.*"

Operation

Recording an Instruction Menu for a Call Routing Mailbox [Super Display Soft Key] - [Keyset Soft Key]					
Log onto System Administrator's mailbox.					
SA (72)	Access System Administrator options. **[System Admin] - [N/A]**				
	I (4)	Select Instruction Menus. **[Instruction] - [Instr]**			
		Enter the Call Routing Mailbox number.			
			L (5)	Listen to the current Instruction Menu (if any). **[Listen] - [Lstn]**	
				#	Exit listen mode.
			R (7)	Record a new Instruction Menu. **[Record] - [Rec]**	
				Record message.	
				*****	Pause or restart recording **[Resume] - [Resume]** **[Pause] - [Pause]**
				E (3)	Erase recording. **[Cancel] - [Cancel]**
				#	Exit recording mode. **[Done] - [Done]**
			E (3)	Erase the Instruction Menu. **[Erase] - [Erase]**	
			#	Go back to the System Administrator options. **[Exit] - [Exit]**	
		#	Go back to the System Administrator options. **[Exit] - [Exit]**		
0	Plays Help message.				

Description

Leave a voice message in a mailbox from inside or outside the company.

An extension user or outside caller can leave a voice message in a co-worker's mailbox if that extension is busy, unanswered, or in Do Not Disturb. Leaving a voice message is a handy and efficient way to communicate with co-workers that avoids post-it notes, message pads, and unnecessary email.

Additional Options While Leaving a Message

The following chart shows the additional dialing options a caller may have while ***listening to the mailbox greeting*** prior to leaving a message. What happens depends on the setting of the Next Call Routing and Dialing Option options.

Dialing Options While Leaving a Message

Next Call Routing Mailbox	Dialing Option	Digit Dialed	Action	
			Outside Call	Intercom Call
Undefined	No	0	Caller hears, "*That is an invalid entry*," and the greeting repeats.	
		1-9		
		#	IntraMail hangs up.	
		*	Caller skips greeting and can immediately start recording.	
1-16 (valid Call Routing Mailbox)	No	0	Caller follows 0 action in Next Call Routing Mailbox.	Caller hears, "*That is an invalid entry*," and the greeting repeats.
		1-9	Caller hears, "*That is an invalid entry*," and the greeting repeats.	
		#	Caller routes to the Next Call Routing Mailbox and hears its Instruction Menu.	IntraMail hangs up.
		*	Caller skips greeting and can immediately start recording.	
1-16 (valid Call Routing Mailbox)	Yes	0	Caller follows key's action in Next Call Routing Mailbox.	Caller hears, "*That is an invalid entry*," and the greeting repeats.
		1-9		
		#	Caller routes to the Next Call Routing Mailbox and hears its Instruction Menu.	IntraMail hangs up.
		*	Caller skips greeting and can immediately start recording.	

Operation

Leaving a Message for a Co-worker		
To leave a message in the mailbox of an unanswered extension:		
1.	Press **V-MAIL**.	
2.	Do one of the following.	
	a.	Leave message and hang up.
	b.	Leave message and dial **#**. • Dialing **#** sends the message and hangs up.
To leave a message in a mailbox from outside the company:		
1.	Do one of the following.	
	a.	Leave message and hang up.
	b.	Leave message and dial **#**. • Dialing **#** may provide you with additional dialing options. This depends on how the called mailbox's Next Call Routing Mailbox is set up.
To leave a message in an extension's mailbox, you can be: • Transferred to an extension's mailbox by another user. • Automatically routed to a mailbox when the called party doesn't answer or is unavailable. • Sent to the mailbox from the Automated Attendant after dialing * plus the called party's mailbox number. • Routed from the Automated Attendant after dialing a uniquely programmed digit set up to send you to an extension's mailbox.		

Description

While or after listening to a message, an extension user has many message handling options from which to choose.

While or after listening to a message, a Subscriber Mailbox user has many message handling options from which to choose. The listening options let you quickly and efficiently manage your voice mail messages, respond to the message sender, or forward the message to a co-worker for additional handling. The following table shows these options.

Message Listen Options
[Super Display Soft Key] - [Keyset Soft Key]

Option	Description
RE (73) **[Reply] - [N/A]**	Record a reply. • See *Message Reply* (page 78).
MF (63) **[Forward] - [N/A]**	Forward the message to another mailbox. • See *Message Forward* (page 71).
MC (62) **[Callback] - [N/A]**	Make a call to the message sender. • See *Make Call* (page 67).
TI (84)	Hear the time and date the message was sent. • See *Time and Date with Voice Mail* (page 84).
SA (72)	Save the message in your mailbox.
E (3) **[Erase] - [Erase]**	Erase the message. • See *Message Delete* (page 70).
L (5) **[Next Message] - [Next]**	Listen to the next message.
B (2)	Back up a few seconds.
BB (22) **[Repeat] - [Rpt]**	Back up to the beginning of the message.
G (4)	Go ahead a few seconds.
*	Pause/resume listening.
1N (16) **[Message List + New Messages] - [N/A]**	Select New Message List • See *Message Listen Mode* (page 72).
1S (17) **[Message List + Saved Messages] - [N/A]**	• Select Saved Message List
1A (12) **[Message List + All Messages] - [N/A]**	Select All Message List • See *Message Listen Mode* (page 72).
# **[Exit] - [Exit]**	Exit the listen mode.
X (9)	Exit your mailbox.
Dial 0 while listening to hear the list of options.	

Handling Partially Reviewed Messages

When listening to multiple new messages when Auto Erase or Save is set to *Save*:

- Any message to which you ***partially listen*** is automatically saved.
- Any message to which you ***hang up during*** or ***do not listen*** is retained as a new message.

For example, if you have three new messages, listen to part of message 1, dial **L** to hear part of message 2 and then hang up, IntraMail automatically:

- Saves message 1.
- Retains messages 2 and 3 as new messages.
- Restarts the flashing ring/message lamp.
- Resets the telephone display to **V-MAIL 02 (VM02)**.

When listening to multiple new messages when Auto Erase or Save is set to *Erase*:

- Any message to which you ***partially listen*** is automatically erased.
- Any message to which you ***hang up during*** or ***do not listen*** is retained as a new message.

For example, if you have three new messages, listen to part of message 1, dial **L** to hear part of message 2 and then hang up, IntraMail automatically:

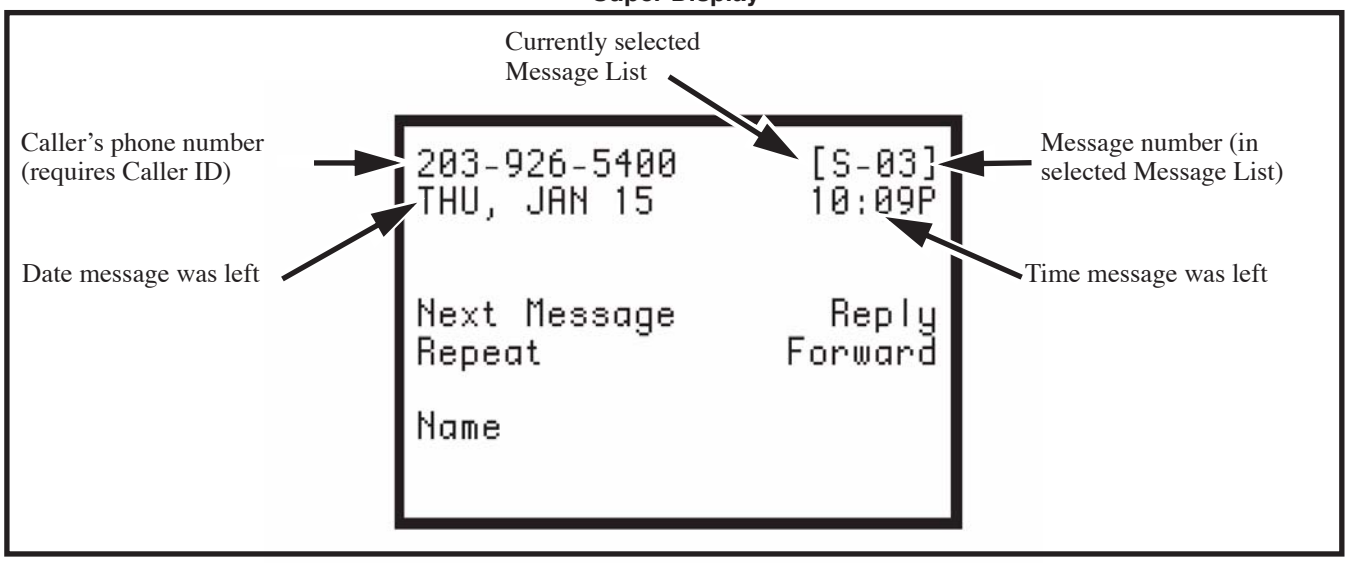
- Erases message 1.
- Retains messages 2 and 3 as new messages.
- Restarts the flashing ring/message lamp.
- Resets the telephone display to **V-MAIL 02 (VM02)**.

Telephone Display while Listening to a Message

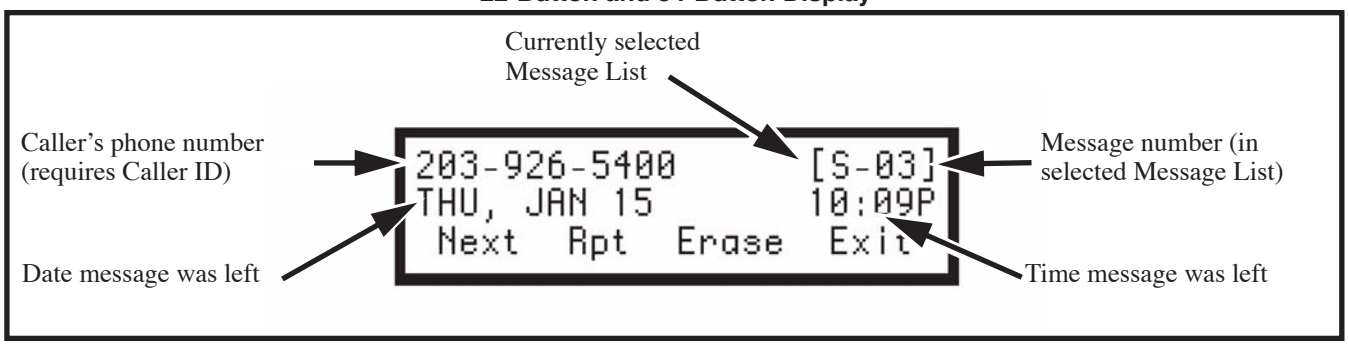
While listening to a message, your telephone display shows you important information about the message. This includes:

- The caller's telephone number (if available).
- The selected Message List.
- The message number in the selected list.
- The date and time the message was left.

Super Display



22-Button and 34-Button Display



Operation

Listening to Messages [Super Display Soft Key] - [Keyset Soft Key]	
Log onto Subscriber Mailbox • Your Ring/Message Lamp flashes fast (red) when you have new messages.	
L (5)	Access the Message Listen mode **[Listen] - [Lstn]**
0	Plays Help message

Description

An extension user can press a key to log onto (access) their IntraMail mailbox.

A subscriber can log onto their mailbox using a method that best suits their needs and location. While at their own phone, the subscriber just presses a single key to log onto their mailbox. To use their mailbox while at a co-worker's phone, the subscriber dials the IntraMail master number, followed by their mailbox number (which is normally the same as their extension number). If they are away from the office, the subscriber can still use their mailbox by calling in through the Automated Attendant.

Local (On-site) Logon

An extension user can log onto their mailbox in the following ways:

- Press their **V-MAIL** key to log onto their Subscriber Mailbox.
- Dial the IntraMail master number (e.g., 700), followed by their mailbox number. This method is typically used by Guest Mailbox users, as well as subscribers attempting to log into their Subscriber Mailbox from a co-worker's phone.

Remote Log On

A Subscriber Mailbox user can call into the Automated Attendant and log onto their mailbox. Following are two of the ways a user can do this:

- After the Automated Attendant answers, dial a digit (typically #) followed by their mailbox number. This method allows outside callers to log into their mailboxes from outside the company. Once they log into their mailbox, they can use the allowed features in the mailbox main menu. ***To avoid unauthorized access to their mailbox, the user should enable their own unique Security Code.***
- If an extension has a Direct Inward Line that voice mail picks up, the caller can dial # during their greeting to log into their mailbox (instead of leaving a message). This method allows subscribers to dial their own number and then use the features of their mailbox. This capability must be set up in the user's Next Call Routing Mailbox.

Operation

Logging Onto Your Mailbox [Super Display Soft Key] - [Keyset Soft Key]		
To log onto your Subscriber Mailbox:		
1.	Press **V-MAIL**. • From a single line telephone, lift handset and dial ***8**.	
To log onto your Guest Mailbox or your Subscriber Mailbox from a co-worker's extension:		
1.	Do one of the following.	
	a.	Press **INTERCOM** + Dial the IntraMail master number (e.g., 700) + Dial your mailbox number. • You can optionally press a Call Coverage key assigned to the IntraMail master number.
	b.	Press the Message Center key for your mailbox.
To log onto your Subscriber Mailbox from the Automated Attendant:		
1.	Wait for the Automated Attendant to answer.	
2.	Dial **#** and your mailbox number. • This option may be different in your system. Check with your Communications Manager. • After you remotely log onto your mailbox, you can optionally dial **9** then ***** to return to the Automated Attendant.	

Description

A mailbox caller can hear the extension user's prerecorded name instead of their mailbox number.

A caller leaving a message in a Subscriber Mailbox can hear the mailbox's prerecorded name instead of the mailbox number. The prerecorded Mailbox Name gives the subscriber's mailbox that personal touch. Prior to leaving a message, caller's will hear the name instead of the default "*extension xxx*" prompt. The recorded name can be up to 10 seconds long.

Operation

Recording Your Mailbox Name [Super Display Soft Key] - [Keyset Soft Key]			
Log onto Subscriber Mailbox.			
RN (76)	Access the Mailbox Name Menu. **[Name] - [N/A]**		
	L (5)	Listen to the currently recorded name (if any). **[Listen] - [Lstn]**	
		#	Exit listen mode.
	R (7)	Record a new name. **[Record] - [Rec]**	
		Record message.	
		*****	Pause or restart recording. **[Resume] - [Resume]** **[Pause] - [Pause]**
		E (3)	Erase recording. **[Cancel] - [Cancel]**
		#	Exit recording mode. **[Done] - [Done]**
	E (3)	Erase the currently recorded name. **[Erase] - [Erase]**	
	#	Go back to the Mailbox Main Menu. **[Exit] - [Exit]**	
	0	Plays Help message.	

Recording or Erasing Co-worker's Names from a System Administrator's Mailbox [Super Display Soft Key] - [Keyset Soft Key]						
Log onto System Administrator's Mailbox.						
SA (72)	Access System Administrator options. **[System Admin] - [N/A]**					
	S (7)	Select Subscriber Mailbox Maintenance options. **[Subscriber] - [Subs]**				
		Enter the number of the Subscriber Mailbox you want to maintain.				
			EN (36)	Erase the mailbox name. **[Erase Name] - [Name]**		
			N (6)	Record a new mailbox name. **[Record MBOX Name] - [N/A]**		
				L (5)	Listen to the currently recorded name (if any). **[Listen] - [Lstn][**	
					#	Exit listen mode.
				R (7)	Record a new name. **[Record] - [Rec]**	
					Record message.	
					*****	Pause or restart recording. **[Resume] - [Resume]** **[Pause] - [Pause]**
					E (3)	Erase recording. **[Cancel] - [Cancel]**
					#	Exit recording mode. **[Done] - [Done]**
				E (3)	Erase the currently recorded name. **[Erase] - [Erase]**	
				#	Go back to the Subscriber Maintenance Menu. **[Exit] - [Exit]**	
			#	Go back to System Administrator options. **[Exit] - [Exit]**		
0	Plays Help message.					

Description

A Subscriber Mailbox sub-menu that provides access to the Auto Time Stamp, Mailbox Security Code Delete, and Message Notification features.

The Mailbox Options Menu is a sub-menu of a subscriber's Main Menu that provides access to the Auto Time Stamp, Mailbox Security Code Delete, and Message Notification features. The chart below summarizes these options. Auto Time Stamp helps if the subscriber needs to know the time and date of each message they receive without taking any extra steps. If mailbox security is not an issue, the subscriber can delete their security code to simplify logging onto their mailbox.

Mailbox Options Menu [Super Display Soft Key] - [Keyset Soft Key]	
Option	**Description**
S (7) **[Security Code] - [Sec]**	Erase the mailbox's Security Code. • See *Mailbox Security Code Delete* (page 64).
N (6) **[Notification] - [Notif]**	• Set up Message Notification.
AT (28) **[Time Stamp] - [Time]**	Enable or disable Auto Time Stamp. • See *Auto Time Stamp* (page 23).
To hear the list of Mailbox Options, dial 0.	

Operation

Accessing the Mailbox Options Menu [Super Display Soft Key] - [Keyset Soft Key]		
Log onto Subscriber Mailbox.		
OP (67)	Access the Mailbox Options Menu. **[MBOX Options] - [N/A]**	
	0	Plays Help message.

Mailbox Security Code Delete

Description

Allows the System Administrator to delete the security code for any mailbox.

The System Administrator can delete the security code for any Subscriber Mailbox. This effectively unlocks the mailbox. If mailbox security is not necessary, deleting a mailbox's security code speeds up mailbox logon. Without a security code, the subscriber just presses their **V-MAIL** key to immediately log onto their mailbox.

Operation

Deleting a Mailbox Security Code **[Super Display Soft Key] - [Keyset Soft Key]**				
Log onto System Administrator's Mailbox.				
SA (72)	Access System Administrator options. **[System Admin] - [N/A]**			
	S (7)	Select Subscriber Mailbox Maintenance options. **[Subscriber] - [Subs]**		
		Enter the number of the Subscriber Mailbox you want to maintain.		
			S (7)	Erase the mailbox Security Code. **[Erase Security Code] - [N/A]**
			#	Go to the System Administrator Menu. **[Exit] - [Exit]**
	0	Plays Help message.		

Description

Provides options to an extension user when they log onto their mailbox.

After a Subscriber Mailbox user logs into their mailbox, IntraMail provides them with the Main Menu of options. The Main Menu provides quick access to the most commonly used mailbox features in a central location. It includes listening and recording options, as well as additional selections for recording mailbox names and greetings. The chart below summarizes these options.

Mailbox Main Menu [Super Display Soft Key] - [Keyset Soft Key]	
Option	**Description**
L (5) [Listen] - [Lstn]	Listen to messages. • See *Listening to Messages* (page 56).
RS (77) [Record] - [Rec]	Record and send a message. • See *Message Reply* (page 78).
G (4) [Greeting] - [Greet]	Record a mailbox greeting. • See *Greeting* (page 50).
RN (76) [Name] - [N/A]	Record a mailbox name. • See *Mailbox Name* (page 61).
[Message List] - [N/A]	Select the active Message List. • See *Message Listen Mode* (page 72).
1N (16) [Message List + New Messages] - [N/A]	Select the New Message List. • See *Message Listen Mode* (page 72).
1S (17) Message List + Saved Messages] - [N/A]	Select the Saved Message List. • See *Message Listen Mode* (page 72).
1A (12) [Message List + All Messages] - [N/A]	Select the All Message List. • See *Message Listen Mode* (page 72).
OP (67) [MBOX Options] - [N/A]	Use the Mailbox Options. See the following: • See *Security Code* (page 81). • *Message Notification* (page 73). • *Auto Time Stamp* (page 23).
SA (72) [System Admin] - [N/A]	Access the System Administrator options. • See *System Administrator* (page 82).
TI (84)	Check the current time and date. • See *Time and Date with Voice Mail* (page 84).
X (9) [Exit] - [Exit]	Exit your mailbox. • See *Exiting a Mailbox* (page 47).
To hear the complete Main Menu of options, dial 0 while in the Main Menu.	

Operation

Accessing the Mailbox Main Menu [Super Display Soft Key] - [Keyset Soft Key]		
Log onto Subscriber Mailbox. • You automatically go to the mailbox Main Menu.		
	0	Plays Help message which summarizes the Main Menu options. • See the *Mailbox Main Menu* (page 65) chart for the Main Menu options.

Description

A Subscriber Mailbox user can dial MC to return a call without knowing their caller's number.

Make Call lets a Subscriber Mailbox user listen to a voice message and dial **MC** to return the call without knowing their caller's phone number. Make Call automates returning messages since you don't have to dial the message sender's telephone number. Make Call is always available for messages received from co-workers. Make call is available for messages received from outside callers if the system has Caller ID enabled (and provided by the connected telco).

While listening to a message at a Super Display Telephone, first 2 lines of the display show the callers number (or extension) in addition to the date and time the message was left. At a 22-Button or 34-Button Telephone, the first line of the display shows the date and time the message was left.

Operation

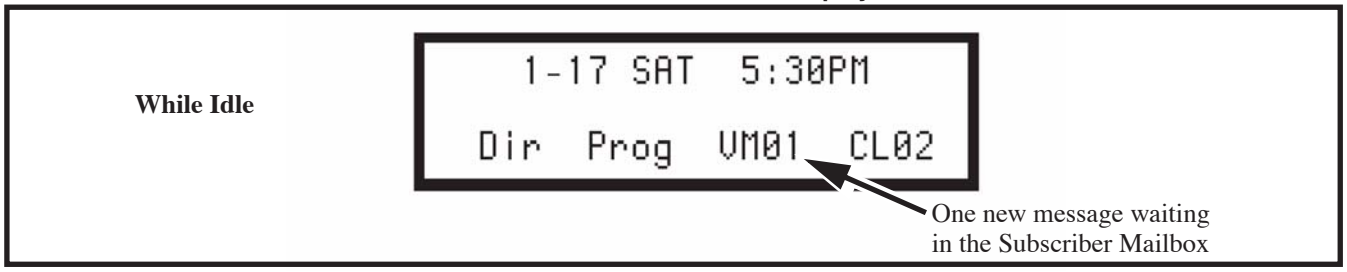
Using Make Call from your Mailbox [Super Display Soft Key] - [Keyset Soft Key]		
Log onto Subscriber Mailbox.		
L (5)	Listen to the message for which you want to make a return call. **[Listen] - [Lstn]**	
	MC (62)	Dial this code while listening to the message you want to return. **[Callback] - [N/A]** • Make Call automatically places a return call to the co-worker that left you the message. • If your system has Caller ID, Make Call can automatically place a return call to your outside caller. • If you hear "*Your call cannot go through,*" your system's Caller ID is not properly set up. You go right back to the listen mode for the message you were listening to when you tried the Make Call.

Description

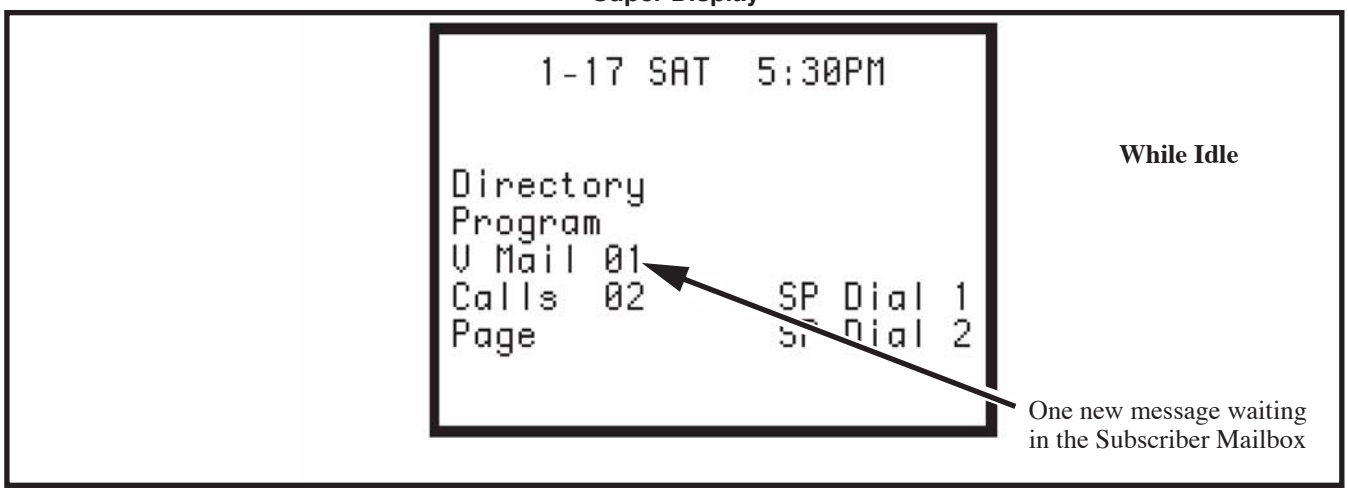
The telephone display can show the number of new messages waiting in a user's mailbox.

The telephone display provides interactive status updates for the subscriber's mailbox. The subscriber doesn't have to call their mailbox and wait for the voice prompts to find out the number of new and saved messages in their mailbox. Then can just look at the display instead. *While idle*, the telephone display shows the number of new messages waiting in a subscriber's mailbox. The message count automatically updates as the subscriber receives new messages and processes older messages. *While logged into the mailbox*, the telephone display shows the number of both new and saved messages.

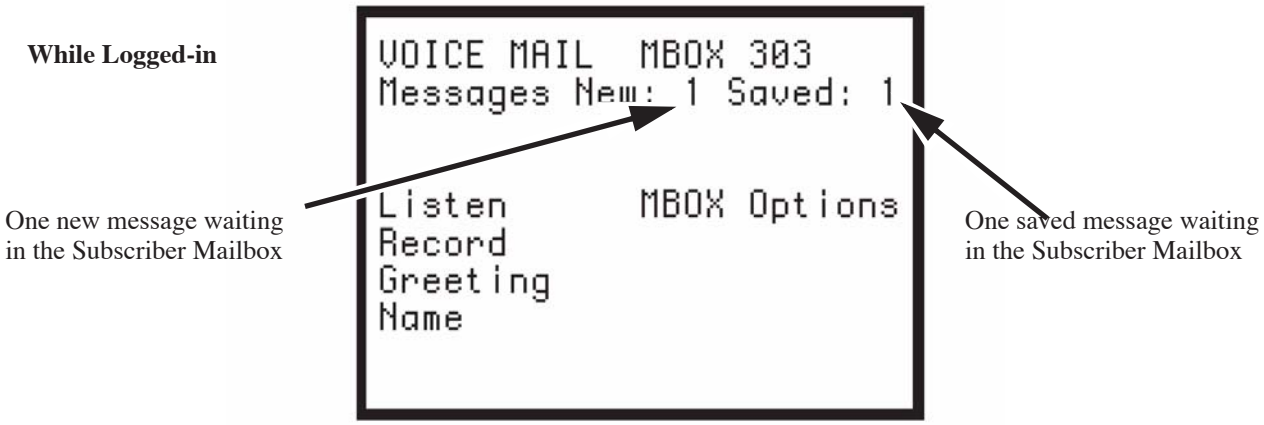
22-Button and 34-Button Display



Super Display



While Logged-in



Operation

Operation is automatic.

Message Delete

Description

An extension user can delete any messages left in their mailbox.

A Subscriber Mailbox user can delete any messages left in their mailbox. Message Delete lets the subscriber do their own mailbox maintenance. They can delete messages they no longer need and save messages that contain essential information. With Message Delete, the subscriber doesn't have to rely on the System Administrator to perform these routine mailbox maintenance functions.

Operation

Deleting a Message [Super Display Soft Key] - [Keyset Soft Key]		
Log onto Subscriber Mailbox.		
L (5)	Access the Message Listen mode (to listen to the message that you want to delete). **[Listen] - [Lstn]**	
	E (3)	Erase the message. **[Erase] - [Erase]** • You automatically return to the Message Listen mode.

Description

A subscriber can forward a message in their mailbox to a co-worker.

A Subscriber Mailbox user can forward a message in their mailbox to a co-worker. Forwarding is helpful when a subscriber receives a message with which a co-worker can assist them. Rather than sending a new message, the subscriber can just forward the message with which they need help. They can also optionally record a comment before the forwarded message. Typically, the comment would describe the reason for the message forwarding.

IntraMail saves the message in the subscriber's mailbox after they forward it. The Message Forward destination receives the forwarded message as a new message.

Operation

Forwarding a Message [Super Display Soft Key] - [Keyset Soft Key]					
Log onto Subscriber Mailbox.					
L (5)	Access the Message Listen mode and listen to the message that you want to forward. **[Listen] - [Lstn]**				
	MF (63)	Access the Message Forward Menu. **[Forward] - [N/A]**			
		Enter the number of the mailbox to which you want to forward the message.			
			#	Continue. **[Continue] - [Cont]**	
				Do one of the following.	
				a.	Record a comment that will precede the forwarded message + Dial #.
				b.	Dial **#** to forward without a comment.
				While recording a comment for your forwarded message.	
				*****	Pause or restart recording. **[Resume] - [Resume]** **[Pause] - [Pause]**
				E (3)	Cancel the forwarding and exit your mailbox. **[Cancel] - [Cancel]**
				#	End the recording. **[Done] - [Done]**
			*****	Back up and re-enter the mailbox number. **[Mailbox] - [Mbox]**	
		#	Go back to the Message Listen mode. **[Exit] - [Exit]**		
	#	Exit the Message Listen mode and go to the Mailbox Main Menu. **[Exit] - [Exit]**			
0	Plays Help message.				

Description

When a user calls their mailbox, they can dial a code to listen to all their messages, their new messages, or their saved messages.

After logging onto their mailbox, the subscriber can select the category of messages to which they want to listen. Then can listen to just new messages, just saved messages, or all messages. Message Listen Mode lets the subscriber customize their mailbox to initially play just the list of messages to which they want to listen. For example, if a subscriber has many saved messages and just a few new messages, then can log onto their mailbox and dial **1N** to select the new message list. When they press **L**, they will then cycle through just their new message.

Initially, a Subscriber Mailbox uses the All Message List. If they select a different message list, IntraMail reinstates the all Message List the next time they log onto their mailbox.

Operation

Message Listen Mode **[Super Display Soft Key] - [Keyset Soft Key]**			
Log onto Subscriber Mailbox.			
	[Message List] - [N/A]		
		1N (16)	Listen to new messages. **[Message List + New Messages] - [N/A]**
		1S (17)	Listen to saved messages. **[Message List + Saved Messages] - [N/A]**
		1A (12)	Listen to all messages. **[Message List + All Messages] - [N/A]**
	0	Plays Help message.	

Description

Dials a telephone number to let the recipient know there are new messages in their mailbox.

Once activated by the Subscriber Mailbox user, Message Notification dials a telephone number to let the user know when there are new messages in their mailbox. When Message Notification is on, a subscriber who is out of the office does not have keep calling their mailbox remotely to find out if they have new messages. IntraMail will let them know automatically. Notification can call extensions, local numbers, long distance numbers and digital pagers. When a Subscriber Mailbox user sets up Message Notification, they choose from the following options:

- If Message Notification is enabled or disabled.
  (Message Notification can only occur if it is enabled.)
- The time of day Message Notification should begin and end.
  (Callouts will only occur between the begin and end times.)
- The type of device to which Message Notification will be calling.
  (Message Notification can call a normal telephone number or a digital pager.)
- The telephone or pager service phone number.

To protect your mailbox from unauthorized access, be sure to record a security code for your mailbox before enabling Message Notification.

How Message Notification Works to Normal Telephone Numbers

1. The subscriber activates Message Notification for their mailbox (see *Operation* below).
2. When the subscriber receives a new message, IntraMail dials the destination that should receive the Message Notification.
   - IntraMail waits up to 30 seconds for ringback, reorder, busy or voice activity from the called number. If nothing is detected, the callout is considered unanswered.
3. If the recipient answers, IntraMail plays the notification message ("*Hello, I have a message for*") and asks the recipient to dial 1 to log onto their mailbox. The recipient hears the notification message if:
   - They say "Hello" after answering the callout, or
   - The system receives answer supervision from the telco after the recipient answers the call. (Note that the recipient can skip the announcement by dialing 1 to log onto their mailbox after answering the callout – without saying "Hello".), or
   - The notification is to a system extension.
4. Once the recipient logs onto the mailbox, the notification is considered acknowledged and will not reoccur until the subscriber receives new messages.
5. If the recipient doesn't answer, the system will retry the callout number. After completing the programmed number of callout attempts, Message Notification will stop.
6. Once the notification process begins, a new message does not restart the process if it is already in progress. Once the process ends (e.g., if the message is acknowledged or the maximum number of callout attempts is reached), the next new message will restart the process.

How Message Notification Works to Digital Pager Numbers

1. The subscriber activates Message Notification for their mailbox (see *Operation* below).
2. When the subscriber receives a new message, IntraMail immediately dials the pager service.
   - IntraMail waits up to 30 seconds for ringback, reorder, busy or voice activity from the called number. If nothing is detected, the callout is considered unanswered.
3. After the pager service answers, IntraMail sends a dial string which causes the pager display to show the subscriber's mailbox number as well as the number of new messages in the mailbox.
   - The notification is considered acknowledged if the recipient logs onto the mailbox. Notification will not reoccur until the subscriber receives new messages.

- If the pager service doesn't answer, IntraMail will retry the callout number. Message Notification may eventually cancel if the callout remains unacknowledged.

Operation

Setting Up Message Notification (Page 1 of 2) **[Super Display Soft Key] - [Keyset Soft Key]**						
Log onto Subscriber Mailbox.						
OP (67)	Access the Mailbox Options menu. **[Mbox Options] - [N/A]**					
	N (6)	Access the Message Notification Options Menu. **[Notification] - [Notif]**				
		IntraMail plays a summary of your Message Notification settings. • The your telephone display shows your current notification settings (see sample below). For telephone numbers **Notify ON 8AM- 5PM** **NUMBER: 12039265400** OR For pager numbers **Notify ON 8AM- 5PM** **PAGER: 12039265400**				
		O (6)	Turn Message Notification on or off. **[On] - [On]** **[Off] - [Off]**			
		C (2)	Change your Message Notification setup. **[Change] - [Chnge]**			
			When you see: **Notification Begin:**			
				Enter the hour you want Message Notification to begin. • Enter 2 digits for the hour		
					A (2)	Select AM **[AM] - [AM]**
					P (7)	Select PM **[PM] - [PM]**
				*****	Skip this option without changing your entry. **[Next] - [Next]**	
				#	Back up to the previous level without changing your entry. **[Exit] - [Exit]**	
			When you see: **Notification End:**			
				Enter the hour you want Message Notification to end. • Enter 2 digits for the hour. • For 24-hour notification, make the End Time the same as the Start Time.		
					A (2)	Select AM **[AM] - [AM]**
					P (7)	Select PM **[PM] - [PM]**
				*****	Skip this option without changing your entry. **[Next] - [Next]**	
				#	Back up to the previous level without changing your entry. **[Exit] - [Exit]**	
			When you see: **Notify Via:**			

Setting Up Message Notification (Page 2 of 2) [Super Display Soft Key] - [Keyset Soft Key]						
				N (6)	The notification destination is a telephone number. **[Number] - [Num]**	
				D (3)	The notification destination is a digital pager. **[Pager] - [Pager]**	
				*	Skip this option without changing your entry. **[Next] - [Next]**	
				#	Back up to the previous level without changing your entry. **[Exit] - [Exit]**	
			When you see: **Number**			
				Enter the Message Notification callout number (16 digits max). • Enter the number exactly as you want the system to dial it (including a leading 1 for toll calls, if required). • If the number you enter is 3 digits or less, it will be an Intercom call. If it is more than 3 digits, it will be an outside call.		
					#	Accept the number entered and back up to the previous level. **[OK] - [OK]**
					[Clear]	Erase the number you just entered.
				*	Skip this option without changing your entry. **[Next] - [Next]**	
				#	Back up to the previous level without changing your entry. **[Exit] - [Exit]**	
		#	Go back to the Mailbox Options menu. **[Exit] - [Exit]**			
	#	Go back to the Main Menu. **[Exit] - [Exit]**				
0	Plays Help message.					

Answering a Message Notification Callout to a Telephone		
To answer a Message Notification to a telephone:		
1.	Answer the callout at the programmed destination. • If IntraMail doesn't hear your voice (or you don't speak), just go to the next step and dial **1** to proceed.	
2.	Do one of the following.	
	a.	Dial **1** to accept the Message Notification.
	b.	Hang up to have the Message Notification call back later.
3.	When you dial **1**, you automatically log onto the subscriber mailbox that left you the Message Notification. • If you don't log onto your mailbox, IntraMail will re-send your notification.	

Answering a Digital Pager Message Notification Callout	
To answer a Digital Pager notification:	
1.	Operation is automatic. • If you don't call and log onto your mailbox, IntraMail will re-send your pager notification.

Description

A prerecorded message can play to callers while they wait on Hold

Message On Hold allows the System Administrator to record a message that will play to callers while they wait on Hold. For example, you can record a message summarizing available services or hours of operation. This message will play to callers as soon as you put them on Hold, and continually repeat as long as they remain on Hold. Message On Hold recording is only available from the System Administrator's Mailbox. IntraMail provides a single Message On Hold. Any number of callers can simultaneously listen to the Message On Hold recording.

Operation

Recording the Message On Hold [Super Display Soft Key] - [Keyset Soft Key]				
Log onto System Administrator's mailbox.				
SA (72)	Access System Administrator options. **[System Admin] - [N/A]**			
	1	Select Message On Hold. **[Message On Hold] - [N/A]**		
		L (5)	Listen to the current Message On Hold (if any). **[Listen] - [Lstn]**	
			#	Exit listen mode.
		R (7)	Record a new Message On Hold. **[Record] - [Rec]**	
			Record message.	
			*****	Pause or restart recording. **[Resume] - [Resume]** **[Pause] - [Pause]**
			E (3)	Erase recording. **[Cancel] - [Cncl]**
			#	Exit recording mode. **[Done] - [Done]**
		E (3)	Erase the Message On Hold. **[Erase] - [Erase]**	
		#	Go back to the System Administrator options. **[Exit] - [Exit]**	
		0	Plays Help message.	
	#	Go back to the Main Menu options. **[Exit] - [Exit]**		
0	Plays Help message.			

Description

An extension user can listen to their messages in either LIFO (last-in-first-out) or FIFO (first-in-first-out) order.

When you dial **L** (5) after logging into your mailbox, IntraMail will play messages in either LIFO (last-in-first-out) or FIFO (first-in-first-out) order. If you prefer to hear new messages first, enable LIFO (last-in-first-out) listening order. The newest (last-in) messages are at the top of the message list and the oldest messages are at the bottom of the list. If you wants to be reminded of oldest messages first, enable FIFO (first-in-first-out) listening order. The oldest (first-in) messages are at the top of the message list and the newest messages are at the bottom. Check with your system administrator to have this set up.

Operation

N/A

Description

An extension user can reply to a message in their mailbox by dialing a simple code, without knowing the caller's extension number.

A Subscriber Mailbox user can reply to a message from a co-worker by dialing **RE**, without knowing the caller's extension or mailbox number. Message Reply saves the subscriber valuable time since they don't need to know the sender's extension number or send a separate message to respond. The subscriber can just listen to the co-worker's message, dial a code, and record their answer. The message sender receives the reply as a new message.

Operation

Message Reply **[Super Display Soft Key] - [Keyset Soft Key]**					
Log onto Subscriber Mailbox.					
L (5)	Listen to your messages. **[Listen] - [Lstn]**				
	While listening to a message.				
		RE (73)	Reply to the message. **[Reply] - [N/A]** • If the mailbox does not exist, you will be prompted to enter the mailbox number to receive the reply. This can occur if you dial **RE** while listening to a message from an outside caller.		
			#	Start recording. **[Continue] - [Cont]**	
				Options available while recording.	
				*****	Pause or restart recording. **[Resume] - [Resume]** **[Pause] - [Pause]**
				E (3)	Erase recording. **[Cancel] - [Cncl]**
				#	End the recording. **[Done] - [Done]**
			*****	Back up and re-enter the mailbox number. **[Mailbox] - [Mbox]**	
			[Exit] - [Exit]		Exit without recording and go back to the Message Listen menu.
		#	Exit and go back to the mailbox Main Menu. **[Exit] - [Exit]**		
0	Plays Help message				

Description

Provides callers with additional dialing options after they leave a message in an extension's mailbox (depending on the setting of the Next Call Routing Mailbox Dial Mode).

The Next Call Routing Mailbox provides callers with additional dialing options while listening to a Subscriber Mailbox recorded or default greeting. It also provides additional dialing options to callers routed to an Announcement Mailbox. Next Call Routing Mailbox lets the caller choose how IntraMail should handle their call. For example, if an Automated Attendant caller dials a subscriber's extension and hears the greeting, Next Call Routing Mailbox (if programmed) allows them to dial other options instead of hanging up. Ask your System Administrator if your extension has a Next Call Routing Mailbox.

Operation

N/A

Description

A Subscriber Mailbox user can record and send a message to any other Subscriber Mailbox.

A Subscriber Mailbox user can record and send a message to any other Subscriber Mailbox. Record and Send a Message is the heart of IntraMail's voice messaging system. It allows co-workers to efficiently stay in touch and exchange essential information without relying on message slips, memos, or email.

Recording Options

While recording a message, a Subscriber Mailbox user has several recording options from which to choose. The following table shows these options.

Message Recording Options	
Option	**Description**
Options available while recording:	
*	Pause/resume recording.
E (3)	Erase the recording.
#	End recording.
Dial 0 while recording to hear the list of options.	

Operation

Record and Send a Message [Super Display Soft Key] - [Keyset Soft Key]				
Log onto Subscriber Mailbox.				
RS (77)	Record and send a message. **[Record] - [Rec]**			
	Enter the number of the mailbox to receive the message.			
		#	Continue. **[Continue] - [Cont]**	
			Options available while recording.	
			*****	Pause or restart recording. **[Resume] - [Resume]** **[Pause] - [Pause]**
			E (3)	Erase recording. **[Cancel] - [Cancel]**
			#	End the recording. **[Done] - [Done]**
		*****	Back up and re-enter the mailbox number. **[Mailbox] - [Mbox]**	
		[Exit]	Exit without recording and go back to the mailbox Main Menu.	
	#	Exit without recording and go back to the mailbox Main Menu. **[Exit] - [Exit]**		

Description

A mailbox can have a security code to guard against unauthorized access.

A mailbox can have a security code to protect it from unauthorized access. A Security Code must be 4 digits long, using 0-9. If a subscriber wants to keep their mailbox private, they can enter a Security Code. No one else can use the subscriber's mailbox unless they know the code.

Operation

Changing or Deleting a Security Code (From your Subscriber Mailbox) [Super Display Soft Key] - [Keyset Soft Key]				
Log onto Subscriber Mailbox.				
OP (67)	Access the Mailbox Options Menu. **[MBOX Options] - [N/A]**			
	S (7)	Access the Security Code options. **[Security Code] - [Sec]**		
		Enter new Security Code (4 digits, using 0-9).		
			C (2)	Accept Security Code entry and go back to the Mailbox Options Menu. **[OK] - [OK]**
			I (4)	Do not accept Security Code entry and go back to the Security Code options Menu. **[Clear] - [Clear]**
		*	Optionally erase your Security Code and go back to the Mailbox Options Menu. **[Erase] - [Erase]**	
		#	Exit to the Mailbox Options Menu without making any changes to your Security Code. **[Exit] - [Exit]**	
0	Plays Help message.			

Deleting a Security Code (From your System Administrator's Mailbox) [Super Display Soft Key] - [Keyset Soft Key]				
Log onto System Administrator's mailbox.				
SA (72)	Access System Administrator options. **[System Admin] - [N/A]**			
	S (7)	Select Subscriber Mailbox Maintenance options. **[Subscriber] - [Subs]**		
		Enter the number of the Subscriber Mailbox you want to maintain.		
			S (7)	Erase mailbox's Security Code. **[Erase Security Code] - [N/A]**
			#	Go back to System Administrator options. **[Exit] - [Exit]**
0	Plays Help message.			

Description

The extension user that has IntraMail system administration capabilities.

The System Administrator is a Subscriber Mailbox that has unique system administration features such as recording Instruction Menus and deleting messages in a co-worker's mailbox. The System Administrator features are an essential part of IntraMail setup since they allow the recording of the system-wide messages and provide Subscriber Mailbox maintenance. After logging onto their Subscriber Mailbox, the System Administrator can use all of the features in the **SA** menu. The *System Administrator Options* table below shows these options.

System Administrator Options
[Super Display Soft Key] - [Keyset Soft Key]

Option	Description	For more, see:
SA (72) [System Admin] - [N/A]	Access the System Administrator options.	
I (4) [Instruction] - [Instr]	Record an Instruction Menu.	*.Instruction Menu* (page 53)
A (2) [Announcement] - [Annc]	Record an Announcement Message.	*Announcement Message* (page 16)
S (7) [Subscriber] - [Subs]	Access the Subscriber Maintenance options (see the following features).	
EA (32) [Erase All Messages] - [Msgs]	Erase all messages in a mailbox.	*.Erasing All Messages* (page 46)
EG (34) [Erase Greeting] - [Greet]	Erase a mailbox greeting. • With Multiple Greetings, this option simultaneously erases all recorded greetings in a Subscriber Mailbox. Additionally, the active greeting is reset to 1.	*.Greeting* (page 50)
EN (36) [Erase Name] - [Name]	Erase a mailbox name.	*.Mailbox Name* (page 61)
S (7) [Erase Security Code] - [N/A]	Delete a mailbox Security Code.	*.Mailbox Security Code Delete* (page 64)
N (6) [Record Mailbox Name] - [N/A]	Record Mailbox Name.	*Mailbox Name* (page 61).
O (6) [Answer Schedule] - [N/A]	Override the active Answer Schedule.	*Answer Schedule Override* (page 17)
1 [N/A] - [N/A]	Message on Hold	*Message On Hold* (page 76)
V (8) [N/A] - [N/A]	Hear the version number of the IntraMail stored voice prompts.	

Operation

Refer to the individual features referenced in the *System Administrator Options* (page 82).

Accessing the System Administrator Options [Super Display Soft Key] - [Keyset Soft Key]	
Log onto System Administrator's Mailbox.	
SA (72)	Access the System Administrator Menu. **[System Admin] - [N/A]** • Turn to *System Administrator Options* (page 82) *for more.*
0	Plays Help message.

Description

Set the system time and date.

Since IntraMail is completely integrated with the telephone system software, the IntraMail time and date is the same as the phone system time and date. Since time and date is used on telephone displays and with the *Auto Time Stamp* and *Time and Date Stamp* features, be sure to set it accurately. To change the time and date, use either the system programmable options or the User Programmable features. See *Programming* below. The Time and Date is retained if the telephone system power should fail or the system resets.

In addition, a Subscriber Mailbox user can hear the time and date when they call their mailbox.

Operation

Hearing the Current Time and Date **[Super Display Soft Key] - [Keyset Soft Key]**	
Log onto Subscriber Mailbox.	
TI (84)	Access the Time and Date option. • IntraMail plays the time and date, and then returns you to the mailbox Main Menu.
0	Plays Help message.

Description

A mailbox user can listen to a message and dial a code to hear the time the message was sent, as well as the caller's number.

While listening to a message, a Subscriber Mailbox user can dial **TI** to hear the Time and Date the message was left. This is a handy option while reviewing messages. The subscriber can just dial a code to find out when the message arrived.

Time and Date Stamp with Caller ID

With caller ID installed, a mailbox user can dial **TI** while listening to a message from an outside caller to hear the time the message was sent, *as well* as the caller's number. This capability is always available for messages left by an Intercom caller.

Operation

Hearing the Time and Date a Message was Left [Super Display Soft Key] - [Keyset Soft Key]		
Log onto Subscriber Mailbox.		
L (5)	Access the Message Listen mode. **[Listen] - [Lstn]**	
	TI (84)	Hear the time and date the message was sent. • Turn to *Listening to Messages* (page 56) for more on your listening options.
0	Plays Help message	

Transfer to a Mailbox

Description

An extension user can transfer their active call to a co-worker's mailbox.

An extension user can transfer their active call to a co-worker's mailbox. This lets the caller leave a personal message for the co-worker. Transfer to a Mailbox is one of the big conveniences of IntraMail since the caller can state their business and not have to call back later. It saves the caller time and cuts down on unnecessary telephone system call processing. Transfer to a Mailbox is frequently used by attendants and receptionists as well as other co-workers.

Transfer Message Handling

When the transferring extension leaves a message before hanging up (which could occur if the destination's calls are forwarded to voice mail), the system will record two separate messages. One message will be from the transferring extension; the other from the transferred caller. Each message has the correct Caller ID assigned.

Additionally, if a caller is transferred to an extension and Voice Mail picks up, the caller will hear the entire greeting for the called extension's mailbox. The greeting will restart as soon as the system connects the caller to the Transfer destination's mailbox.

Operation

Transferring Calls to a Mailbox		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
To Transfer your active call to a mailbox:		
Method A (Ring first, then Transfer)		
1.	Press **TRANSFER**.	
2.	Dial the number of the mailbox to receive the Transfer. • You can optionally press the DSS key for your co-worker. • To transfer the call to your own mailbox, dial your extension number.	
3.	Press **V-MAIL** and hang up. • Voice mail will prompt your caller to leave a message. • The caller will hear the ***entire*** mailbox greeting after the Transfer goes through.	
4.	Press **SPEAKER** to hang up. • To transfer a call to a co-worker's mailbox from a single line telephone, use the following procedure: Hookflash + Dial ***8** + Dial the co-worker's mailbox + Hang up.	
Method B (Transfer without first ringing)		
1.	Press **TRANSFER**.	
2.	Press **V-MAIL**.	
3.	Dial the number of the mailbox to receive the Transfer. • You can optionally press the DSS key for your co-worker. • Voice mail will prompt your caller to leave a message. • The caller will hear the ***entire*** mailbox greeting after the Transfer goes through.	
4.	Press **SPEAKER** to hang up.	

Transferring Calls to a Mailbox		In these instructions: [Super Display Soft Key] [Keyset Soft Key]
Method C (Using a Call Coverage key)		
1.	Press **TRANSFER**. • If your extension has Hotline Automatic Transfer, skip this step.	
2.	Press the Call Coverage key.	
3.	Press **V-MAIL**. • Voice mail will prompt your caller to leave a message. • The caller will hear the ***entire*** mailbox greeting after the Transfer goes through.	
4.	Press **SPEAKER** to hang up.	
Method D (Using a Hotline key)		
1.	Press the Hotline key.	
2.	Press **V-MAIL**. • Voice mail will prompt your caller to leave a message. • The caller will hear the ***entire*** mailbox greeting after the Transfer goes through.	
4.	Press **SPEAKER** to hang up.	

Description

A mailbox user can turn the volume up or down while listening to their messages.

Since IntraMail is completely integrated with the telephone system software, Volume Control is available at a subscriber's keyset any time while listening to a message, greeting, or prerecorded voice prompt. Volume Controls let the user interactively adjust the loudness of the IntraMail messages and prompts to a comfortable level.

Operation

Volume Control [Super Display Soft Key] - [Keyset Soft Key]	
To adjust the volume while using any mailbox feature:	
1.	Press **Volume Up** or **Volume Down**.

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