

CHAPTER 5 - VOICE MAIL

GETTING STARTED WITH VOICE MAIL

LOG IN

Know your box number and password. When CALLMaster picks up and starts playing a prompt to you, press the pound key (#). Follow the instructions. The pound key (#) can be used to back up CALLMaster one menu at a time, finally exiting altogether.

LOGGING INTO YOUR MAILBOX

The advanced features of CALLMaster are available by logging in. Call the CALLMaster system, and anytime during the greeting or main menu, press the pound key (#). The system will then ask for your box number.

BOX NUMBER AND PASSWORD

Your voice mailbox is identified by a box number and protected by a password. After your first login it will also have two recordings from you--your "name" and "greeting", as well as the spelling of your name for use in the directory. You have the ability to change everything but your box number; your system administrator can do that for you. Your box number is six digits long, but your password can be zero to six digits. You must signal the end of your password by pressing the star key (*), even if your password has six digits. If CALLMaster does not recognize your box number or password, it will ask you to try again. If you ever have trouble entering your box number and password, try a slightly longer tone on the first digit of your box number.

FIRST LOGIN: YOUR GREETING, NAME, AND DIRECTORY ENTRY

The first time you log into CALLMaster, you will be prompted to record your "greeting" and "name". Your greeting is played for outside callers. Your name is used to identify you to your fellow box holders, and is played when callers enter your name in the Voice Mail directory. Both are easily changed whenever you want; for instructions see "Personal Options." The prompts will tell you when to start recording, and how to stop recording; and then how to save, replay, or redo your recording. CALLMaster uses a short recording tone to indicate when recording starts and stops. Recording is covered in more detail in the section "Sending Messages." During your first login, you will also be prompted to spell your last name, for use in the box holder directory. Use the touch-tone keys to spell your name (use "7" for "Q," and "9" for "Z"). Then you will be prompted to approve, hear, or redo the spelling; remember that the system will read back numbers, not letters. When a caller uses the Voice Mail directory, and spells your name, he will hear your recorded "name."

| | | |
|----------------------------|-------------------------|------------------------|
| 1 Rewind | 2 Pause/ Continue | 3 Fast Forward |
| 4 Previous Message | 5 Replay Message | 6 Next Message |
| 7 Save Message | 8 Play Menu | 9 Delete Message |
| * Additional Options | 0 Reply | # Exit This Menu |

MAILBOX MAIN MENU

The Mailbox Main Menu (Fig. 5-1) lists the basic mailbox functions: one (1) to review messages, two (2) to send a message, three (3) to set personal options. Press the number of your choice, or, press the pound key (#) to exit the Mailbox Main Menu and return to the system main menu.

Fig. 5-1

| | | | | |
|-------------------------|-----------------------|---------------------------------|----------------------------------|--------------------------------------|
| 1 Review Messages | 2 Send Messages | 3 Set Personal Options | * Access Admin. Options | # Exit Mailbox Main Menu |
|-------------------------|-----------------------|---------------------------------|----------------------------------|--------------------------------------|

REVIEW MESSAGES

OVERVIEW

"Review Messages" is the voice mail feature you will probably use most. CALLMaster gives

you complete and precise control over message playback, selection, and management. You may control message playback by pausing, rewinding, or fast-forwarding. You may choose to hear the first message or the last message. There are powerful message management capabilities including: delete, save, time-stamp, and reply.

FEATURES

The basic Review Messages menu (Fig. 5-2) controls message playback, selection, and management. All of the options are available while you are listening to a message; all but the first three are available between messages.

'1' Rewind

While listening to a message, you may rewind it five seconds by pressing one (1). The rewind time is a value controlled by the System Parameter "Rewind Rate".

'2' Pause

You may pause a message by pressing two (2); press two again to continue.

'3' Fast Forward

While listening to a message, you may fast forward the message five seconds by pressing three (3).

Fig. 5-2

'4' Previous

To hear the previous message, press four (4).

'5' Replay

To repeat the current message, press five (5).

'6' Next

To hear the next message, press six (6).

'7' Save

You may save a message for later review by pressing seven (7). The message is then grouped, in order of receipt, with any other saved messages you may have. It will stay in the system for the length of time designated in the Maximum Message Age for your mailbox

Eight (8) is not used for Review Messages, and therefore causes the menu to repeat

'9' Delete

To delete a message, press nine (9). You should delete messages after you have listened to them. The message will be held temporarily as a "deleted" message. If you delete a message accidentally, you may recover it to your saved message list provided you do so during the same phone call. CALLMaster will not actually delete the message until it is finished with all phone calls in progress, so even if you hang up, you may still be able to recover the message if you log right back into your box.

'0' Reply

If another box owner sent you a message, send a reply back to that box by pressing zero (0).

'*' Additional Options

More options are available by pressing the star (*) key, as explained in Fig. 5-3. You can always exit this menu by pressing the pound (#) key.

'2' Message Count

To hear a count of your new and saved messages, just as you did when you logged in, press two (2) from the additional options menu.

'4' First Message

| | | |
|---------------------------------|---------------------------------|-----------------------------------|
| 1 | 2 Message Count | 3 |
| 4 First Message | 5 Date, Time, & Sender | 6 Last Message |
| 7 Review Saved Message | 8 Review New Message | 9 Review Deleted Message |
| * | 0 Send a Copy | # Exit This Menu |

- To jump to the first message of the group to which you are listening, press four (4).
- '5' **Date, Time, And Sender**
You may hear the date and time the message was recorded by pressing five (5) from the additional options menu. If you receive the message from another box holder, then you also hear the "name".
 - '6' **Last Message**
To jump to the last message of the group to which you are listening, press six (6).
 - '7' **Review Saved Messages**
You may review your saved messages by pressing seven (7).
 - '8' **Review New Messages**
You may review your new messages by pressing eight (8).
 - '9' **Review Deleted Messages**
To check your deleted messages, press nine (9)
 - '0' **Send A Copy**
You may send a copy of the message to another box holder by pressing zero (0). After you enter the box number to copy to, CALLMaster will play the name of the box holder and prompt you to record and approve an introduction to the message. Then you will be prompted to press star (*) to copy the same introduction and message to another box. You must approve the additional copies.

Fig. 5-3

SEND MESSAGES

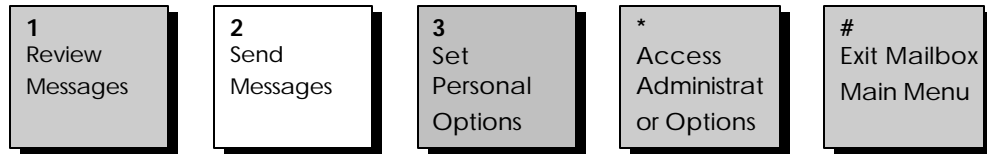


Fig 5-4

OVERVIEW

Box holders can easily send messages to and from each other by pressing two (2) from the main menu.

FEATURES

To Box Holder

Messages can be sent to another box holder. When you enter a correct box number, you will hear the box holder's "name". After you record the message, you can send it to another box. If you want the box holder you are sending the message to be able to reply by pressing star (*) and zero (0), you must be logged into your box.

To Distribution List

A message can also be sent to a distribution list, which in turn contains many box numbers. When you are prompted for a box number, press star (*) to use one of your private distribution list. Press star (*) again to use a public distribution list. For instructions on creating and maintaining distribution lists, see Set Personal Options section of this chapter.

Recording The Message

Once you have entered the box number or distribution list number, you are prompted to record the message and given a tone to indicate the start of recording. Recording continues until you press a touch-tone, stop speaking, or reach the maximum message length allowed. The recording tone sounds again to indicate the end of recording. You will be given the opportunity to approve, listen to, or redo your recording by pressing one (1), two (2), or three (3), respectively; you may press four (4) to append to the end of the message (See Fig. 5-5). The message is not sent unless and until you approve it.

The event follows the following path:

After pressing two (2) from the main menu, you are able to send a message to:

- Another mailbox number (specified by a four-digit code)
- A personal distribution list (by pressing *)
- A public distribution list (by pressing **)

CALLMaster checks for valid box and distribution list numbers. As soon as you finish recording the message, press the star (*) key. You will get the following menu:

- '1' Approve and send message
- '2' Playback message
- '3' Re-record message
- '4' Append to end of message (not available for wav recordings)
- '*' Send to additional boxes/lists
- '#' Exit this menu

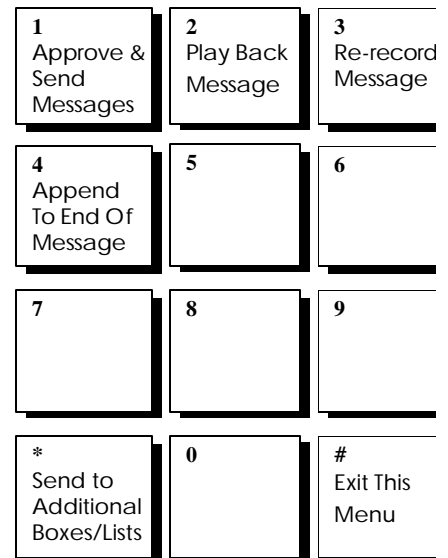
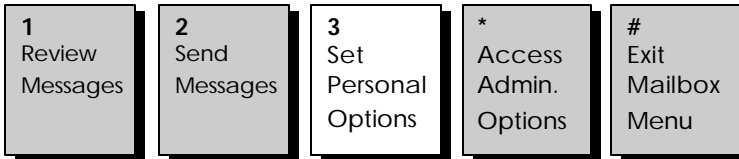


Fig. 5-5 shows options box holders have after recording a message. Note that the option to send to lists or additional Boxes (star - *) is only available if you are logged into a mailbox at the time you are recording the message, and it is not available until the message has been approved.

SET PERSONAL OPTIONS

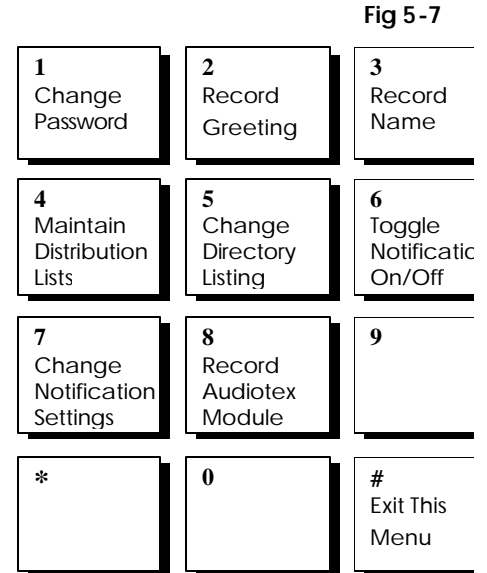
OVERVIEW



Press three (3) from the mailbox main menu to set your personal options.

FEATURES

There are seven personal options (Fig. 5-7) you can set: password, name, greeting, distribution lists, directory listing, notification on/off, and notification settings.



'1' Change Password

Your password protects access to your mailbox. It may be zero to four digits long. Password security is important because it prevents others from reviewing or deleting your messages, and from sending messages under your name. Change your password. Don't use the same number for your mailbox and password; don't use easy to guess numbers. Change it every so often, and vary the length of your password. Avoid patterns. To change your password, first listen to your current password, and then enter a new password. After you enter the new password, you will be prompted to approve, listen to, or redo; you must approve the password change for it to take effect. If you decide not to change the password, or just want to hear it, press the pound key (#) to exit this option.

'2' Record Greeting

Your "greeting" is used to identify you to outside callers. This very important recording is played for callers and followed by a tone to indicate that they should start recording their message to you. If you are using a mailbox with the "Option to leave message" feature, the callers will hear your greeting plus a prompt telling them whether to leave a message or return to the main menu. To change your greeting, first listen to your current greeting, and then record your new greeting. After you record the new greeting, you will be prompted to approve, listen to, or redo (to append, press 4); you must approve the new greeting recording for it to take effect. If you decide not to change the greeting, or just want to hear it, press the pound key (#) to exit this option.

'3' Record Name

Your "name" is the recording used to identify you in the mailbox directory. It also identifies you to other box holders. When they listen to messages sent from you, and request date, time, and sender information, they hear your name. Also, when box holders send, forward, or reply to you, they are prompted to "record your message for (name)." To change your name recording, first listen to your current name, and then record your new name. After you record the new name, you will be prompted to approve, listen to, or redo the recording (to append, press 4); you must approve the name change for it to take effect. If you decide not to change the name, or just want to hear it, press the pound key (#) to exit this option.

'4' Maintain Distribution Lists

You can create edit and delete your own private distribution lists; you may also review public distribution lists that have been created by the system administrator. To create a distribution list press one (1) from the distribution list menu, enter a three-digit identification number and record a name for the list. To add boxes press two (2), then enter the identification number for the list, and follow the menu to add as many boxes as you like; you must approve each box. You can also delete and review boxes in the list. To review public distribution lists created by the administrator, press star (*) when prompted for the

identification number, then enter the correct public distribution list number. Only an administrator may edit or delete a public distribution list.

The administrator can create, edit, and delete public lists as well as private lists. When prompted for the list number, the administrator can press star (*) to toggle between private and public lists.

'5' Change Directory Listing

The box holder directory is for callers who do not know your box number. They will hear your recorded "name", and be able to hear your box number, or go directly to your box, where they will hear your personal greeting and be able to leave a message.

CALLMaster stores the touch-tone numbers that represent the letters of your name, not the actual letters. Because each number represents three letters, some names may be the same to CALLMaster; for example, both "Adams" and "Beans" are spelled "23267". If callers enter only part of the name, CALLMaster will present all the names that match to that point. To change the spelling of your name for purposes of the box holder directory, press five (5) from the personal options menu. First listen to your current directory entry, then enter a new one followed by the star (*). After you spell the new directory entry, you will be prompted to approve, listen to, or redo; you must approve the new directory entry for it to take effect. If you decide not to change your current listing, or just want to hear it, press the pound key (#) to exit this option.

'6' Toggle Notification On/Off

If the system administrator has enabled your mailbox to receive message notification by phone call or pager, you may toggle message notification on or off by pressing six (6).

'7' Change Notification Settings

If the system administrator has enabled your mailbox to receive message notification by phone call or pager; you may change the phone number or numbers where you are to be notified, as well as the earliest and latest times CALLMaster should call. You may change both the area code and phone number, or press star (*) to leave them the same, and then approve, replay or redo the change. Then you may change the earliest and latest hours to call; the time must be entered in a two-digit, military format (00 is midnight, 08 is 8:00am, 14 is 2:00pm, and 23 is 11:00pm, etc.). When the earliest and latest hours are equal, CALLMaster will notify you twenty-four hours a day.

'#' Exit

The pound key (#) is the exit key; it works like the escape key [Esc] on a computer keyboard. The pound key (#) exits one level at a time: if you are on a menu, it exits the menu; on a prompt, it exits the prompt; if you are recording, it cancels the recording. Pressing the pound key (#) at the main menu will interrupt the main menu; then the system will exit Voice mail. To exit the main menu (and your login) entirely, press the pound key (#) twice or more.