Tadiran Telecom

Emerald™ ICE
Digital Key
Telephone System

Flash Voicemail User Guide

Record of Revisions

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1 Introduction

The Emerald ICE Voice Flash Voice Mail is a powerful, compact voice processing system that uses state-of-the-art Digital Signal Processing hardware and software, interfaced with the Emerald ICE compact communications platform.

All voice processing uses digital voice processing chips for the utmost in voice clarity and reliability.

This compact, high-performance, solid-state voice processing system has been designed to provide today's business with a feature-rich system enabling small companies to project the image of a much larger company. Since a large majority of all telephone transactions require only one-way communications, the voice mail function contributes to streamlining business communications.

The purpose of this manual is to provide instructions for programming using the System Administrator's Mailbox.

Programming is performed through either a series of easy-to-follow menus accessed from HyperTerminal on a PC or by the System Administrator's Mailbox. Refer to the *Emerald ICE Flash Voice Mail Installation Manual* for instructions on the programming performed on a PC.

Introduction

1

Capabilities

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The basic system includes the ability to:

▪ Send messages in telephone answering and voice mail mode.

▪ Send copies of messages.

▪ Send messages to multiple destinations.

▪ Obtain a summary count of messages waiting for review.

▪ Delete, reply, save, or skip a message.

▪ Receive message information indicating the date, time, and sender information, if available.

▪ Change recorded name, personal greeting, and password.

In addition, the system provides:

▪ Playback controls when sending or reviewing messages.

▪ A temporary greeting.

In order to simplify message storage, two queues are used. The new message queue stores all messages which have not been reviewed by the subscriber. The saved message queue is used to store already reviewed messages for future action.

As messages are recorded, they need to be stored in such a way that they can be retrieved efficiently. The system stores messages in mailboxes.

Users, or subscribers, are assigned mailbox numbers for their private use. Each mailbox is protected by a user-defined password. Thus, subscribers are the only ones who can retrieve messages left in their mailboxes.

More than one person can use the system at the same time. Each port allows one user access to the system. A port is a path to the system. For example, up to eight users could be recording or reviewing messages at the same time with an eight-port system. Since not all users would be accessing the system at the same time, many users can be supported. User commands are just one digit long. They do not have to be memorized since the system is constantly prompting users about what to do.

By using a Touch Tone® phone, you can receive or send messages from any location through your voice mailbox. If you are busy in your office or away on a business trip, customers, vendors, or other employees can leave you detailed messages in your voice mailbox. Since the mailbox is password-protected, these messages are completely confidential.

Document Overview

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This document is is arranged in the following sections:

Chapter 1: *Introduction*- this chapter describes the overall capabilities of the system including System Capabilities, Basic Operation, and an overview of this document.

Chapter 2: *Learning the System* – this chapter provides descriptions of the use of the [*] key, the [#] key, interrupting prompts and how to use this guide.

Chapter 3: *Getting Started* – this chapter provides instructions on how to access mailboxes and disconnecting from the system.

Chapter 4: *Basic Operations* –this chapter provides instructions on how to review messages and options after reviewing, playback options, skipping messages, replaying messages, saving and deleting messages and replying to messages.

Chapter 5: *Message Information* - this chapter describes how to listen to message information such as time and date of delivery and sending copies to others in the Voicemail system.

Chapter 6: *Additional Operations* - this chapter provides instructions on how to change your mailbox greeting, review your greeting, delete your greeting, record your name, and how to record, review and delete a temporary greeting.

Chapter 7: *Advanced Features* – this chapter provides instructions on using the Priority and Confidential features.

Chapger 8: *Passwords* - this chapter provides instructions on changing passwords.

Document Conventions

This manual uses several conventions to convey information more clearly to the reader. It is recommended that the conventions shown below in Table 1 be reviewed and understood before continuing.

Table 1. Document Conventions

Convention	Purpose
Normal	Used for body text throughout the manual.
Normal, italic	Used in describing actual voice prompts.
Bold, italic type	Use for menu items, form names or items.
Normal, bold	Used to indicate keystrokes, filenames, device names, etc.
Press	Means to press a specific key. (e.g. press **ESC** means to press and release the Escape key once.)
Enter	Means to type the specified information and then press **ENTER** (e.g. enter **TEST.TXT** means type TEST.TXT on the keyboard and press **ENTER**.)
NOTE	Indicates an informational note associated with a procedure, action or item.
Keystroke Keys (i.e. F1 , 9 Enter)	Indicates a keystroke from a keyboard.

Applicable Documents

The following documents should be available.

- *Emerald ICE Flash Voice Mail Installation Manual*

Introduction

1

2 Learning the System

The best way to learn how to use the system is to experiment. No actions that you take can damage the system. It is recommended that you learn the operation of the system by sending messages to yourself. Access the personal options and change them. Changes are not permanent except when deleting a message.

The system is programmed to respond when any of the twelve telephone keys are pressed. If no key is pressed in response to a prompt. The system repeats the caller's options. If there is still no response, the system automatically transfers a caller not within the Voice Mail system to an attendant or politely disconnects the call.

The system counts the number of errors (incorrect key presses) that a caller makes. If the count exceeds a certain number (usually 3) the caller is politely disconnected. The system does this to allow as many callers on the system as possible.

The ✳ Key

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Press ✳ whenever you want to cancel what you are doing.

Pressing ✳ allows you to skip personal greetings and introductory prompts. It gets you directly to the recording tone.

While listening to a prompt, press ✳ to "back up" to the previous menu. At the Main Menu, press ✳ to disconnect.

The # Key

Press # whenever you want to complete a step, or send a message.

Press # twice to skip a message.

can also be used to denote the end of a variable length number like a password. This keeps the system from having to wait to determine if you are finished entering digits.

Interrupting the Prompts - Dial Ahead Function

You can interrupt most prompts if you know what you want to do. You can even enter several commands at once.

How to Use this Guide

This guide gives you easy-to-follow instructions on how to get the most from the features of the system. It is divided into several sections. To start using the system quickly, read through *Chapter 3-Getting Started* and *Chapter 4-Basic Operation*. After you have practiced using the system for a short while, read the remainder of this guide to learn the other features and capabilities of the system.

3 *Getting Started*

Accessing Your Mailbox

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Call the Voice Mail system by pressing your dedicated Voice Mail key on your phone or dial the Voice Mail system *hunt group number*: <u>**253**</u>. The *hunt group number* is a number assigned by your administrator in system configuration so that users can dial directly into the Voice Mail system and access the features.

If you hear the system greeting, press #️ and your mailbox number. With some telephone systems this step will not be required. You will automatically be routed to your own mailbox.

When prompted, enter your password. The system will then tell you how many new and how many saved messages you have in your mailbox. The mailbox Main Menu is then played.

Disconnecting from the System

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When you have finished using the system, press *️ until the system says, *"Hanging up now. Goodbye."*

If after pressing 1️ you attempt to disconnect while there are new messages in your mailbox, the system plays a message, *"The mailbox is not empty."* You are then returned to the mailbox Main Menu. Press 1️ if you wish to listen to the new message. Press *️*️ to hang up.

4 Basic Operations

Reviewing Your Messages

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Messages in your mailbox come from two places: from non-subscribers who leave messages while in the telephone answering mode or from other subscribers. Messages are presented to you in the following order: new messages, skipped messages, and saved messages.

After the last new message has been presented to you, the system searches the mailbox to see if there are any remaining new messages to be reviewed. In particular, if new messages arrive during message review, they are presented in the same order as before but are considered "skipped".

To review the messages in your mailbox:

At the main menu, press [1]. The system plays your messages. After each message is reviewed, the system asks what you want to do with the message. The available options are:

[1]	**Replay**	Repeats the entire message.
[2]	**Save**	Keeps the message in your mailbox for future reference.
[3]	**Delete**	Allows you to discard the message and also requires that you confirm the deletion by pressing the [#] key.
[4]	**Reply**	Allows you to record a reply to a message sent from another subscriber's mailbox with a single keystroke
[5]	**Message Information**	Plays the time and date that the message was sent, and where the message originated from.
[6]	**Send a Copy**	Allows you to forward a copy of the message to another subscriber. When you send a copy, you have the option to send the copy with or without introductory comments.

Basic Operations

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You may cancel message review at any time by pressing $*$. Any message not completely reviewed and either saved or deleted remains in the new message queue. If a subscriber forgets to press $*$ to cancel review and just hangs up, all partially reviewed and unheard messages also remain in the new message queue.

Playback Controls

As you become more experienced, you will want to control the playback of the messages you've received. The system playback controls are designed to provide you with exactly that flexibility. For example, with playback controls, you can scan through a long message to find a phone number without reviewing the entire message. After dialing 1 to review a message, you can press:

1	Rewind to the beginning of the message.
7	Rewind 5 seconds.
8	Pause and restart the message.
9	Fast Forward 5 seconds.
#	Skip to the next message.

Options while Reviewing

In addition to the playback controls, you can press any of the reviewing option keys while the message is playing. For example, you don't have to review the entire message before deciding you want message information or to delete the message etc.

2	Save the message in your mailbox for future reference.
3	Delete the message and confirm deletion by pressing #.
4	Reply to the message.
5	Message information.
6	Send a copy.

Skip a Message

You may skip to the next message while listening to any message by pressing #.

Cancel Play of Messages

You may cancel message review by pressing *. Any message not completely reviewed remains in the new message queue. If a subscriber forgets to press * to cancel review and just hangs up, all partially reviewed messages also remain in the new message queue.

Replay a Message

At the end of a message (when the system prompts with the *"After Reviewing"* menu) you can replay that message in its entirety.

1 Reviewing → End of Message → 1 → Message Replays

Save a Message

If the message needs to be acted on later, it may be saved. Saved messages are kept in a separate queue. They will be played after new messages.

1 Reviewing → 2 → Message is saved

Basic Operations

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◉ Delete a Message

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If the message does not require action, it should be deleted. Deleting messages keeps the mailbox clear and reduces the need for system storage capacity.

$\boxed{1}$ Reviewing → $\boxed{3}$ → Delete → $\boxed{\#}$ → Confirm Deletion Request

> **NOTE:**
>
> *Once a message has been deleted, it **cannot** be retrieved.*

◉ Reply to a Message

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A user can reply to a message sent from another subscriber's mailbox by dialing one key. Therefore, subscribers should enter their own mailbox to record a message before sending so that recipients may conveniently reply.

$\boxed{1}$ → $\boxed{4}$ Reply → Record Reply $\boxed{\#}$ → Message Acceptable $\boxed{\#}$ → To send the reply $\boxed{\#}$

◉ Send a Call Directly to Voice Mail

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A user can send a call directly to another mailbox as follows:

XFER → **Voice Mail** Button → Dial extension or DSS Key → Hang Up

5 Message Information

Sometimes a subscriber wants to know details about a message such as who sent it and the time and date it was delivered. This information is called Message Information. The message information can be heard at any time while listening to the message by pressing ⑤.

① Review → ⑤ → Listen to Message Information

The time and date stamp on a new message always relates to message delivery.

Once a message is saved, the time and date stamp refers to the first time it was saved. This time and date stamp allows the subscriber to know how much longer the message can stay in the mailbox before it is automatically deleted. Reviewing a message and re-saving it does not change the time and date stamp or when the system automatically deletes the message.

Send a Copy to Someone Else

You may wish to send a copy of a message to another subscriber. In this situation, you may record introductory remarks and send the remarks plus a copy of the message to another subscriber or just send the message. Copies can be sent to one or more subscribers.

You can send copies of messages that are received in either the voice mail mode or telephone answering mode.

① Listen to → ⑥ → ① Send With → Record → Enter the
To   Comments   Comments # Destination #
Message   ② Send Without → Enter the
        Comments   Destination #

⬤ Sending a Message

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```
2 Record    → #  →   Message                  ‒ Enter        → Send the
  Message             Acceptable #               Destination    Message #
               1      Review Message            Mailbox
               2      Re-record Message         * Cancel
               3      Append to Message
               4      Assign as Priority
               5      Assign as Confidential
               6      Assign as Priority and Confidential
               *      Cancel Message
```

To Send a Message

1. Press 2 at the Main Menu to Send a Message. The system prompts you to begin recording your message.

2. Record the message.

3. Press # to end the message. The system prompts you to send the message if it is acceptable after giving you a chance to:

    1   Listen to the message you have just recorded.

    2   To re-record the message.

    3   Append to the recording.

    4   Assign a "Priority" tag to the message.

    5   Assign a "Confidential" tag to the message.

    6   Assign a "Priority" and "Confidential" tag to message.

    *   Delete the message and begin again.

4. When the message is acceptable, press #.

5. Enter the destination. The destination is the mailbox number of the person who is to receive the message. Messages may be sent to any of these individually or in combination with other destinations. Once you enter the mailbox number, the system plays back the name of the person whose mailbox you have selected. If you have selected the wrong destination, press the * key and enter a new destination number.

6. Press * if there are no more destinations, or continue from step 5.

Message Information

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6 *Additional Operations*

Changing Your Mailbox Greeting

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Your mailbox greeting is played to outside callers who enter a system mailbox in the telephone answering mode. This greeting enables you to give callers information about your schedule and to encourage callers to leave detailed messages. To change your mailbox greeting, temporary greeting or recorded name, simply enter personal options from the mailbox menu by pressing ③ and select ① for Greetings.

NOTE:

The system administrator can limit the length of a greeting.

If a mailbox greeting has not yet been recorded, the system uses the mailbox number as the greeting: i.e. "Mailbox 201".

Additional Operations

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What is a Good Mailbox Greeting?

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A good mailbox greeting encourages callers to leave detailed messages (not just name and phone number) and provides additional information that might be needed. It should present the kind of professional image that is appropriate for your particular organization. You may wish to include an instruction to dial ⓪ to reach an operator. For example, *"Hello, this is Jim Smith. I am sorry I am not able to receive your call, but if you leave a detailed message along with your name and number, I will be prepared to help you when I call you back. If you must talk to someone immediately, please press zero and someone will help you."*

To Change Your Mailbox Greeting

1. Press ③ at the Main Menu for Personal Options.

2. Press ① for Greetings.

3. Press ② for Record.

4. Press ② for Mailbox Greeting.

5. Record your greeting, and then press #️.

Reviewing Your Greeting

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You may use Personal Options to review your recorded greeting.

To Review Your Mailbox Greeting

1. Press ③ at the Main Menu for Personal Options.

2. Press ① for Greetings.

3. Press ① for Review.

4. Press ② for Mailbox Greeting.

Deleting Your Greeting

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The standard system greeting (recorded name) may be chosen at any time by deleting your recorded greeting without recording a new one.

To Delete Your Mailbox Greeting

1. Press ③ at the Main Menu for Personal Options.

2. Press ① for Greetings.

3. Press ③ for Delete.

4. Press ② for Mailbox Greeting.

Recording Your Name

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You should record your **name** the first time you use your mailbox. The recording of the name will be used: (1) to verify destinations, or (2) as part of a system-generated personal greeting. You may change the way your name is recorded at any time.

To Record Your Name

1. Press ③ at the Main Menu for Personal Options.

2. Press ① for Greeting.

3. Press ② for Record.

4. Press ① for Name.

5. Record your name, and then press #.

Temporary Greeting

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As customers and subscribers begin to appreciate the speed of information flow with voice mail, it is important to warn them when it may take longer then usual for you to respond to their messages. The temporary greeting allows you to give them this special notice. The temporary greeting plays in place of the mailbox greeting when calls are answered in the telephone answering mode. The greeting should emphasize that you will not be checking in for messages frequently. It might be used to direct callers to someone who could help them by either asking them to press a particular extension number or press 0 to reach an operator.

To Record A Temporary Greeting

1. Press ③ At the Main Menu for Personal Options.

2. Press ① for Greetings, and then press ② for Record.

3. Press ③ for Temporary Greeting.

4. Record the greeting, and then press #.

Review Your Temporary Greeting

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To Review Your Temporary Greeting

1. Press ③ at the Main Menu for Personal Options.

2. Press ① for Greetings, and then press ① for Review.

3. Press ③ for Temporary Greeting.

Additional Operations

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Delete Your Temporary Greeting

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To Delete Your Temporary Greeting

1. Press ③ at the Main Menu for Personal Options.

2. Press ① for Greeting, then press ③ for Delete.

3. Press ③ for Temporary Greeting.

7 *Advanced Features*

Sending Priority and Confidential Messages

A Priority Message is a message that can be sent to a recipient and will be placed first in the recipient's message list.

A Confidential Message is a message that can be sent to recipient and can be identified as a message that cannot be forwarded or copied to anyone but the message recipient.

To Send a Message Marked "Priority"

1. Follow the instructions for *Sending a Message* on Page 5-2.

2. Press ④ at the prompt tag the message as a "Priority" message. You will be prompted to enter a destination mailbox.

3. Follow the prompts for further options or press # to send the message.

The message will be placed first in the recipient's mailbox. If there is a previous "Priority" message in the recipeient's mailbox, the "Priority" messages will be placed in the order in which they were received.

To Send a Message Marked "Confidential"

1. Follow the instructions for *Sending a Message* on Page 5-2.

2. Press ⑤ at the prompt tag the message as a "Priority" message. You will be prompted to enter a destination mailbox.

3. Follow the prompts for further options or press #️ to send the message.

The message will now be tagged as "Confidential" and will only be accessible to the recipient. It will cannot be copied or forwarded to any other destinations. The message will also be placed first in the recipient's mailbox. If there is a previous "Priority" message in the recipeient's mailbox, the "Priority" messages will be placed in the order in which they were received.

To Send a Message Marked "Priority" and "Confidential"

1. Follow the instructions for *Sending a Message* on Page 5-2.

2. Press ⑥ at the prompt tag the message as a "Priority" and "Confidential" message. You will be prompted to enter a destination mailbox.

3. Follow the prompts for further options or press #️ to send the message.

The message will now be tagged as "Priority" and "Confidential" and will only be accessible to the recipient. It will cannot be copied or forwarded to any other destinations. It will also be placed

Advanced Features

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⬤ Audible Help

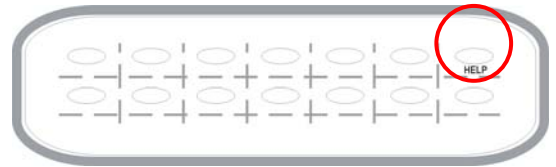▪ ▪

The *Emerald ICE Flash Voice Mail* Audible Help system is a series of prompts and instructions for utilizing the features of the Flash Voice Mail system.

Audible help can be accessed at any point by pressing button number 28 on the Deluxe Telephone Set and button number 14 on the Standard Telephone Set. Follow the instructions on the help system to access information on the Flash Voice Mail feature of your choice.

The location of the Help buttons is shown below.
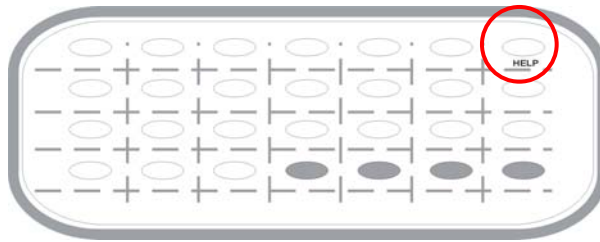
28-Button Telephone Keypad   **14-Button Telephone Keypad**

Outcall Notification

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You can use the optional outcall notification feature to have the system call your pager and notify you that a new message has been received in your mailbox. Your system administrator will set up your notification schedule and program your beeper or telephone number.

The Outcall feature allows a beeper or telephone to be contacted when a Voice Mail message is received.

If a beeper is used, the extension number of the Voice Mail sender will be displayed on the beeper.

If a telephone is used, the outcalled telephone will ring and the recipient will be hear prompts to retrieve messages.

Automatic Day/Night Change

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NOTE:

This feature is available if using Emerald ICE KSU Software version K24UT"1".XXX and higher. If the KSU version is K24UT"0".XXX, this will not be availble. Check with your System Administrator for further details.

The Automatic Day/Night mode change on the *Emerald ICE Flash Voice Mail System* is a feature that automatically changes the modes used for your Day and Night greetings, when the *Emerald ICE* system time changes.

Refer to the *Emerald ICE Flash Voice Mail Card Installation & Maintenance Manual* if you are using earlier verision of the *Emerald ICE KSU* software and would like to manually change the Day/Night modes.

⬤ Auto Transfer

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Auto Transfer is a feature that allows a user to recieve outside calls. The outside calls can be assigned to any designated outside line of choice such as a cell phone or home phone.

1. A non-user calls into the system from a normal phone to a user's mailbox as if attempting to leave a voice mail or reach a user's extension.

2. The user's station will then ring until the voice mail system picks up the call.

3. The non-user:

    a. Can leave a message as they normally would.

    b. Press 2 to tranfer the call. If 2 is pressed the system then picks up a CO line and transfers the call to the user's designated outside line.

Advanced Features

7

8 Passwords

There is one password that is associated with each subscriber mailbox. Each password is four digits long. Zero should not be used as the first digit. A temporary password is given to each subscriber and is used to enter the system for the very first time. It should not be used again.

Your password should represent numbers that are easy for you to remember yet not easily guessed by other people. You are strongly discouraged from using birthdays, employee numbers, parts of social security numbers, etc., since these numbers could be readily guessed by others. You are encouraged to change your password frequently.

To Change Your Password

Use the Personal Options menu:

1. Press ③ from the Main Menu.

2. Press ② for Passwords.

3. Enter the password you have decided on.

Tadiran Telecom, Inc.

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Revision A