

# NEC

**1. Features**

**2. Soft Key Glossary**

## **DS1000/2000 IntraMail**

**Feature Handbook**

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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# Table of Contents

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Table of Contents .....	i
<b>Chapter 1: Features .....</b>	<b>1</b>
Introduction to IntraMail Features .....	1
IntraMail Feature Glossary .....	2
Announcement Mailbox .....	12
Announcement Message .....	14
Answer Schedule Override .....	15
Answer Tables .....	16
The Default Mailbox and Routing Hierarchy .....	17
Customizing an Answer Table .....	17
Answering Machine Emulation .....	19
Auto Attendant Do Not Disturb .....	21
Auto Erase or Save .....	23
Auto Time Stamp .....	24
Automated Attendant .....	25
Automated Attendant Transfer .....	27
Automatic Routing for Rotary Dial Callers .....	28
Call Forward to a Mailbox .....	29
Call Routing Mailbox .....	30
Call Screening .....	33
Call Screening and Group Mailboxes .....	33
Automatic Call Screening .....	33
MW LED Operation Change .....	33
Caller ID .....	36
Caller ID with Return Call .....	37
Calling the Automated Attendant .....	38
Centrex Transfer .....	39
Conversation Record .....	40
Conversation Record Key for a Co-worker's Mailbox .....	40
Dial Action Table .....	42
Dial Action Table Options .....	43
Directory Dialing .....	44
Directory Dialing Mailbox .....	46
Erasing All Messages .....	47
Exiting a Mailbox .....	48
Extension Hunting to Voice Mail .....	49
External Transfer .....	50
Fax Detection .....	51
Flexible Answering Schedules .....	52
Flexible Call Routing .....	53
Flexible Mailbox Numbering Plan .....	54
Forced Unscreened Transfer .....	55
Getting Recorded Help .....	56
Go To A Mailbox .....	57
Greeting .....	58
Remote Greetings .....	58
Multiple Greetings .....	58
Group Mailbox .....	60
Understanding Group Mailbox Types .....	60

# Table of Contents

---

Guest Mailbox . . . . .	62
Enhanced Guest Mailbox . . . . .	62
Hang Up . . . . .	64
Instruction Menu . . . . .	65
Leaving a Message . . . . .	66
Listening to Messages . . . . .	67
Telephone Display while Listening to a Message . . . . .	68
Log Onto Voice Mail . . . . .	70
Local (On-site) Logon . . . . .	70
Remote Log On . . . . .	70
Mailbox Name . . . . .	72
Mailbox Options Menu . . . . .	74
Mailbox Security Code Delete . . . . .	75
Main Menu . . . . .	76
Make Call . . . . .	78
Master Mailbox . . . . .	79
Message Count Display . . . . .	80
Message Delete . . . . .	82
Message Forward . . . . .	83
Message Length . . . . .	84
Message Listen Mode . . . . .	85
Message Notification . . . . .	86
How Message Notification Works to Normal Telephone Numbers . . . . .	86
How Message Notification Works to Digital Pager Numbers . . . . .	86
Message On Hold . . . . .	89
Message Playback Direction . . . . .	90
Message Record . . . . .	91
Message Reply . . . . .	92
Message Storage Limit . . . . .	93
Message Waiting Lamp . . . . .	94
Multiple Company Greetings . . . . .	95
Next Call Routing Mailbox . . . . .	96
Programming Voice Mail . . . . .	97
Quick Message . . . . .	98
Record and Send a Message . . . . .	99
Recording Options . . . . .	99
Remote Programming . . . . .	101
Screened Transfer . . . . .	102
Screened vs. Unscreened Transfer . . . . .	102
Screened Transfer and Inactive Mailboxes . . . . .	102
Security Code . . . . .	104
Single Digit Dialing . . . . .	106
Subscriber Mailbox . . . . .	107
System Administrator . . . . .	108
System Administrator Mailbox . . . . .	109
System Re-initialization . . . . .	110
Time and Date . . . . .	111
Time and Date Stamp . . . . .	112
Time and Date Stamp with Caller ID . . . . .	112
Transfer to a Mailbox . . . . .	113
Enhanced Mailbox Transfer . . . . .	113
Transfer to a UCD Group . . . . .	114

# Table of Contents

---

- Undefined Routing . . . . . 115
- Unscreened Transfer . . . . . 116
  - Screened vs. Unscreened Transfer . . . . . 116
  - Unscreened Transfer and Inactive Mailboxes . . . . . 116
- Voice Mail Overflow . . . . . 118
- Voice Prompting Messages . . . . . 119
- Volume Control . . . . . 120
  
- Chapter 2: Soft Key Glossary . . . . . 111**
  - Soft Key Glossary . . . . . 111**

# Table of Contents

---

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# Chapter 1: Features

1

## Introduction to IntraMail Features

If you are not familiar with the IntraMail features, review the [IntraMail Feature Glossary](#) on page 2.

This chapter provides detailed information on the IntraMail features. The 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, its benefit, any special considerations you should be aware of, and how it works in the default system.
- **Operation**  
*Operation* provides charts that show you how the feature operates.

# IntraMail Feature Glossary

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## Feature Glossary

Name	Description	Usage
<b>Administrator Security Code Control</b>	■ See <i>Security Code</i> in this glossary.	Voice Mail
<b>Alternate Next Call Routing Mailbox</b>	■ See <i>Next Call Routing Mailbox</i> in this Glossary.	Voice Mail
<b>Announcement Mailbox</b>	Mailbox that allows a prerecorded greeting to play to callers. ■ See <i>Announcement Mailbox</i> on page 12 for more.	Automated Attendant
<b>Announcement Message</b>	The message that the System Administrator records for a specific Announcement Mailbox. ■ See <i>Announcement Message</i> on page 14 for more.	Automated Attendant
<b>Answer Table</b>	Determines how the Automated Attendant answers outside calls on each trunk, according to the time of the day and day of the week that the call is ringing. ■ See <i>Answer Tables</i> on page 16 for more.	Automated Attendant
<b>Answering Machine Emulation</b>	A keyset on the connected telephone system can work like a home answering machine. ■ See <i>Answering Machine Emulation</i> on page 19 for more.	Voice Mail
<b>Answering Schedule Override</b>	Enables an alternate greeting and alternate dialing options for callers. ■ See <i>Answer Schedule Override</i> on page 15 for more.	Automated Attendant
<b>Auto Attendant Do Not Disturb</b>	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 <i>Auto Attendant Do Not Disturb</i> on page 21 for more. Also see <i>Greeting</i> in this glossary.	Automated Attendant
<b>Auto Erase or Save</b>	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 <i>Auto Erase or Save</i> on page 23 for more.	
<b>Auto Time Stamp</b>	After a user listens to a message, IntraMail can optionally announce the time and date the message was left. ■ See <i>Auto Time Stamp</i> on page 24 for more.	Voice Mail
<b>Automated Attendant</b>	The Automated Attendant can automatically answer the telephone system's incoming calls, play an Instruction Menu message, and provide dialing options to callers. ■ See <i>Automated Attendant</i> on page 25 for more.	Automated Attendant
<b>Automated Attendant Transfer</b>	While on a trunk call, an extension user can transfer their trunk call to the Automated Attendant so the caller can use the Automated Attendant dialing options. ■ See <i>Automated Attendant Transfer</i> on page 27 for more.	Voice Mail



# IntraMail Feature Glossary

Name	Description	Usage
<b>Automatic Call Routing to a Mailbox</b>	■ See <i>Go to a Mailbox</i> in this glossary.	Automated Attendant
<b>Automatic Message Erase/Save</b>	■ See <i>Auto Erase or Save</i> in this glossary.	Voice Mail
<b>Automatic Routing for Rotary Dial Callers</b>	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). ■ See <i>Automatic Routing for Rotary Dial Callers</i> on page 28 for more.	Automated Attendant
<b>Call Forward to a Mailbox</b>	An extension user can forward their calls to their mailbox. ■ See <i>Call Forward to a Mailbox</i> on page 29 for more.	Voice Mail
<b>Call Screening</b>	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 <i>Call Screening</i> on page 33 for more.	Voice Mail
<b>Call Routing Mailbox</b>	The mailbox associated with an Answer Table that specifies which dialing options (Dial Action Table) and announcements are available to Automated Attendant callers. ■ See <i>Call Routing Mailbox</i> on page 30 for more.	Automated Attendant
<b>Caller ID</b>	A telephone company service that provides a caller's number and optional name. The telephone system can pass this information to IntraMail to enable <i>Caller ID with Return Call</i> . ■ See <i>Caller ID</i> on page 36 for more.	System
<b>Caller ID with Return Call</b>	■ See <i>Make Call</i> and <i>Time and Date Stamp</i> in this glossary.	Voice Mail
<b>Calling (Logging Onto) a Mailbox</b>	■ See <i>Log Onto Voice Mail</i> in this glossary.	Voice Mail
<b>Calling the Automated Attendant</b>	Automated Attendant callers can use various IntraMail features and then return to the Automated Attendant for additional dialing options. ■ See <i>Calling the Automated Attendant</i> on page 38 for more.	Automated Attendant
<b>Centrex Transfer</b>	The Automated Attendant to transfer a caller from a Centrex trunk to an outside number using the features of that Centrex trunk. ■ See <i>Centrex Transfer</i> on page 39 for more.	Automated Attendant
<b>Conversation Record</b>	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 <i>Conversation Record</i> on page 40 for more.	Voice Mail
<b>Day, Night, and Holiday Greetings</b>	■ See <i>Flexible Answering Schedules</i> in this glossary.	Automated Attendant

# IntraMail Feature Glossary

<u>Name</u>	<u>Description</u>	<u>Usage</u>
<b>Deleting a Message</b>	■ See <i>Message Delete</i> in this glossary.	Voice Mail
<b>Deleting Mailbox Security Code</b>	■ See <i>Mailbox Security Code Delete</i> in this glossary.	Maintenance
<b>Dial Action Table</b>	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 <i>Dial Action Table</i> on page 42 for more.	Automated Attendant
<b>Directory Dialing</b>	Directory Dialing allows an Automated Attendant caller to reach an extension by dialing the first few letters in the extension user's name. ■ See <i>Directory Dialing</i> on page 44 for more.	Automated Attendant
<b>Erasing All Messages</b>	Lets the System Administrator delete mailbox messages system-wide. ■ See <i>Erasing All Messages</i> on page 47 for more.	Maintenance
<b>Exiting a Mailbox</b>	An extension user can exit their mailbox by dialing a code or by hanging up. ■ See <i>Exiting a Mailbox</i> on page 48 for more.	Voice Mail
<b>External Transfer</b>	An Automated Attendant caller can automatically route to an outside telephone number. ■ See <i>External Transfer</i> on page 50 for more.	Automated Attendant
<b>Fax Detection</b>	The Automated Attendant can detect incoming fax calls and transfer them to a fax machine. ■ See <i>Fax Detection</i> on page 51 for more.	System
<b>Flexible Answering Schedules</b>	The Automated Attendant can answer outside calls with different announcements and dialing options, depending on the time of day and day of week. ■ See <i>Flexible Answering Schedules</i> on page 52 for more.	Automated Attendant
<b>Flexible Call Routing</b>	The Automated Attendant can provide outside callers with a wide variety of dialing (routing) options. There are 3 components to Flexible Call Routing. <i>Answer Table</i> Determines how the Automated Attendant answers outside calls on each Voice Mail port, according to the time of the day and day of the week that the call is ringing. <i>Call Routing Mailbox</i> The mailbox associated with an <i>Answer Table</i> that specifies which dialing options ( <i>Dial Action Table</i> ) and announcements are available to Automated Attendant callers. <i>Dial Action Table</i> Defines the dialing options for the <i>Call Routing Mailbox</i> chosen by the active <i>Answer Table</i> , which in turn provides those dialing options to Automated Attendant callers. ■ See <i>Flexible Call Routing</i> on page 53 for more.	Automated Attendant

# IntraMail Feature Glossary

<u>Name</u>	<u>Description</u>	<u>Usage</u>
<b>Flexible Mailbox Numbering Plan</b>	If the telephone system extension numbers are customized, the IntraMail mailbox numbers can be customized to match. ■ See <i>Flexible Mailbox Numbering Plan</i> on page 54 for more.	System
<b>Forced Unscreened Transfer</b>	A Subscriber Mailbox can optionally convert Automated Attendant Screened Transfers to Unscreened Transfers. ■ See <i>Forced Unscreened Transfer</i> on page 55 for more.	Automated Attendant
<b>Forwarding Calls to a Mailbox</b>	See <i>Call Forward to a Mailbox</i> in this glossary.	Voice Mail
<b>Getting Recorded Help</b>	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 <i>Getting Recorded Help</i> on page 56 for more.	Voice Mail
<b>Go to a Mailbox</b>	An Automated Attendant caller can dial a digit and route directly into a mailbox. ■ See <i>Go To A Mailbox</i> on page 57 for more.	Automated Attendant
<b>Greeting</b>	A Subscriber Mailbox user can record a personalized greeting for their mailbox. Caller's to the user's mailbox hear the greeting.  With Remote Greeting, an extension user can call into the Automated Attendant, access their mailbox, and remotely record their mailbox greeting. ■ See <i>Greeting</i> on page 58 for more. ■ Also see <i>Auto Attendant Do Not Disturb</i> in this glossary.	Voice Mail
<b>Group Mailbox</b>	A Group Mailbox is a Subscriber Mailbox shared by a group of co-workers. ■ See <i>Group Mailbox</i> on page 60 for more.	Voice Mail
<b>Guest Mailbox</b>	An outside party can have their own mailbox for receiving and sending messages. ■ See <i>Guest Mailbox</i> on page 62 for more.	Voice Mail
<b>Hang Up</b>	An Automated Attendant option that immediately hangs up the outside call. ■ See <i>Hang Up</i> on page 64 for more.	Automated Attendant
<b>Help</b>	■ See <i>Getting Recorded Help</i> in this glossary.	Voice Mail
<b>Individual Trunk Greetings</b>	■ See <i>Multiple Company Greetings</i> in this glossary.	Automated Attendant
<b>Instruction Menu</b>	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 <i>Instruction Menu</i> on page 65.	Automated Attendant

1

# IntraMail Feature Glossary

<u>Name</u>	<u>Description</u>	<u>Usage</u>
<b>Leaving a Message</b>	An extension user can leave a voice message in a co-worker's mailbox if that extension is busy, unanswered, or in Do Not Disturb. ■ See <i>Leaving a Message</i> on page 66 for more.	Voice Mail
<b>Leaving a Message at a Busy/DND Extension</b>	■ See <i>Leaving a Message</i> in this glossary.	Voice Mail
<b>Leave a Quick Message</b>	■ See <i>Quick Message</i> in this glossary.	Automated Attendant
<b>Listening Options</b>	■ See <i>Listening to Messages</i> in this glossary.	Voice Mail
<b>Listening to Messages</b>	While or after listening to a message, an extension user has many message handling options from which to choose. ■ See <i>Listening to Messages</i> on page 67 for more.	Voice Mail
<b>Local Notification</b>	■ See <i>Message Notification</i> in this glossary.	Voice Mail
<b>Log Onto Voice Mail</b>	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 <i>Log Onto Voice Mail</i> on page 70 for more.	Voice Mail
<b>Mailbox Greeting</b>	■ See <i>Greeting</i> in this glossary.	Voice Mail
<b>Mailbox Logon</b>	■ See <i>Log Onto Voice Mail</i> in this glossary.	Voice Mail
<b>Mailbox Name</b>	A mailbox caller can hear the extension user's prerecorded name instead of their mailbox number. ■ See <i>Mailbox Name</i> on page 72 for more.	Voice Mail
<b>Mailbox Options Menu</b>	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 <i>Mailbox Options Menu</i> on page 74 for more.	Voice Mail
<b>Mailbox Security Code Delete</b>	The System Administrator can delete the security code for any mailbox, effectively unlocking it. ■ See <i>Mailbox Security Code Delete</i> on page 75 for more. ■ Also see <i>Security Code</i> in this glossary.	Maintenance
<b>Mailbox Transfer</b>	■ See <i>Transfer to a Mailbox</i> in this glossary.	Voice Mail
<b>Main Menu</b>	The IntraMail options available to an extension user when they log onto their mailbox. ■ See <i>Main Menu</i> on page 76 for more.	Voice Mail
<b>Make Call</b>	■ A Subscriber Mailbox user can listen to a voice message and dial <b>MC</b> to return the call without knowing their caller's phone number. ■ See <i>Make Call</i> on page 78 for more.	Voice Mail

# IntraMail Feature Glossary

<u>Name</u>	<u>Description</u>	<u>Usage</u>
<b>Master Mailboxes</b>	Additional mailboxes used for Ring Group and UCD Hunting Group overflow. Can also be used for Guest Mailboxes, as well as additional Call Routing, Announcement, and Directory Dialing Mailboxes. ■ See <i>Master Mailbox</i> on page 79 for more.	
<b>Message Count Display</b>	The telephone display can show the number of new messages waiting in a user's mailbox. ■ See <i>Message Count Display</i> on page 80 for more.	Voice Mail
<b>Message Delete</b>	An extension user can delete any messages left in their mailbox. ■ See <i>Message Delete</i> on page 82 for more.	Voice Mail
<b>Message Forward</b>	A subscriber can forward a message in their mailbox to a co-worker. They can optionally record a comment before the forwarded message. ■ See <i>Message Forward</i> on page 83 for more.	Voice Mail
<b>Message Length</b>	The System Administrator can set the maximum length of a message that can be left in a user's voice mailbox. ■ See <i>Message Length</i> on page 84 for more.	Voice Mail
<b>Message Listen Mode</b>	When a user calls their mailbox, they can dial a code to listen to all their messages, their new messages, their saved messages, or their held messages. ■ See <i>Message Listen Mode</i> on page 85 for more.	Voice Mail
<b>Message Notification</b>	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 <i>Message Notification</i> on page 86 for more.	Voice Mail
<b>Message On Hold</b>	The System Administrator can record a message that will play to callers while they wait on Hold ■ See <i>Message On Hold</i> on page 89 for more.	Voice Mail
<b>Message Playback Direction</b>	An extension user can listen to their messages in either LIFO (last-in-first-out) or FIFO (first-in-first-out) order. ■ See <i>Message Playback Direction</i> on page 90 for more.	Voice Mail
<b>Message Record</b>	■ See <i>Record and Send a Message</i> in this glossary.	Voice Mail
<b>Message Reply</b>	An extension user can reply to a message in their mailbox by dialing a simple code, without knowing the caller's extension number. ■ See <i>Message Reply</i> on page 92 for more.	Voice Mail
<b>Message Send</b>	■ See <i>Record and Send a Message</i> in this glossary.	Voice Mail
<b>Message Storage Limit</b>	Sets how many messages a mailbox can store. ■ See <i>Message Storage Limit</i> on page 93 for more.	Voice Mail

1

# IntraMail Feature Glossary

<u>Name</u>	<u>Description</u>	<u>Usage</u>
<b>Message Waiting Lamp</b>	An extension's Message Waiting lamp flashes on the telephone indicating that they have new messages waiting in their mailbox. ■ See <i>Message Waiting Lamp</i> on page 94 for more.	Voice Mail
<b>Multiple Company Greetings</b>	By assigning a unique Answer Table to each trunk, a single IntraMail system can provide individual greetings and dialing options for several companies. ■ See <i>Multiple Company Greetings</i> on page 95 for more.	Automated Attendant
<b>Name</b>	■ See <i>Mailbox Name</i> in this glossary.	Voice Mail
<b>Next Call Routing Mailbox</b>	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 <i>Next Call Routing Mailbox</i> on page 96 for more.	Voice Mail
<b>One-Touch Forwarding</b>	■ See <i>Call Forward to a Mailbox</i> and <i>Message Forward</i> in this glossary.	Voice Mail
<b>One-Touch Mailbox Access</b>	■ See <i>Mailbox Logon</i> in this glossary.	Voice Mail
<b>One-Touch Mailbox Retrieval</b>	■ See <i>Mailbox Logon</i> in this glossary.	Voice Mail
<b>Personal Answering Machine Emulation</b>	■ See <i>Answering Machine Emulation</i> in this glossary.	Voice Mail
<b>Personalized Mailbox Greeting</b>	■ See <i>Greeting</i> in this glossary.	Voice Mail
<b>Programmable Security Code</b>	■ See <i>Security Code</i> and <i>Mailbox Security Code Delete</i> in this glossary.	Voice Mail
<b>Programming Voice Mail</b>	IntraMail is programmed via a Window-based PC running the DS1000/2000 System Administrator or via telephone programming. Limited programming can also be done from a System Administrator's mailbox. ■ See <i>Programming Voice Mail</i> on page 97 for more. ■ Also see <i>System Administrator Mailbox</i> in this glossary.	Maintenance
<b>Quick Message</b>	Automated Attendant callers can dial a digit followed by an extension number to leave a message directly in a user's mailbox. ■ See <i>Quick Message</i> on page 98 for more.	Automated Attendant
<b>Record and Send a Message</b>	A Subscriber Mailbox user can record and send a message to any other Subscriber Mailbox. ■ See <i>Record and Send a Message</i> on page 99 for more.	Voice Mail
<b>Recorded Help</b>	■ Pre-recorded voice prompts guide the user through the Intramail features.	Voice Mail
<b>Recording a Conversation</b>	■ See <i>Conversation Record</i> in this glossary.	Voice Mail
<b>Recording a Message</b>	■ See <i>Record and Send a Message</i> in this glossary.	Voice Mail
<b>Recording Conversation Beep</b>	■ See <i>Conversation Record</i> in this glossary.	Voice Mail

# IntraMail Feature Glossary

<u>Name</u>	<u>Description</u>	<u>Usage</u>
<b>Recording Options</b>	■ See <i>Record and Send a Message</i> in this glossary.	Voice Mail
<b>Remote Log On</b>	■ See <i>Log Onto Voice Mail</i> in this glossary.	Voice Mail
<b>Remote Greetings</b>	■ See <i>Greeting</i> in this glossary.	Voice Mail
<b>Remote Message Notification</b>	■ See <i>Message Notification</i> in this glossary.	Voice Mail
<b>Remote Programming</b>	IntraMail programming is available remotely via a modem connected to the IntraMail serial port. ■ See <i>Remote Programming</i> on page 101 for more.	Maintenance
<b>Return Call (with Caller ID)</b>	■ See <i>Make Call</i> in this glossary.	Voice Mail
<b>Rotary Dial Telephones</b>	■ See <i>Automatic Routing for Rotary Dial Callers</i> in this glossary.	Automated Attendant
<b>Screened Transfer</b>	Similar to telephone system screened transfers in which the transferring party controls the transfer.  After an Automated Attendant caller dials an extension, IntraMail calls (screens) the destination extension to see if the transfer can go through. ■ If the destination is busy or in DND, the Automated Attendant doesn't extend the call and immediately provides the caller with additional options. ■ If the destination is available, the Automated Attendant rings it. If the destination answers, the call goes through. If the destination doesn't answer within a pre-set interval, the Automated Attendant doesn't extend the call and provides the caller with additional options. ■ See <i>Screened Transfer</i> on page 102 for more. ■ Also see <i>Unscreened Transfer</i> in this glossary.	Automated Attendant
<b>Security Code</b>	An extension user's mailbox can have a security code to protect the mailbox from unauthorized access. ■ See <i>Security Code</i> on page 104 for more. ■ Also see <i>Mailbox Security Code Delete</i> in this glossary.	Voice Mail
<b>Select Listen Mode</b>	■ See <i>Message Listen Mode</i> in this glossary.	Voice Mail
<b>Single Digit Dialing</b>	An Automated Attendant caller can press a single key to route to an extension, route to another destination, or use an IntraMail feature. ■ See <i>Single Digit Dialing</i> on page 106 for more.	Automated Attendant
<b>Subscriber Mailbox</b>	The mailbox type normally used for telephone system extensions. ■ See <i>Subscriber Mailbox</i> on page 107 for more.	Voice Mail
<b>System Administrator</b>	The extension user that has IntraMail system administration capabilities. ■ See <i>System Administrator</i> on page 108 for more.	Maintenance

1

# IntraMail Feature Glossary

<u>Name</u>	<u>Description</u>	<u>Usage</u>
<b>System Administrator Mailbox</b>	A Subscriber Mailbox option that enables the system administration capabilities. <ul style="list-style-type: none"> <li>■ See <i>System Administrator Mailbox</i> on page 109 for more.</li> <li>■ Also see <i>System Administrator</i> in this glossary.</li> </ul>	Voice Mail
<b>System Re-initialization</b>	Re-initializing IntraMail returns all programmed options to their default values. <ul style="list-style-type: none"> <li>■ See <i>System Re-initialization</i> on page 110 for more.</li> </ul>	Maintenance
<b>Time and Date</b>	After listening to a message, an extension user can dial a code to hear what time the message was sent. <ul style="list-style-type: none"> <li>■ See <i>Time and Date</i> on page 111 for more.</li> <li>■ Also see <i>Auto Time Stamp</i> in this glossary.</li> </ul>	Voice Mail
<b>Time and Date Stamp</b>	With caller ID installed, 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. <ul style="list-style-type: none"> <li>■ See <i>Time and Date Stamp</i> on page 112 for more.</li> <li>■ Also see <i>Caller ID with Return Call</i> and <i>Time and Date</i> in this glossary.</li> </ul>	Voice Mail
<b>Time and Date Stamp (with Caller ID Storage)</b>	See <i>Time and Date Stamp</i> in this glossary.	
<b>Transfer by Extension</b>	<ul style="list-style-type: none"> <li>■ See <i>Screened Transfer</i> and <i>Unscreened Transfer</i> in this glossary.</li> </ul>	Automated Attendant
<b>Transfer Calls to a FAX Machine</b>	<ul style="list-style-type: none"> <li>■ See <i>Fax Detection</i> in this glossary.</li> </ul>	Automated Attendant
<b>Transfer to a Mailbox</b>	An extension user can transfer their active call to a co-worker's mailbox. <ul style="list-style-type: none"> <li>■ See <i>Transfer to a Mailbox</i> on page 113 for more.</li> </ul>	Voice Mail
<b>Transfer to an ACD/UCD Group</b>	The Automated Attendant can transfer outside callers to ACD/UCD Group master numbers. <ul style="list-style-type: none"> <li>■ See <i>Transfer to a UCD Group</i> on page 114 for more.</li> </ul>	Automated Attendant
<b>Transfer to an Extension</b>	<ul style="list-style-type: none"> <li>■ See <i>Screened Transfer</i> and <i>Unscreened Transfer</i> in this glossary.</li> </ul>	Automated Attendant
<b>Transfer to the Automated Attendant</b>	<ul style="list-style-type: none"> <li>■ See <i>Automated Attendant Transfer</i> in this glossary.</li> </ul>	Voice Mail
<b>Undefined Routing</b>	A dialpad digit for which the Automated Attendant has no routing defined. When an Automated Attendant caller dials a digit for which there is no routing assigned, IntraMail plays a brief error message and then repeats the dialing options. <ul style="list-style-type: none"> <li>■ See <i>Undefined Routing</i> on page 115 for more.</li> </ul>	Automated Attendant
<b>Undefined Routing Intercept</b>	<ul style="list-style-type: none"> <li>■ See <i>Undefined Routing</i> in this glossary.</li> </ul>	Automated Attendant



# IntraMail Feature Glossary

<u>Name</u>	<u>Description</u>	<u>Usage</u>
<b>Unscreened Transfer</b>	<p>Similar to telephone system unscreened transfers in which the transferring party immediately extends the call.</p> <p>After an Automated Attendant caller dials an extension, IntraMail immediately transfers the call to the destination and hangs up. Any recalls or additional routing are handled by the telephone system – just as with any other unscreened transfer.</p> <ul style="list-style-type: none"><li>■ See <i>Unscreened Transfer</i> on page 116 for more.</li><li>■ Also see <i>Screened Transfer</i> in this glossary.</li></ul>	Automated Attendant
<b>Voice Mail Overflow</b>	<p>Ensures that IntraMail will pick up calls that don't go through.</p> <ul style="list-style-type: none"><li>■ See <i>Voice Mail Overflow</i> on page 118 for more.</li></ul>	System
<b>Voice Prompts</b>	<p>IntraMail provides Voice Prompts that tell the extension user the status or progress of their call.</p> <ul style="list-style-type: none"><li>■ See <i>Voice Prompting Messages</i> on page 119 for more.</li></ul>	System
<b>Volume Control</b>	<p>A mailbox user can turn the volume up or down while listening to their messages.</p> <ul style="list-style-type: none"><li>■ See <i>Volume Control</i> on page 120 for more.</li></ul>	Voice Mail

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# Announcement Mailbox

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## Description

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* on page 65 for more.
  - Set the dialing options in the Dial Action Table associated with the active Call Routing Mailbox. See *Dial Action Table* on page 42 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.
  - See the *Hang Up* and *Next Call Routing Mailbox* options in *Programming* below.

By default, there are 8 Announcement Mailboxes (Routing Mailboxes 008-015). However, you can assign any of the 16 Routing Mailboxes as an Announcement Mailbox.

## Operation

<b>Recording an Announcement Mailbox Message</b> [Super Display Soft Key] - [Keyset Soft Key]			
Log onto System Administrator's mailbox.			
<b>SA (72)</b>	Access System Administrator options. [SYS ADMIN] - [N/A]		
	<b>A (2)</b>	Select Announcement Mailbox message. [ANNOUNCEMENT] - [ANN]	
		Enter the Announcement Mailbox number.	
		<b>L (5)</b>	Listen to current Announcement Mailbox message. [LISTEN] - [LSTN]
		#	Exit listen mode.
		<b>R (7)</b>	Record a new Announcement Mailbox message. [RECORD] - [REC]
			Record message.
		*	Pause or restart recording. [RESUME] - [RESUME] [PAUSE] - [PAUSE]
		<b>E (3)</b>	Erase recording. [CANCEL] - [CNCL]
		#	Exit recording mode. [DONE] - [DONE]
		<b>E (3)</b>	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]
<b>0</b>	Plays Help message.		

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# Announcement Message

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## Description

The Announcement Message is the voice message that the System Administrator records for a specific Announcement Mailbox. See *Announcement Mailbox* on page 12 for more.

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## Operation

See *Announcement Mailbox* on page 12.

## Description

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.

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## Operation

<b>Enabling Answer Schedule Override</b> [Super Display Soft Key] - [Keyset Soft Key]			
Log onto System Administrator's Mailbox.			
<b>SA (72)</b>	Access System Administrator options. [SYS ADMIN] - [N/A]		
<b>O (6)</b>	Access Answer Schedule Override. [ANS SCHEDULE] - [N/A]		
<b>1-8</b>	Enter the number of the Answer Table you want to override. <ul style="list-style-type: none"> <li>• You go to the Answer Schedule Override Menu.</li> </ul>		
<b>O (6)</b>	Turn Answer Schedule Override on or off. [ON] - [ON] [OFF] - [OFF]		
<b>C (2)</b>	Select the Override Mailbox. [MAILBOX] - [MBOX]		
	Enter the Override Mailbox number. <ul style="list-style-type: none"> <li>• The Override Mailbox can be an Announcement, Call Routing, Master, or Subscriber Mailbox.</li> </ul>		
	<b>#</b>	Go back to the Answer Schedule Override Menu without entering an Override Mailbox. [EXIT] - [EXIT]	
	<b>0</b>	Plays Answer Schedule Override Menu Help message.	
	<b>#</b>	Go back to the System Administrator Menu. [EXIT] - [EXIT]	
	<b>#</b>	Go back to the System Administrator Menu. [EXIT] - [EXIT]	
	<b>#</b>	Go back to the Main Menu. [EXIT] - [EXIT]	
<b>0</b>	Plays Help message.		

# Answer Tables

## Description

The Answer Table determines how the Automated Attendant answers outside calls on each trunk, according to the time of the day and day of the week that the call is ringing. IntraMail provides 8 Answer Tables. The Answer 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. There are 3 major Automated Attendant components:

■ **Answer Tables**

The Answer Table determines how the Automated Attendant answers outside calls on each trunk, according to the time of the day and day of the week that the call is ringing. The Answer Table divides the time of day and day of the week into individual schedules, which in turn assign a Call Routing Mailbox to each call. When a specific schedule is *not* in effect, the Answer Table uses its Default Mailbox to determine routing.

✓ By default, all trunks use Answer Table 1. Answer Table 1 has a single schedule that runs Monday through Friday from 8:30AM to 5:00PM.

■ **Call Routing Mailbox** (page 30)

A Call Routing Mailbox is a mailbox associated with an individual Answer Table schedule or the Default Mailbox. It specifies which dialing options (Dial Action Table) are available to callers. It also provides the Instruction Menu to callers which typically greets the callers and describes the dialing options.

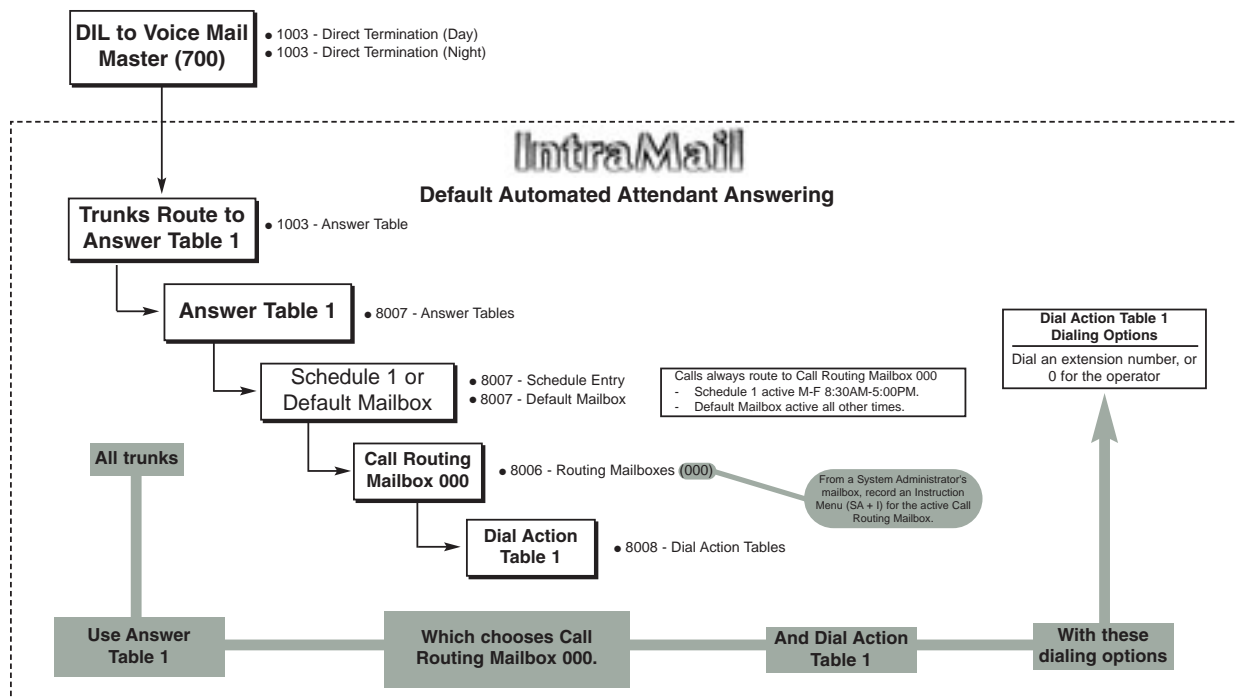
✓ By default, Answer Table 1 has a single schedule that runs Monday through Friday from 8:30AM to 5:00PM. This schedule and the Default Mailbox both use Call Routing Mailbox 000.

■ **Dial Action Table** (page 42)

Once the Automated Attendant answers, the Dial Action Table provides the dialing options to callers. Each digit a caller can dial is assigned a specific action (function) in the Dial Action Table. The dial action used depends on the setting in the active Call Routing Mailbox, which in turn depends on the Answer Table setup.

✓ By default, Call Routing Mailbox 000 uses Dial Action Table 1.

The block diagram below shows the default IntraMail Automated Attendant configuration.



## The Default Mailbox and Routing Hierarchy

The Default Mailbox provides routing for an Answer Table during periods when a schedule is not in effect. By default, for example, Answer Table 1 Schedule 1 is active Monday through Friday from 8:30 AM to 5:00 PM. The Default Mailbox for Answer Table 1 is active during all other times (i.e., evenings and weekends). Since Schedule 1 and the Default Mailbox both use Call Routing Mailbox 000, initially the routing is the same 24 hours a day, 7 days a week. See *Customizing an Answer Table* below for more.

When setting up your Answer Tables, keep in mind that a **more specific** type of routing has priority over a **less specific** type of routing. When selecting which routing to follow when there is more than one choice for a specific time, IntraMail will choose in the following order:

- Date Schedule
- Day of Week Schedule
- Range of Days Schedule
- Default Mailbox

For example, a Date Schedule set up for Christmas day will have priority over any other schedules in effect on December 25.

## Customizing an Answer Table

Use the following examples as a guide when customizing your Answer Tables to meet specific site requirements. Refer to *Programming* below for the specifics.

### To set up daytime and evening/weekend answering (2 schedules):

In this example, use the Default Mailbox (Call Routing Mailbox 000) for evening/weekend answering and specify a new Call Routing Mailbox for daytime answering.

1. Change the Call Routing Mailbox for Answer Table 1, Schedule 1.
  - In *8007 - IntraMail Answer Tables*, assign Call Routing Mailbox 001 to Answer Table 1, Schedule 1. You will use this for daytime answering.
2. From a System Administrator's Mailbox, record an evening/weekend Instruction Menu message for Call Routing mailbox 000.
  - This message will play to callers Monday through Friday from 5:00 PM to 8:30 AM and on weekends.
3. From a System Administrator's Mailbox, record a daytime Instruction Menu message for Call Routing Mailbox 001.
  - This message will play to callers Monday through Friday from 8:30 AM to 5:00 PM.

### To set up daytime, evening, and weekend answering (3 schedules):

This example builds on the example above, but adds a third schedule that will play just on weekday evenings.

1. Change the Call Routing Mailbox for Answer Table 1, Schedule 1.
  - In *8007 - IntraMail Answer Tables*, assign Call Routing Mailbox 001 to Answer Table 1, Schedule 1. As in the 2 schedule example, you will use this for daytime answering.
2. Create a new schedule that will run only in the evenings.
  - In *8007 - IntraMail Answer Tables*, create Schedule 2 for Answer Table 1 that will run Monday through Friday from 5:00 PM to 11:00 PM. Assign Call Routing Mailbox 002 to this new schedule.
3. From a System Administrator's Mailbox, record a late night/weekend Instruction Menu Message for Call Routing mailbox 000.
  - This message will play Monday through Friday from 11:00 PM to 8:30 AM, as well as on weekends.
4. From a System Administrator's mailbox, record the weekday Instruction Menu Message for Call Routing Mailbox 001.
  - This message will play Monday through Friday from 8:30 AM to 5:00 PM.
5. From a System Administrator's Mailbox, record the weekday evening Instruction Menu Message for Call Routing Mailbox 002.
  - This message will play Monday through Friday from 5:00 PM to 1:00 PM

# Answer Tables

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## Operation

N/A



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## Description

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

Personal Answering Machine Emulation
<p><b>To enable Personal Answering Machine Emulation:</b></p> <ol style="list-style-type: none"><li>1. Press <b>ICM</b> and dial <b>*37</b>.</li><li>2. Dial <b>2</b> to have AME pick up all calls. OR Dial <b>8</b> to have AME pick up just outside calls.</li></ol>
<p><b>To cancel Personal Answering Machine Emulation:</b></p> <ol style="list-style-type: none"><li>1. Press <b>ICM</b> and dial <b>*30</b>.</li></ol>
<p>When Personal Answering Machine Emulation broadcasts your caller's voice, you can:</p> <ul style="list-style-type: none"><li>■ Do nothing to have the caller's message automatically recorded in your mailbox.</li><li>■ Press <b>SPK</b> or lift the handset to intercept the call.</li><li>■ Press <b>MW</b> to stop the broadcast and send the call directly to your mailbox.</li></ul>

# Answering Machine Emulation

<b>Personal Answering Machine Emulation</b> [Super Display Soft Key] - [Keyset Soft Key]	
<b>When Personal Answering Machine Emulation broadcasts your caller's voice, you can:</b>	
■ While you are listening to the broadcast, <b>SPK</b> flashes and <b>MW</b> lights steadily on.	
1.	Do nothing to have the caller's voice automatically recorded in your mailbox. OR
1.	Press <b>SPK</b> or lift the handset to intercept the call. (If you extension is in the headset mode, you can only press <b>SPK</b> ). OR
1.	Press <b>MW</b> to switch to the Call Screening mode.
<b>After switching to the Call Screening mode</b>	
<b>To intercept the call (and stop recording the message):</b>	
1.	Press flashing <b>MW</b> key. [ANSWER] - [ANSW]
<b>To hear your caller's message as it is recorded in your mailbox:</b>	
1.	[SCREEN] - [SCRN]
<b>To intercept the call (and stop recording the message):</b>	
1.	Press <b>SPK</b> , lift the handset, or press <b>MW</b> . [ANSWER] - [ANSW]
<b>To continue listening to your caller's message as it is being recorded:</b>	
1.	Do nothing.
<b>To exit Call Screening and allow the message to continue recording in private:</b>	
1.	N/A [EXIT] - [EXIT]
<b>To use another feature or process another call:</b>	
1.	Press any other feature key.
<b>To exit Call Screening and allow the message to continue being recorded in private:</b>	
1.	N/A [EXIT] - [EXIT]
<b>To use another feature or process another call:</b>	
1.	Lift the handset, press <b>SPK</b> , or press any other feature key. ■ Call Screening is only functional while the telephone is on-hook.

---

## Description

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 uninterrupted at their desk by outside callers sent 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.

1

# Auto Attendant Do Not Disturb

## Operation

Recording a Multiple Greeting and Setting Up Auto Attendant Do Not Disturb [Super Display Soft Key] - [Keyset Soft Key]			
Log onto Subscriber Mailbox.			
<b>G (4)</b>	Access the Mailbox Greeting options. <b>[GREETING] - [GREET]</b> IntraMail does the following: <ul style="list-style-type: none"> <li>Plays a summary of your current settings.</li> <li>Displays the status of your active Greeting (1-3).  <b>[GREETING n: RECORDED] - [GREETING n: RECORDED]</b>, or  <b>[GREETING n: NOT REC] - [GREETING n: NOT REC]</b></li> <li>Shows the Auto Attendant Do Not Disturb status.  <b>[AUTO-ATT DND:OFF] - [N/A]</b>, or  <b>[AUTO-ATT DND:ON] - [N/A]</b></li> <li>Provides soft keys for each of the 3 greetings.  <b>[GREETING 1] - [GR1]</b>  <b>[GREETING 2] - [GR2]</b>  <b>[GREETING 3] - [GR3]</b></li> </ul>		
Select a Greeting (which also makes it active).			
			(1) <b>[GREETING 1] - [GR1]</b> (2) <b>[GREETING 2] - [GR2]</b> (3) <b>[GREETING 3] - [GR3]</b>
		<b>L (5)</b>	Listen to the active greeting (if recorded). <b>[LISTEN] - [LSTN]</b>
		<b>R (7)</b>	Record a new greeting (if not recorded), or rerecord the current greeting. <b>[RECORD] - [REC]</b>
Record at the tone, then press # when done.			
			* Pause or restart recording. <b>[RESUME] - [RESUME]</b> <b>[PAUSE] - [PAUSE]</b>
		<b>E (3)</b>	Erase the greeting. <b>[CANCEL] - [CNCL]</b>
		<b>#</b>	End the recording. <b>[DONE] - [DONE]</b>
Erase the currently recorded greeting (if any). <b>[ERASE] - [ERASE]</b>			
		<b>#</b>	Go back to the Mailbox Greeting options. <b>[EXIT] - [EXIT]</b>
Change Auto Attendant Do Not Disturb.			
		<b>O (6)</b>	Turn Auto Attendant Do Not Disturb off or on. <b>[DND ON] - [N/A]</b> <b>[DND OFF] - [N/A]</b>
	<b>#</b>	Go back to mailbox Main Menu. <b>[EXIT] - [EXIT]</b>	
	<b>0</b>	Plays Help message.	

---

## Description

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.

### Notes:

- If a subscriber's mailbox is set to Auto Save messages, IntraMail saves partially listened-to messages but does not relamp the keyset for those messages. For example:
  - A subscriber with new messages calls their mailbox.
  - The subscriber presses L to listen to a portion of *each* message and then exits their mailbox.
  - IntraMail saves all the messages, turns off the message waiting lamp, and resets the telephone display to **V-MAIL 00 (VM00)**.
- If you hang up while listening to a new message, IntraMail automatically retains the message as a new message.

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## Operation

N/A

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# Auto Time Stamp

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## Description

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 in 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.			
<b>OP</b> (67)	Access the Mailbox Options Menu. [MBOX OPTS] - [N/A]		
	<b>AT</b> (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.	
		<b>O</b> (6)	Turn Auto Time Stamp on or off. [ON] - [ON] [OFF] - [OFF]
		#	Go back to the Mailbox Options Menu. [EXIT] - [EXIT]
		<b>0</b>	Plays Help message.

---

## Description

The Automated Attendant answers outside calls on each trunk, according to the time of the day and day of the week that the call is ringing. The Answer 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. There are 3 major Automated Attendant components:

- **Answer Tables** (page 16)

The Answer Table determines how the Automated Attendant answers outside calls on each trunk, according to the time of the day and day of the week that the call is ringing. The Answer Table divides the time of day and day of the week into individual schedules, which in turn assign a Call Routing Mailbox to each call. When a specific schedule is *not* in effect, the Answer Table uses its Default Mailbox to determine routing.

  - ✓ By default, all trunks use Answer Table 1. Answer Table 1 has a single schedule that runs Monday through Friday from 8:30AM to 5:00PM.
- **Call Routing Mailbox** (page 30)

A Call Routing Mailbox is a mailbox associated with an individual Answer Table schedule or the Default Mailbox. It specifies which dialing options (Dial Action Table) are available to callers. It also provides the Instruction Menu to callers which typically greets the callers and describes the dialing options.

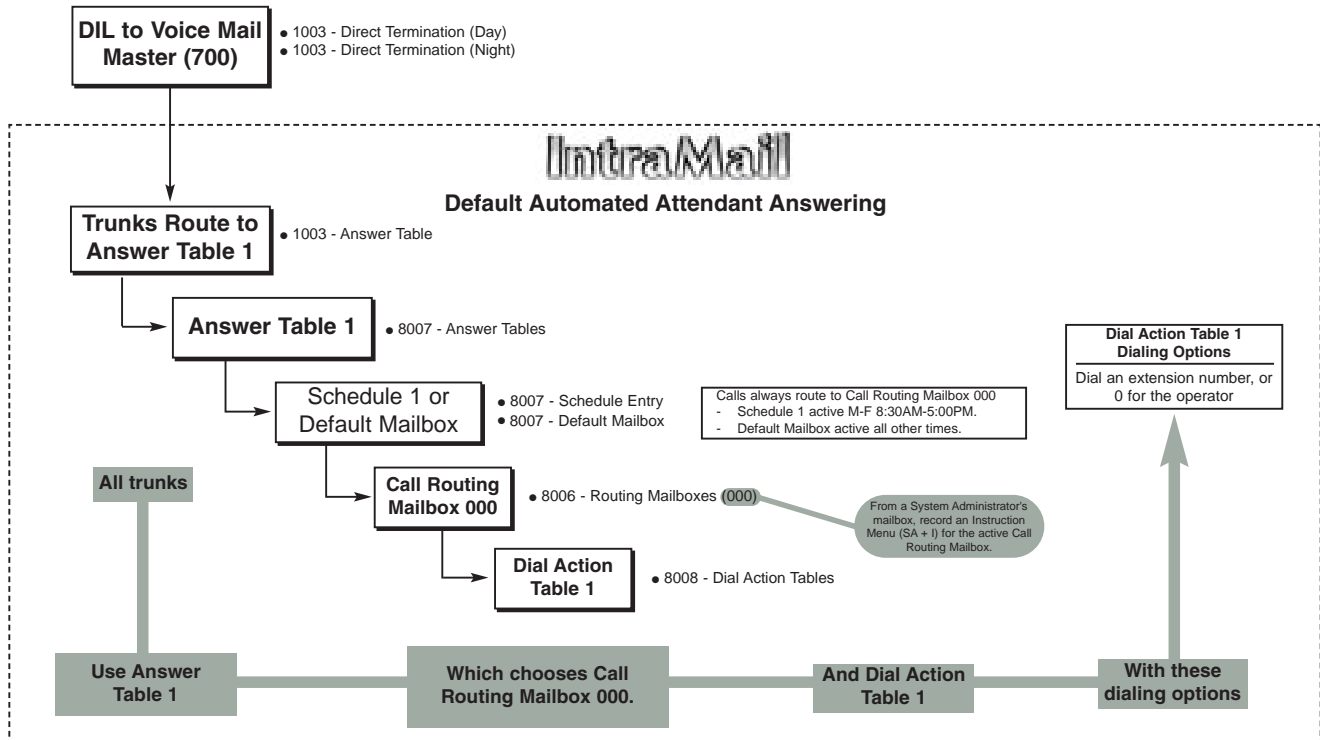
  - ✓ By default, Answer Table 1 has a single schedule that runs Monday through Friday from 8:30AM to 5:00PM. This schedule and the Default Mailbox both use Call Routing Mailbox 000.
- **Dial Action Table** (page 42)

Once the Automated Attendant answers, the Dial Action Table provides the dialing options to callers. Each digit a caller can dial is assigned a specific action (function) in the Dial Action Table. The dial action used depends on the setting in the active Call Routing Mailbox, which in turn depends on the Answer Table setup.

  - ✓ By default, Call Routing Mailbox 000 uses Dial Action Table 1.

# Automated Attendant

The block diagram below shows the default IntraMail Automated Attendant configuration.



## 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.



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## Description

An extension user can transfer their trunk 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.

Note: Extensions cannot call or be transferred to the IntraMail Automated Attendant.

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## Operation

Automated Attendant Transfer
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<b>To transfer an outside call to the Automated Attendant:</b>
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- |  |
|--|
| <ol style="list-style-type: none"><li>1. While on an outside call, press <b>ICM</b>.</li><li>2. Dial the voice mail master number (e.g., 700).</li><li>3. Hang up.</li></ol> |
|--|

# Automatic Routing for Rotary Dial Callers

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## Description

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.

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## Operation

N/A

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## Description

A subscriber can easily forward calls to their Subscriber Mailbox. Instead of dialing an extension as the forwarding destination, the user just presses their **MW** 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 to pick up their calls. 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).

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## Operation

**1**

### Call Forward to your Mailbox

**To forward your calls to your mailbox:**

1. Press **ICM**.
2. Dial **\*3**.
3. Dial the Call Forwarding type:
  - 0** = Cancel your extension's forwarding
  - 2** = Call Forwarding Busy/No Answer<sup>1</sup>
  - 4** = Call Forwarding Immediate
  - 6** = Call Forwarding No Answer<sup>1</sup>
4. Press **MW**.
5. Dial **2** to forward all calls.  
OR  
Dial **8** to forward just outside calls.

<sup>1</sup> Call Forwarding options 2 and 4 will not forward voice-announced Intercom calls.

# Call Routing Mailbox

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## Description

The Call Routing Mailbox, associated with an Answer Table, specifies which dialing options (Dial Action Table) and announcements are available to Automated Attendant callers. By default, IntraMail provides 8 Call Routing Mailboxes (000-007). However, you can assign any of the 16 Routing Mailboxes as a Call Routing Mailbox. The Call Routing Mailbox 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. There are 3 major Automated Attendant components:

- **Answer Tables** (page 16)

The Answer Table determines how the Automated Attendant answers outside calls on each trunk, according to the time of the day and day of the week that the call is ringing. The Answer Table divides the time of day and day of the week into individual schedules, which in turn assign a Call Routing Mailbox to each call. When a specific schedule is *not* in effect, the Answer Table uses its Default Mailbox to determine routing.

  - ✓ By default, all trunks use Answer Table 1. Answer Table 1 has a single schedule that runs Monday through Friday from 8:30AM to 5:00PM.
- **Call Routing Mailbox**

A Call Routing Mailbox is a mailbox associated with an individual Answer Table schedule or the Default Mailbox. It specifies which dialing options (Dial Action Table) are available to callers. It also provides the Instruction Menu to callers which typically greets the callers and describes the dialing options.

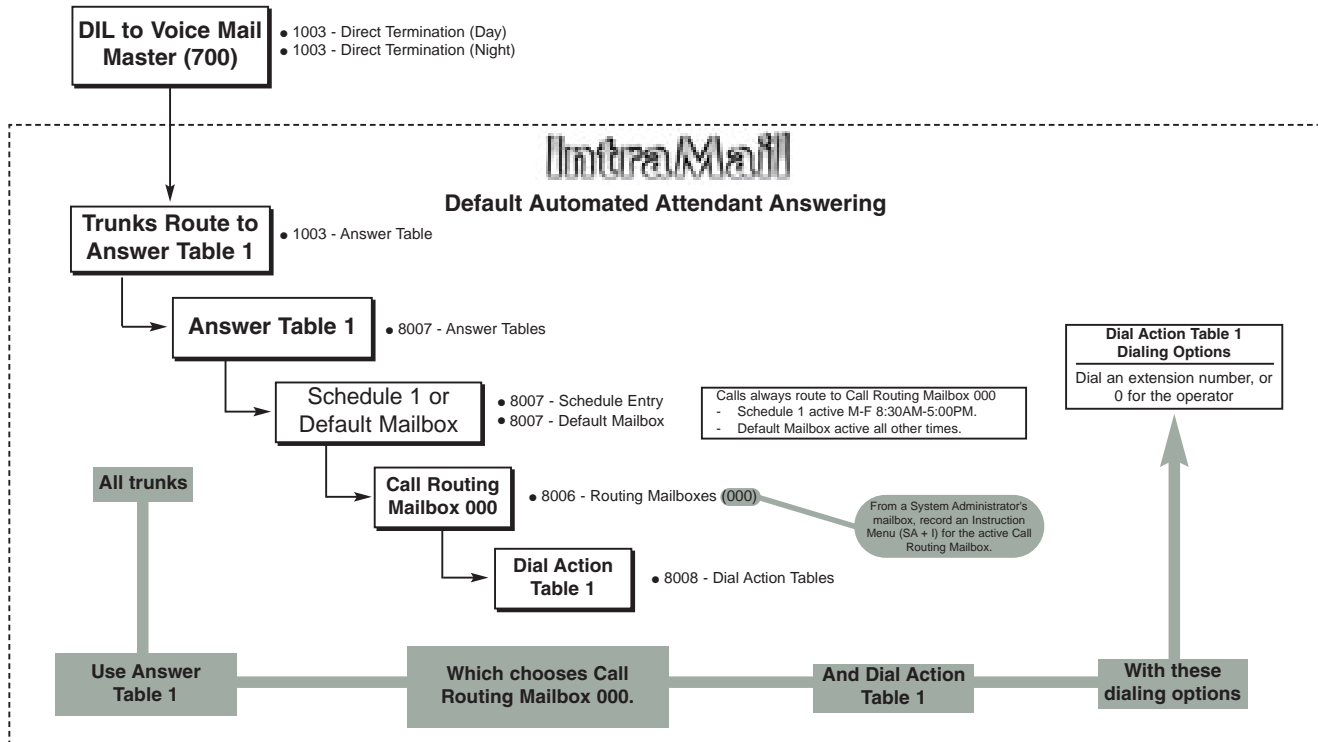
  - ✓ By default, Answer Table 1 has a single schedule that runs Monday through Friday from 8:30AM to 5:00PM. This schedule and the Default Mailbox both use Call Routing Mailbox 000.
- **Dial Action Table** (page 42)

Once the Automated Attendant answers, the Dial Action Table provides the dialing options to callers. Each digit a caller can dial is assigned a specific action (function) in the Dial Action Table. The dial action used depends on the setting in the active Call Routing Mailbox, which in turn depends on the Answer Table setup.

  - ✓ By default, Call Routing Mailbox 000 uses Dial Action Table 1.

# Call Routing Mailbox

The block diagram below shows the default IntraMail Automated Attendant configuration.



1

# Call Routing Mailbox

## Operation

Recording an Instruction Menu for a Call Routing Mailbox [Super Display Soft Key] - [Keyset Soft Key]			
Log onto System Administrator's mailbox.			
<b>SA (72)</b>	Access System Administrator options. [SYS ADMIN] - [N/A]		
	<b>I (4)</b>	Select Instruction Menus. [INSTRUCTION] - [INST]	
		Enter the Call Routing Mailbox number (000-007).	
		<b>L (5)</b>	Listen to the current Instruction Menu (if any). [LISTEN] - [LSTN]
		#	Exit listen mode.
		<b>R (7)</b>	Record a new Instruction Menu. [RECORD] - [REC]
			Record message.
		*	Pause or restart recording. [RESUME] - [RESUME] [PAUSE] - [PAUSE]
		<b>E (3)</b>	Erase recording. [CANCEL] - [CNCL]
		#	Exit recording mode. [DONE] - [DONE]
		<b>E (3)</b>	Erase the Instruction Menu. [ERASE] - [ERASE]
		#	Go back to the System Administrator options. [EXIT] - [EXIT]
	#	Go back to the System Administrator options. [EXIT] - [EXIT]	
<b>0</b>	Plays Help message.		

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## Description

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.

### MW LED Operation Change

With the introduction of Call Screening, only the Ring/Message Lamp flashes for new messages. The **MW** LED is used for Call Screening only.

Note that if more than one caller is leaving a message in a mailbox simultaneously, Call Screening will listen to the first message.

# Call Screening

## Operation

<b>Manual Call Screening Operation</b> [Super Display Soft Key] - [Keyset Soft Key]	
<ul style="list-style-type: none"> <li>■ When Automatic Call Screening is off, you hear a single beep and <b>MW</b> flashes fast while IntraMail records your caller's message. Your telephone display automatically changes to show the Call Screening soft key options.</li> <li>■ Call Screening is only available while your telephone is idle.</li> </ul>	
<b>To intercept the call (and stop recording the message):</b>	
1.	Press flashing <b>MW</b> key. [ANSWER] - [ANSW]
<b>To hear your caller's message as it is recorded in your mailbox (i.e., activate the Call Screening mode):</b>	
1.	[SCREEN] - [SCRN]
<b>To intercept the call (and stop recording the message):</b>	
1.	Press <b>SPK</b> , lift the handset, or press <b>MW</b> . [ANSWER] - [ANSW]
<b>To continue listening to your caller's message as it is being recorded:</b>	
1.	Do nothing.
<b>To exit Call Screening and allow the message to continue recording in private:</b>	
1.	N/A [EXIT] - [EXIT]
<b>To use another feature or process another call:</b>	
1.	Press any other feature key.
<b>To exit Call Screening and allow the message to continue being recorded in private:</b>	
1.	N/A [EXIT] - [EXIT]
<b>To use another feature or process another call:</b>	
1.	Lift the handset, press <b>SPK</b> , or press any other feature key. <ul style="list-style-type: none"> <li>■ Call Screening is only functional while the telephone is on-hook.</li> </ul>



<b>Automatic Call Screening Operation</b> [Super Display Soft Key] - [Keyset Soft Key]			
<ul style="list-style-type: none"> <li>■ When Automatic Call Screening is on, your idle telephone automatically goes into the screen mode while your caller leaves a message.</li> <li>■ Call Screening is only available while your telephone is idle.</li> </ul>			
<b>To turn Automatic Call Screening on or off:</b>			
	N/A [PROGRAM + SCREEN] + [PGM + MORE + MORE + SCRN]		
	N/A [ON] + [ON]	Turn Automatic Call Screening on. <ul style="list-style-type: none"> <li>■ The top line of the display shows the Automatic Call Screening status.</li> </ul>	
	N/A [OFF] + [OFF]	Turn Automatic Call Screening off. <ul style="list-style-type: none"> <li>■ The top line of the display shows the Automatic Call Screening status.</li> </ul>	
	N/A [EXIT] + [EXIT]	Exit	
<b>To intercept the call (and stop recording the message):</b>			
	Press <b>SPK, MW</b> , or lift the handset. [ANSWER] + [ANSW]		
<b>To continue listening to your caller's message as it is being recorded:</b>			
	Do nothing.		
<b>To exit Call Screening and allow the message to continue recording in private:</b>			
	N/A [EXIT] + [EXIT]		
<b>To use another feature or process another call:</b>			
	N/A [EXIT] + [EXIT]		
	Lift the handset or press any other feature key.		

# Caller ID

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## Description

Caller ID is a telephone company service that provides an extension with a caller's number and optional name. With Caller ID, the display 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.

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## Operation

N/A

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## Description

See *Make Call* on page 78.

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## Operation

See *Make Call* on page 78.

# Calling the Automated Attendant

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## Description

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 trunk call to the Automated Attendant so the outside caller can use the Automated Attendant dialing options.
- **Next Call Routing Mailbox** (page 96)  
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).

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## Operation

Refer to the features referenced in *Description* above.

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## Description

Centrex Transfer is a Dial Action Table option that can transfer an Automated Attendant call from a Centrex trunk to an outside number using the features of that Centrex trunk. With Centrex Transfer, the Automated Attendant answers an outside call and then transfers the caller back to the telco using the same trunk 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., #200P). 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 trunks 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.

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## Operation

Operation is automatic once set up in programming.

# Conversation Record

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## Description

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

While on a call, you can press the key to record your conversation directly into your co-worker's mailbox. You can set up the key to record into any valid Subscriber Mailbox (including Group Mailboxes and Master 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.

Setting up a Record key for a co-worker's mailbox is also available on DSS Consoles.

## Operation

<b>Conversation Record</b> [Super Display Soft Key] - [Keyset Soft Key]	
<p><b>To record your active call in your mailbox:</b></p> <ul style="list-style-type: none"> <li>■ Only one party on a call can use Conversation Record at any one time. This includes Intercom calls and Conference calls.</li> </ul> <p>1. Press your Voice Mail Record key or <b>RECORD</b> soft key.</p> <ul style="list-style-type: none"> <li>■ The key lights green while the system calls your mailbox. Once recording begins, the key flashes. You and your caller hear the voice prompt "Recording." Your display shows one of the following:                             <ul style="list-style-type: none"> <li>- <u>Prior to 03.20.07</u>: <b>CONFERENCE</b></li> <li>- <u>03.20.07 or higher</u>: <b>RECORDING MAILBOX XXX</b> (where XXX is the number of the mailbox into which the conversation is recording)</li> </ul> </li> <li>■ You can also have a Record key on your DSS Console. It lights red while the system calls your mailbox and flashes fast once recording begins.</li> </ul>	
<p><b>To turn conversation record off:</b></p> <p>1. Press <b>MW</b>.</p> <ul style="list-style-type: none"> <li>■ Recording stops.</li> <li>■ There are no options available while recording (such as pause, resume, and exit).</li> </ul>	

<b>Setting Up Conversation Record for a Co-worker's Mailbox</b> User-Programmable Feature	
<p><b>To set up a Conversation Record key for a co-worker's mailbox:</b></p>	
1.	While your telephone is idle, dial <b>#KP</b> .
2.	Press the key you want to program + <b>HOLD</b> .
3.	Dial 17.
4.	Enter the mailbox number or 0 for your own mailbox.
5.	Press + <b>HOLD</b> + <b>CONF</b> + <b>SPK</b> to exit.

# Dial Action Table

## Description

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. IntraMail provides 16 Dial Action Tables. 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. There are 3 major Automated Attendant components:

- **Answer Tables** (page 16)

The Answer Table determines how the Automated Attendant answers outside calls on each trunk, according to the time of the day and day of the week that the call is ringing. The Answer Table divides the time of day and day of the week into individual schedules, which in turn assign a Call Routing Mailbox to each call. When a specific schedule is *not* in effect, the Answer Table uses its Default Mailbox to determine routing.

  - ✓ By default, all trunks use Answer Table 1. Answer Table 1 has a single schedule that runs Monday through Friday from 8:30AM to 5:00PM.
- **Call Routing Mailbox** (page 30)

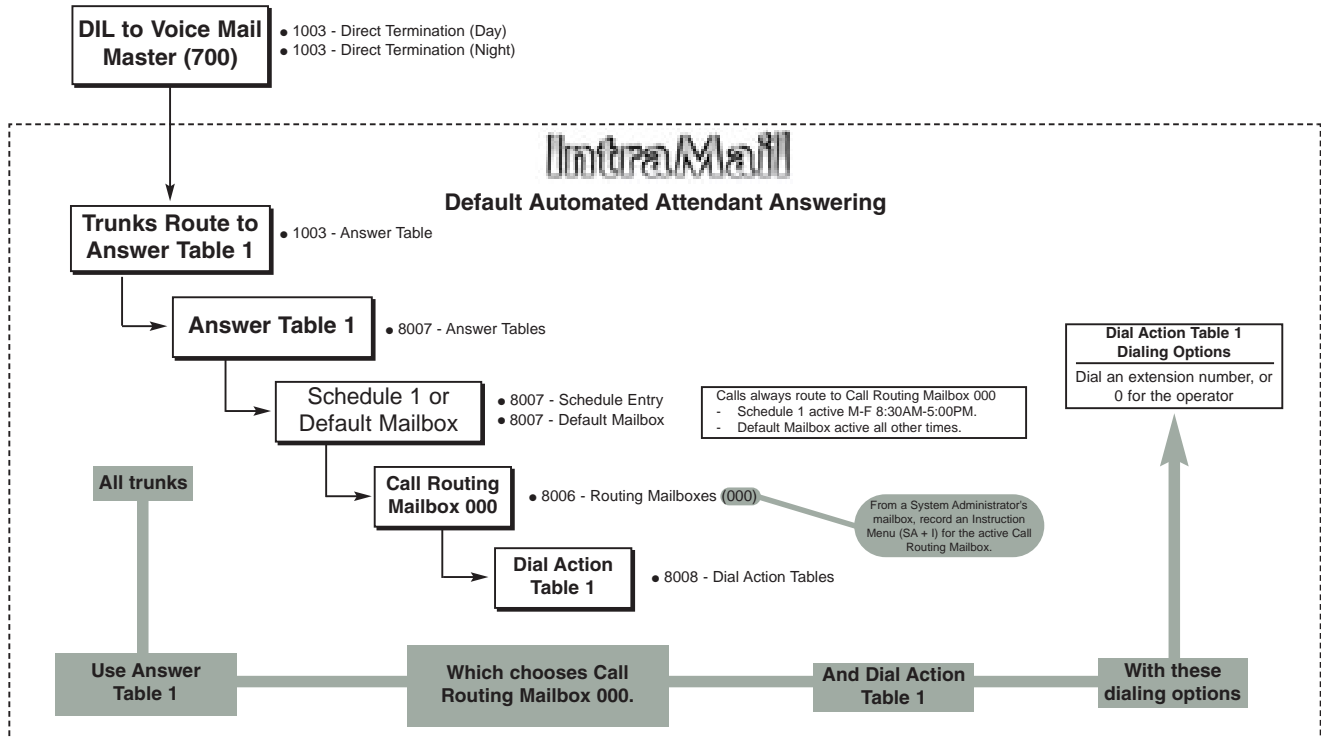
A Call Routing Mailbox is a mailbox associated with an individual Answer Table schedule or the Default Mailbox. It specifies which dialing options (Dial Action Table) are available to callers. It also provides the Instruction Menu to callers which typically greets the callers and describes the dialing options.

  - ✓ By default, Answer Table 1 has a single schedule that runs Monday through Friday from 8:30AM to 5:00PM. This schedule and the Default Mailbox both use Call Routing Mailbox 000.
- **Dial Action Table**

Once the Automated Attendant answers, the Dial Action Table provides the dialing options to callers. Each digit a caller can dial is assigned a specific action (function) in the Dial Action Table. The dial action used depends on the setting in the active Call Routing Mailbox, which in turn depends on the Answer Table setup.

  - ✓ By default, Call Routing Mailbox 000 uses Dial Action Table 1.

The block diagram below shows the default IntraMail Automated Attendant configuration.





## Dial Action Table Options

The following table summarizes the Dial Action Table dial (key) actions and their associated features.

Dial Action Table Key Action Summary		
Action	Description	Feature Reference
TRF	<u>Screened Transfer (1)</u> Allows an Automated Attendant caller to place a Screened Transfer to an extension. IntraMail calls (screens) the destination to see if the call can go through.	<b>Screened Transfer</b> (page 102)
UTRF	<u>Unscreened Transfer (2)</u> Allows an Automated Attendant caller to place an Unscreened Transfer to an extension. IntraMail transfers the call the destination and then hangs up.	<b>Unscreened Transfer</b> (page 116)
REC1	<u>Quick Message with Greeting (3)</u> Allows an Automated Attendant caller to leave a Quick Message at an extension. The caller <i>will</i> hear the extension's personal greeting.	<b>Quick Message</b> (page 98)
REC2	<u>Quick Message without Greeting (4)</u> Allows an Automated Attendant caller to leave a Quick Message at an extension. The caller <i>will not</i> hear the extension's personal greeting.	<b>Quick Message</b> (page 98)
LOGON	<u>Log Onto Voice Mail (5)</u> Allows an Automated Attendant caller to log onto a mailbox, either directly or one of their choosing.	<b>Log Onto Voice Mail</b> (page 70)
Hang Up	<u>Hang Up (6)</u> IntraMail says "Goodbye" and hangs up.	<b>Hang Up</b> (page 64)
GOTO	<u>Go to a Mailbox, (7)</u> Allows an Automated Attendant caller to route to another mailbox.	<b>Go To A Mailbox</b> (page 57)
UND	<u>Undefined Routing (0)</u> This action provides no routing.	N/A

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## Operation

N/A

# Directory Dialing

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## Description

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 15 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).

The Directory Dialing Mailbox can be a Routing Mailbox assigned as a Directory Dialing Mailbox *or* a Master Mailbox assigned as a Directory Dialing Mailbox.

## Operation

<b>Recording a Directory Dialing Message</b> [Super Display Soft Key] - [Keyset Soft Key]			
Log onto System Administrator's mailbox.			
<b>SA (72)</b>	Access System Administrator options. [SYS ADMIN] - [N/A]		
	<b>I (4)</b>	Select Instruction Menus. [INSTRUCTION] - [INST]	
		Enter the Directory Dialing Mailbox number.	
		<b>L (5)</b>	Listen to the current Directory Dialing Message (if any). [LISTEN] - [LSTN]
		#	Exit listen mode.
		<b>R (7)</b>	Record a new Directory Dialing Message. [RECORD] - [REC]
			Record message.
		*	Pause or restart recording. [RESUME] - [RESUME] [PAUSE] - [PAUSE]
		<b>E (3)</b>	Erase recording. [CANCEL] - [CNCL]
		#	Exit recording mode. [DONE] - [DONE]
		<b>E (3)</b>	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]
<b>0</b>	Plays Help message.		

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<b>Using Directory Dialing</b>	
<b>To use Directory Dialing:</b>	
<b>1.</b>	After the Automated Attendant answers, wait for the Directory Dialing Message. <ul style="list-style-type: none"> <li>■ The Automated Attendant may ask you to dial a digit for Directory Dialing.</li> </ul>
<b>2.</b>	Dial the letters that correspond to the name of the person you wish to reach + #. <ul style="list-style-type: none"> <li>■ 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.</li> <li>■ To exit Directory Dialing without selecting a name, just dial #.</li> </ul>
<b>3.</b>	The Automated Attendant will announce the name matches, and tell you which digit to dial (1-3) to reach each of the announced names. <ul style="list-style-type: none"> <li>■ To hear additional name matches (if any), dial 4 instead.</li> </ul>
<b>4.</b>	Once you make your selection, the Automated Attendant will route your call to the name you select.

# Directory Dialing Mailbox

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## Description

A Directory Dialing Mailbox is the type of mailbox required to implement Directory Dialing. A Directory Dialing Mailbox can be either a Routing Mailbox or a Master Mailbox. The type you choose depends only on available resources and your programming preference, since they work identically. See *Directory Dialing* on page 44 for more on how to set up a Directory Dialing Mailbox.

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## Operation

Turn to *Directory Dialing* on page 44 for more on how to use Directory Dialing and record a Directory Dialing Message.

## Description

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 System-Wide [Super Display Soft Key] - [Keyset Soft Key]			
Log onto System Administrator's mailbox.			
<b>SA</b> (72)	Access System Administrator options. [SYS ADMIN] - [N/A]		
	<b>S</b> (7)	Select Subscriber Mailbox Maintenance options. [SUBSCRIBER] - [SUBS]	
		Enter the number of the Subscriber Mailbox you want to maintain.	
		<b>EA</b> (32)	Erase all Subscriber Mailbox messages. [ERASE ALL MSGS] - [EA]
		<b>#</b>	Go back to System Administrator options. [EXIT] - [EXIT]
<b>0</b>	Plays Help message.		

# Exiting a Mailbox

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## Description

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.

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## Operation

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

## Description

Extension Hunting to Voice Mail automatically sends calls to an extension's mailbox without the user having to set up Call Forwarding. For example, Extension Hunting to Voice Mail can send unanswered transferred calls to an extension's mailbox rather than recalling the transferring party. In addition, Extension Hunting to Voice Mail can send an unanswered Direct Inward Line to the extension's mailbox instead of diverting to Key Ring. Hunting can also reroute calls from the Automated Attendant as well as ringing Intercom calls (depending on the hunt type). Unlike Call Forwarding, Extension Hunting to Voice Mail requires no action by the extension user to redirect calls; the system reroutes them automatically.

There are 4 types of Extension Hunting to Voice Mail:

- **Ring No Answer Trunk (Type 1)**  
Type 1 hunting reroutes trunk calls to the extension's mailbox after a preset interval. Type 1 hunting reroutes trunk calls when the extension is idle, busy, or in Do Not Disturb but does not reroute ringing Intercom calls. See the Routing Charts below for more.
- **Ring No Answer / Busy Trunk (Type 2)**  
Type 2 hunting also reroutes trunk calls to the extension user's mailbox. When the extension is idle, Type 2 hunting reroutes calls after an interval. Type 2 hunting reroutes trunk calls immediately while the extension is busy or in Do Not Disturb. Like Type 1 hunting, Type 2 hunting does not reroute ringing Intercom calls. See the Routing Charts below for more.
- **Ring No Answer / Busy All (Type 3)**  
Type 3 hunting reroutes trunk calls *and* ringing Intercom calls. If the extension is idle, calls reroute to the user's mailbox after an interval. Type 3 hunting reroutes calls immediately when the extension is busy or in Do Not Disturb. See the Routing Charts below for more.
- **Busy Trunk (Type 4)**  
Type 4 hunting is similar to Type 2 hunting except that transferred trunk calls to an idle extension do not reroute. Transferred trunk calls, Direct Inward Lines, and calls from the Automated Attendant go immediately to the mailbox when the extension is busy or in Do Not Disturb. This type of hunting never reroutes ringing Intercom calls. See the Routing Charts below for more.

### Notes:

- Extension Hunting to Voice Mail does not reroute voice-announced Intercom calls.
- Extension Hunting to Voice Mail does not reroute Key Ring calls. See the *DS1000/2000 Software Manual* for more on Key Ring.

## Operation

Extension Hunting to Voice Mail
<b>To force Extension Hunting to Voice Mail to redirect all your calls to your mailbox:</b> <ol style="list-style-type: none"><li>1. Press <b>DND</b>.<ul style="list-style-type: none"><li>■ Type 1 hunting will not redirect Intercom calls.</li></ul></li></ol>

# External Transfer

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## Description

External Transfer allows an Automated Attendant caller to automatically route to an outside telephone number. To set this up, assign a Dial Action Table action as a UTRF to a System Speed Dial bin (e.g., #200 + Pause for system bin 200). 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.

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## Operation

Operation is automatic once set up in programming.



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## Description

The Automated Attendant can detect incoming fax calls and transfer them to a fax machine. With Fax Detection enabled, after the Automated Attendant answers a call it listens for incoming fax CNG tone. If it detects the tone, it does an unscreened transfer of the call to the specified company fax machine. The incoming fax then prints out on the company fax machine. If you disable Fax Detection, the Automated Attendant will not detect and route incoming fax calls.

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## Operation

N/A

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# Flexible Answering Schedules

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## Description

The Automated Attendant can answer outside calls with different announcements and dialing options, depending on the time of day and day of week. For example, a company can set up separate schedules for weekdays, evenings, weekends, and specific holidays. Each schedule can play a different announcement to callers, as well as provide them with unique dialing options. Once set up in programming, the schedule operation is automatic.

The Flexible Answering Schedules are determined by the set up of the IntraMail Answer Tables. See *Answer Tables* on page 16 for more.

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## Operation

N/A

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## Description

The Automated Attendant can provide outside callers with a wide variety of dialing (routing) options. You can customize the announcements and routing options to exactly meet the site requirements. Use Flexible Call Routing to eliminate or minimize the need for an operator or receptionist to handle outside calls.

There are 3 components to Flexible Call Routing.

- **Answer Tables** (page 16)  
Determines how the Automated Attendant answers outside calls on each trunk, according to the time of the day and day of the week that the call is ringing.
- **Call Routing Mailbox** (page 30)  
The mailbox associated with an *Answer Table* that specifies which dialing options (*Dial Action Table*) and announcement are available to Automated Attendant callers.
- **Dial Action Table** (page 42)  
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.

1

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## Operation

N/A

# Flexible Mailbox Numbering Plan

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## Description

If the telephone system extension numbers are changed or swapped, IntraMail will automatically change the Subscriber Mailbox numbers to match. There is no extensive reprogramming required. After the swap, all of the subscriber's messages and options are available at their new extension number. Flexible Mailbox Numbering Plan lets you customize a site's extension numbers and be assured that IntraMail will automatically adapt to the new configuration.

Two-digit extension/mailbox numbering is not supported in IntraMail.

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## Operation

N/A

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## Description

A Subscriber Mailbox can optionally convert Automated Attendant Screened Transfers to Unscreened Transfers. Enable this option for a mailbox if the subscriber prefers to receive all calls sent by the Automated Attendant as Unscreened Transfers. With Unscreened Transfers,

- Calls from the Automated Attendant ring like other transferred calls and display the incoming Caller ID data (if provided by telco and enabled in programming) as the call is ringing.
- As with Screened Transfers, unanswered calls route to the subscriber's greeting (recorded or default) so the caller can leave a message. However, with Unscreened Transfer the caller cannot dial 2 to reach the Next Call Routing Mailbox options (if programmed).

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## Operation

N/A

# Getting Recorded Help

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## Description

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

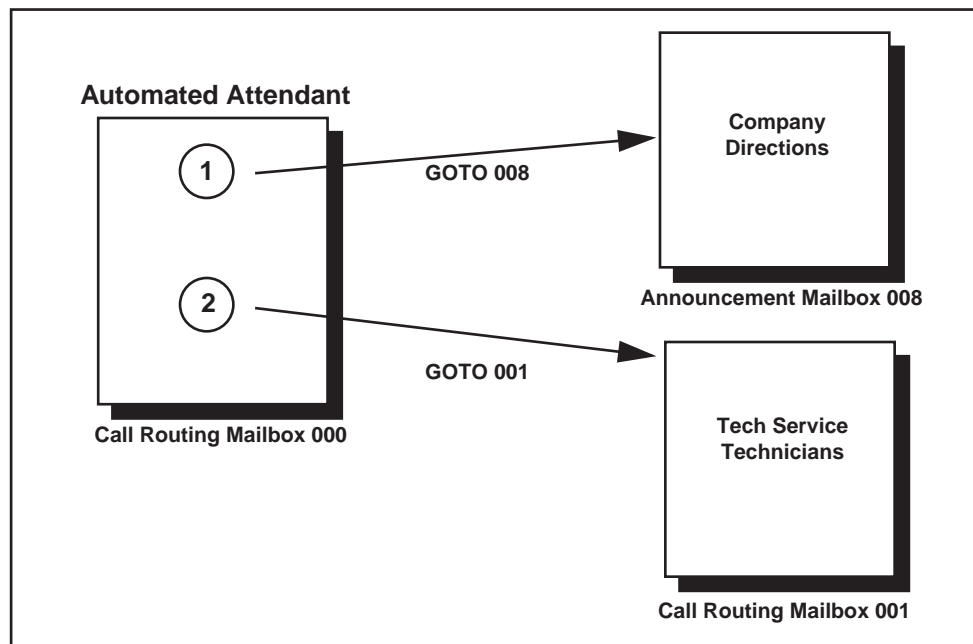
Getting Recorded Help	
Log onto your mailbox	
0	Get recorded help. <ul style="list-style-type: none"><li>■ Recorded help is always available from the Main Menu.</li><li>■ Recorded help may not be available at all levels.</li></ul>

## Description

An Automated Attendant caller can dial a digit to route to a Call Routing or Announcement Mailbox. This is called the Go To (GOTO) action. The GOTO action can route directly to a specific Call Routing or Announcement Mailbox, or allow the Automated Attendant caller to go to a mailbox of their own choosing. Use the GOTO action to set up a “tree” of Automated Attendant options.

The block diagram below shows how the Automated Attendant can provide the caller with a “tree” of dialing options. Dialing 1 (GOTO 008) routes to Announcement Mailbox 008, which plays the company directions. Dialing 2 (GOTO 001) routes to Call Routing Mailbox 001, which is set up to give the caller single-digit dialing to Tech Service technicians.

- The Announcement Message for Announcement Mailbox 008 tells the caller how to locate the company.
- The Instruction Menu for Call Routing Mailbox 001 instructs the caller which digits to dial for each technician. The Dial Action Table for Call Routing Mailbox 001 contains the TRF or UTRF actions to each technician’s extension.



The GOTO action can also log into a Subscriber Mailbox, although the LOGON action is normally reserved for this function.

## Operation

### Using the Automated Attendant GOTO Action

#### For the outside caller:

1. After Automated Attendant answers, the voice prompts will instruct you on which digits to dial.

1

# Greeting

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## Description

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.

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

## 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. To allow this capability, for example:
  - Program the Next Call Routing Mailbox # digit as LOGON to IXXX.
  - While listening to their greeting, the subscriber can dial:  
# (to route to their Next Call Routing Mailbox), then  
# and their mailbox number to log onto their mailbox.
  - By default, this option is provided in Call Routing Mailbox 000. Additionally, the subscriber should enable a Security Code for their mailbox to prevent unauthorized logons.

## Multiple Greetings

In systems with Multiple Greetings, the mailbox subscriber can record up to three separate greetings and make any one of the three active. 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.

If the active 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)."*



## Operation

Recording a Multiple Greeting and Setting Up Auto Attendant Do Not Disturb [Super Display Soft Key] - [Keyset Soft Key]			
Log onto Subscriber Mailbox.			
<b>G (4)</b>	Access the Mailbox Greeting options. <b>[GREETING] - [GREET]</b> IntraMail does the following: <ul style="list-style-type: none"> <li>Plays a summary of your current settings.</li> <li>Displays the status of your active Greeting (1-3).  <b>[GREETING n: RECORDED] - [GREETING n: RECORDED]</b>, or  <b>[GREETING n: NOT REC] - [GREETING n: NOT REC]</b></li> <li>Shows the Auto Attendant Do Not Disturb status.  <b>[AUTO-ATT DND:OFF] - [N/A]</b>, or  <b>[AUTO-ATT DND:ON] - [N/A]</b></li> <li>Provides soft keys for each of the 3 greetings.  <b>[GREETING 1] - [GR1]</b>  <b>[GREETING 2] - [GR2]</b>  <b>[GREETING 3] - [GR3]</b></li> </ul>		
Select a Greeting (which also makes it active).			
			(1) <b>[GREETING 1] - [GR1]</b> (2) <b>[GREETING 2] - [GR2]</b> (3) <b>[GREETING 3] - [GR3]</b>
		<b>L (5)</b>	Listen to the active greeting (if recorded). <b>[LISTEN] - [LSTN]</b>
		<b>R (7)</b>	Record a new greeting (if not recorded), or rerecord the current greeting. <b>[RECORD] - [REC]</b>
Record at the tone, then press # when done.			
			* Pause or restart recording. <b>[RESUME] - [RESUME]</b> <b>[PAUSE] - [PAUSE]</b>
		<b>E (3)</b>	Erase the greeting. <b>[CANCEL] - [CNCL]</b>
		<b>#</b>	End the recording. <b>[DONE] - [DONE]</b>
Erase the currently recorded greeting (if any). <b>[ERASE] - [ERASE]</b>			
		<b>#</b>	Go back to the Mailbox Greeting options. <b>[EXIT] - [EXIT]</b>
Change Auto Attendant Do Not Disturb.			
		<b>O (6)</b>	Turn Auto Attendant Do Not Disturb off or on. <b>[DND ON] - [N/A]</b> <b>[DND OFF] - [N/A]</b>
	<b>#</b>	Go back to mailbox Main Menu. <b>[EXIT] - [EXIT]</b>	
	<b>0</b>	Plays Help message.	

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# Group Mailbox

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## Description

A Group Mailbox is a Subscriber Mailbox shared by a group of co-workers. If a caller leaves a message at any extension within the group, the system stores the message in the Group Mailbox. The Ring/Message lamp at all keyset extensions in the group flashes to indicate that there is a new voice mail message waiting. Any extension user in the group can log onto their mailbox to hear and process the shared message. The message count on all keyset displays increments and decrements as group messages are received, listened to, or deleted.

Group Mailboxes are helpful in both residential installations and larger business workgroups, since extensions share a common voice mailbox. Messages in the Group Mailbox can be listened to, forwarded, deleted, and otherwise processed by any member of the group.

Group Mailbox uses Ring Group and Master Mailbox programming. You can separately set up Ring Group members to have the same Group Mailbox. Since the system provides 8 Ring Groups, there are a total of 8 Group Mailboxes available.

## Understanding Group Mailbox Types

### If the Group (Master) Mailbox is a Call Routing Mailbox (1):

- A co-worker attempting to leave a message at an extension assigned to the Group Mailbox hears: *“Your call cannot go through. Goodbye.”* IntraMail then hangs up.
- An outside caller attempting to leave a message at an extension assigned to the Group Mailbox hears the prerecorded Instruction Menu message and can dial options allowed by the associated Dial Action Table.
- If the Group Mailbox user presses **MW**, they are asked to enter their mailbox number. After entering the number, they hear, *“That mailbox does not exist.”*
- An Automated Attendant caller attempting to leave a Quick Message or do a Remote Logon at an extension assigned to the Group mailbox hears, *“That mailbox does not exist.”* They then return to the Automated Attendant.

### If the Group (Master) Mailbox is an Announcement Mailbox (2):

- A co-worker attempting to leave a message at an extension assigned to the Group Mailbox hears: *“Your call cannot go through. Goodbye.”* IntraMail then hangs up.
- An outside caller attempting to leave a message at an extension assigned to the Group Mailbox hears the prerecorded announcement and can use all other Announcement Mailbox features.
- If the Group Mailbox user presses **MW**, they are asked to enter their mailbox number. After entering the number, they hear: *“That mailbox does not exist.”*
- An Automated Attendant caller attempting to leave a Quick Message or do a Remote Logon at an extension assigned to the Group mailbox hears, *“That mailbox does not exist.”* They then return to the Automated Attendant.

### If the Group (Master) Mailbox is a Subscriber Mailbox (3):

- The Group Mailbox has all the features of any other personal Subscriber Mailbox.

### If the Group (Master) Mailbox is a Directory Dialing Mailbox (4):

- A co-worker attempting to leave a message at an extension assigned to the Group Mailbox hears: *“Your call cannot go through. Goodbye.”* IntraMail then hangs up.
- An outside caller attempting to leave a message at an extension assigned to the Group Mailbox hears the Directory Dialing message and can use any of the options programmed for the Directory Dialing Mailbox.
- If the Group Mailbox user presses **MW**, they are asked to enter their mailbox number. After entering the number, they hear: *“That mailbox does not exist.”*

- An Automated Attendant caller attempting to leave a Quick Message or do a Remote Logon at an extension assigned to the Group mailbox hears, “*That mailbox does not exist.*” They then return to the Automated Attendant.

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## Operation

See the following features for operation of the specific Group Mailbox type:

- *Announcement Mailbox* on page 12.
- *Call Routing Mailbox* on page 30.
- *Directory Dialing* on page 44.
- *Subscriber Mailbox* on page 107.

# Guest Mailbox

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## Description

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 can also be a Master Mailbox assigned as a Subscriber Mailbox. 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 **ICM + 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.

For a brief overview of the features available at a Guest Mailbox, review the *Related Features* below. Then, go to the individual feature to find out how it operates and any programming required to make it work.

## Enhanced Guest Mailbox

With Enhanced Guest Mailbox, you can set up a Guest Mailbox just by activating the Subscriber Mailbox at any uninstalled extension. In **1808-Mailbox Type**, set up the mailbox as Personal (1) or Group (2). When you do this:

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

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## Operation

Logging Onto a Guest Mailbox
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<b>To log onto a Guest Mailbox:</b>
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- |  |
|--|
| <ol style="list-style-type: none"><li>1. Press <b>ICM +</b> Dial the IntraMail master number (e.g., 700).<ul style="list-style-type: none"><li>■ You can optionally press a Call Coverage key assigned to the IntraMail master number.</li></ul></li><li>2. When IntraMail answers, dial the Guest Mailbox number.</li></ol> |
|--|

Logging Onto a Guest Mailbox from the Automated Attendant
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<b>To log onto a Guest Mailbox from the Automated Attendant:</b>
--

- |   |
|---|
| <ol style="list-style-type: none"><li>1. After the Automated Attendant answers, dial <b># +</b> The Guest Mailbox number.<ul style="list-style-type: none"><li>■ This capability may be disabled in the Automated Attendant.</li><li>■ Your automated attendant may have GOTO or LOGON actions assigned to the Guest Mailbox. Check with your Communications Manager.</li></ul></li></ol> |
|---|

## Transferring your call to a Guest Mailbox

**To transfer your active call to a co-worker's mailbox:**

1. Press **ICM**.
2. Press **MW**.
3. Dial the Guest Mailbox number.
4. Press **SPK** 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.

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# Hang Up

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## Description

Hang Up is an Automated Attendant option that immediately hangs up the outside call. When setting up a Dial Action Table, you may want to use Hang Up for unused actions (rather than the caller hearing the standard error message). You might also want to use the Hang Up action as the Timeout destination for callers that wait too long to dial after the Automated Attendant answers.

---

## Operation

N/A

## Description

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:

*“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.”*

1

## 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. [SYS ADMIN] - [N/A]		
I (4)	Select Instruction Menus. [INSTRUCTION] - [INST]		
	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] - [CNCL]	
		#	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.		

# Leaving a Message

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## Description

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.

---

## Operation

### Leaving a Message for a Co-worker

#### To leave a message in the mailbox of an unanswered extension:

1. Press **MW**.
2. Leave message and hang up.  
OR  
Leave message and dial **#**.
  - Dialing **#** sends the message and hangs up.

### Leaving a Message from Outside the Company

#### To leave a message in a mailbox:

1. Leave message and hang up.  
OR  
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, 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] - [Keypad Soft Key]	
Option	Description
<b>RE</b> (73) [REPLY] - [N/A]	Record a reply. See <i>Message Reply</i> on page 92.
<b>MF</b> (63) [FORWARD] - [N/A]	Forward the message to another mailbox. See <i>Message Forward</i> on page 83.
<b>MC</b> (62) [CALLBACK] - [N/A]	Make a call to the message sender. See <i>Make Call</i> on page 78.
<b>TI</b> (84)	Hear the time and date the message was sent. ■ See <i>Time and Date</i> on page 111.
<b>SA</b> (72)	Save the message in your mailbox.
<b>E</b> (3) [ERASE] - [ERASE]	Erase the message. ■ See <i>Message Delete</i> on page 82 for more.
<b>L</b> (5) [NEXT MSG] - [NEXT]	Listen to the next message.
<b>B</b> (2)	Back up a few seconds.
<b>BB</b> (22) [REPEAT] - [RPT]	Back up to the beginning of the message.
<b>G</b> (4)	Go ahead a few seconds.
*	Pause/resume recording.
<b>1N</b> (16) [MSG LIST + NEW MSGS] - [N/A]	Select New Message List ■ See <i>Message Listen Mode</i> on page 85.
<b>1S</b> (17) [MSG LIST + SAVED MSGS] - [N/A]	Select Saved Message List ■ See <i>Message Listen Mode</i> on page 85.
<b>1A</b> (12) [MSG LIST + ALL MSGS] - [N/A]	Select All Message List ■ See <i>Message Listen Mode</i> on page 85.
# [EXIT] - [EXIT]	Exit the listen mode.
<b>X</b> (9)	Exit your mailbox.
Dial 0 while listening to hear the list of options.	

### Notes:

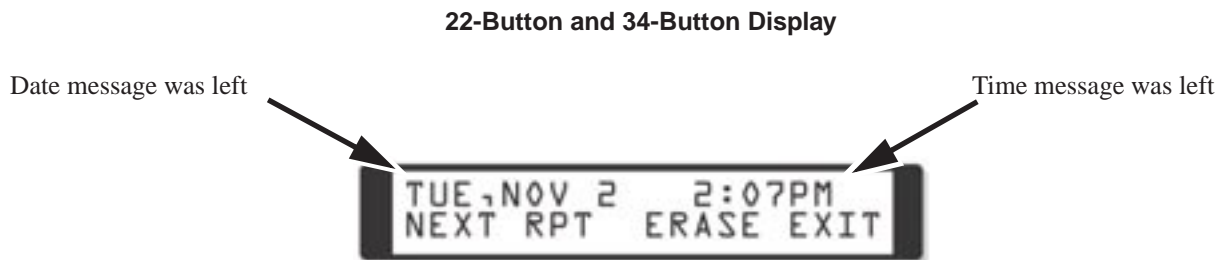
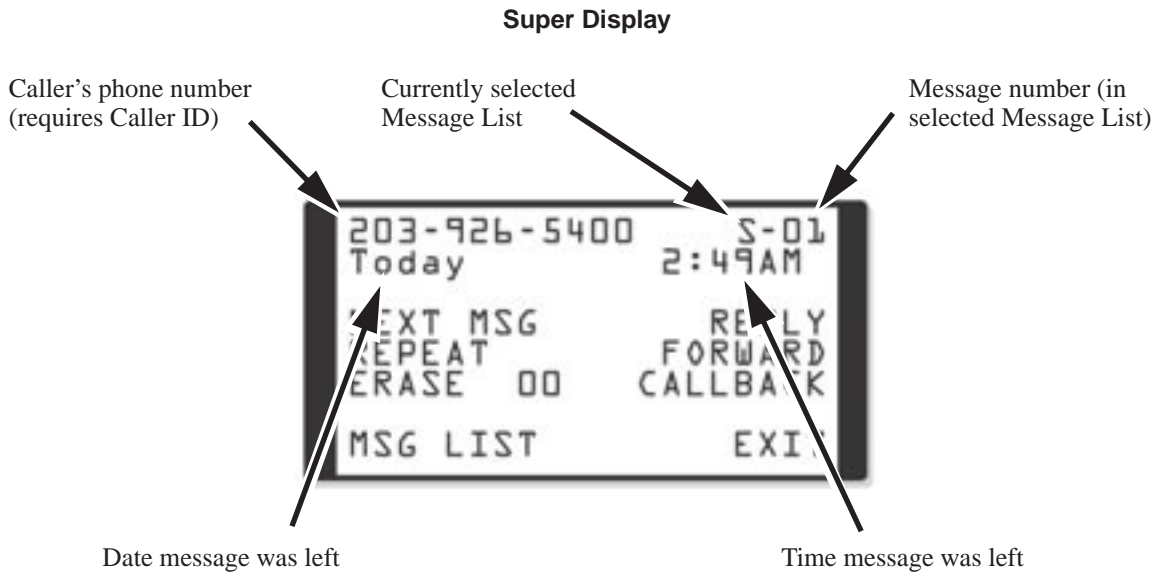
- If a subscriber's mailbox is set to Auto Save messages, IntraMail saves partially listened-to messages but does not relamp the keypad for those messages. For example:
  - A subscriber with new messages calls their mailbox.
  - The subscriber presses L to listen to a portion of *each* message and then exits their mailbox.
  - IntraMail saves all the messages, turns off the message waiting lamp, and resets the telephone display to **V-MAIL 00 (VM00)**.
- If you hang up while listening to a new message, IntraMail automatically retains the message as a new message.

# Listening to Messages

## Telephone Display while Listening to a Message

While listening to a message, your Super Display 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.



Press **CHECK** and **CLEAR** to switch between the displays.



## Operation

Listening to Messages [Super Display Soft Key] - [Keyset Soft Key]	
Log onto Subscriber Mailbox	
L (5)	Access the Message Listen mode [LISTEN] - [LSTN] <ul style="list-style-type: none"><li>■ See <i>Message Listen Options</i> on page 67 for an explanation of the available options.</li><li>■ While listening to a message at a 22-Button or 34-Button Display Telephone, press <b>CHECK</b> and <b>CLEAR</b> to switch between the date/time and Caller ID information for the message.</li></ul>
0	Plays Help message

# Log Onto Voice Mail

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## Description

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 **MW** 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. For example:
  - Program the Next Call Routing Mailbox # digit as LOGON to IXXX.
  - While listening to their greeting, the subscriber can dial:
    - # (to route to their Next Call Routing Mailbox), then
    - # and their mailbox number to log onto their mailbox.

By default, this option is provided in Call Routing Mailbox 000. Additionally, the subscriber should enable a Security Code for their mailbox to prevent unauthorized logons.

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## Operation

### Logging Onto Your Mailbox

#### To log onto your Subscriber Mailbox:

1. Press **MW**.
  - From an on-premise 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. Press **ICM** + 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.

#### 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.

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# Mailbox Name

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## Description

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

<b>Recording Your Mailbox Name</b> [Super Display Soft Key] - [Keyset Soft Key]	
Log onto Subscriber Mailbox.	
<b>RN (76)</b>	Access the Mailbox Name Menu. [NAME] - [N/A]
<b>L (5)</b>	Listen to the currently recorded name (if any). [LISTEN] - [LISTN]
	# Exit listen mode.
<b>R (7)</b>	Record a new name. [RECORD] - [REC]
	Record message.
	* Pause or restart recording. [RESUME] - [RESUME] [PAUSE] - [PAUSE]
	<b>E (3)</b> Erase recording. [CANCEL] - [CNCL]
	# Exit recording mode. [DONE] - [DONE]
<b>E (3)</b>	Erase the currently recorded name. [ERASE] - [ERASE]
<b>#</b>	Go back to the Mailbox Main Menu. [EXIT] - [EXIT]
<b>0</b>	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.			
<b>SA</b> (72)	Access System Administrator options. [SYS ADMIN] - [N/A]		
	<b>S</b> (7)	Select Subscriber Mailbox Maintenance options. [SUBSCRIBER] - [SUBS]	
		Enter the number of the Subscriber Mailbox you want to maintain.	
		<b>EN</b> (36)	Erase the mailbox name. [ERASE NAME] - [EN]
		<b>N</b> (6)	Record a new mailbox name. [RECORD MBOX NAME] - [N/A]
		<b>L</b> (5)	Listen to the currently recorded name (if any). [LISTEN] - [LISTN][
			# Exit listen mode.
		<b>R</b> (7)	Record a new name. [RECORD] - [REC]
			Record message.
		*	Pause or restart recording. [RESUME] - [RESUME] [PAUSE] - [PAUSE]
		<b>E</b> (3)	Erase recording. [CANCEL] - [CNCL]
		#	Exit recording mode. [DONE] - [DONE]
		<b>E</b> (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]
<b>0</b>	Plays Help message.		

# Mailbox Options Menu

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## Description

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
<b>S</b> (7) [SEC CODE] - [SEC]	Erase the mailbox's Security Code. ■ See <i>Mailbox Security Code Delete</i> on page 75.
<b>N</b> (6) [NOTIFICATION] - [NTFY]	Set up Message Notification. ■ See <i>Message Notification</i> on page 86.
<b>AT</b> (28) [TIME STAMP] - [TIME]	Enable or disable Auto Time Stamp. ■ See <i>Auto Time Stamp</i> on page 24.
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.	
<b>OP</b> (67)	Access the Mailbox Options Menu. [MBOX OPTS] - [N/A]
<b>0</b>	Plays Help message.



# Mailbox Security Code Delete

## Description

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 **MW** 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. [SYS 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.	

1

# Main Menu

## Description

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.

<b>Mailbox Main Menu</b> [Super Display Soft Key] - [Keyset Soft Key]	
Option	Description
<b>L</b> (5) [LISTEN] - [LSTN]	Listen to messages. ■ See <i>Listening to Messages</i> on page 67.
<b>RS</b> (77) [RECORD] - [REC]	Record and send a message. ■ See <i>Message Record</i> on page 91.
<b>G</b> (4) [GREETING] - [GREET]	Record a mailbox greeting. ■ See <i>Greeting</i> on page 58.
<b>RN</b> (76) [NAME] - [N/A]	Record a mailbox name. ■ See <i>Mailbox Name</i> on page 72.
[MSG LIST] - [N/A]	Select the active Message List. ■ See <i>Message Listen Mode</i> on page 85.
<b>1N</b> (16) [MSG LIST + NEW MSGS] - [N/A]	Select the New Message List. ■ See <i>Message Listen Mode</i> on page 85.
<b>1S</b> (17) MSG LIST + SAVED MSGS] - [N/A]	Select the Saved Message List. ■ See <i>Message Listen Mode</i> on page 85.
<b>1A</b> (12) [MSG LIST + ALL MSGS] - [N/A]	Select the All Message List. ■ See <i>Message Listen Mode</i> on page 85.
<b>OP</b> (67) [MBOX OPTS] - [N/A]	Use the Mailbox Options. See the following: ■ See <i>Security Code</i> on page 104. ■ <i>Message Notification</i> on page 86. ■ <i>Auto Time Stamp</i> on page 24.
<b>SA</b> (72) [SYS ADMIN] - [N/A]	Access the System Administrator options. ■ See <i>System Administrator</i> on page 108.
<b>TI</b> (84)	Check the current time and date. ■ See <i>Time and Date</i> on page 111.
<b>X</b> (9) [EXIT] - [EXIT]	Exit your mailbox. ■ See <i>Exiting a Mailbox</i> on page 48.
To hear the complete Main Menu of options, dial 0 while in the Main Menu.	

---

## Operation

Accessing the Mailbox Main Menu		
Log onto Subscriber Mailbox.		
■ You automatically go to the mailbox Main Menu.		
	<b>0</b>	Plays Help message which summarizes the Main Menu options. ■ See <i>Mailbox Main Menu</i> on page 76 for the Main Menu options.

# Make Call

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## Description

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] <ul style="list-style-type: none"><li>■ Make Call automatically places a return call to the co-worker that left you the message.</li><li>■ If your system has Caller ID, Make Call can automatically place a return call to your outside caller.</li><li>■ If you hear "<i>Your call cannot go through,</i>" 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.</li><li>■ While listening to a message at a 22-Button or 34-Button Display Telephone, press <b>CHECK</b> and <b>CLEAR</b> to switch between the date/time and Caller ID information for the message.</li></ul>

---

## Description

Master Mailboxes are 16 additional mailboxes that you can assign as Announcement, Call Routing, Subscriber, or Directory Dialing Mailboxes. Use Master Mailboxes when setting up Group Ring Automated Attendant Recall and UCD Hunting Group Overflow to Voice Mail. You can also use Master Mailboxes assigned as Subscriber Mailboxes for Guest Mailboxes, which are Subscriber Mailboxes without associated extensions. Since Master Mailboxes are a separate set of mailboxes, you don't have to worry about undefining or redefining Subscriber Mailboxes when setting up these unique features. You can also use Master Mailboxes for Directory Dialing.

When setting up Group Ring Automated Attendant Recall and UCD Hunting Group Overflow, the Master Mailbox type you choose depends on how you want IntraMail to handle the overflow:

- If you want recall/overflow to provide routing for callers, make the associated Master Mailbox a Call Routing Mailbox.
- If you want recall/overflow to provide an announcement to callers, make the associated Master Mailbox an Announcement Mailbox.
- If you want recall/overflow to collect messages like any other extension's mailbox, make the associated Master Mailbox a Subscriber Mailbox.
- If you want recall/overflow to provide dial-by-name, make the associated Master Mailbox a Directory Dialing Mailbox.

### **! Important !**

- Group Ring Automated Attendant Recall to a master mailbox *only* occurs for Automated Attendant Unscreened Transfers routed to the Ring Group master number. For other types of Group Ring recall, turn to *Voice Mail Overflow* on page 118.

---

## Operation

Refer to the following:

- **Announcement Mailbox** (page 12).
- **Call Routing Mailbox** (page 30).
- **Directory Dialing** (page 44).
- **Subscriber Mailbox** (page 107).

# Message Count Display

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## Description

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

While Idle

```
12-16 MON 3:42PM
DIR PGM VMO1 CLOO
```

One new message waiting  
in the Subscriber Mailbox

While Logged-in

```
MSGS NEW: 1 SAVED: 5
LSTN REC GREET EXIT
```

### Super Display

One new message waiting  
in the Subscriber Mailbox

```
12-16 MON 3:42PM
DIRECTORY
PROGRAM
V-MAIL 01
CALLS 00 SP DIAL 1
PAGE SP DIAL 2
```

While Idle

```
VOICE MAIL MBOX-306
MSGS NEW: 1 SAVED: 4
LISTEN MBOX OPTS
RECORD
GREETING SYS ADMIN
NAME
MSG LIST EXIT
```

While Logged-in

---

## Operation

Using the Message Count Display
Operation is automatic.



# Message Delete

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## Description

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

<b>Deleting a Message</b> [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 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 erases the message in the subscriber's mailbox after they forward it. The Message Forward destination receives the forwarded message as a new message.

## Operation

<b>Forwarding a Message</b> [Super Display Soft Key] - [Keyset Soft Key]			
Log onto Subscriber Mailbox.			
<b>L (5)</b>	Access the Message Listen mode (to listen to the message that you want to forward). [LISTEN] - [LSTN]		
	<b>MF (63)</b>	Access the Message Forward Menu. [FORWARD] - [N/A]	
		Enter the number of the mailbox to which you want to forward the message. ■ When a subscriber forwards a list of messages, they automatically listen to the next message in the list once forwarding completes.	
		#	Start recording. [CONTINUE] - [CONT]
			Record a comment that will precede the forwarded message, OR Dial # to forward without a comment.
			While recording a comment for your forwarded message.
		*	Pause or restart recording. [RESUME] - [RESUME] [PAUSE] - [PAUSE]
		<b>E (3)</b>	Cancel the forwarding and exit your mailbox. [CANCEL] - [CNCL]
		#	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]	
<b>0</b>	Plays Help message.		

# Message Length

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## Description

You can set the maximum length of a message that can be left in a Subscriber Mailbox. When a caller tries to leave a message that exceeds the limit, they hear, “*You have reached the recording limit.*” IntraMail sends the portion of the message that fits within the allowed Message Length and hangs up. The Message Length option helps you maximize the storage space reserved for messages. If you find that callers are leaving unusually long messages, shorten the Message Length. IntraMail will cut off the message once the caller reaches the Message Length limit. On the other hand, if you hear that IntraMail is cutting off caller’s messages prematurely, increase the Message Length to give callers more time.

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## Operation

N/A

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## Description

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.

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## Operation

<b>Message Listen Mode</b> [Super Display Soft Key] - [Keyset Soft Key]			
Log onto Subscriber Mailbox.			
	<b>[MSG LIST] - [N/A]</b>		
	<b>1N</b> (16)		Listen to new messages. [MSG LIST + NEW MSGS] - [N/A]
	<b>1S</b> (17)		Listen to saved messages. [MSG LIST + SAVED MSGS] - [N/A]
	<b>1A</b> (12)		Listen to all messages. [MSG LIST + ALL MSGS] - [N/A]
	<b>0</b>		Plays Help message.

# Message Notification

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## Description

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. With Message Notification, a subscriber who is out of the office does not have to 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.

Note: 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 immediately 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”.)
  - 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 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.			
<b>OP (67)</b>	Access the Mailbox Options menu. [MBOX OPTS] - [N/A]		
	<b>N (6)</b>	Access the Message Notification Options Menu. [NOTIFICATION] - [NTFY]	
		IntraMail plays a summary of your Message Notification settings. <ul style="list-style-type: none"> <li>The your telephone display shows your current notification settings (see sample below).</li> <li>The second line of the display is not available on 22- and 32-button display telephones.</li> </ul> For telephone numbers <b>NOTIFY ON 8AM-5PM</b> <b>NUM: 12039265400</b> OR For pager numbers <b>NOTIFY ON 8AM-5PM</b> <b>PGR: 12039265400</b>	
		<b>O (6)</b>	Turn Message Notification on or off. [ON] - [ON] [OFF] - [OFF]
		<b>C (2)</b>	Change your Message Notification setup. [CHANGE] - [CHNG]
			When you see: <b>START TIME</b>
			Enter the hour you want Message Notification to begin. <ul style="list-style-type: none"> <li>Enter 2 digits for the hour</li> </ul>
		<b>A (2)</b>	Select AM [AM] - [AM]
		<b>P (7)</b>	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: <b>END TIME</b>
			Enter the hour you want Message Notification to end. <ul style="list-style-type: none"> <li>Enter 2 digits for the hour.</li> <li>For 24-hour notification, make the End Time the same as the Start Time.</li> </ul>
		<b>A (2)</b>	Select AM [AM] - [AM]
		<b>P (7)</b>	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: <b>NOTIFY AT</b>

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# Message Notification

Setting Up Message Notification (Page 2 of 2) [Super Display Soft Key] - [Keyset Soft Key]				
				<b>N</b> (6) The notification destination is a telephone number. [NUMBER] - [NUM]
				<b>D</b> (3) The notification destination is a digital pager. [PAGER] - [PAGE]
				<b>*</b> Skip this option without changing your entry. [NEXT] - [NEXT]
				<b>#</b> Back up to the previous level without changing your entry. [EXIT] - [EXIT]
			When you see: <b>NUM</b>	
				Enter the Message Notification callout number (16 digits max). <ul style="list-style-type: none"> <li>• Enter the number exactly as you want the system to dial it (including a leading 1 for toll calls, if required).</li> <li>• If the number you enter is 4 digits or less, it will be an Intercom call. If it is more than 4 digits, it will be an outside call.</li> </ul>
				<b>#</b> Accept the number entered and back up to the previous level. [OK] - [OK]
				[CLEAR] Erase the number you just entered.
				<b>*</b> Skip this option without changing your entry. [NEXT] - [NEXT]
				<b>#</b> Back up to the previous level without changing your entry. [EXIT] - [EXIT]
		<b>#</b>	Go back to the Mailbox Options menu. [EXIT] - [EXIT]	
	<b>#</b>	Go back to the Main Menu. [EXIT] - [EXIT]		
<b>0</b>	Plays Help message.			

Answering a Message Notification Callout to a Telephone	
<b>To answer a Message Notification to a telephone:</b>	
<ol style="list-style-type: none"> <li>1. Answer the callout at the programmed destination. <ul style="list-style-type: none"> <li>■ If IntraMail doesn't hear your voice (or you don't speak), just go to the next step and dial <b>1</b> to proceed.</li> </ul> </li> <li>2. Dial <b>1</b> to accept the Message Notification. OR hang up to have the Message Notification call back later.</li> <li>3. When you dial 1, you automatically log onto the subscriber mailbox that left you the Message Notification. <ul style="list-style-type: none"> <li>■ If you don't log onto your mailbox, IntraMail will re-send your notification.</li> </ul> </li> </ol>	

Answering a Digital Pager Message Notification Callout	
<b>To answer a Digital Pager notification:</b>	
<ol style="list-style-type: none"> <li>1. Operation is automatic. <ul style="list-style-type: none"> <li>■ If you don't call and log onto your mailbox, IntraMail will re-send your pager notification.</li> </ul> </li> </ol>	

## Description

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.

1

## Operation

<b>Recording the Message On Hold</b> [Super Display Soft Key] - [Keyset Soft Key]			
Log onto System Administrator's mailbox.			
<b>SA (72)</b>	Access System Administrator options. [SYS ADMIN] - [N/A]		
	<b>1</b>	Select Message On Hold. [MSG ON HOLD] - [N/A]	
		<b>L (5)</b>	Listen to the current Message On Hold (if any). [LISTEN] - [LSTN]
		#	Exit listen mode.
		<b>R (7)</b>	Record a new Message On Hold. [RECORD] - [REC]
			Record message.
		*	Pause or restart recording. [RESUME] - [RESUME] [PAUSE] - [PAUSE]
		<b>E (3)</b>	Erase recording. [CANCEL] - [CNCL]
		#	Exit recording mode. [DONE] - [DONE]
		<b>E (3)</b>	Erase the Message On Hold. [ERASE] - [ERASE]
		#	Go back to the System Administrator options. [EXIT] - [EXIT]
		<b>0</b>	Plays Help message.
	#	Go back to the Main Menu options. [EXIT] - [EXIT]	
<b>0</b>	Plays Help message.		

# Message Playback Direction

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## Description

When a user dials **L** (5) after logging into their mailbox, IntraMail will play their messages in either LIFO (last-in-first-out) or FIFO (first-in-first-out) order. Since Message Playback Direction lets a subscriber listen to messages in the order they find most helpful, check with them to find out how they want this option set. If the subscriber prefers to hear their 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 the subscriber wants to be reminded of their 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.

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## Operation

N/A



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## Description

See *Record and Send a Message* on page 99.

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## Operation

See *Record and Send a Message* on page 99.

# Message Reply

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## Description

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			
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 <b>RE</b> 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

Message Storage Limit sets how many messages can be left in a Subscriber Mailbox. Message Storage Limit is another invaluable tool for managing IntraMail's voice message storage space. To conserve storage space and make it available for new messages, decrease the Message Storage Limit. If storage space is not an issue, increase the Message Storage Limit so subscribers can store additional messages. Be sure to let the subscribers know how many messages their mailboxes can hold. By default, IntraMail can store up to 99 messages in each Subscriber Mailbox.

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## Operation

N/A

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# Message Waiting Lamp

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## Description

An extension's Ring/Message Lamp flashes on the telephone to indicate that the user has new messages waiting in their mailbox. Once IntraMail is properly installed and programmed, telephone Ring/Message Lamp operation is automatic. The Ring/Message Lamp will flash fast when there are new messages in the extension user's mailbox. The Ring/Message Lamp is a visual reminder of new messages. The subscriber does not have to call their mailbox and listen to the voice prompts to find out when they have new messages.

---

## Operation

N/A

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## Description

The Automated Attendant can answer each individual trunk (outside line) with a unique greeting and unique set of dialing options. Since there are a total of 8 Answer Tables, this allows up to 8 companies or departments to share a single IntraMail. Callers to each company hear that company's greeting (Instruction Menu) and can dial options that may be only available to that specific company. You set this up as follows:

- Assign a unique Answer Table (1-8) to each trunk that you want to have an individual greeting.
- For each Answer Table, assign the Call Routing Mailbox that will handle the call.
- For each of the assigned Call Routing Mailboxes, set up the dialing options (Dial Action Table) and record an Instruction Menu.

**Note:** If multiple companies or departments share an IntraMail, messaging and calling between the workers of each company or department are not restricted.

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## Operation

N/A

# Next Call Routing Mailbox

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## Description

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.

### ***Logging Onto a Subscriber Mailbox while Listening to the Greeting***

A subscriber who wishes to log onto their mailbox while listening to their greeting must have the option set in their Next Call Routing Mailbox. To allow this capability, for example:

- Program the Next Call Routing Mailbox # digit as LOGON to IXXX.
- While listening to their greeting, the subscriber can dial:
  - # (to route to their Next Call Routing Mailbox), then
  - # and their mailbox number to log onto their mailbox.

By default, this option is provided in Call Routing Mailbox 000. Additionally, the subscriber should enable a Security Code for their mailbox to prevent unauthorized logons.

---

## Operation

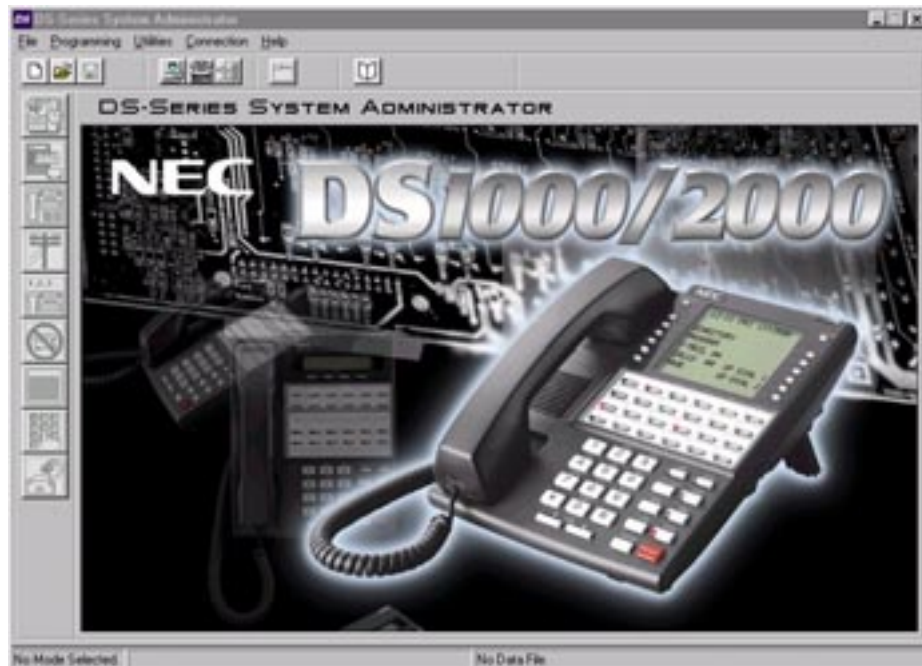
N/A

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## Description

You program (customize) IntraMail by using the DS1000/2000 telephone programming or the Windows™-based DS1000/2000 PC Program running on a PC or laptop. You can also do limited programming from the System Administrator's mailbox. By using the many programmable options available with IntraMail, you should be able to set up the system to accurately meet the customer's requirements.

- To customize IntraMail using the telephone programming, use this manual along with the *DS1000/2000 Software Manual*.
- To customize IntraMail using the PC program, see the *DS1000/2000 PC Program User Guide*.



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## Operation

See *Description* above.

# Quick Message

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## Description

Quick Message is a Dial Action Table action that allows Automated Attendant callers to dial a digit (normally \*) followed by a mailbox number to leave a message in a Subscriber Mailbox. Since Quick Message is enabled by default, it is an efficient way for experienced Automated Attendant callers to leave messages. There is no need to dial an extension first. To make this option more readily available to all Automated Attendant callers, consider having the active Instruction Menu describe how to use the Quick Message option.

There are two Quick Message Dial Action Table actions:

- **Quick Message with Greeting (REC1)**  
The caller hears the mailbox greeting followed by a beep and can leave message. If the greeting is not recorded, the caller hears, *“At the tone, you can leave your message for extension xxx (or name if recorded). Start recording at the tone. When you are done, press the # key or hang up.”*
- **Quick Message without Greeting (REC2)**  
The caller bypasses the mailbox greeting (hearing *“Recording”* and a beep instead) and can leave a message. This is typically used with a Next Call Routing Mailbox when the caller is asked to dial a digit (e.g., 1) to leave a message. Otherwise, the mailbox greeting (if recorded) would be heard again.

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## Operation

Leaving a Quick Message
<p><b>To leave a Quick Message after the Automated Attendant answers:</b></p> <ol style="list-style-type: none"><li>1. Dial *.</li><li>2. Dial the Subscriber Mailbox number.</li><li>3. Leave message and hang up.</li></ol> <p>OR</p> <p>Leave message and dial #.</p> <ul style="list-style-type: none"><li>■ Dialing # may provide you with additional dialing options. This depends on how the called mailbox’s Next Call Routing Mailbox is set up.</li></ul>



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## Description

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 many recording options from which to choose. The following table shows these options.

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

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## Operation

See the chart on the following page.

## Record and Send a Message

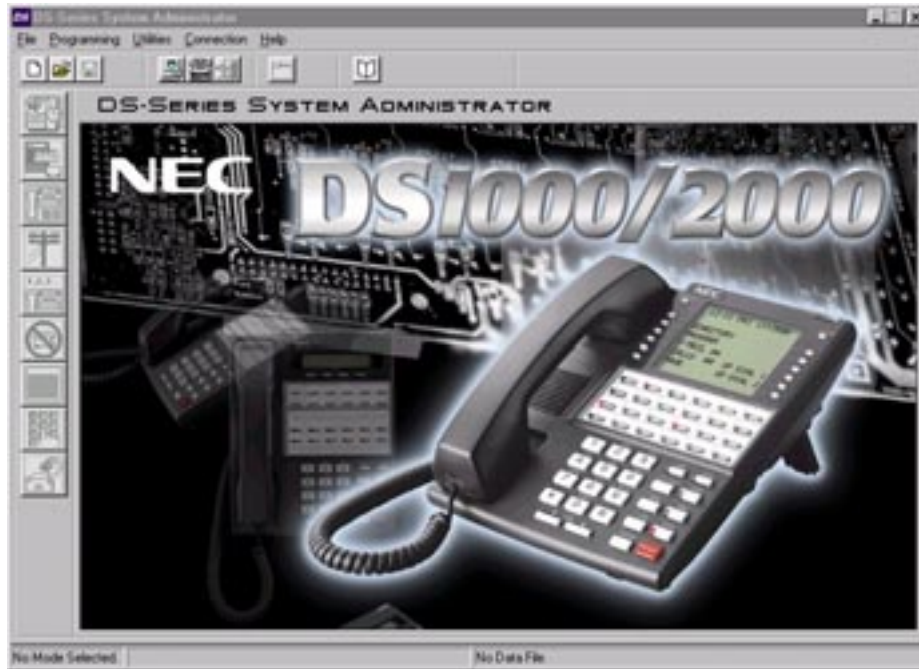
---

Record and Send a Message [Super Display Soft Key] - [Keyset Soft Key]			
Log onto Subscriber Mailbox.			
<b>RS (77)</b>	Record and send a message. [RECORD] - [REC]		
	Enter the number of the mailbox to receive the message.		
	#	Start recording. [CONTINUE] - [CONT]	
		Options available while recording.	
	*	Pause or restart recording. [RESUME] - [RESUME] [PAUSE] - [PAUSE]	
	<b>E (3)</b>	Erase recording. [CANCEL] - [CNCL]	
	#	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]	

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## Description

You can remotely program IntraMail by using the Windows™-based DS1000/2000 PC Program running on a PC or laptop. After the initial installation, Remote Programming allows you to customize IntraMail to meet the customer's requirements without being on-site. See the *DS1000/2000 PC Program User Guide* for more.



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## Operation

TBD

# Screened Transfer

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## Description

Screened Transfer is an Automated Attendant option that allows callers to directly dial system extensions. Screened Transfer (and its related feature Unscreened Transfer) allows the IntraMail Automated Attendant to transfer outside calls to system extensions without the need for a live receptionist or operator. It is similar to telephone system screened transfers in which the transferring party controls the transfer. After an Automated Attendant caller dials an extension, IntraMail calls (screens) the destination extension to see if the transfer can go through.

- If the destination is busy or in DND, the Automated Attendant doesn't extend the call and immediately provides the caller with additional options.
- If the destination is available, the Automated Attendant rings it. If the destination answers, the call goes through. If the destination doesn't answer within a preset interval, the Automated Attendant doesn't extend the call and provides the caller with additional options.

## Screened vs. Unscreened Transfer

Both Screened and Unscreened Transfer allow Automated Attendant callers to directly dial system extensions. The following summarizes the differences between these two types of Automated Attendant transfer.

- With Unscreened Transfer, calls from the Automated Attendant ring like other transferred calls and display the incoming Caller ID data (if provided by telco and enabled in programming). Screened Transfers ring like Intercom calls and do not display Caller ID until the call is answered.
- Both Screened and Unscreened Transfers route unanswered calls to the subscriber's greeting (recorded or default) so the caller can leave a message. However, only Screened Transfer allows the caller to dial 2 to reach the Next Call Routing Mailbox options (if programmed).

## Screened Transfer and Inactive Mailboxes

Screened Transfer to an extension can only occur if the destination extension has an active mailbox. If the extension's mailbox is inactive, the Automated Attendant caller hears, "*That is an invalid entry,*" and then returns to the Automated Attendant.

The table on the next page shows in detail how Screened Transfer operates.

Screened Transfer (TRF) Operation			
<ul style="list-style-type: none"> <li>■ <i>Call</i> = Call answered by the Automated Attendant.</li> <li>■ <i>Extension</i> = Extension dialed by Automated Attendant caller.</li> </ul>			
If Auto Attendant Do Not Disturb is <b>off</b> (see page 21 for more on this feature):			
	Extension Idle	Extension Busy	Extension in DND
With Active Greeting Recorded	<ol style="list-style-type: none"> <li>1. Places a screened (Intercom) call to extension. -If <i>answered</i>, transfers call.</li> <li>2. <i>If unanswered</i><sup>1</sup>: -With <i>no Next Call Routing Mailbox</i>, caller hears greeting and can leave a message. -With <i>a Next Call Routing Mailbox</i>, caller can dial 1 to leave a message or 2<sup>2</sup> for other options.</li> </ol>	<ol style="list-style-type: none"> <li>1. <i>When busy</i>: -With <i>no Next Call Routing Mailbox</i>, caller hears greeting and can leave a message. -With <i>a Next Call Routing Mailbox</i>, caller can dial 1 to leave a message or 2<sup>2</sup> for other options.</li> </ol>	<ol style="list-style-type: none"> <li>1. <i>When in DND</i>: -With <i>no Next Call Routing Mailbox</i>, caller hears greeting and can leave a message. -With <i>a Next Call Routing Mailbox</i>, caller can dial 1 to leave a message or 2<sup>2</sup> for other options.</li> </ol>
With Active Greeting Not Recorded	<ol style="list-style-type: none"> <li>1. Places a screened (Intercom) call to extension. -If <i>answered</i>, transfers call.</li> <li>2. <i>If unanswered</i><sup>1</sup>: -With <i>no Next Call Routing Mailbox</i>, IntraMail prompts caller to leave a message. -With <i>a Next Call Routing Mailbox</i>, caller can dial 1 to leave a message or 2<sup>2</sup> for other options.</li> </ol>	<ol style="list-style-type: none"> <li>1. <i>When busy</i>: -With <i>no Next Call Routing Mailbox</i>, IntraMail prompts caller to leave a message.</li> <li>1. <i>With a Next Call Routing Mailbox</i>, caller can dial 1 to leave a message or 2<sup>2</sup> for other options.</li> </ol>	<ol style="list-style-type: none"> <li>1. <i>When in DND</i>: -With <i>no Next Call Routing Mailbox</i>, caller hears greeting and can leave a message. -With <i>a Next Call Routing Mailbox</i>, caller can dial 1 to leave a message or 2<sup>2</sup> for other options.</li> </ol>
If Auto Attendant Do Not Disturb is <b>on</b> (see page 21 for more on this feature):			
	Extension Idle	Extension Busy	Extension in DND
With Active Greeting Recorded or not recorded	<ol style="list-style-type: none"> <li>1. Sends call immediately to mailbox: -Plays greeting. -Prompts caller to start recording.</li> </ol>		
<p><sup>1</sup> After <b>8006 - Screened Transfer Timeout</b> interval.</p> <p><sup>2</sup> Dialing 2 routes the call to the Next Call Routing Mailbox for additional dialing options. See <i>Next Call Routing Mailbox</i> on page 96 for more.</p>			

## Operation

N/A

# Security Code

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## Description

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

<b>Changing or Deleting a Security Code (From your Subscriber Mailbox)</b> [Super Display Soft Key] - [Keyset Soft Key]			
Log onto Subscriber Mailbox.			
<b>OP</b> (67)	Access the Mailbox Options Menu. [MBOX OPTS] - [N/A]		
	<b>S</b> (7)	Access the Security Code options. [SEC CODE] - [SEC]	
		Enter new Security Code (4 digits).	
		<b>C</b> (2)	Accept Security Code entry and go back to the Mailbox Options Menu.
		<b>I</b> (4)	Do not accept Security Code entry and go back to the Security Code options Menu.
		*	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]
<b>0</b>	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.			
<b>SA</b> (72)	Access System Administrator options. [SYS ADMIN] - [N/A]		
	<b>S</b> (7)	Select Subscriber Mailbox Maintenance options. [SUBSCRIBER] - [SUBS]	
		Enter the number of the Subscriber Mailbox you want to maintain.	
		<b>S</b> (7)	Erase mailbox's Security Code. [ERASE SECURITY CODE] - [N/A]
		<b>#</b>	Go back to System Administrator options. [EXIT] - [EXIT]
<b>0</b>	Plays Help message.		

# Single Digit Dialing

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## Description

An Automated Attendant caller can press a single key to route to an extension, route to another destination, or use an IntraMail feature. Single Digit Dialing simplifies the Automated Attendant since the caller just dials a single digit to reach an extension or use an option. If you set up Single Digit Dialing, be sure to customize the active Instruction Menu so it describes which digits the caller should dial to use the available options.

All of the features in the following Dial Action Table Key Action Summary table are accessible from a single Dial Action Table digit.

Dial Action Table Key Action Summary		
Action	Description	Feature Reference
TRF	<u>Screened Transfer (1)</u> Allows an Automated Attendant caller to place a Screened Transfer to an extension. IntraMail calls (screens) the destination to see if the call can go through.	<b>Screened Transfer</b> (page 102)
UTRF	<u>Unscreened Transfer (2)</u> Allows an Automated Attendant caller to place an Unscreened Transfer to an extension. IntraMail transfers the call the destination and then hangs up.	<b>Unscreened Transfer</b> (page 116)
REC1	<u>Quick Message with Greeting (3)</u> Allows an Automated Attendant caller to leave a Quick Message at an extension. The caller <i>will</i> hear the extension's personal greeting.	<b>Quick Message</b> (page 98)
REC2	<u>Quick Message without Greeting (4)</u> Allows an Automated Attendant caller to leave a Quick Message at an extension. The caller <i>will not</i> hear the extension's personal greeting.	<b>Quick Message</b> (page 98)
LOGON	<u>Log Onto Voice Mail (5)</u> Allows an Automated Attendant caller to log onto a mailbox, either directly or one of their choosing.	<b>Log Onto Voice Mail</b> (page 70)
Hang Up	<u>Hang Up (6)</u> IntraMail says "Goodbye" and hangs up.	<b>Hang Up</b> (page 64)
GOTO	<u>Go to a Mailbox. (7)</u> Allows an Automated Attendant caller to route to another mailbox.	<b>Go To A Mailbox</b> (page 57)
UND	<u>Undefined Routing (0)</u> This action provides no routing.	N/A

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## Operation

Refer to the *Dial Action Table Key Action Summary* Table beginning on page 106.



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## Description

A Subscriber Mailbox is the type of mailbox assigned to a telephone system extension. The telephone assigned to the Subscriber Mailbox is called the subscriber's extension. When an extension user accesses their voice mail, they are using their Subscriber Mailbox. It provides the IntraMail voice messaging services. For a brief overview of the features available at a Subscriber Mailbox, review the *Related Features* below. Then, go to the individual feature to find out how it operates and any programming required to make it work.

IntraMail automatically assigns a mailbox to each extension in the number plan. By default in DS1000, only the first 8 (300-307) Subscriber Mailboxes are active. By default in DS2000, only the first 16 (300-315) Subscriber Mailboxes are active. See *Programming* below for more. DS1000 has 34 Subscriber Mailboxes (300-333). DS2000 has 128 Subscriber Mailboxes (300-427).

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## Operation

N/A

# System Administrator

## Description

The System Administrator is a Subscriber Mailbox that has unique system administration features such as recording Welcome Messages and 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:
<b>SA</b> (72) [SYS ADMIN] - [N/A]	Access the System Administrator options.	
<b>I</b> (4) [INSTRUCTION] - [INST]	Record an Instruction Menu.	<i>Instruction Menu</i> on page 65.
<b>A</b> (2) [ANNOUNCEMENT] - [ANN]	Record an Announcement Message.	<i>Announcement Message</i> on page 14.
<b>S</b> (7) [SUBSCRIBER] - [SUBS]	Access the Subscriber Maintenance options (see the following features).	
<b>EA</b> (32) [ERASE ALL MSGS] - [EA]	Erase all messages in a mailbox.	<i>Erasing All Messages</i> on page 47.
<b>EG</b> (34) [ERASE GREETING] - [EG]	Erase a mailbox greeting. <ul style="list-style-type: none"> <li>■ With Multiple Greetings, this option simultaneously erases all recorded greetings in a Subscriber Mailbox. Additionally, the active greeting is reset to 1.</li> </ul>	<i>Greeting</i> on page 58.
<b>EN</b> (36) [ERASE NAME] - [EN]	Erase a mailbox name.	<i>Mailbox Name</i> on page 72.
<b>S</b> (7) [ERASE SECURITY CODE] - [N/A]	Delete a mailbox Security Code.	<i>Mailbox Security Code Delete</i> on page 75.
<b>N</b> (6) [RECORD MAILBOX NAME] - [N/A]	Record Mailbox Name.	<i>Mailbox Name</i> on page 72.
<b>O</b> (6) [ANS SCHEDULE] - [N/A]	Override the active Answer Schedule.	<i>Answer Schedule Override</i> on page 15
<b>V</b> (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* on page 108.

Accessing the System Administrator Options	
Log onto System Administrator's Mailbox.	
<b>SA</b> (72)	Access the System Administrator Menu. [SYS ADMIN] - [N/A] <ul style="list-style-type: none"> <li>■ Turn to <i>System Administrator Options</i> on page 108 for more.</li> </ul>
<b>0</b>	Plays Help message.

# System Administrator Mailbox

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## Description

A System Administrator Mailbox is a Subscriber Mailbox in which you have enabled the System Administrator option. This provides the subscriber with system administration capabilities. IntraMail can have multiple System Administrator Mailboxes. Turn to *System Administrator* on page 108 for more.

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## Operation

See *Accessing the System Administrator Options* on page 108.

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# System Re-initialization

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## Description

Initializing the telephone system automatically initializes all IntraMail programming. You may want to do this if the site requirements significantly change and it is easier to start over from default than remove all your custom programming. Re-initializing IntraMail returns all programmed options to their default values.

**Re-initializing the telephone system returns all programmed options to their factory set (default) values. Any site specific programming you have done will be erased following re-initialization.**

To initialize (erase) Subscriber Mailbox Security Codes and all recordings, use a System Administrator Mailbox.

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## Operation

N/A

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## Description

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.

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## Operation

Hearing the Current Time and Date	
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.

# Time and Date Stamp

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## Description

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 to hear the time the message was sent, as well as the caller's number.

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## Operation

Hearing the Time and Date a Message was Left	
Log onto Subscriber Mailbox.	
<b>L</b> (5)	Access the Message Listen mode. [LISTEN] - [LSTN]
	<b>TI</b> (84)    Hear the time and date the message was sent. ■ Turn to <i>Listening to Messages</i> on page 67 for more on your listening options.
<b>0</b>	Plays Help message

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## Description

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.

### Enhanced Mailbox Transfer

With Enhanced Mailbox Transfer, when the transferring extension leaves a message before hanging up 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. Without Enhanced Mailbox Transfer, the caller would hear a partial greeting (depending on the timing of the transfer).

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## Operation

### Transferring your call to a Co-Worker's Mailbox

#### To transfer your active call to a co-worker's mailbox:

1. Press **ICM**.
2. Dial your co-worker's mailbox number (e.g., 301 for extension 301).
  - You can optionally press a Hotline or Call Coverage key instead of pressing **ICM** and dialing a mailbox.
3. Press **MW**.
4. Press **SPK** to hang up.
  - To optionally transfer a call to co-worker's mailbox without first ringing their phone, press **MW** *before* dialing their mailbox number. (This is the only procedure you can use to transfer to a Guest Mailbox.)
  - 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.

# Transfer to a UCD Group

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## Description

The Automated Attendant can transfer outside callers to a UCD Hunting Group master number. If a customer has a UCD group set up for a department (such as Sales or Tech Service), the Automated Attendant can send calls directly to that department without any operator intervention. It is not necessary to have a company employee handle the calls. The calls will ring a member of the group or queue (wait in line) if all co-worker's in the group are busy. You can also set up Master Mailboxes to handle the UCD Hunting Group overflow traffic when all members are busy.

To set up Transfer to a UCD Group, assign a TRF or UTRF action in the active Dial Action Table to route to the UCD Hunting Group master number. Refer to *Screened Transfer* on page 102 and *Unscreened Transfer* on page 116 for more on how these Automated Attendant options handle calls.

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## Operation

N/A



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## Description

An Automated Attendant Undefined Routing is a Dial Action Table key assignment for which there is no routing defined. When an Automated Attendant caller dials a digit and there is no routing assigned, IntraMail plays, “*That is an invalid entry.*” IntraMail then repeats the dialing options (Instruction Menu) to the caller. If a Dial Action Table key assignment has no function, you should normally leave it undefined. By default, keys 1, 2, 5, 6, 7, 8, and 9 have Undefined Routing.

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## Operation

N/A

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# Unscreened Transfer

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## Description

Unscreened Transfer is an Automated Attendant option that allows callers to directly dial system extensions. Unscreened Transfer (and its related feature Screened Transfer) allows the IntraMail Automated Attendant to transfer outside calls to system extensions without the need for a live receptionist or operator. It is similar to telephone system unscreened transfers in which the transferring party immediately extends the call. After an Automated Attendant caller dials an extension, IntraMail transfers the call to the destination and hangs up. Any recalls or additional routing are handled by the telephone system – just as with any other unscreened transfer.

## Screened vs. Unscreened Transfer

Both Screened and Unscreened Transfer allow Automated Attendant callers to directly dial system extensions. The following summarizes the differences between these two types of Automated Attendant transfer.

- With Unscreened Transfer, calls from the Automated Attendant ring like other transferred calls and display the incoming Caller ID data (if provided by telco and enabled in programming). Screened Transfers ring like Intercom calls and do not display Caller ID until the call is answered.
- Both Screened and Unscreened Transfers route unanswered calls to the subscriber's greeting (recorded or default) so the caller can leave a message. However, only Screened Transfer allows the caller to dial 2 to reach the Next Call Routing Mailbox options (if programmed).

## Unscreened Transfer and Inactive Mailboxes

An Unscreened Transfer will go through to the destination extension even if the destination doesn't have an active mailbox. If the Unscreened Transfer is unanswered at the destination, the call returns to the Automated Attendant.

The table on the next page shows in detail how Unscreened Transfer operates.

Unscreened Transfer (UTRF) Operation			
<ul style="list-style-type: none"> <li>■ <i>Call</i> = Call answered by the Automated Attendant.</li> <li>■ <i>Extension</i> = Extension dialed by Automated Attendant caller.</li> </ul>			
If Auto Attendant Do Not Disturb is <b>off</b> (see page 21 for more on this feature):			
	Extension Idle	Extension Busy	Extension in DND
With Active Greeting Recorded	<ol style="list-style-type: none"> <li>1. Transfers call to extension. -<i>If answered</i><sup>1</sup>, connects call (just like a phone system transfer). -<i>If unanswered</i><sup>1</sup> in a default phone system, plays greeting (so caller can start recording).<sup>2</sup></li> </ol>	<ol style="list-style-type: none"> <li>1. Transfers call to extension.</li> <li>2. Retrieves call.</li> <li>3. <i>If unanswered</i><sup>1</sup> in a default phone system, plays greeting (so caller can start recording)<sup>2</sup></li> </ol>	<ol style="list-style-type: none"> <li>1. Transfers call to extension.</li> <li>2. Retrieves call.</li> <li>3. <i>If unanswered</i><sup>1</sup> in a default phone system, plays greeting (so caller can start recording).<sup>2</sup></li> </ol>
With Active Greeting Not Recorded	<ol style="list-style-type: none"> <li>1. Transfers call to extension. -<i>If answered</i>, connects call (just like a phone system transfer). -<i>If unanswered</i><sup>1</sup> in a default phone system, plays name (if recorded) or extension number. IntraMail then prompts caller to leave a message.<sup>2</sup></li> </ol>	<ol style="list-style-type: none"> <li>1. Transfers call to extension. -<i>If answered</i>, connects call (just like a phone system transfer). -<i>If unanswered</i><sup>1</sup> in a default phone system, plays name (if recorded) or extension number. IntraMail then prompts caller to leave a message.<sup>2</sup></li> </ol>	<ol style="list-style-type: none"> <li>1. Transfers call to extension. -<i>If answered</i>, connects call (just like a phone system transfer). -<i>If unanswered</i><sup>1</sup> in a default phone system, plays name (if recorded) or extension number. IntraMail then prompts caller to leave a message.<sup>2</sup></li> </ol>
If Auto Attendant Do Not Disturb is <b>on</b> (see page 21 for more on this feature):			
	Extension Idle	Extension Busy	Extension in DND
With Active Greeting Recorded	<ol style="list-style-type: none"> <li>1. Sends call immediately to mailbox:                             <ul style="list-style-type: none"> <li>-Plays greeting.</li> <li>-Prompts caller to start recording.</li> </ul> </li> </ol>		
With Active Greeting Not Recorded			
<sup>1</sup> After 0401 - <i>Transfer Recall</i> interval. <sup>2</sup> Custom phone system programming may redirect the unanswered call (for example, to a hunt group or another extension).			

## Operation

N/A

# Voice Mail Overflow

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## Description

The telephone system can automatically reroute unanswered outside calls to the IntraMail Automated Attendant. Voice Mail Overflow ensures that IntraMail will pick up calls that don't go through. This allows callers to leave a message rather than having to call back later. Voice Mail can be the overflow destination for the following types of calls:

- Direct Inward Line (DIL) Overflow  
A trunk that directly rings an extension can overflow to that extension's mailbox if not answered.
- Group Ring DIL Overflow  
A Direct Inward Line (DIL) that rings extensions in a Ring Group can overflow to the IntraMail Automated Attendant if unanswered.
- Key Ring Overflow  
A trunk ringing an extension's line keys can overflow to the IntraMail Automated Attendant.
- UCD Hunting Overflow  
A trunk that rings a UCD Hunting Group can overflow to the group's master mailbox. See *Master Mailbox* on page 79 for more.

**! Important !**

Group Ring Automated Attendant Recall to a master mailbox *only* occurs for Automated Attendant Unscreened Transfers routed to the Ring Group master number. For this type of recall, see *Master Mailbox* on page 79 for more.

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## Operation

N/A

## Description

IntraMail provides the telephone system with Voice Prompting Messages which tell the extension user the status or progress of their call. For example, if an extension user calls a co-worker while their extension is in DND, they hear, “*Please do not disturb.*” Voice Prompting Messages guide the user while using certain features. The following table lists the available Voice Prompting Messages.

Voice Prompting Messages		
Voice Prompt	Feature	Description
<i>The number you have dialed is not in service.</i>	Intercom	The extension you called <i>is</i> part of the extension data base but is not installed.
<i>Vacant number</i>		The extension you called <i>is not</i> part of the extension data base.
<i>This is extension ____.</i>		You press <b>N</b> (6) to hear your extension number.
<i>The time is ____, The date is ____.</i>	Time and Date	You press <b>T</b> (8) on your idle keyset to hear the Time and Date.
<i>All lines are busy. For callback, press the callback key.</i>	Trunk Groups	You dial a trunk group access code (9 or 90-98) and no trunks are available in that group.
<i>Extension ____ is busy. For callback, press the callback key.</i>	Intercom	You place an Intercom call to a busy extension
<i>Your call cannot go through. Please call the operator.</i>	Toll Restriction	You place a call that is blocked by your extension's Toll Restriction
<i>Please do not disturb.</i>	Do Not Disturb	You call an extension in Do Not Disturb.
<i>Please hold on. Your call is being rerouted.</i>	Call Forwarding Off Premise	Call Forwarding Off Premise is rerouting your call to the programmed destination.
<i>Please hold on. All lines are busy. Your call will be answered when a line becomes free.</i>	Extension Hunting	You have called a UCD Hunting Group while all agents are busy.

**Note:** If your system has an UltraMail Voice Mail with Automated Attendant installed, you can install an IntraMail to provide the Voice Prompting Messages. The UltraMail will provide the voice mail services, not the IntraMail.

## Operation

N/A

# Volume Control

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## Description

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.

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## Operation

Volume Control
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<b>To adjust the volume while using any mailbox feature:</b>
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- |  |
|--|
| <ol style="list-style-type: none"><li>1. Press <b>VOL ▲</b> or <b>VOL ▼</b>.</li></ol> |
|--|

# Chapter 2: Soft Key Glossary

2

## Soft Key Glossary

■ Following is an alphabetical index of the IntraMail soft keys. Also see the *Operation* section of each feature.

Soft Key	Feature	Phone Type	Definition
<b>ALL MSGS</b>	Listening to Messages Main Menu Message Listen Mode	Super Display	Press to select the list of all messages.
<b>AM</b>	Message Notification	Super Display Keyset	When programming a Message Notification time, press to indicate that the entered time is AM.
<b>ANNOUNCEMENT</b>	Announcement Mailbox System Administrator	Super Display	Press to access the Announcement Mailbox message options.
<b>ANN</b>		Keyset	
<b>ANSWER</b>	Call Screening	Super Display	Press to intercept the call (and stop recording the message).
<b>ANSW</b>		Keyset	
<b>CALLBACK</b>	Caller ID with Return Call Listening to Messages Make Call	Super Display	Press to call the person who left you the message.
<b>CANCEL</b>	Announcement Mailbox Auto Att. Do Not Disturb Call Routing Mailbox Conversation Record Greeting Instruction Menu Mailbox Name Message Forward Message On Hold Message Reply Record and Send a Message	Super Display	Press to erase the current message, name, or greeting.
<b>CNCL</b>		Keyset	

# Soft Key Glossary

Soft Key	Feature	Phone Type	Definition
<b>CHANGE</b>	Message Notification	Super Display	Change the Message Notification setup.
<b>CHNG</b>		Keypad	
<b>CLEAR</b>	Message Notification	Super Display Keypad	Erase the Message Notification number you just entered.
<b>CONTINUE</b>	Message Forward Message Reply Record and Send a Message	Super Display	Press to begin recording.
<b>CONT</b>		Keypad	
<b>DND OFF</b>	Auto Att. Do Not Disturb Greeting	Super Display	Press to turn Auto Attendant Do Not Disturb off.
<b>DND ON</b>	Auto Att. Do Not Disturb Greeting	Super Display	Press to turn Auto Attendant Do Not Disturb of.
<b>DONE</b>	Announcement Mailbox Auto Att. Do Not Disturb Call Routing Mailbox Conversation Record Greeting Instruction Menu Mailbox Name Message Forward Message On Hold Message Reply Record and Send a Message	Super Display Keypad	Press to exit the recording mode while recording a message, name, or greeting.
<b>ERASE</b>	Announcement Mailbox Auto Att. Do Not Disturb Call Routing Mailbox Greeting Instruction Menu Listening to Messages Mailbox Name Message Delete Message On Hold Security Code	Super Display Keypad	Press to erase the currently accessed message, name, greeting, or Security Code.
<b>ERASE ALL MSGS</b>	Erasing All Messages System Administrator	Super Display	Press to erase all messages in the selected Subscriber Mailbox.
<b>EA</b>		Keypad	
<b>ERASE GREETING</b>	System Administrator	Super Display	Press to erase a subscriber's greeting from the System Administrator Mailbox.
<b>EG</b>		Keypad	
<b>ERASE NAME</b>	Mailbox Name System Administrator	Super Display	Press this key to erase the selected Mailbox's name.
<b>EN</b>	Mailbox Name	Keypad	Press this key to erase the selected Mailbox's name.
<b>ERASE SECURITY CODE</b>	Mailbox Sec. Code Delete Security Code System Administrator	Super Display	Press to delete the selected mailbox's Security Code.



# Soft Key Glossary

2

Soft Key	Feature	Phone Type	Definition
<b>EXIT</b>	Answer Schedule Override Announcement Mailbox Auto Att. Do Not Disturb Auto Time Stamp Call Routing Mailbox Call Screening Erasing All Messages Exiting a Mailbox Greeting Instruction Menu Listening to Messages Mailbox Name Mailbox Sec. Code Delete Main Menu Message Forward Message Notification Message On Hold Message Reply Record and Send a Message Security Code	Super Display Keyset	Press to go back to the previous menu level or exit your mailbox.
<b>FORWARD</b>	Listening to Messages Message Forward	Super Display	Press to access the Message Forward Menu.
<b>GREETING</b>	Auto Att. Do Not Disturb Greeting Main Menu	Super Display	Press to access the Mailbox Greeting options.
<b>GREET</b>		Keyset	
<b>GREETING 1</b> <b>GREETING 2</b> <b>GREETING 3</b>	Auto Att. Do Not Disturb Greeting	Super Display	Press to select a Greeting.
<b>GR1</b> <b>GR2</b> <b>GR3</b>		Keyset	
<b>INSTRUCTION</b>	Call Routing Mailbox Instruction Menu System Administrator	Super Display	Press to access the Instruction Menu options.
<b>INST</b>		Keyset	
<b>LISTEN</b>	Announcement Mailbox Auto Att. Do Not Disturb Call Routing Mailbox Caller ID with Return Call Greeting Instruction Menu Listening to Messages Mailbox Name Main Menu Make Call Message Delete Message Forward Message On Hold Message Reply Time and Date Stamp	Super Display	Press to listen to message, name, or greeting.
<b>LSTN</b>		Keyset	
<b>MAILBOX</b>	Answer Schedule Override Message Forward Message Reply Record and Send a Message	Super Display	Select another mailbox.
<b>MBOX</b>		Keyset	

# Soft Key Glossary

Soft Key	Feature	Phone Type	Definition
<b>MBOX OPTS</b>	Auto Time Stamp Mailbox Options Menu Main Menu Message Notification Security Code	Super Display	Press to access the Mailbox Options Menu.
<b>MSG LIST</b>	Main Menu Message Listen Mode	Super Display	Press to access the Message Listen Mode Menu.
<b>MSG ON HOLD</b>	Message On Hold	Super Display	From the System Administrator's Mailbox, press to access the Message On Hold recording options.
<b>NAME</b>	Mailbox Name Main Menu	Super Display	Press to access the Mailbox Name Menu.
<b>NEXT</b>	Message Notification	Super Display Keyset	Press to skip to the next option without changing your entry.
<b>NEXT MSG</b>	Listening to Messages	Super Display	While listening to a message, press to listen to the next message.
<b>NEXT</b>		Keyset	
<b>NEW MSGS</b>	Listening to Messages Main Menu Message Listen Mode	Super Display	Press to select the list of new messages.
<b>NOTIFICATION</b>	Message Notification	Super Display	Press to access the Message Notification Options Menu.
<b>NOTIF</b>		Keyset	
<b>NUMBER</b>	Message Notification	Super Display	Press to program a telephone number as the notification destination.
<b>NUM</b>		Keyset	
<b>OFF</b>	Answer Schedule Override Auto Time Stamp Call Screening Message Notification	Super Display Keyset	Press to turn the selected feature off.
<b>OK</b>	Message Notification	Super Display Keyset	Accept the notification number entered and back up to the previous level.
<b>ON</b>	Answer Schedule Override Auto Time Stamp Call Screening Message Notification	Super Display Keyset	Press to turn the selected feature on.
<b>PM</b>	Message Notification	Super Display Keyset	When programming a Message Notification time, press to indicate that the entered time is PM.
<b>PAGER</b>	Message Notification	Super Display	Press to to program a pager number as the notification destination.
<b>PAGE</b>		Keyset	

# Soft Key Glossary

Soft Key	Feature	Phone Type	Definition
<b>PAUSE</b>	Announcement Mailbox Auto Att. Do Not Disturb Call Routing Mailbox Conversation Record Greeting Instruction Menu Listening to Messages Mailbox Name Message Forward Message On Hold Message Reply Record and Send a Message	Super Display Keypad	Press to pause while recording a a message, name, or greeting.
<b>RECORD</b>	Announcement Mailbox Auto Att. Do Not Disturb Call Routing Mailbox Greeting Instruction Menu Mailbox Name Main Menu Message On Hold Record and Send a Message	Super Display	Press to record a message, name, or greeting.
<b>REC</b>		Keypad	
<b>RECORD MBOX NAME</b>	Mailbox Name System Administrator	Super Display	Used by System Administrator to record the selected mailbox's name.
<b>REPEAT</b>	Listening to Messages	Super Display	Go back to the beginning of the message.
<b>RPT</b>		Keypad	
<b>REPLY</b>	Listening to Messages Message Reply	Super Display	Reply to the currently accessed message.
<b>RESUME</b>	Announcement Mailbox Auto Att. Do Not Disturb Call Routing Mailbox Conversation Record Greeting Instruction Menu Mailbox Name Message Forward Message On Hold Message Reply Record and Send a Message	Super Display Keypad	Press to resume while recording a a message, name, or greeting.
<b>RETURN</b>	Exiting a Mailbox	Super Display	Press to return to your mailbox.
<b>RET</b>		Keypad	
<b>SAVED MSGS</b>	Listening to Messages Message Listen Mode	Super Display	Press to select the list of saved messages.
<b>ANS SCHEDULE</b>	Answer Schedule Override System Administrator	Super Display	Press to access the Answer Schedule Override option.
<b>SEC CODE</b>	Security Code	Super Display	Press to access the Security Code options.
<b>SEC</b>		Keypad	

2

# Soft Key Glossary

Soft Key	Feature	Phone Type	Definition
<b>SCREEN</b>	Call Screening	Super Display	Press to access the Call Screening options.
<b>SCRN</b>		Keypad	
<b>SUBSCRIBER</b>	Erasing All Messages Mailbox Name Mailbox Sec. Code Delete Security Code System Administrator	Super Display	Press to select the Subscriber Mailbox maintenance options.
<b>SUBS</b>		Keypad	
<b>SYS ADMIN</b>	Announcement Mailbox Answer Schedule Override Call Routing Mailbox Erasing All Messages Instruction Menu Mailbox Name Main Menu Mailbox Sec. Code Delete Message On Hold Security Code System Administrator	Super Display	Press to access System Administrator options.
<b>TIME STAMP</b>	Auto Time Stamp	Super Display	Press to select the Auto Time Stamp feature.
<b>TIME</b>		Keypad	



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