TO GET YOUR MESSAGES

From your desk - (You will know messages are waiting if you hear a stutter dial tone when you pick up the phone receiver, or a message waiting light is activated.)

Dial 3-MAIL(6245). You will hear your name. This confirms that you are in the correct mailbox. The system will ask you to enter your password. Follow the prompts to retrieve your messages.

From any other telephone with a mailbox on this system - Dial 3-MAIL(6245). You will hear that person's name since they have a mailbox on the same system. If so, press the * key on the phone. The system will ask you to enter your mailbox number. Your mailbox number is your seven digit direct telephone number. Then enter your password and continue to follow the prompts to retrieve any messages.

From phones without a mailbox including home phones. - Dial 733-MAIL(6245) You will hear “Welcome to the North Carolina Voice Messaging System.” Follow the prompted instructions that begin: If you are a user Press # and enter your mailbox number (your seven digit office telephone number.) Enter your password and receive messages.

TO HEAR YOUR MESSAGES

After entering the system, you will be in the main menu.
1. Press 1 to review your messages. Saved messages will follow new messages.
2. Press 11 to review only your unheard messages first. No saved messages will be heard.
3. While reviewing each message, you may control the playback as follows:
   - Press 1 if you wish to rewind 10 seconds.
   - Press 11 to start over at the beginning of this message and hear it again.
   - Press 2 to pause, and press 2 again to restart.
   - Press 3 to fast forward 10 seconds.
   - Press 33 if you have heard enough of the message and wish to go to the end so you can dispose of it.
   - Press 4 to play the message slower.
   - Press 5 to get date and time.
   - Press 6 to play the message faster.
   - Press 8 for normal loudness.
   - Press 9 to increase loudness.
   - Press # # to skip over new messages and hear saved messages first.

OPTIONS AFTER HEARING EACH MESSAGE

Press 7 to erase it.
Press 9 to save it for later review.
Press 4 to replay message.
Press 6 to send a copy with your remarks to some other mailbox user.
Press 8 to reply to sender's mailbox.
Press # to avoid making a decision and after the other messages have played, it will come back to you.
TO RECORD A PERSONAL GREETING

It's a good idea to change the personal greeting everyday. Include the date in the message to let callers know when they can expect a return call and to assure the caller that you check messages frequently. You should also give the caller the option to press “0” to an attendant if possible.

After entering the system as above, you will be in the main menu.

1. Press 4 for personal options
2. Press 3 for Greetings
3. Press 1 for personal greeting
4. Press 2 to record your personal greeting.

Sample greetings:

Hello, this is Mary Jones. Today is Tuesday, April 3. I am presently on the phone or away from my desk. Please leave a message and I will return your call as soon as I can. Should you need someone immediately, please dial “0” and our operator will assist you. Thank you for calling.

Hello, this is (your name). Today is Tuesday, April 3rd. I’ll be in the office this morning, but in meetings all afternoon. Please leave a message and I’ll return your call as soon as I can. Should you need to speak to someone immediately, please dial “0” and our operator will assist you.

Sample extended absence greeting:

Hello, this is Mary Jones. I will be on vacation until June 5. Please call Tom Smith at 733-2000 if you need assistance prior to my return. Thank you for calling.

TO FORWARD CALLS

It’s a good idea to forward your calls directly to voice mail without the 3 ring delay when you will be away from your desk:

1. Lift handset and press the line button which has voice mail.
2. Dial 72, you will hear the alternate dial tone, then dial 3-6245, you hear confirmation tone.
3. Hang up, your calls are now forwarded.

TO CANCEL CALL FORWARD

When you return to your desk be sure to cancel call forward.

1. Press line button which has voice mail.
2. Dial 73, you will hear confirmation tone.
3. Hang up, your calls will ring at your desk.
HELPFUL SUGGESTIONS:

TO CHANGE PROMPT LEVEL

From the Main Menu press:
   4 (Personal Options),
   2 (Administrative Options),
   3 (Prompt Level),
   2 (Extended Prompts).
Then press * to exit until you hear “Goodbye”.

FOR TIME AND DATE BEFORE EACH MESSAGE

From the Main Menu press:
   4 (Personal Options),
   2 (Administrative Options),
   4 (Date and Time),
   1 to turn on.
Press * to exit until you hear “Goodbye”.

ALWAYS PRESS * TO EXIT THE SYSTEM.

PRESS * TO BACK UP ONE LEVEL

PRESS * TO RE-RECORD

PRESS 0 TO REPEAT A PROMPT
A few general tips that will help you as you use the system:

- Press 0 if you need help, more explanation, or want more options. (If you don’t press anything, the system will repeat the previous options to help you.) Press 0-9 while in your mailbox to reach an attendant if one is available.
- Press 4 any time you want to cancel a previous entry or exit from a menu. When you exit from a menu, you “back up” to a previous menu. For instance, 4 in the Administrative Options menu takes you back to the Personal Options menu; one more 4 returns you to the Main Menu where you can start all over again! Pressing 4 while at the Main Menu disconnects you from the system.
- Press 4 to bypass a subscriber’s personal greeting.
- New subscribers begin using the system with Standard Prompts which prompt for only Review and Send at the Main Menu. Check Receipt and Personal Options are available to you, but you will not be prompted for them. As soon as you are comfortable with the basics, you will probably want to use Extended Prompts to hear prompts for all options.
- When a message is erased, you cannot get it back.
- Saved messages are “archived” for a time specified by your system manager.

Before you reach the Main Menu, you may hear some special notification messages that will inform you of unsuccessful notification attempts, delivery confirmations of messages which you have sent, or automatic message deletion notification telling you that some messages were automatically erased. These notifications may not be skipped. You must also listen to broadcast messages from your system manager.

Steps to Review a Message
- After entering the system, press:
  1. 4 to hear new, unheard messages first, or
  1. 4 to Review all messages
  4. 5 to Replay
  5. 6 to get Envelope information
  6. 7 to Send a Copy
  7. 8 to Erase, or press 9 to Save
  9. 2 to Reply

By pressing 1-4 at the beginning of a session, you will first hear unheard messages received since the last session. By pressing 4, you hear all messages in your mailbox in the order received. If new messages arrive before you exit the system, you are prompted to press 1-4 to hear new messages.

You have a number of options while a message is playing and after you have listened to it. You can save, erase, or skip each message. The next message is played automatically. Your mailbox can receive a limited number of messages and can get full, so you should routinely erase unneeded new or archived messages.

You listen to your messages one at a time. The order in which they are played is messages from home, urgent, non-urgent, and archived — with the oldest messages within each category played first.

Skip a Message 4

You may skip to the next message at any time while listening to a message by pressing the 4 key. You can skip to archived messages at any time by pressing 2-4. Any message you skip remains available for your review later.
Cancel Review of Messages

You may stop reviewing at any time while listening to messages in your mailbox by pressing the [2] key. You will return to the Main Menu.

Replay a Message

At the end of a message, you can press [4] and replay the message.

Envelope Information

You can obtain envelope information while listening to the message or immediately after it ends. You hear the sender's name if the message is from a subscriber (otherwise, you hear that the message is from an outside caller), date and time sent, how long it is, and whether it is Urgent and/or Private. For an archived message, the time refers to when the message was archived or sent depending on how your system is set up. After playing the envelope information, the system automatically resumes playing the message where you left off.

Send a Copy to Someone Else

After listening to the message:
- Record your introductory comments.
- Press [6] to indicate the end of your introduction.
- Press [7] to review your comments before sending (optional).
- Enter the destination mailbox or press [8] to dial by name.

You can send a copy of a message you've received to another subscriber. Add your introductory comments, so the person receiving the copy will know it has been forwarded by you. This feature is useful when you receive a message that can be handled or should be heard by another subscriber. You can send a copy of any message unless it has been marked Private by the sender.

Reply to a Message

After listening to the message:
- Press [8] to reply to the message.
- Record your reply.
- Press [9] to indicate the end of your message.
- Press [10] to send your reply.

You can send a reply to a subscriber's message immediately after you review without hanging up and redialing. Your reply is received by that person like any other message. While recording your reply, you can use recording controls to review and edit your response. You can also use Delivery Options, such as Private and Urgent. Refer to Delivery Options on page 14.

Erase

Messages that do not require action can be erased after review by pressing [2]. Once you erase a message, however, it cannot be retrieved.

Skip From One Type of Message to Another

After playing all of your new messages, the system automatically plays your skipped messages (messages skipped after listening for 2 seconds or more during the current session) and then your archived messages. You can skip to archived messages at any time by pressing [4]–[9] close together while reviewing new messages. Remember, pressing [2] cancels Message Review altogether and returns you to the Main Menu.

Playback Controls

While listening to a message you can perform the following:
- Rewind to the beginning
- Forward to the end
- Pause or resume playback
- Increase the volume or speed of message playback

These steps are performed using the following keys:
- [1] rewinds 10 seconds
- [1]–[2] rewinds to the beginning
- [3] fast-forwards 10 seconds
- [4]–[5] fast-forwards to the end
plays the message slower, pressing  is faster (two levels in each direction)  gives envelope information  is normal volume, pressing  is louder

**NOTE:** The playback controls are easy to remember. The keys on the left are *rewind* and *slower*, and the keys on the right are *fast forward*, *faster*, and *louder*. There are two slower and two faster levels of speed, and one level of volume increase.

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Steps to Send a Message

After entering the system:
- Press  to record the message (using recording controls, if desired).
- Press  when finished recording.
- Press  to replay your message.
- Press  to re-record (optional).

- Enter the destination mailbox number or press  to spell the name.
- Press  to select message delivery options (Private, Urgent, Message Confirmation, Future Delivery).
- Press  to send the message.

The sending messages function allows you to record and send messages to other subscribers on the system. You may re-record all or part of your message, if desired, as well as choose from a variety of delivery options.
Re-recording Your Message

Before or after pressing 2 to mark the end of a message and before entering the destination mailbox, you can press 1 or 3-4 to review the recorded message. If you are not satisfied with the message as you recorded it, before sending you can re-record all or part of it by using recording controls.

Recording Controls

1 rewinds 10 seconds of the message
1-2 rewinds to beginning of the message
2 pauses about 20 seconds (pressing 2 again restarts)
3 fast-forwards 10 seconds
3-4 fast-forwards to the end of the message
4 slows down the message (press 4 again to slow down more)
5 after pausing, allows you to resume recording or record over what you had previously recorded
5 speeds up the message (press 5 again to speed up more)
6 is normal volume
7 is louder volume
8 deletes the entire recorded message and you are prompted to re-record.

Selecting a Destination

A destination can be an individual subscriber's mailbox number or name, a personal or group distribution list number, or a Guest or Home mailbox number. You can send a message to any one of these individually or to any combination of destinations. You can also send messages to yourself by entering your own mailbox number. Refer to page 20 for creating Group Distribution Lists and Guest and Home mailboxes.

Dial-by-Name

If you can't remember a subscriber's mailbox number, it is possible to address the message by spelling that person's name, last name first. Names can include letters (A to Z) or numbers (0 to 9), entered as follows:

0 = 0
1 = 1
2 = 2, A, B, or C
3 = 3, D, E, or F
4 = 4, G, H, or I
5 = 5, J, K, or L
6 = 6, M, N, or O
7 = 7, P, Q, R, or S
8 = 8, T, U, or V
9 = 9, W, X, Y, or Z

For example:
Jones, Bob, is entered as 56637262.

DELIVERY OPTIONS

You may use any combination of the delivery options. Options can be selected after you enter the destination and before you send the message. You may cancel any option for a particular destination by pressing its number again (i.e., pressing 2 the first time marks it Urgent; pressing 2 again removes the Urgent marking).

Private 1

Marking your message Private prevents the recipient from sending the message to anyone else.

Urgent 2

If you mark a message Urgent, it is available for review by the recipient after Home messages and before non-urgent messages. Use the Urgent delivery option with discretion because some subscribers could have their outcall notification set to call them immediately for Urgent messages. Do not use Urgent for routine messages.
Message Confirmation

If you request message confirmation, the system offers two choices: Confirmation of Receipt and Notification of Non-receipt.

When you select Confirmation of Receipt, the system sends a message to your mailbox telling you when the recipient has listened to your entire message. When you select Notification of Non-receipt, you receive a system-generated confirmation message only if the recipient does not review the message within a predetermined time frame. Your system manager specifies this time frame.

Future Delivery

You can tell the system to deliver your message at a specific time in the future. After selecting the Future Delivery option by pressing 4, the system first asks you to specify a date (e.g., “January 31”) or the day of the week if it is within the next week (e.g., “Wednesday”).

To specify the date, press 4. You will then be prompted to:
- Select the month (Jan. = 1, Dec. = 12).
- Select the date (1 to 31).

- Set the hour and the minutes as either 3 or 4 digits.
  (Set 2:00 as 2 0 0; set 10:15 as 1 0 1 5.)
- Press 1 for a.m. or 2 for p.m.

To spell the day of the week, press 4. You will then be prompted to:
- Select the day using the first two letters.
  (Sun. = 1, Fri. = 6)
- Set the hour and the minutes as either 3 or 4 digits.
  (Set 2:00 as 2 0 0; set 10:15 as 1 0 1 5.)
- Press 1 for a.m. or 2 for p.m.

NOTE: Make sure you set delivery time in your recipient's time zone.

Different Options for Different Destinations

When sending to multiple destinations, the options assigned to the previously entered destinations (Private, Urgent, Message Confirmation, and Future Delivery) also apply to the next destination. To cancel a previously selected option, press the number of that option again, before sending the message to its destination. This action turns the option off. In this way, you can send the same message to two people and have it sent to one person as Urgent and Private and to another person with only Future Delivery specified.

Sending the Message

Send the message by pressing 4 only after selecting all the options desired. Your message will be sent (or held for future delivery). Now you can enter another destination or press 4 to return to the Main Menu. Like putting a letter in a post office mail slot, once you've sent a message, you cannot get it back.

NOTE: A message is considered "listened to" when the recipient has heard the entire message and the end of message prompts (Erase, Reply, or Save). You can also request the system to send you notification automatically when the recipient has listened to your entire message. Refer to Message Confirmation in the Message Sending section on page 15.
The Personal Options menu provides you with the flexibility to change prompt levels, passwords, and greetings; establish group lists and notification schedules; and activate date-and-time playback, mailbox forwarding, and security options.

From the Personal Options menu you can choose one of six options, then hear prompts that will guide you. By referring to the diagram above and listening to the prompts, you can move easily through the following options.

**NOTIFICATION ON/OFF**

You can turn the system's message notification on or off at your convenience. Your schedules (time periods, phone numbers, etc.) are not erased. Press 1 in the Personal Options menu to turn the schedule on and press 2 to turn the schedule off. **Even though a schedule is set, the system does not place calls unless notification is turned on.**

**ADMINISTRATIVE OPTIONS**

**Steps to Create Passwords**

After entering the system, press:
- 4 for Personal Options
- 2 for Administrative Options
- 1 for Passwords

- Choose the type of password to be created (options 1 through 5 on diagram).
- Enter the unique password number.
- Press 4 to indicate the end of the password.

**PASSWORDS**

You recorded your Personal password when you entered the system for the first time and initialized your mailbox. To change your password, add, or change a Guest, Home or Secretary password, use the Personal Options menu.

Your passwords can be up to 15 digits long. Your system manager specifies the minimum number of digits in a password. Try to create passwords that are easy to remember, yet not easily guessed by other people. Do not repeat your telephone number as your password. Each password that you create must be different. For example, you and one of your guests cannot have the same password. However, since the passwords you assign refer only to your mailbox, other subscribers could have the same password without any effect.

If you want to find out the current password, press 4 immediately after you identify the type of password to be changed.