Record a Greeting

Voice mail boxes supports four greetings, one of which is designated as active. The server plays the active greeting to callers before they leave a message.

To record one of the four mail box greetings, perform the following:

1. Access the Name Recording Menu.

2. Press 2 to *record a greeting*.

Listen to the Mail Box Greetings

This option, available for user and group mail boxes, allows you to review all of your mail box greetings:

1. Access the Name Recording Menu.

2. Press 3 to *review your greetings*.

Activate a Greeting

This option is available for user and group mail boxes. Changing the active greeting alters the message that your callers hear when they reach your voice mail. This feature allows you to customize your voice mail greeting based on the reason that you are unable to accept a call.

To activate a greeting, perform the following:

1. Access the Name Recording Menu.

2. Press 4 to *activate a greeting*.

Recording the Auto Attendant Greeting

When forwarding a call to your phone through a *Transfer* or *Dial by Name* action, the auto attendant can play your **auto attendant greeting** before sending the call to you. The Auto Attendant Option in the Mail Box Configuration Menu allows you to record or review this greeting.

This option is available for user and group mail boxes. The following procedure records a greeting for calls transferred by an auto attendant:

1. Access the Mail Box Configuration Menu.

2. Press 3 to select *auto attendant options*.

Voice Mail User's Guide

Introduction

The MX voice mail server configures mail boxes and accesses voice messages for users, ACD groups, and operators. This user's guide describes voice mail server procedures and the attributes of MX voice mail boxes and messages.

The MXIE interface provides an alternate method for configuring and accessing your voice mail. MXIE's graphical user interface allows you to efficiently configure voice mail boxes and manage voice mail messages. Refer to the MXIE User's Guide for more information.

Mail Boxes

MX voice mail boxes store messages to system users, operators, and ACD groups. Mail box attributes and access authorization rights are either assigned through the Administrator User Interface or configured through the voice mail server.

Types of Mail Boxes

MX defines two types of voice mail boxes: *User boxes* and *Group boxes*.

User Boxes

User voice mail boxes store messages for MX users. Each user may be assigned one mail box by the system administrator; each user mail box can be accessed by one user.

Group Boxes

Group voice mail boxes store messages for operators and ACD groups. Each group is assigned one group mail box. Each member of a group can access the group box. Group assignments are made by the system administrator and cannot be modified from the voice mail server.

Mail Box Properties

Mail Box Number

The mail box number is the access code for the mail box. This number is the same as the extension for the user, operator group, or ACD group. This number is set by the system administrator.

Password

The password verifies a user's right to access a user box. The initial password for an account is set by the administrator and provided to the user. The user must change the initial password before accessing and processing voice mail messages. The system administrator specifies the minimum and maximum length of the password, along with other password restrictions.

Group mail boxes do not have passwords. Users log into a group mail box by providing the number of the group box, then verify their right to access the box by entering the number and password of their user box.

Capacity

The system administrator sets the following mail box limits:

— total number of messages

— maximum length of mail box messages

— total length of all mail box messages

Users cannot alter capacity limits for user or group boxes.

Recorded Name

The Recorded Name is an audio recording of the name of the mail box owner. The system introduces messages that the user or group member sends to other mail boxes with this recording.

Greeting Content

A greeting is the message that the system plays for callers when a user or group member is not available to accept their calls. Each voice mail box can store up to four greetings.

To forward a message:

1. Access the Message Review Menu and navigate through the mail box contents until you find the message you want to forward.

2. *Press 5 to select forward the message.*

Scanning Messages

The Scan option provides a summary of each message in the mail box. The server reports the number of new messages, new messages marked as urgent, and saved messages. The server then provides the summary information for each message in the mail box, including message length, the name or number of the caller, message marks (urgent or private), and the time and date of the message.

To scan your messages, access the Main Menu and press 2 (to scan).

Sending a New Message

This option creates a message and sends it to one or more mail boxes.

To send a new message, access the Main Menu and press 3.

Modifying the Mail Box Configuration

The Mail Box Configuration Menu and the Name Recording Menu provide options for configuring user and group mail boxes.

Change Password

The personal profile option changes your user password. To change a user password, perform the following:

1. Access the Mail Box Configuration menu.

2. *Press 1 to select change your personal profile.*

Change the Recorded Name

This option changes the Recorded Name for user and group mail boxes:

1. Access the Name Recording Menu.

2. *Press 1 to record your name.*

- Saving an **Erased** message changes the message state to *Saved*, preventing the removal of the message from the mail box after the voice mail session is completed.

To save a message:

1. Access the Message Review Menu and navigate through the mail box contents until you find the message that you want to save.

2. Press 2 to select *save the message*.

Erase Message

Erasing a **New** or **Saved** message changes the message state to *Erased* and schedules the message for deletion at the conclusion of the current voice mail session. An *Erased* message can be reviewed or scanned; you can restore the message status to *Saved* with the Save command.

Erasing an *Erased* message removes that message from your mail box; this message cannot be reviewed, scanned, or otherwise accessed.

To erase a message:

1. Access the Message Review Menu and navigate through the mail box contents until you find the message that you want to erase.

2. Press 3 to select *erase the message*.

Reply to Message

Replying to a message sends a voice message to the mail box of the caller that left the original message. You can also send the reply to other user and group mail boxes. You cannot send a voice mail reply to messages from callers that are external to the MX.

To reply to a message:

1. Access the Message Review Menu and navigate through the mail box contents until you find the message to which you want to reply.

2. Press 4 to select *reply to the message*.

Forward the Message

Forwarding a message sends the message to other specified MX mail boxes. You cannot forward Private Messages.

Active Greeting Designation

The active greeting designation determines the greeting that the system plays for callers that are routed to the voice mail box. This parameter is an integer between one and four and cannot be set to a greeting that is not recorded.

Auto Attendant Greeting

The MX auto attendant routes calls to system users, operators, and ACD groups. Prior to routing a call to your phone, the auto attendant can play the greeting, recorded name, or extension of the mail box owner to the caller. The auto attendant greeting is the greeting played by the auto attendant to a caller prior to routing the caller to an extension.

Voice Messages

Voice Message Properties

Voice message properties describe the processing status, caller source, and caller marks associated with an individual message.

Message Status

Message status indicates the amount of processing that you have performed on the message. Voice mail defines three status levels: *New*, *Saved*, and *Erased* messages.

New Messages. A voice mail message is designated as a *New Message* when it enters a mail box. *New* messages are typically unread or have not been processed by the mail box owner. *New* messages are played before *Saved* or *Erased* messages during message playback sessions.

A *New* message can be changed to *Saved* or *Erased* status. The voice mail server cannot restore a *Saved* or *Erased* message to *New* status.

Saved Messages. *Saved* messages are marked as such by the user or group member. *Saved* messages have typically been read and are stored for future processing or reference. During a playback session, *Saved* messages are played after *New* messages and before *Erased* messages.

Saved messages can be changed to *Erased* status. The voice mail server cannot restore a *Saved* message to *New* message status.

Erased Messages. Messages marked as *Erased* are removed from the mail box when you hang up or otherwise terminate your voice mail session.

A message changed to *Erased* status can be restored to *Saved* status, but only before you exit voice mail. *New* and *Saved* messages can be changed to *Erased* status. Erasing a message that is already in *Erased* status immediately deletes that message from the mail box; you cannot restore this message.

Caller Mark

When leaving a message in your mail box, a caller may designate a call as *urgent* or *private*. In addition to informing you of the importance and relevance of a call, the caller mark also affects the playback and processing options available for a message.

Urgent. The *urgent* mark indicates the high importance or time relevance of the message. During message review and scan sessions, *urgent* new messages are played before private or standard messages.

Private. The *private* mark indicates that a message should not be distributed to other users or groups. The voice mail server does not forward *private* messages.

Standard. The private and urgent marks are optional; standard messages do not have these marks and are processed normally.

Message Source

Voice Mail processing options depend on the message source.

Internal Device. A message sent from a device that is connected to the MX is accompanied with the name or extension of the caller that sent the message. During playback sessions, the voice mail server introduces this message with the name of the caller. You can use all available processing options on messages sent from internal devices.

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2. all remaining *New* messages, from oldest to newest
3. messages that arrive during the *New* message playback
4. *Saved* messages, from oldest to newest
5. *Erased* messages, from oldest to newest

After reviewing all of the messages, the server returns to the Main Menu.

Mail Box Configuration Menu

This menu provides mail box options for changing the attributes of the current mail box.

To access this menu, press 4 (for more options) from the Main Menu.

Name Recording Menu

This menu provides options for modifying the recorded name, voice mail greetings, and the active greeting designation.

To access this menu, press 2 (to change your recorded name or greeting) from the Mail Box Configuration Menu.

Managing Voice Mail Messages

This section describes procedures for processing messages, reviewing the message headers, and sending new messages to other system users.

Processing Messages

This section provides descriptions and procedures for saving, erasing, forwarding, and replying to existing mail box messages. These operations are available on the Message Review Menu.

Save Message

The effect of the *Save Message* command depends on the message state:

• Saving a **New** message changes the state of the message to *Saved*.
• Saving a **Saved** message has no effect on the message.

Main Menu Script

When you enter the Main Menu, the server responds with "*Main Menu*", then reports the mail box contents. The content report comprises the following components:

- the number of newly arrived messages

  Newly arrived messages enter your mail box while the voice mail script is active. After this report, the newly arrived messages are handled as new messages.

- the number of new messages

- the number of new messages marked as urgent

- the number of saved messages

Empty content components are not reported. After completing the report, the server plays the Main Menu options.

Message Review Menu

Message Review Menu options allow you to navigate through the mail box contents and process individual messages.

Message Review Menu Entry Point

The script plays the Message Review Menu for each message in your mail box when you select the review option in the Main Menu.

Reviewing a Message

Message Review Menu options are effective for the current voice message. Before the menu options are presented, the script plays the following information about the current message:

- the message header

- a recording of the complete message

Message Review Order

Messages are reviewed in the following order:

1. *New* messages marked as urgent, from oldest to newest

External Phone. A message sent from a phone that is not directly connected to the MX is either introduced by the phone number of the calling device or as coming from an unknown source. You cannot reply through voice mail to messages sent by external phones.

Voice Message Content

Each voice mail message comprises two components. The header stores the properties of the message and the body contains the message.

Header

The header is played prior to the message. It contains the source of the call, the message status, the caller mark, the date the call was received, and the time that the call was received.

Message Body

The message body is the recorded message created by the sender.

Accessing Voice Mail Boxes

The voice mail server is accessible from any phone that can call the MX. Phones internal to the MX can reach the voice mail server by dialling the voice mail server extension. Phones external to the MX access the server either by dialling the voice mail DID number or by dialling the system access phone number and, when prompted, dialling the voice mail server extension.

The voice mail access routine responds differently when called by registered contacts. A registered contact is either:

- a device that has an address of record constructed with the user name or extension of a system user and the MX System domain name, such as *Dana.Thomas@mxsystem.org*

- a device defined within the MX device database and assigned to a user account by the system administrator

When you attempt to log on to a voice mail box from a registered contact associated with one MX account, the server asks for your password, then grants access to the mail box if it matches the password defined for the account associated with the registered contact.

When attempting to access the voice mail server from a phone that is external to the MX, an internal phone that is not a registered contact, or a registered contact that is associated with more than one MX account, the server asks you to identify the mail box that you are attempting to access before asking for your password.

If you are unable to enter the correct password within three attempts, the server disconnects your call. At this point, you can either repeat the dialling process in another login attempt, or you can contact your administrator to reset your password.

Accessing a User Voice Mail Box

A user mail box belongs to the individual that owns the user voice mail account and can be accessed only by that user. When you log into a user box, the server verifies that you are authorized to log into the mail box by requesting your user password.

Accessing a Group Voice Mail Box

A group mail box belongs to an operator group or an ACD group. A group mail box can be accessed by all members of the group that owns it. When you log into a group box, the server verifies that 1) you belong to the group by requesting your user mail box number, and 2) you are authorized to log into voice mail by requesting your user password.

Initial Voice Mail Setup

When a user, operator group, or ACD group is configured on the MX, a voice mail is automatically created. The voice mail box number is the same as the extension. When a new user calls the voice mail server for the first time, the server forces the user to configure his or her mail box. A user cannot review voice mail from the voice mail server until the initial setup is completed.

Setting Up a User Voice Mail Box

A User Voice Mail Box must be configured before you can process its contents. The initial configuration must include a new password and recorded name, and may include one greeting. All configuration settings can be changed through the Mail Box Configuration Menu.

Setting up a Group Voice Mail Box

A Group Voice Mail Box must be configured before you can access and manipulate the mail box contents. The initial configuration must include a recorded name and may include one greeting. All configuration settings can be changed through the Mail Box Configuration Menu.

Primary Menu Contents

All mail box and message processing options are accessed through one of four primary voice mail menus:

- Main Menu
- Message Review Menu
- Mail Box Configuration Menu
- Name Recording Menu

This section describes each of these menus, including their entry points, scripts, and menu options.

Main Menu

The Main Menu is the voice mail server entry point. The Main Menu is identical for user boxes and group boxes. After you successfully login to a configured mail box, the server plays the Main Menu script.

The Main Menu script contains a summary of the mail box contents and a list of menu options.

Main Menu Entry Points

You enter the Main Menu under the following conditions:

- upon logging into a configured voice mail box
- after initially configuring a voice mail box
- after transferring to a different mail box
- after sending a voice mail message to another mail box
- after completing various mail box tasks