

NEC

IntraMail requires version 03. ** system software, CPU P/N 80025B (in DS2000), and cabinet P/N 80200A (in DS1000).**

If you are not familiar with the IntraMail features, review the *IntraMail Feature Glossary* on page 12.

Default Mailbox List

Mailbox Type	Range
Announcement	008-015
Call Routing	000-007
Subscriber	300-427 in DS2000, 300-333 in DS1000
Master	600-607, 700-707
Total Mailboxes	160 in DS2000, 66 in DS1000

- By default in DS1000, only the first 8 (300-307) extensions have Subscriber Mailboxes enabled.
- By default in DS2000, only the first 16 (300-315) extensions have Subscriber Mailboxes enabled.
- Use 1808 - *IntraMail Subscriber Mailbox Options: Mailbox Type* on page 202 to activate additional Subscriber Mailboxes.

1. Quick Setup

2. Features

3. Programming

4. Soft Key Glossary

IntraMail

System Guide

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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IntraMail Part Numbers and Capacities	
P/N 80044	IntraMail 4 Port/4 Hour
P/N 80088	IntraMail 8 Port/8 Hour
Mailboxes	Announcement: 8 Call Routing: 8 Subscriber (DS1000): 34 Subscriber (DS2000): 128 Master: 16 Total (DS1000): 66 Total (DS2000): 160
Ports:	4 or 8
Storage Hours:	4 or 8

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Chapter 1: Quick Setup **1**

DS1000 Installation

Installing IntraMail in DS1000

- Step 1 Power down the system** (*Figure 1: Powering Down the DS1000*).
- Turn off the system power.
 - Unplug the system's AC power cord.

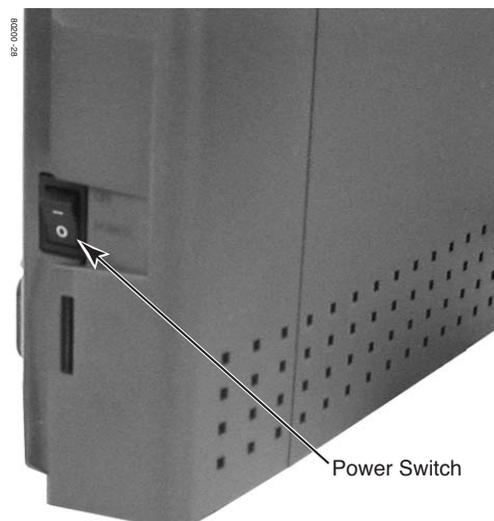


Figure 1: Powering Down the DS1000

Installation

DS1000 Installation

- Step 2 Remove the cover** (*Figure 2: Removing the DS1000 Cover*).
- Unlock and remove the cover.

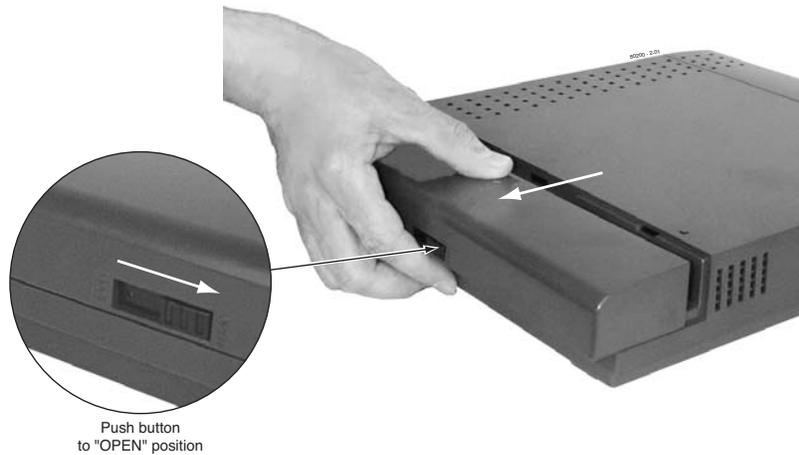


Figure 2: Removing the DS1000 Cover

- Step 3 Label and unplug all extension, trunk, and auxiliary cabling.**
- This will make reinstallation easier.
 - If possible, leave the ground wire connected. This will help prevent static damage when plugging in the IntraMail PCB.
- Step 4 Remove the DS1000 cabinet from wall.**
- Step 5 Remove the cabinet top panel** (*Figure 3: Removing the DS1000 Top Panel*).
- Unscrew the 2 captive screws that secure the cabinet top panel to the base.
 - Lift up and remove the top panel.

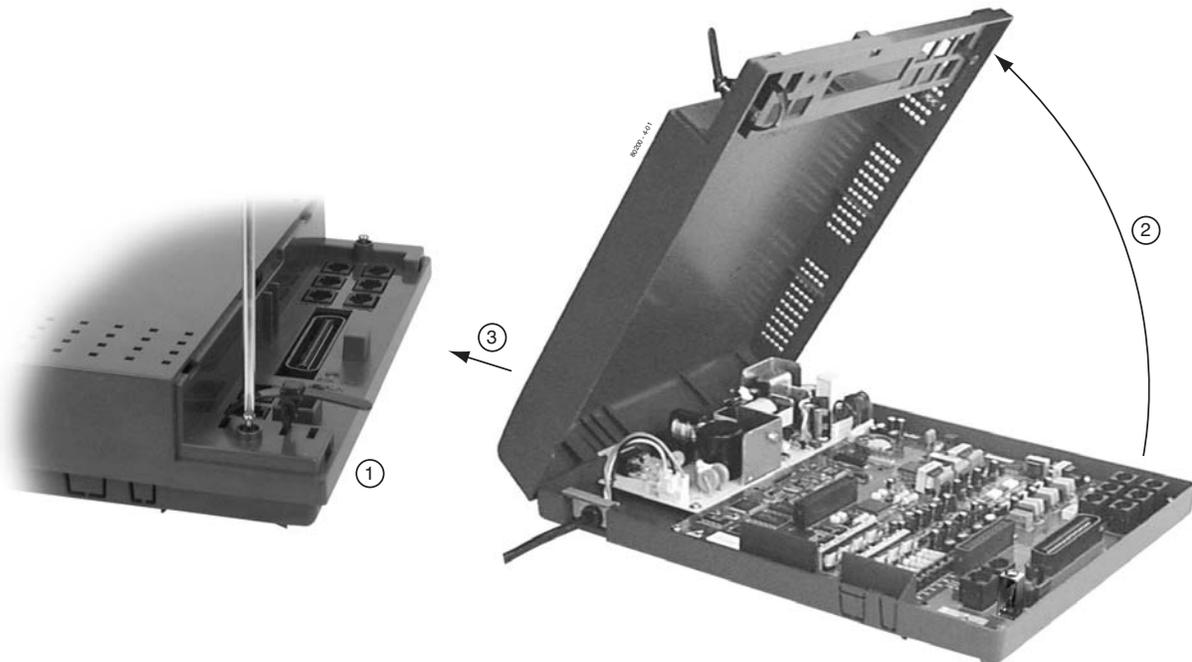


Figure 3: Removing the DS1000 Top Panel

- Step 6 Install the IntraMail PCB** (*Figure 4: Installing the IntraMail PCB in DS1000*).
- Attach a grounded wrist strap to a known earth ground.
 - Use the cabinet ground lug if the ground wire is still connected.
 - Discharge any built-up static electricity by touching the cabinet ground lug.
 - Plug in the IntraMail PCB as shown below.
 - Be sure to snap the PCB into the supplied plastic standoffs.

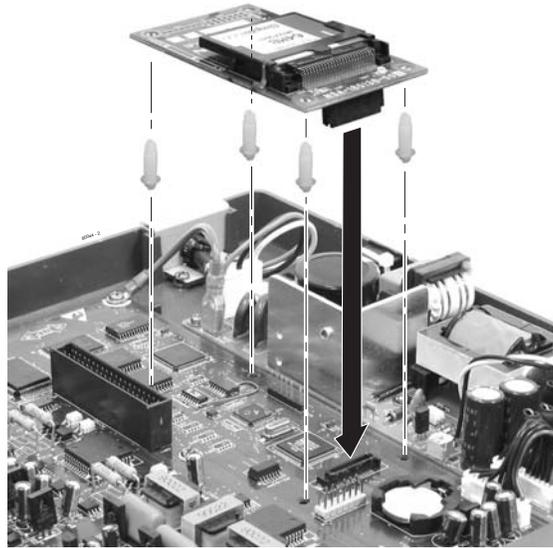


Figure 4: Installing the IntraMail PCB in DS1000

- Step 7 Replace and re-secure the top panel.**
- Step 8 Complete the reinstallation.**
- Hang the cabinet back on the wall.
 - Reinstall all extension, trunk, and auxiliary cabling.
 - Replace and lock the cover.
 - Plug in the system and turn on the system power.
- Step 9 Verify IntraMail operation.**
- After the system restarts, go to any keyset and press **MW**.
 - You should immediately log into that extension's mailbox and hear the voice prompt, "You have no new messages."

Installation

DS2000 Installation

Installing IntraMail in DS2000

Step 1 Power down the system.

Step 2 Remove the cover (*Figure 5: Removing the DS2000 Cover*).

- Unscrew the two captive screws on the front cabinet cover.
- Lift up slightly on the front of the cover — then gently slide the cover back to remove it.

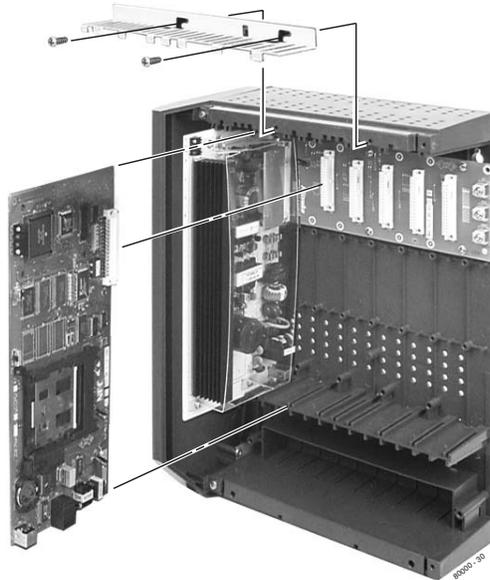


4 Slot Cabinet Shown

Figure 5: Removing the DS2000 Cover

Step 3 Remove the CPU PCB (*Figure 6: Removing the DS2000 CPU*).

- Attach a grounded wrist strap to a known earth ground.
- Discharge any built-up static electricity by touching the cabinet ground lug.
- Unplug and label the CPU cabling (if installed).
- Remove the CPU and place it on a flat, anti-static surface.



4 Slot Cabinet Shown

Figure 6: Removing the DS2000 CPU

- Step 4 Install the IntraMail PCB** (Figure 7: Installing the IntraMail PCB in DS2000)
- Plug in the IntraMail PCB as shown below.
 - Be sure to snap the PCB into the supplied plastic standoffs.

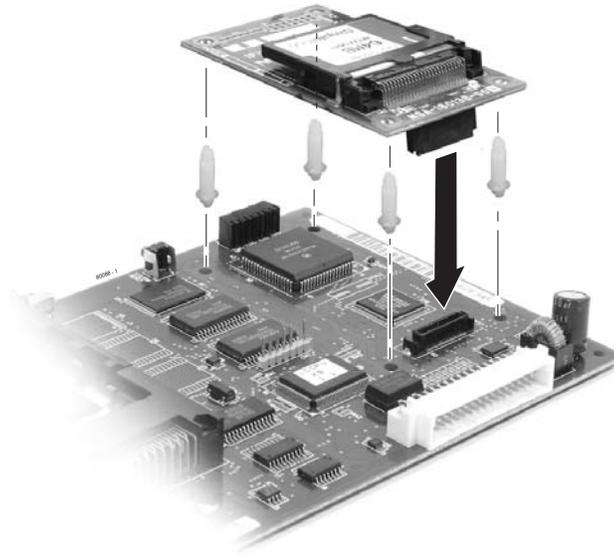


Figure 7: Installing the IntraMail PCB in DS2000

- Step 5 Reinstall the CPU PCB.**
- Step 6 Power up the system.**
- Step 7 Verify IntraMail operation.**
- After the system restarts, go to any keyset and press **MW**.
 - You should immediately log into that extension's mailbox and hear the voice prompt, "You have no new messages."
- Step 8 Replace the cover** (Figure 8: Replacing the DS2000 Cover).
- Hook the tabs on the rear of the cover into their associated slots, then push the front cover into place.
 - Screw in the 2 captive screws that secure the cover to the cabinet.



4 Slot Cabinet Shown

Figure 8: Replacing the DS2000 Cover

Programming

Initial Configuration and Programming

Start-Up Programming

Start-up (Default) IntraMail Configuration

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/enabled.
- By default in DS2000, only the first 16 (300-315) subscriber mailboxes are active/enabled.
- The IntraMail Automated Attendant *does not* answer outside calls.

Start-up IntraMail Programming

Step 1 Enable the mailboxes for all installed extensions.

- 1.1 (Prior to 03.20.07) *1808 - IntraMail Subscriber Mailbox Options: Mailbox Active* on page 202.
Enter **Y** (9) to enable the IntraMail mailbox for each installed extension.
 - If disabled (**N**), a user pressing **MW** will be asked to enter their mailbox number. A voice prompt then announces, "That mailbox does not exist."
- 1.2 (03.20.07 or higher) *1808 - IntraMail Subscriber Mailbox Options: Mailbox Type* on page 202.
Enter **1** (Personal) to enable a Personal IntraMail mailbox for each installed extension.
 - If disabled (**0**), a user pressing **MW** will be asked to enter their mailbox number. A voice prompt then announces, "That mailbox does not exist."

Step 2 Set up the Automated Attendant to answer outside calls during the day and at night.

- 2.1 *1003 - Trunk Options: Direct Termination (Day)* on page 195.
 - Enter the IntraMail master number (**700**) for each trunk that you want IntraMail to answer.

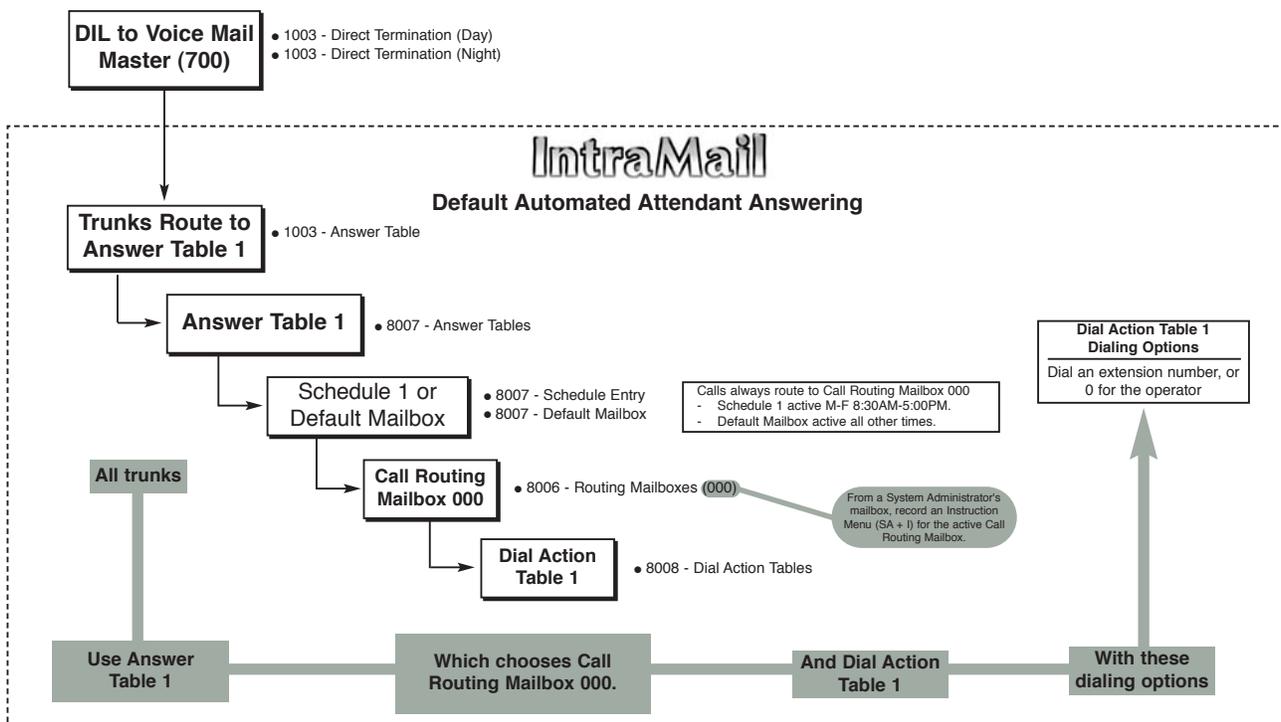
Step 3 Set up the Automated Attendant to answer outside calls only at night.

- 3.1 *1003 - Trunk Options: Direct Termination (Night)* on page 195.
 - Enter the IntraMail master number (**700**) for each trunk that you want IntraMail to answer only when the system is in the night mode.

Step 4 Check the Answer Table assignment.

- 4.1 *1003 - Trunk Options: Answer Table* on page 196.
 - Initially, you should leave all trunks assigned to Answer Table 1.

Step 5 Review the default Automated Attendant setup.



Programming

Initial Configuration and Programming

Note: The following programs are preset. Normally, you should not change their default values.

- 8001 - Voice Mail Setup: *Voice Mail Type* on page 208.
- 8001 - Voice Mail Setup: *Voice Mail Master Extension Number* on page 208.
- 8002 - Voice Mail Port Options (Part 1): *Name* on page 209.

IntraMail System Requirements

- DS1000/2000 System Software version 03.**.** or higher.
- CPU PCB P/N 80025B (in DS2000)
- Cabinet P/N 80200A (in DS1000)

Specifications

IntraMail Part Numbers and Capacities	
P/N 80044	IntraMail 4 Port/4 Hour
P/N 80088	IntraMail 8 Port/8 Hour
Mailboxes	Announcement: 8 Call Routing: 8 Subscriber (DS1000): 34 Subscriber (DS2000): 128 Master: 16 Total (DS1000): 66 Total (DS2000): 160
Ports:	4 or 8
Storage Hours:	4 or 8

1

Programming

Application Examples

Examples of Some Common Applications

The examples below show some common applications. The chart in the beginning of each example shows:

- How the relevant programmable options work by default.
- The *Application Summary*, which provides the basic steps you need to take to set up the application.

Following the chart are the step-by-step instructions for setting up the application.

Example 1: Set Up Separate Day and Night Greetings

Default Automated Attendant Answering
<ul style="list-style-type: none">■ All trunks answered by the Automated Attendant route to Answer Table 1.<ul style="list-style-type: none">- Answer Table 1 uses Schedule 1 to answer calls from 8:30 AM -5:00 PM Monday through Friday with Call Routing Mailbox 000.- The Default Mailbox for Answer Table 1 picks up Automated Attendant calls at all other times. The Default Mailbox for Answer Table 1 is also Call Routing Mailbox 000.■ The greeting that plays to outside callers is the Instruction Menu for the Call Routing Mailbox that answers the call.■ Since Schedule 1 and the Default Mailbox both use Call Routing Mailbox 000, the Automated Attendant answers all calls the same way day and night, with the Instruction Menu for Call Routing Mailbox 000.
Application Summary
<ul style="list-style-type: none">■ Change the Default Mailbox from Call Routing Mailbox 000 to 001.■ Record a night Instruction Menu for Call Routing Mailbox 001.

Step 1 Change the Default Mailbox to Call Routing Mailbox 001.

- 1.1 In *8007 - IntraMail Answer Tables: Default Mailbox*, change the Default Mailbox assignment to 001.
 - See *8007 - IntraMail Answer Tables: Default Mailbox* on page 236 for more.

Step 2 Record the daytime and night Instruction Menus.

- 2.1 At extension 300, press **MW**.
- 2.2 Dial **SA** (72) + **I** (4).
- 2.3 Dial **000** (for Call Routing Mailbox 000) + **R** (7).
- 2.4 Record the daytime Instruction Menu message + **#** twice.
- 2.5 Dial **I** (4).
- 2.6 Dial **001** (for Call Routing Mailbox 001) + **R** (7).
- 2.7 Record the night Instruction Menu message + **#** + hang up.
 - See *Instruction Menu* on page 105 for more.

Example 2: Provide Unique Day and Night Dialing Options for Callers

Default Dial Action Table Options
<ul style="list-style-type: none">■ All Call Routing Mailboxes (000-007 by default) use Dial Action Table 1.■ Dial Action Table 1 provides the following dial options:<ul style="list-style-type: none">- Dial extension number (300-427).- Dial 0 for the operator.- Dial * + extension to leave a Quick Message.- Dial # + extension to do a Remote Logon to the mailbox.- Timeout to operator if no digits dialed.
Application Summary
<ul style="list-style-type: none">■ Allow callers at night to dial 0 to leave a message for the operator.

1

Step 1 Set up separate day and night greetings.

- 1.1 Following example 1, set up separate day and night Instruction Menus using Call Routing Mailboxes 000 and 001.
 - The day Instruction Menu can say something like:
Thank you for calling. For Sales, dial 301. For Technical Support, dial 302. To talk to an operator, dial 0. If you know your party's extension number, please dial it now.
 - The night Instruction menu can say something like:
Thank you for calling. Our normal business hours are 8:30 to 5:00, Monday through Friday. To leave us a message, please dial 0 now.

Step 2 Assign a unique Dial Action Table (2) to the night time Call Routing Mailbox (001).

- 2.1 In *8006 - IntraMail Routing Mailboxes: Dial Action Table*, assign Dial Action Table 2 to Call Routing Mailbox 001.
 - See *8006 - IntraMail Routing Mailboxes: Dial Action Table* on page 228 for more.

Step 3 Change the dialing options for the night time Dial Action Table (2).

- 3.1 In *8008 - Dial Action Table Actions* for Dial Action Table 2, make the following changes:
 - For the digits 3 and 4, enter 0 for the *Action* entry to prevent callers from dialing extensions at night.
 - For the digit 0, change the *Action* entry to **REC1** (by dialing 3) and the *Data* entry to **300**. This allows night time callers to dial 0 to leave a message for the operator.
 - Note that the * and # entries were left unchanged so that experienced users could still leave Quick Messages or do Remote Logons at night.
 - See *8008 - IntraMail Dial Action Tables* on page 246 for more.

Programming

Application Examples

Chapter 2: Features

2

Introduction to IntraMail Features

If you are not familiar with the IntraMail features, review the IntraMail Feature Glossary on page 12.

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.
- **Related Features**
Related Features shows you at a glance how the feature interacts with other IntraMail features.
- **Programming**
Here you'll find easy to follow step-by-step programming instructions for the feature. If you need more detail about a program, just follow the page reference to the program in *Chapter 3, Programming*.
- **Operation**
Operation provides charts that show you how the feature operates.

IntraMail Feature Glossary

Feature Glossary

Name	Description	Usage
Administrator Security Code Control	■ See <i>Security Code</i> in this glossary.	Voice Mail
Alternate Next Call Routing Mailbox	■ See <i>Next Call Routing Mailbox</i> in this Glossary.	Voice Mail
Announcement Mailbox	Mailbox that allows a prerecorded greeting to play to callers. ■ See <i>Announcement Mailbox</i> on page 22 for more.	Automated Attendant
Announcement Message	The message that the System Administrator records for a specific Announcement Mailbox. ■ See <i>Announcement Message</i> on page 27 for more.	Automated Attendant
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. ■ See <i>Answer Tables</i> on page 30 for more.	Automated Attendant
Answering Machine Emulation	A keyset on the connected telephone system can work like a home answering machine. ■ See <i>Answering Machine Emulation</i> on page 35 for more.	Voice Mail
Answering Schedule Override	Enables an alternate greeting and alternate dialing options for callers. ■ See <i>Answer Schedule Override</i> on page 28 for more.	Automated Attendant
Auto Attendant Do Not Disturb	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 37 for more. Also see <i>Greeting</i> in this glossary.	Automated Attendant
Auto Erase or Save	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 40 for more.	
Auto Time Stamp	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 41 for more.	Voice Mail
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. ■ See <i>Automated Attendant</i> on page 42 for more.	Automated Attendant
Automated Attendant Transfer	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 45 for more.	Voice Mail

IntraMail Feature Glossary

Name	Description	Usage
Automatic Call Routing to a Mailbox	<ul style="list-style-type: none"> See <i>Go to a Mailbox</i> in this glossary. 	Automated Attendant
Automatic Message Erase/Save	<ul style="list-style-type: none"> See <i>Auto Erase or Save</i> in this glossary. 	Voice Mail
Automatic Routing for Rotary Dial Callers	<p>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).</p> <ul style="list-style-type: none"> See <i>Automatic Routing for Rotary Dial Callers</i> on page 46 for more. 	Automated Attendant
Call Forward to a Mailbox	<p>An extension user can forward their calls to their mailbox.</p> <ul style="list-style-type: none"> See <i>Call Forward to a Mailbox</i> on page 47 for more. 	Voice Mail
Call Screening	<p>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.</p> <ul style="list-style-type: none"> See <i>Call Screening</i> on page 53 for more. 	Voice Mail
Call Routing Mailbox	<p>The mailbox associated with an Answer Table that specifies which dialing options (Dial Action Table) and announcements are available to Automated Attendant callers.</p> <ul style="list-style-type: none"> See <i>Call Routing Mailbox</i> on page 49 for more. 	Automated Attendant
Caller ID	<p>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>.</p> <ul style="list-style-type: none"> See <i>Caller ID</i> on page 56 for more. 	System
Caller ID with Return Call	<ul style="list-style-type: none"> See <i>Make Call</i> and <i>Time and Date Stamp</i> in this glossary. 	Voice Mail
Calling (Logging Onto) a Mailbox	<ul style="list-style-type: none"> See <i>Log Onto Voice Mail</i> in this glossary. 	Voice Mail
Calling the Automated Attendant	<p>Automated Attendant callers can use various IntraMail features and then return to the Automated Attendant for additional dialing options.</p> <ul style="list-style-type: none"> See <i>Calling the Automated Attendant</i> on page 58 for more. 	Automated Attendant
Centrex Transfer	<p>The Automated Attendant to transfer a caller from a Centrex trunk to an outside number using the features of that Centrex trunk.</p> <ul style="list-style-type: none"> See <i>Centrex Transfer</i> on page 59 for more. 	Automated Attendant
Conversation Record	<p>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.</p> <ul style="list-style-type: none"> See <i>Conversation Record</i> on page 61 for more. 	Voice Mail
Day, Night, and Holiday Greetings	<ul style="list-style-type: none"> See <i>Flexible Answering Schedules</i> in this glossary. 	Automated Attendant

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IntraMail Feature Glossary

<u>Name</u>	<u>Description</u>	<u>Usage</u>
Deleting a Message	■ See <i>Message Delete</i> in this glossary.	Voice Mail
Deleting Mailbox Security Code	■ See <i>Mailbox Security Code Delete</i> in this glossary.	Maintenance
Dial Action Table	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 64 for more.	Automated Attendant
Directory Dialing	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 68 for more.	Automated Attendant
Erasing All Messages	Lets the System Administrator delete mailbox messages system-wide. ■ See <i>Erasing All Messages</i> on page 77 for more.	Maintenance
Exiting a Mailbox	An extension user can exit their mailbox by dialing a code or by hanging up. ■ See <i>Exiting a Mailbox</i> on page 78 for more.	Voice Mail
External Transfer	An Automated Attendant caller can automatically route to an outside telephone number. ■ See <i>External Transfer</i> on page 84 for more.	Automated Attendant
Fax Detection	The Automated Attendant can detect incoming fax calls and transfer them to a fax machine. ■ See <i>Fax Detection</i> on page 86 for more.	System
Flexible Answering Schedules	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 87 for more.	Automated Attendant
Flexible Call Routing	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 88 for more.	Automated Attendant

IntraMail Feature Glossary

<u>Name</u>	<u>Description</u>	<u>Usage</u>
Flexible Mailbox Numbering Plan	If the telephone system extension numbers are customized, the IntraMail mailbox numbers can be customized to match. <ul style="list-style-type: none"> ■ See <i>Flexible Mailbox Numbering Plan</i> on page 89 for more. 	System
Forced Unscreened Transfer	A Subscriber Mailbox can optionally convert Automated Attendant Screened Transfers to Unscreened Transfers. <ul style="list-style-type: none"> ■ See <i>Forced Unscreened Transfer</i> on page 90 for more. 	Automated Attendant
Forwarding Calls to a Mailbox	See <i>Call Forward to a Mailbox</i> in this glossary.	Voice Mail
Getting Recorded Help	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. <ul style="list-style-type: none"> ■ See <i>Getting Recorded Help</i> on page 91 for more. 	Voice Mail
Go to a Mailbox	An Automated Attendant caller can dial a digit and route directly into a mailbox. <ul style="list-style-type: none"> ■ See <i>Go To A Mailbox</i> on page 92 for more. 	Automated Attendant
Greeting	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. DS1000/2000 software versions 03.20.07 and higher provide Multiple Greetings. With Multiple Greetings, the mailbox subscriber can record up to three separate greetings and make any one of the three active. <ul style="list-style-type: none"> ■ See <i>Greeting</i> on page 94 for more. ■ Also see <i>Auto Attendant Do Not Disturb</i> in this glossary. 	Voice Mail
Group Mailbox	A Group Mailbox is a Subscriber Mailbox shared by a group of co-workers. <ul style="list-style-type: none"> ■ See <i>Group Mailbox</i> on page 98 for more. 	Voice Mail
Guest Mailbox	An outside party can have their own mailbox for receiving and sending messages. <ul style="list-style-type: none"> ■ See <i>Guest Mailbox</i> on page 101 for more. 	Voice Mail
Hang Up	An Automated Attendant option that immediately hangs up the outside call. <ul style="list-style-type: none"> ■ See <i>Hang Up</i> on page 104 for more. 	Automated Attendant
Help	<ul style="list-style-type: none"> ■ See <i>Getting Recorded Help</i> in this glossary. 	Voice Mail
Individual Trunk Greetings	<ul style="list-style-type: none"> ■ See <i>Multiple Company Greetings</i> in this glossary. 	Automated Attendant

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IntraMail Feature Glossary

<u>Name</u>	<u>Description</u>	<u>Usage</u>
Instruction Menu	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 105.	Automated Attendant
Leaving a Message	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 107 for more.	Voice Mail
Leaving a Message at a Busy/DND Extension	■ See <i>Leaving a Message</i> in this glossary.	Voice Mail
Leave a Quick Message	■ See <i>Quick Message</i> in this glossary.	Automated Attendant
Listening Options	■ See <i>Listening to Messages</i> in this glossary.	Voice Mail
Listening to Messages	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 109 for more.	Voice Mail
Local Notification	■ See <i>Message Notification</i> in this glossary.	Voice Mail
Log Onto Voice Mail	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 112 for more.	Voice Mail
Mailbox Greeting	■ See <i>Greeting</i> in this glossary.	Voice Mail
Mailbox Logon	■ See <i>Log Onto Voice Mail</i> in this glossary.	Voice Mail
Mailbox Name	A mailbox caller can hear the extension user's prerecorded name instead of their mailbox number. ■ See <i>Mailbox Name</i> on page 114 for more.	Voice Mail
Mailbox Options Menu	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 116 for more.	Voice Mail
Mailbox Security Code Delete	The System Administrator can delete the security code for any mailbox, effectively unlocking it. ■ See <i>Mailbox Security Code Delete</i> on page 117 for more. ■ Also see <i>Security Code</i> in this glossary.	Maintenance
Mailbox Transfer	■ See <i>Transfer to a Mailbox</i> in this glossary.	Voice Mail
Main Menu	The IntraMail options available to an extension user when they log onto their mailbox. ■ See <i>Main Menu</i> on page 118 for more.	Voice Mail

IntraMail Feature Glossary

<u>Name</u>	<u>Description</u>	<u>Usage</u>
Make Call	<ul style="list-style-type: none"> ■ A Subscriber Mailbox user can listen to a voice message and dial MC to return the call without knowing their caller's phone number. ■ See <i>Make Call</i> on page 120 for more. 	Voice Mail
Master Mailboxes	<p>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.</p> <ul style="list-style-type: none"> ■ See <i>Master Mailbox</i> on page 122 for more. 	
Message Count Display	<p>The telephone display can show the number of new messages waiting in a user's mailbox.</p> <ul style="list-style-type: none"> ■ See <i>Message Count Display</i> on page 126 for more. 	Voice Mail
Message Delete	<p>An extension user can delete any messages left in their mailbox.</p> <ul style="list-style-type: none"> ■ See <i>Message Delete</i> on page 128 for more. 	Voice Mail
Message Forward	<p>A subscriber can forward a message in their mailbox to a co-worker. They can optionally record a comment before the forwarded message.</p> <ul style="list-style-type: none"> ■ See <i>Message Forward</i> on page 129 for more. 	Voice Mail
Message Length	<p>The System Administrator can set the maximum length of a message that can be left in a user's voice mailbox.</p> <ul style="list-style-type: none"> ■ See <i>Message Length</i> on page 131 for more. 	Voice Mail
Message Listen Mode	<p>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.</p> <ul style="list-style-type: none"> ■ See <i>Message Listen Mode</i> on page 132 for more. 	Voice Mail
Message Notification	<p>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.</p> <ul style="list-style-type: none"> ■ See <i>Message Notification</i> on page 133 for more. 	Voice Mail
Message On Hold	<p>The System Administrator can record a message that will play to callers while they wait on Hold</p> <ul style="list-style-type: none"> ■ See <i>Message On Hold</i> on page 139 for more. 	Voice Mail
Message Playback Direction	<p>An extension user can listen to their messages in either LIFO (last-in-first-out) or FIFO (first-in-first-out) order.</p> <ul style="list-style-type: none"> ■ See <i>Message Playback Direction</i> on page 141 for more. 	Voice Mail
Message Record	<ul style="list-style-type: none"> ■ See <i>Record and Send a Message</i> in this glossary. 	Voice Mail
Message Reply	<p>An extension user can reply to a message in their mailbox by dialing a simple code, without knowing the caller's extension number.</p> <ul style="list-style-type: none"> ■ See <i>Message Reply</i> on page 143 for more. 	Voice Mail

IntraMail Feature Glossary

<u>Name</u>	<u>Description</u>	<u>Usage</u>
Message Retention	IntraMail will save a mailbox's new, held, or saved messages for the Message Retention interval, and then delete them. ■ See <i>Message Retention</i> on page 144 for more.	Voice Mail
Message Send	■ See <i>Record and Send a Message</i> in this glossary.	Voice Mail
Message Storage Limit	Sets how many messages a mailbox can store. ■ See <i>Message Storage Limit</i> on page 145 for more.	Voice Mail
Message Waiting Lamp	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 146 for more.	Voice Mail
Multiple Company Greetings	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 147 for more.	Automated Attendant
Name	■ See <i>Mailbox Name</i> in this glossary.	Voice Mail
Next Call Routing Mailbox	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 148 for more.	Voice Mail
One-Touch Forwarding	■ See <i>Call Forward to a Mailbox</i> and <i>Message Forward</i> in this glossary.	Voice Mail
One-Touch Mailbox Access	■ See <i>Mailbox Logon</i> in this glossary.	Voice Mail
One-Touch Mailbox Retrieval	■ See <i>Mailbox Logon</i> in this glossary.	Voice Mail
Personal Answering Machine Emulation	■ See <i>Answering Machine Emulation</i> in this glossary.	Voice Mail
Personalized Mailbox Greeting	■ See <i>Greeting</i> in this glossary.	Voice Mail
Programmable Security Code	■ See <i>Security Code</i> and <i>Mailbox Security Code Delete</i> in this glossary.	Voice Mail
Programming Voice Mail	IntraMail is programmed via a Window-based PC running the Admin program. The PC is connected to the IntraMail serial port. Limited programming can also be done from a System Administrator's mailbox. ■ See <i>Programming Voice Mail</i> on page 154 for more. ■ Also see <i>System Administrator Mailbox</i> in this glossary.	Maintenance
Quick Message	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 156 for more.	Automated Attendant

IntraMail Feature Glossary

Name	Description	Usage
Record and Send a Message	A Subscriber Mailbox user can record and send a message to any other Subscriber Mailbox. <ul style="list-style-type: none"> ■ See <i>Record and Send a Message</i> on page 158 for more. 	Voice Mail
Recorded Help	<ul style="list-style-type: none"> ■ Pre-recorded voice prompts guide the user through the IntraMail features. 	Voice Mail
Recording a Conversation	<ul style="list-style-type: none"> ■ See <i>Conversation Record</i> in this glossary. 	Voice Mail
Recording a Message	<ul style="list-style-type: none"> ■ See <i>Record and Send a Message</i> in this glossary. 	Voice Mail
Recording Conversation Beep	<ul style="list-style-type: none"> ■ See <i>Conversation Record</i> in this glossary. 	Voice Mail
Recording Options	<ul style="list-style-type: none"> ■ See <i>Record and Send a Message</i> in this glossary. 	Voice Mail
Remote Log On	<ul style="list-style-type: none"> ■ See <i>Log Onto Voice Mail</i> in this glossary. 	Voice Mail
Remote Greetings	<ul style="list-style-type: none"> ■ See <i>Greeting</i> in this glossary. 	Voice Mail
Remote Message Notification	<ul style="list-style-type: none"> ■ See <i>Message Notification</i> in this glossary. 	Voice Mail
Remote Programming	IntraMail programming is available remotely via a modem connected to the IntraMail serial port. <ul style="list-style-type: none"> ■ See <i>Remote Programming</i> on page 160 for more. 	Maintenance
Return Call (with Caller ID)	<ul style="list-style-type: none"> ■ See <i>Make Call</i> in this glossary. 	Voice Mail
Rotary Dial Telephones	<ul style="list-style-type: none"> ■ See <i>Automatic Routing for Rotary Dial Callers</i> in this glossary. 	Automated Attendant
Screened Transfer	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. <ul style="list-style-type: none"> ■ 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 161 for more. ■ Also see <i>Unscreened Transfer</i> in this glossary. 	Automated Attendant
Security Code	An extension user's mailbox can have a security code to protect the mailbox from unauthorized access. <ul style="list-style-type: none"> ■ See <i>Security Code</i> on page 164 for more. ■ Also see <i>Mailbox Security Code Delete</i> in this glossary. 	Voice Mail
Select Listen Mode	<ul style="list-style-type: none"> ■ See <i>Message Listen Mode</i> in this glossary. 	Voice Mail

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IntraMail Feature Glossary

<u>Name</u>	<u>Description</u>	<u>Usage</u>
Single Digit Dialing	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 166 for more.	Automated Attendant
Subscriber Mailbox	The mailbox type normally used for telephone system extensions. ■ See <i>Subscriber Mailbox</i> on page 168 for more.	Voice Mail
System Administrator	The extension user that has IntraMail system administration capabilities. ■ See <i>System Administrator</i> on page 171 for more.	Maintenance
System Administrator Mailbox	A Subscriber Mailbox option that enables the system administration capabilities. ■ See <i>System Administrator Mailbox</i> on page 173 for more. ■ Also see <i>System Administrator</i> in this glossary.	Voice Mail
System Re-initialization	Re-initializing IntraMail returns all programmed options to their default values. ■ See <i>System Re-initialization</i> on page 174 for more.	Maintenance
Time and Date	After listening to a message, an extension user can dial a code to hear what time the message was sent. ■ See <i>Time and Date</i> on page 175 for more. ■ Also see <i>Auto Time Stamp</i> in this glossary.	Voice Mail
Time and Date Stamp	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. ■ See <i>Time and Date Stamp</i> on page 176 for more. ■ Also see <i>Caller ID with Return Call</i> and <i>Time and Date</i> in this glossary.	Voice Mail
Time and Date Stamp (with Caller ID Storage)	See <i>Time and Date Stamp</i> in this glossary.	
Transfer by Extension	■ See <i>Screened Transfer</i> and <i>Unscreened Transfer</i> in this glossary.	Automated Attendant
Transfer Calls to a FAX Machine	■ See <i>Fax Detection</i> in this glossary.	Automated Attendant
Transfer to a Mailbox	An extension user can transfer their active call to a co-worker's mailbox. ■ See <i>Transfer to a Mailbox</i> on page 177 for more.	Voice Mail
Transfer to an ACD/UCD Group	The Automated Attendant can transfer outside callers to ACD/UCD Group master numbers. ■ See <i>Transfer to a UCD Group</i> on page 178 for more.	Automated Attendant
Transfer to an Extension	■ See <i>Screened Transfer</i> and <i>Unscreened Transfer</i> in this glossary.	Automated Attendant
Transfer to the Automated Attendant	■ See <i>Automated Attendant Transfer</i> in this glossary.	Voice Mail

IntraMail Feature Glossary

<u>Name</u>	<u>Description</u>	<u>Usage</u>
Undefined Routing	<p>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.</p> <ul style="list-style-type: none">■ See <i>Undefined Routing</i> on page 179 for more.	Automated Attendant
Undefined Routing Intercept	<ul style="list-style-type: none">■ See <i>Undefined Routing</i> in this glossary.	Automated Attendant
Unscreened Transfer	<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">■ See <i>Unscreened Transfer</i> on page 180 for more.■ Also see <i>Screened Transfer</i> in this glossary.	Automated Attendant
Voice Mail Overflow	<p>Ensures that IntraMail will pick up calls that don't go through.</p> <ul style="list-style-type: none">■ See <i>Voice Mail Overflow</i> on page 183 for more.	System
Voice Prompts	<p>IntraMail provides Voice Prompts that tell the extension user the status or progress of their call.</p> <ul style="list-style-type: none">■ See <i>Voice Prompting Messages</i> on page 186 for more.	System
Volume Control	<p>A mailbox user can turn the volume up or down while listening to their messages.</p> <ul style="list-style-type: none">■ See <i>Volume Control</i> on page 187 for more.	Voice Mail

2

Announcement Mailbox

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 105 for more.
 - Set the dialing options in the Dial Action Table associated with the active Call Routing Mailbox. See *Dial Action Table* on page 64 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.

The Next Call Routing Mailbox Options

The charts beginning on the following page show how an Announcement Mailbox handles Automated Attendant calls.

- The first chart explains what happens when the outside call is directly answered by the Announcement Mailbox. This happens when the Answer Table uses an Announcement Mailbox for routing instead of a Call Routing Mailbox.
- The second chart explains what happens when the outside call is answered by a Call Routing Mailbox and then routed to the Announcement Mailbox. This can happen, for example, when a caller dials a digit to hear an announcement of company directions.
- See *Answer Tables* on page 30 for more on setting up Answer Tables.

Announcement Mailbox

Direct Announcement Mailbox Routing (If the outside caller routes directly to the Announcement Mailbox)			
8006-Next Call Routing Mailbox	8006-Repeat Count	8006-Hang Up After	Action
Undefined	0 (No repeats)	Yes or No	<ul style="list-style-type: none"> ■ <u>If the caller doesn't dial</u>, after the announcement IntraMail hangs up. ■ <u>If the caller dials a digit</u> during the announcement, IntraMail says "<i>That is an invalid entry</i>" and hangs up.
0-15 (valid Call Routing Mailbox)	0 (No repeats)	No	<ul style="list-style-type: none"> ■ <u>If the caller doesn't dial</u>, after the announcement they route to the Next Call Routing Mailbox. ■ <u>If the caller dials a digit</u> during the announcement, they route to the Next Call Routing Mailbox.
		Yes	<ul style="list-style-type: none"> ■ <u>If the caller doesn't dial</u>, after the announcement IntraMail hangs up. ■ <u>If the caller dials a digit</u> during the announcement, they route to the Next Call Routing Mailbox.
Undefined	x (x number of repeats)	Yes or No	<ul style="list-style-type: none"> ■ <u>If caller doesn't dial</u>, they hear the announcement x number of times and then IntraMail hangs up. ■ <u>If the caller dials a digit</u> during the announcement, IntraMail says "<i>That is an invalid entry</i>" and aborts the announcement. The announcement repeats (if allowed by the Repeat Count) and then IntraMail hangs up.
0-15 (valid Call Routing Mailbox)	x (x number of repeats)	No	<ul style="list-style-type: none"> ■ <u>If caller doesn't dial</u>, they hear the announcement x number of times and then route to the Next Call Routing Mailbox. ■ <u>If the caller dials a digit</u> during the announcement, they route to the Next Call Routing Mailbox.
		Yes	<ul style="list-style-type: none"> ■ <u>If caller doesn't dial</u>, they hear the announcement x number of times and then IntraMail hangs up. ■ <u>If the caller dials a digit</u> during the announcement, they route to the Next Call Routing Mailbox.

2

Announcement Mailbox

Routed Announcement Mailbox Routing (Page 1 of 2) (If the outside caller routes to the Announcement Mailbox from a Call Routing Mailbox)			
8006-Next Call Routing Mailbox	8006-Repeat Count	8006-Hang Up After	Action
Undefined	0 (No repeats)	No	<ul style="list-style-type: none"> ■ <u>If the caller doesn't dial</u>, after the announcement the caller goes back to the initial Call Routing Mailbox. ■ <u>If the caller dials a digit</u> during the announcement, IntraMail says "<i>That is an invalid entry</i>" and routes the caller goes back to the initial Call Routing Mailbox.
		Yes	<ul style="list-style-type: none"> ■ <u>If the caller doesn't dial</u>, after the announcement IntraMail hangs up. ■ <u>If the caller dials a digit</u> during the announcement, IntraMail says "<i>That is an invalid entry</i>" and hangs up.
0-15 (valid Call Routing Mailbox)	0 (No repeats)	No	<ul style="list-style-type: none"> ■ <u>If the caller doesn't dial</u>, after the announcement they route to the Next Call Routing Mailbox. ■ <u>If the caller dials a digit</u> during the announcement, they route to the Next Call Routing Mailbox.
		Yes	<ul style="list-style-type: none"> ■ <u>If the caller doesn't dial</u>, after the announcement IntraMail hangs up. ■ <u>If the caller dials a digit</u> during the announcement, they route to the Next Call Routing Mailbox.
Undefined	x (x number of repeats)	No	<ul style="list-style-type: none"> ■ <u>If caller doesn't dial</u>, they hear the announcement x number of times and then go back to the initial Call Routing Mailbox. ■ <u>If the caller dials a digit</u> during the announcement, IntraMail says "<i>That is an invalid entry</i>" and aborts the announcement. The announcement repeats (if allowed by the Repeat Count) and then IntraMail routes back to the initial Call Routing Mailbox.
		Yes	<ul style="list-style-type: none"> ■ <u>If caller doesn't dial</u>, they hear the announcement x number of times and then IntraMail hangs up. ■ <u>If the caller dials a digit</u> during the announcement, IntraMail says "<i>That is an invalid entry</i>" and aborts the announcement. The announcement repeats (if allowed by the Repeat Count) and then IntraMail hangs up.

Announcement Mailbox

Routed Announcement Mailbox Routing (Page 2 of 2) (If the outside caller routes to the Announcement Mailbox from a Call Routing Mailbox)			
8006-Next Call Routing Mailbox	8006-Repeat Count	8006-Hang Up After	Action
0-15 (valid Call Routing Mailbox)	x (x number of repeats)	No	<ul style="list-style-type: none"> ■ <u>If caller doesn't dial</u>, they hear the announcement x number of times and then route to the Next Call Routing Mailbox. ■ <u>If the caller dials a digit</u> during the announcement, they route to the Next Call Routing Mailbox.
		Yes	<ul style="list-style-type: none"> ■ <u>If caller doesn't dial</u>, they hear the announcement x number of times and then IntraMail hangs up. ■ <u>If the caller dials a digit</u> during the announcement, they route to the Next Call Routing Mailbox.

2

Related Features

Automated Attendant (page 42)

The Automated Attendant can route callers to an Announcement Mailbox.

Call Routing Mailbox (page 49)

A Call Routing Mailbox (and the associated Dial Action Table) provides dialing options to Automated Attendant callers.

Master Mailbox (page 122)

You can set up Master Mailboxes as additional Announcement Mailboxes.

Next Call Routing Mailbox (page 148)

The Next Call Routing mailbox provides additional routing options to Announcement Mailbox callers.

System Administrator (page 171)

The System Administrator can record the Announcement Mailbox message.

Programming

Step 1 Set up the Announcement Mailbox.

- 1.1 *8006 - IntraMail Routing Mailboxes: Mailbox Number* on page 227.
 - Select the Routing Mailbox you want to use as an Announcement Mailbox.
 - ✓ By default, Routing Mailboxes 008-015 are Announcement Mailboxes.
- 1.2 *8006 - IntraMail Routing Mailboxes: Mailbox Type* on page 227.
 - Enter **2** to make the selection mailbox an Announcement Mailbox.
 - ✓ By default, Routing Mailboxes 008-015 are Announcement Mailboxes.
- 1.3 *8006 - IntraMail Routing Mailboxes: Mailbox Active* on page 227.
 - Enter **Y** (9) to make the Announcement Mailbox active.

Step 2 To record the Announcement Message:

- 2.1 See *Operation* below.
 - ✓ By default, a message is not recorded.

Step 3 To have IntraMail hang up after playing the Announcement Mailbox message (without providing additional dialing options):

- 3.1 *8006 - IntraMail Routing Mailboxes: Hang Up After* on page 229.
 - Enter **Y** (9) to have IntraMail hang up after the announcement.
 - ✓ By default, this option is disabled (N).

Announcement Mailbox

Step 4 To provide Announcement Mailbox callers with more dialing options (instead of hanging up):

- 4.1 8006 - *IntraMail Routing Mailboxes: Hang Up After* on page 229.
 - Enter **N** (6) to prevent IntraMail from hanging up after the announcement.
 - ✓ By default, this option is disabled (N).
- 4.2 Review *Next Call Routing Mailbox* on page 148 to set up additional dialing options for Announcement Mailbox callers.

Step 5 To have the Announcement Mailbox message repeat while the caller listens:

- 5.1 8006 - *IntraMail Routing Mailboxes: Repeat Count* on page 229.
 - Enter the Repeat Count (0-10).
 - ✓ By default, the count is 0 (no repeats).

Step 6 Set the maximum length of the Announcement Mailbox message.

- 6.1 8004 - *IntraMail System Options: Subscriber Message Length* on page 213.
 - Enter the maximum length of the Announcement Mailbox message (**1-4095** seconds).
 - ✓ By default, this interval is **120** seconds.

Operation

Recording an Announcement Mailbox Message [Super Display Soft Key] - [Keyset Soft Key]			
Log onto System Administrator's mailbox.			
SA (72)	Access System Administrator options. [SYS ADMIN] - [N/A]		
A (2)	Select Announcement Mailbox message. [ANNOUNCEMENT] - [ANN]		
	Enter the Announcement Mailbox number.		
	L (5)	Listen to current Announcement Mailbox message. [LISTEN] - [LSTN]	
		#	Exit listen mode.
	R (7)	Record a new Announcement Mailbox message. [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 Announcement Mailbox message. [ERASE] - [ERASE]	
		#	Go back to the System Administrator options. [EXIT] - [EXIT]
		#	Go back to the System Administrator options. [EXIT] - [EXIT]
0	Plays Help message.		

Description

The Announcement Message is the voice message that the System Administrator records for a specific Announcement Mailbox. See *Announcement Mailbox* on page 22 for more.

Related Features

See *Announcement Mailbox* on page 22.

Programming

See *Announcement Mailbox* on page 22.

Operation

See *Announcement Mailbox* on page 22.

Answer Schedule Override

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 Answering 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.

Related Features

Announcement Mailbox (page 22)

The Override Mailbox can be an Announcement Mailbox.

Call Routing Mailbox (page 49)

The Override Mailbox can be a Call Routing Mailbox.

Subscriber Mailbox (page 168)

The Override Mailbox can be a Subscriber Mailbox.

System Administrator (page 171)

Optionally enable Answer Schedule Override from the System Administrator Mailbox.

Programming

Step 1 Optionally Enable Answer Schedule Override from system programming.

1.1 *8007 - IntraMail Answer Tables: Answer Schedule Override* on page 235.

- Enter **Y** (9) to enable Answer Schedule Override.
- You can also enable Answer Schedule Override from the System Administrator Mailbox. See *Operation* below.
- ✓ By default, Answer Schedule Override is disabled (**N**).

Step 2 Specify the Override Mailbox.

2.1 *8007 - IntraMail Answer Tables: Override Mailbox* on page 235.

- For the selected Answer Table, choose the mailbox to use as the Override Mailbox. The Override Mailbox can be an:
 - Announcement Mailbox number** (000-015)
 - Call Routing Mailbox number** (000-015)
 - Master Mailbox number** (600-607, 700-707)
 - Subscriber Mailbox number** (300-427)
 - UND** (Undefined - entered by pressing **CLEAR**)
- ✓ By default, the Override Mailbox is **UND** (Undefined - entered by pressing **CLEAR**).

Step 3 Optionally enable Answer Schedule Override from the System Administrator Mailbox.

- See *Operation* below.

Answer Schedule Override

Operation

Enabling Answer Schedule Override [Super Display Soft Key] - [Keyset Soft Key]			
Log onto System Administrator's Mailbox.			
SA (72)	Access System Administrator options. [SYS ADMIN] - [N/A]		
	O (6)	Access Answer Schedule Override. [ANS SCHEDULE] - [N/A]	
		1-8	Enter the number of the Answer Table you want to override. • You go to the Answer Schedule Override Menu.
		O (6)	Turn Answer Schedule Override on or off. [ON] - [ON] [OFF] - [OFF]
		C (2)	Select the Override Mailbox. [MAILBOX] - [MBOX]
			Enter the Override Mailbox number. • The Override Mailbox can be an Announcement, Call Routing, Master, or Subscriber Mailbox.
			# Go back to the Answer Schedule Override Menu without entering an Override Mailbox. [EXIT] - [EXIT]
		0	Plays Answer Schedule Override Menu Help message.
		#	Go back to the System Administrator Menu. [EXIT] - [EXIT]
		#	Go back to the System Administrator Menu. [EXIT] - [EXIT]
	#	Go back to the Main Menu. [EXIT] - [EXIT]	
0	Plays Help message.		

2

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 49)

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.

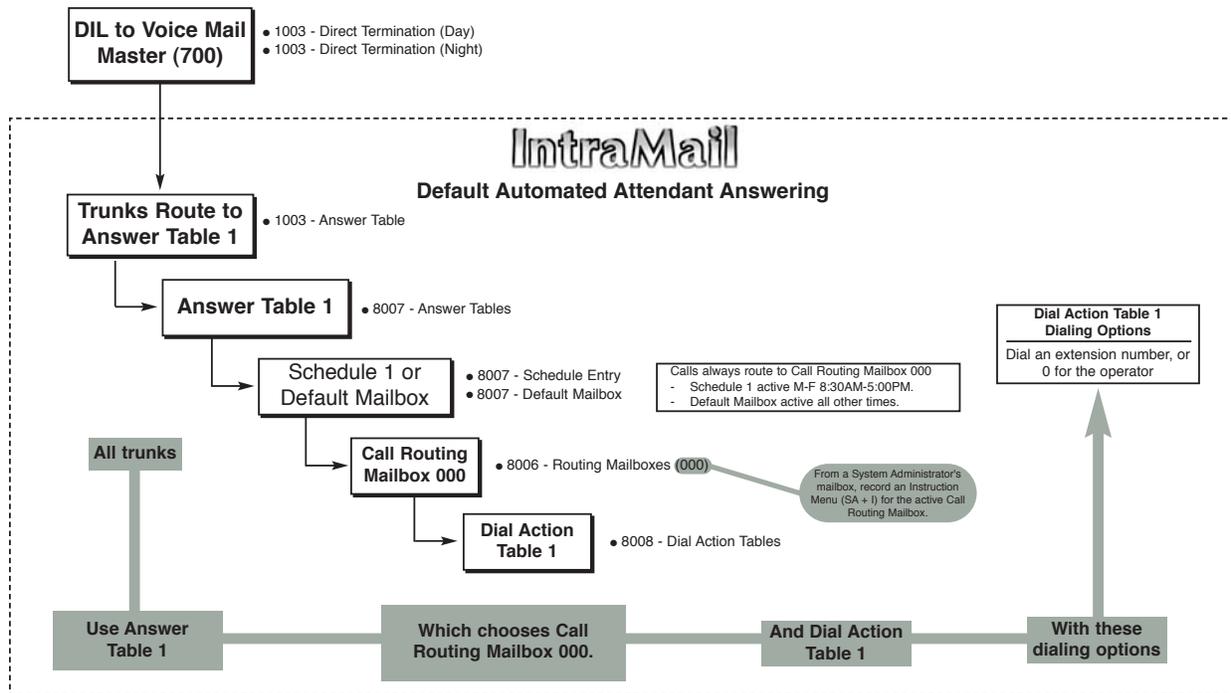
✓ By default, Answer Table 1 has a single schedule that runs Monday through Friday from 8:30AM to 5:00PM. This schedule and the Default Mailbox both use Call Routing Mailbox 000.

■ **Dial Action Table** (page 64)

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

Related Features

Automated Attendant (page 42)

The Answer Table determines how the Automated Attendant answers calls.

Call Routing Mailbox (page 49)

The Call Routing Mailbox provides the dialing instructions (Dial Action Table) and announcements to Automated Attendant Callers.

Dial Action Table (page 64)

The Dial Action Table defines the dialing options for the Call Routing Mailbox chosen by the Answer Table, which in turn provides those options to Automated Attendant callers.

Programming

Step 1 Assign Answer Tables to trunks.

1.1 *1003 - Trunk Options: Answer Table* on page 196.

- Assign an Answer Table (1-8) to each trunk that the Automated Attendant should answer.
- ✓ By default, all trunks are assigned to Answer Table 1.

Step 2 Set up the Automated Attendant to answer trunk calls.

2.1 *1003 - Trunk Options: Direct Termination (Day)* on page 195.

- Enter 700 to have the Automated Attendant answer calls on the trunk during the day.
- ✓ By default, all trunks are set to Key Ring during the day.

2.2 *1003 - Trunk Options: Direct Termination (Night)* on page 195.

- Enter 700 to have the Automated Attendant answer calls on the trunk at night.
- ✓ By default, all trunks are set to Key Ring at night.

Step 3 Select the Answer Table you want to customize.

3.1 *8007 - IntraMail Answer Tables: Answer Table* on page 235.

- Select the Answer Table you want to customize (1-8).

3.2 *8007 - IntraMail Answer Tables: Next Answer Table* on page 236.

- If 10 Answer Schedules within an Answer Table are not sufficient, enter the number of the Answer Table to which you want to link the selected table. IntraMail treats the two linked tables as a single 20 entry Answer Table.
- ✓ By default, Answer Tables are not linked.

3.3 *8007 - IntraMail Answer Tables: Default Mailbox* on page 236.

- Set the mailbox the Answer Table will use if no Answer Schedule is in effect.
- By default, this option is 000 for Answer Table 1 and **UND** (Undefined - entered by pressing **CLEAR**) for all others.

Step 4 Setting up a Type 1 (Day of Week) schedule.

4.1 *8007 - Answer Tables: Schedule Entry* on page 236.

- Select the Schedule Entry you want to customize.

4.2 *8007 - IntraMail Answer Tables: Schedule Type* on page 236.

- Enter 1 to make the Schedule Entry a Day of Week Schedule.
- ✓ By default, Schedule Entry 1 of Answer Table 1 is a Range of Days (Type 2) schedule. All other Schedule Entries are undefined.

4.3 *8007 - IntraMail Answer Tables: Routing Mailbox Number* on page 238.

- Select the Routing Mailbox (000-015) that will answer calls when this Schedule Entry is active.
- You can optionally assign a Subscriber Mailbox for this option. This will route outside callers directly to a subscriber's mailbox so they can leave a message.
- ✓ By default, there are no Type 1 (Day of Week) schedules enabled.

4.4 *8007 - Answer Tables: Day of the Week* on page 238.

- Specify the day of the week the Schedule Entry should be active.
- ✓ By default, there are no Type 1 (Day of Week) schedules enabled.
- 4.5 *8007 - IntraMail Answer Tables: Schedule Start Time* on page 238.
 - Set the time of day the Schedule Entry should start on the day specified.
 - ✓ By default, there are no Type 1 (Day of Week) schedules enabled.
- 4.6 *8007 - IntraMail Answer Tables: Schedule Stop Time* on page 238.
 - Set the time of day the Schedule Entry should stop on the day specified.
 - ✓ By default, there are no Type 1 (Day of Week) schedules enabled.
- 4.7 *8007 - IntraMail Answer Tables: Type 1 (Day of Week) Example* on page 239.
 - Review this example if you need help setting up your Schedule Entry.

Step 5 Setting up a Type 2 (Range of Days) schedule.

- 5.1 *8007 - IntraMail Answer Tables: Schedule Entry* on page 236.
 - Select the Schedule Entry you want to customize.
- 5.2 *8007 - IntraMail Answer Tables: Schedule Type* on page 236.
 - Enter 2 to make the Schedule Entry a Range of Days Schedule.
 - ✓ By default, Schedule Entry 1 of Answer Table 1 is a Range of Days (Type 2) schedule. All other Schedule Entries are undefined.
- 5.3 *8007 - IntraMail Answer Tables: Routing Mailbox Number* on page 240.
 - Select the Routing Mailbox (000-015) that will answer calls when this Schedule Entry is active.
 - You can optionally assign a Subscriber Mailbox for this option. This will route outside callers directly to a subscriber's mailbox so they can leave a message.
 - ✓ By default, Schedule 1 of Answer Table 1 uses Call Routing Mailbox 000. All other schedules are undefined.
- 5.4 *8007 - IntraMail Answer Tables: Schedule Start Day* on page 240.
 - Specify the day of the week the Schedule Entry should become active (start).
 - ✓ By default, Schedule 1 of Answer Table 1 starts on Monday (2). All other schedules are undefined.
- 5.5 *8007 - Answer Tables: Schedule End Day* on page 240.
 - Specify the day of the week the Schedule Entry should become inactive (stop).
 - ✓ By default, Schedule 1 of Answer Table 1 ends on Friday (6). All other schedules are undefined.
- 5.6 *8007 - IntraMail Answer Tables: Schedule Start Time* on page 241.
 - Set the time of day the Schedule Entry should start on the day specified.
 - ✓ By default, Schedule 1 of Answer Table 1 starts at 8:30AM (08:30). All other schedules are undefined.
- 5.7 *8007 - Answer Tables: Schedule Stop Time* on page 241.
 - Set the time of day the Schedule Entry should stop on the day specified.
 - ✓ By default, Schedule 1 of Answer Table 1 ends at 5:00PM (17:00). All other schedules are undefined.
- 5.8 *8007 - Answer Tables: Type 2 (Range of Days) Example* on page 241.
 - Review this example if you need help setting up your Schedule Entry.

Step 6 Setting up a Type 3 (Date) schedule.

- 6.1 *8007 - IntraMail Answer Tables: Schedule Entry* on page 236.
 - Select the Schedule Entry you want to customize.
- 6.2 *8007 - IntraMail Answer Tables: Schedule Type* on page 236.
 - Enter 3 to make the Schedule Entry a Date Schedule.
 - ✓ By default, Schedule Entry 1 of Answer Table 1 is a Range of Days (Type 2) schedule. All other Schedule Entries are undefined.
- 6.3 *8007 - IntraMail Answer Tables: Routing Mailbox Number* on page 242.
 - Select the Routing Mailbox (000-015) that will answer calls when this Schedule Entry is active.
 - You can optionally assign a Subscriber Mailbox for this option. This will route outside callers directly to a subscriber's mailbox so they can leave a message.

Answer Tables

- ✓ By default, there are no Type 3 (Date) schedules defined.
- 6.4 8007 - *IntraMail Answer Tables: Schedule Run Date* on page 242.
 - Specify the date on which the Schedule Entry should become active (start).
- ✓ By default, there are no Type 3 (Date) schedules defined.
- 6.5 8007 - *IntraMail Answer Tables: Schedule Start Time* on page 242.
 - Set the time of day the Schedule Entry should start on the date specified.
- ✓ By default, there are no Type 3 (Date) schedules defined.
- 6.6 8007 - *Answer Tables: Schedule Stop Time* on page 243.
 - Set the time of day the Schedule Entry should stop on the date specified.
- ✓ By default, there are no Type 3 (Date) schedules defined.
- 6.7 8007 - *Answer Tables: Type 3 (Date) Example* on page 244.
 - Review this example if you need help setting up your Schedule Entry.

Operation

N/A

Description

Software Note:

Operation is enhanced in software version 03.20.07 or higher when Call Screening is enabled.

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.

Related Features

Subscriber Mailbox (page 168)

Subscriber Mailbox users can take advantage of Answering Machine Emulation.

Programming

No additional programming required.

Operation

Personal Answering Machine Emulation (All Versions when Call Screening is Disabled)
To enable Personal Answering Machine Emulation: <ol style="list-style-type: none">1. Press ICM and dial *37.2. Dial 2 to have AME pick up all calls. OR Dial 8 to have AME pick up just outside calls.
To cancel Personal Answering Machine Emulation: <ol style="list-style-type: none">1. Press ICM and dial *30.
When Personal Answering Machine Emulation broadcasts your caller's voice, you can: <ul style="list-style-type: none">■ Do nothing to have the caller's message automatically recorded in your mailbox.■ Press SPK or lift the handset to intercept the call.■ Press MW to stop the broadcast and send the call directly to your mailbox.

Answering Machine Emulation

Personal Answering Machine Emulation (03.20.07 or Higher when Call Screening is Enabled) [Super Display Soft Key] - [Keyset Soft Key]	
When Personal Answering Machine Emulation broadcasts your caller's voice, you can:	
<ul style="list-style-type: none"> ■ While you are listening to the broadcast, SPK flashes and MW lights steadily on. 	
1.	Do nothing to have the caller's voice automatically recorded in your mailbox. OR
1.	Press SPK or lift the handset to intercept the call. (If you extension is in the headset mode, you can only press SPK). OR
1.	Press MW to switch to the Call Screening mode.
After switching to the Call Screening mode	
To intercept the call (and stop recording the message):	
1.	Press flashing MW key. [ANSWER] - [ANSW]
To hear your caller's message as it is recorded in your mailbox:	
1.	[SCREEN] - [SCRN]
To intercept the call (and stop recording the message):	
1.	Press SPK , lift the handset, or press MW . [ANSWER] - [ANSW]
To continue listening to your caller's message as it is being recorded:	
1.	Do nothing.
To exit Call Screening and allow the message to continue recording in private:	
1.	N/A [EXIT] - [EXIT]
To use another feature or process another call:	
1.	Press any other feature key.
To exit Call Screening and allow the message to continue being recorded in private:	
1.	N/A [EXIT] - [EXIT]
To use another feature or process another call:	
1.	Lift the handset, press SPK , or press any other feature key. <ul style="list-style-type: none"> ■ Call Screening is only functional while the telephone is on-hook.

Auto Attendant Do Not Disturb

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.

Related Features

Call Forward to a Mailbox (page 47)

If a subscriber has their calls forwarded immediately to their mailbox, Auto Attendant Do Not Disturb is not necessary (i.e., the operations are redundant).

Greeting (page 94)

A subscriber does not have to have their greeting recorded to activate Auto Attendant Do Not Disturb.

Programming

Step 1 Enable Auto Attendant Do Not Disturb From Your Subscriber Mailbox.

1.1 See *Operation* below.

Step 2 Optionally enable Auto Attendant Do Not Disturb from System Programming.

2.1 1808 - IntraMail Subscriber Mailbox Options: Auto Attendant Do Not Disturb on page 204.

- Enter **Y** (9) to enable Auto Attendant Do Not Disturb.

✓ By default, this option is disabled (N).

2

Auto Attendant Do Not Disturb

Operation

Setting Up Auto Attendant Do Not Disturb and Recording a Greeting (Prior to software version 03.20.07) [Super Display Soft Key] - [Keyset Soft Key]				
Log onto Subscriber Mailbox.				
G (4)	Access the Mailbox Greeting options. [GREETING] - [GREET]			
	IntraMail plays a summary of your current settings.			
	L (5)	Listen to the active greeting (if recorded). [LISTEN] - [LSTN]		
		#	Exit listen mode.	
	O (6)	Turn Auto Attendant Do Not Disturb off or on. [DND ON] - [N/A] [DND OFF] - [N/A]		
	R (7)	Record a new greeting (if not recorded), or rerecord the current greeting. [RECORD] - [REC]		
		Record at the tone, then press # when done.		
		*	Pause or restart recording. [RESUME] - [RESUME] [PAUSE] - [PAUSE]	
		E (3)	Erase the greeting. [CANCEL] - [CNCL]	
		#	End the recording. [DONE] - [DONE]	
	E (3)	Erase the currently recorded greeting (if any). [ERASE] - [ERASE]		
		#	Go back to mailbox Main Menu. [EXIT] - [EXIT]	
	0	Plays Help message.		

Auto Attendant Do Not Disturb

Recording a Multiple Greeting and Setting Up Auto Attendant Do Not Disturb (Software 03.20.07 or higher) [Super Display Soft Key] - [Keyset Soft Key]			
Log onto Subscriber Mailbox.			
G (4)	Access the Mailbox Greeting options. [GREETING] - [GREET] IntraMail does the following: <ul style="list-style-type: none"> • Plays a summary of your current settings. • Displays the status of your active Greeting (1-3). [GREETING n: RECORDED] - [GREETING n: RECORDED], or [GREETING n: NOT REC] - [GREETING n: NOT REC] • Shows the Auto Attendant Do Not Disturb status. [AUTO-ATT DND:OFF] - [N/A], or [AUTO-ATT DND:ON] - [N/A] • Provides soft keys for each of the 3 greetings. [GREETING 1] - [GR1] [GREETING 2] - [GR2] [GREETING 3] - [GR3] 		
Select a Greeting (which also makes it active).			
			(1) [GREETING 1] - [GR1] (2) [GREETING 2] - [GR2] (3) [GREETING 3] - [GR3]
		L (5)	Listen to the active greeting (if recorded). [LISTEN] - [LSTN]
		R (7)	Record a new greeting (if not recorded), or rerecord the current greeting. [RECORD] - [REC]
Record at the tone, then press # when done.			
			*
			Pause or restart recording. [RESUME] - [RESUME] [PAUSE] - [PAUSE]
			E (3)
			Erase the greeting. [CANCEL] - [CNCL]
			#
			End the recording. [DONE] - [DONE]
			Erase the currently recorded greeting (if any). [ERASE] - [ERASE]
		#	Go back to the Mailbox Greeting options. [EXIT] - [EXIT]
Change Auto Attendant Do Not Disturb.			
		O (6)	Turn Auto Attendant Do Not Disturb off or on. [DND ON] - [N/A] [DND OFF] - [N/A]
	#		Go back to mailbox Main Menu. [EXIT] - [EXIT]
	0		Plays Help message.



Auto Erase or Save

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 use 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.

Related Features

N/A

Programming

Step 1 To set up Auto Erase or Save for a Subscriber Mailbox:

- 1.1 *1808 - IntraMail Subscriber Mailbox Options: Auto Erase/Save of Messages* on page 203.
 - Select **S** (7) to save the message; **E** (3) to erase the message.
 - ✓ By default, the Subscriber Mailbox will save (**S**) the message.

Operation

N/A

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.

Related Features

Mailbox Options Menu (page 116)

Auto Time Stamp is available on the Mailbox Options Menu.

Time and Date (page 175)

IntraMail uses the DS1000/2000 Time and Date.

Time and Date Stamp (page 176)

An extension can listen to a message and dial a code to hear the time the message was sent.

Programming

Step 1 Enable Auto Time Stamp from your Subscriber Mailbox.

1.1 See *Operation* below.

Step 2 Optionally Enable Auto Time Stamp from System Programming.

2.1 *1808 - IntraMail Subscriber Mailbox Options: Auto Time Stamp* on page 205.

- Enter **Y** (9) to enable Auto Time Stamp.

✓ By default, Auto Time Stamp is disabled (**N**).

Operation

Turning Auto Time Stamp On or Off [Super Display Soft Key] - [Keyset Soft Key]			
Log onto Subscriber Mailbox.			
OP (67)	Access the Mailbox Options Menu. [MBOX OPTS] - [N/A]		
	AT (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.	
		O (6)	Turn Auto Time Stamp on or off. [ON] - [ON] [OFF] - [OFF]
		#	Go back to the Mailbox Options Menu. [EXIT] - [EXIT]
		0	Plays Help message.

Automated Attendant

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 30)

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 49)

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.

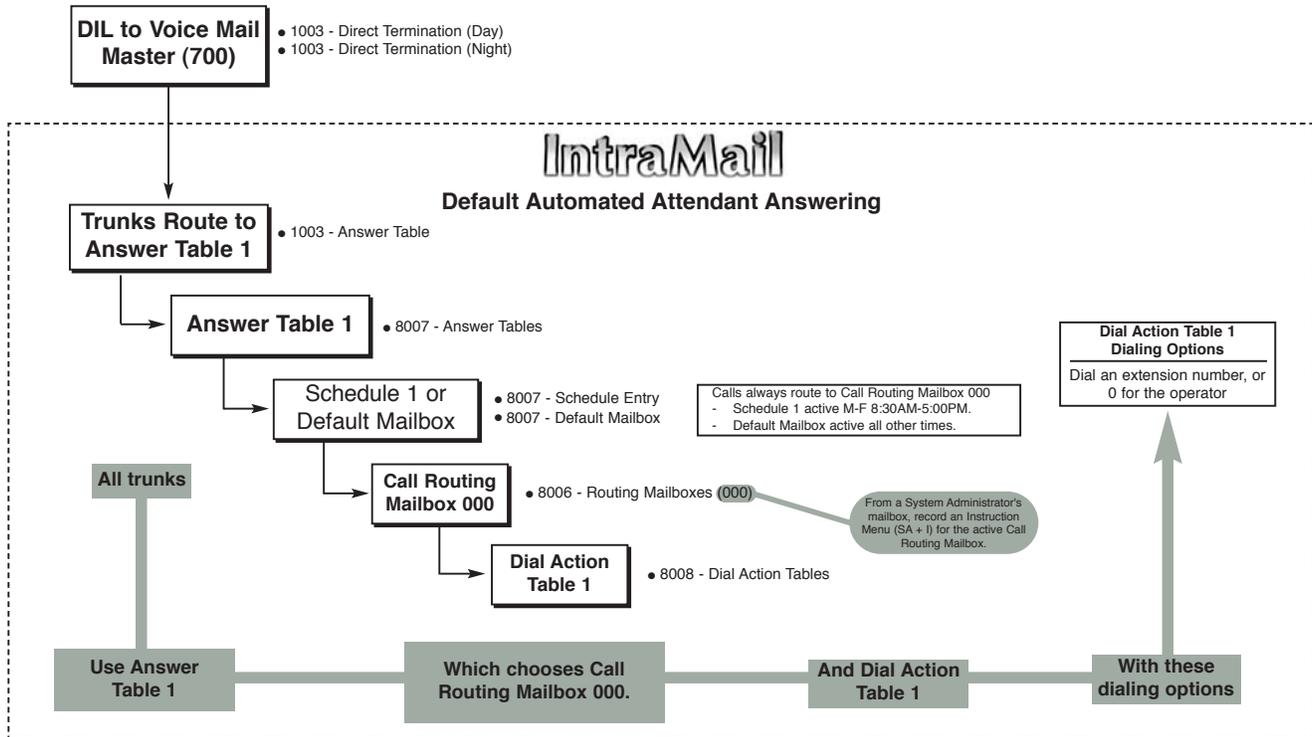
 - ✓ By default, Answer Table 1 has a single schedule that runs Monday through Friday from 8:30AM to 5:00PM. This schedule and the Default Mailbox both use Call Routing Mailbox 000.
- **Dial Action Table** (page 64)

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.



2

Related Features

Answer Tables (page 30)

Determines how the Automated Attendant answers outside calls on each trunk.

Call Routing Mailbox (page 49)

The mailbox associated with an Answer Table that specifies the dialing options (Dial Action Table) and Instruction Menu that announcements are available to Automated Attendant callers.

Dial Action Table (page 64)

Defines the dialing options for the Call Routing Mailbox chosen by the active Answer Table.

Fax Detection (page 86)

The Automated Attendant can route outside calls to the company fax machine.

Multiple Company Greetings (page 147)

One IntraMail system can provide individual greetings and dialing options for several companies.

Programming

Step 1 Assign Answer Tables to trunks.

1.1 1003 - Trunk Options: Answer Table on page 196.

- Assign an Answer Table (1-8) to each trunk that the Automated Attendant should answer.
- ✓ By default, all trunks are assigned to Answer Table 1.

Step 2 Set up the Automated Attendant to answer trunk calls.

2.1 1003 - Trunk Options: Direct Termination (Day) on page 195.

- Enter 700 to have the Automated Attendant answer calls on the trunk during the day.
- ✓ By default, all trunks are set to Key Ring during the day.

Automated Attendant

- 2.2 *1003 - Trunk Options: Direct Termination (Night)* on page 195.
- Enter 700 to have the Automated Attendant answer calls on the trunk at night.
- ✓ By default, all trunks are set to Key Ring at night.
-

Step 3 Set up the Answer Tables.

- 3.1 Turn to *Answer Tables* on page 30 for more.
- ✓ By default, all trunks use Answer Table 1. Answer Schedule 1 is active and runs continuously.
-

Step 4 Set up the Call Routing Mailboxes.

- 4.1 Turn to *Call Routing Mailbox* on page 49 for more.
- ✓ The active schedule (Answer Table 1, Answer Schedule 1) uses Call Routing Mailbox 000.
-

Step 5 Set up the Dial Action Tables.

- 5.1 Turn to *Dial Action Table* on page 64 for more.
- ✓ By default, Call Routing Mailbox 000 uses Dial Action Table 1.
-

Step 6 Set the maximum message length for Automated Attendant callers leaving a message in a mailbox.

- 6.1 *1808 - IntraMail Subscriber Mailbox Options: Subscriber Message Length* on page 213.
- This sets the maximum message length (**1-4095** seconds) for outside Automated Attendant callers accessing a mailbox via a LOGON or GOTO command.
- ✓ The default setting is 120 seconds.
- 6.2 *1808 - IntraMail Subscriber Mailbox Options: Non-Subscriber Message Length* on page 213.
- This sets the maximum message length (**1-4095** seconds) for outside Automated Attendant callers leaving a message in a Subscriber Mailboxes.
- ✓ The default setting is 120 seconds.
-

Operation

Using the Automated Attendant
For the outside caller: <ol style="list-style-type: none">1. After Automated Attendant answers, the voice prompts will instruct you on which digits to dial.

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.

Related Features

Automated Attendant (page 42)

The Automated Attendant can automatically answer the telephone system's incoming calls, play an Instruction Menu message, and provide dialing options to callers.

Programming

No additional programming required.

Operation

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

Automatic Routing for Rotary Dial Callers

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.

Related Features

Guest Mailbox (page 101)

Consider routing rotary dial callers to a Guest Mailbox to collect messages.

Programming

Step 1 Program the Dial Action Table TIMEOUT function.

1.1 *8008 - IntraMail Dial Action Tables* on page 246.

- Since rotary dial callers can't dial DTMF digits, the TIMEOUT function provides routing.
- ✓ By default, TIMEOUT is an Unscreened Transfer (UTRF) to the operator (300).

Operation

N/A

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).

Call Forwarding a Subscriber's Direct Inward Line to their Mailbox

The following table describes how IntraMail handles a subscriber's Direct Inward Line when it is Call Forwarded to their mailbox. The routing occurs when the caller dials a digit while listening to the recorded or default mailbox greeting.

Dialing Options while Listening to a Subscriber Mailbox Greeting			
1808-Next Call Routing Mailbox	1808 - Dialing Option	Digit Dialed	Action
Undefined	No	0	Caller hears, "That is an invalid entry," and the greeting repeats.
		1-9	
		#	IntraMail hangs up.
		*	Caller skips greeting and can immediately start recording.
0-15 (valid Call Routing Mailbox)	No	0	Caller follows 0 action in Next Call Routing Mailbox.
		1-9	Caller hears, "That is an invalid entry," the greeting repeats, and the caller is asked to leave a message.
		#	Caller routes to the Next Call Routing Mailbox and hears its Instruction Menu.
		*	Caller skips greeting and can immediately start recording.
0-15 (valid Call Routing Mailbox)	Yes	0	Caller follows key's action in Next Call Routing Mailbox.
		1-9	
		#	Caller routes to the Next Call Routing Mailbox and hears its Instruction Menu.
		*	Caller skips greeting and can immediately start recording.

2

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.

Call Forward to a Mailbox

Related Features

Auto Attendant Do Not Disturb (page 37)

When enabled, Auto Attendant Do Not Disturb automatically sends all calls from the Automated Attendant to the subscriber's mailbox.

Extension Hunting to Voice Mail (page 79)

Extension Hunting to Voice Mail automatically sends calls to an extension's mailbox without the user having to set up Call Forwarding.

Message Forward (page 129)

A subscriber can forward a message in their Subscriber Mailbox to a co-worker.

Next Call Routing Mailbox (page 148)

The setting of the Next Call Routing Mailbox and Dialing Option options determine the digits a caller can dial while listening to the recorded or default mailbox greeting.

Programming

Step 1 Set how long an unanswered call will ring before forwarding.

1.1 0403 - Call Forward Ring No Answer

- For type 2 (Not Answered) and type 6 (Busy or Not Answered) forwarding, an unanswered call will forward after this interval.
- This timer applies to transferred trunk calls, Direct Inward Lines, and Intercom calls.
- ✓ By default, this interval is 10 seconds.

1.2 For more on timers that may affect Call Forwarding, see the *DS1000/2000 Software Manual*.

Operation

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 Answer¹
4 = Call Forwarding Immediate
6 = Call Forwarding No Answer¹
4. Press **MW**.
5. Dial **2** to forward all calls.
OR
Dial **8** to forward just outside calls.

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

Description

Software Note:

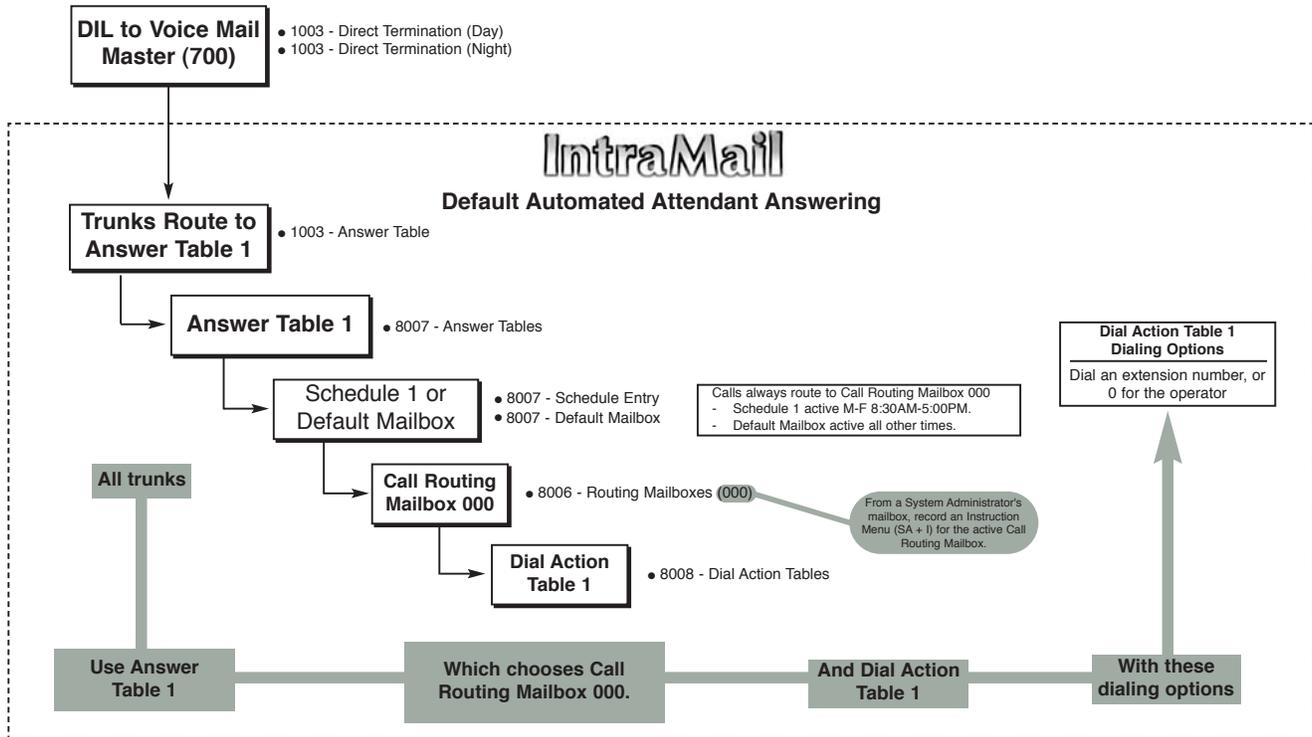
- Routing Mailbox programming is simplified in software version 03.20.07 or higher.

The Call Routing Mailbox, associated with an Answer Table, specifies which dialing options (Dial Action Table) and announcements are available to Automated Attendant callers. IntraMail provides up to 16 Call Routing Mailboxes. 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 30)
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 64)
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.



Related Features

Answer Tables (page 30)

- The Call Routing Mailbox associates a specific set of dialing options (Dial Action Table) with an Answer Table.

Automated Attendant (page 42)

The Automated Attendant can automatically answer the telephone system's incoming calls, play an Instruction Menu message, and provide dialing options to callers.

Call Routing Mailbox (page 49)

The Call Routing Mailbox provides the dialing instructions (Dial Action Table) and announcements to Automated Attendant Callers.

Dial Action Table (page 64)

Defines the dialing options for the Call Routing Mailbox chosen by the active Answer Table.

Master Mailbox (page 122)

Master Mailboxes can provide an additional 16 Call Routing Mailboxes.

System Administrator (page 171)

The System Administrator can record the Instruction Menu for a Call Routing Mailbox. See *Operation* below.

Programming

Step 1 Set up the Call Routing Mailbox.

- 1.1 8006 - IntraMail Routing Mailboxes: Mailbox Number on page 227.
 - Select the Routing Mailbox (000-015) you want to program.
 - ✓ By default, Call Routing Mailboxes are 000-007.
- 1.2 8006 - IntraMail Routing Mailboxes: Mailbox Type on page 227.
 - Enter **1** to make the selected mailbox a Call Routing Mailbox.

Call Routing Mailbox

- ✓ By default, Call Routing Mailboxes are 000-007.
- 1.3 8006 - *IntraMail Routing Mailboxes: Mailbox Active* on page 227.
 - Enter **Y** (9) to make the mailbox active.
 - ✓ By default, all Routing Mailboxes are active.

Step 2 To record an Instruction Menu for the Call Routing Mailbox:

- 2.1 See *Operation* below.
 - ✓ The default Instruction Menu is: *If you are calling from a touch tone phone . . .*

Step 3 To assign which Dial Action Table will provide dialing options for this Call routing Mailbox:

- 3.1 8006 - *IntraMail Routing Mailboxes: Dial Action Table* on page 228.
 - Enter the Dial Action Table (e.g., 1) that will provide the dialing options.
 - ✓ By default, all Call Routing Mailboxes use Dial Action Table 1.

Step 4 To change the amount of time Automated Attendant callers have to dial options:

- 4.1 *Automated Attendant* on page 42 for more.
- 4.2 8006 - *IntraMail Routing Mailboxes: Time Limit for Dialing Commands* on page 228.
 - Enter the new timeout duration (0-99 seconds).
 - ✓ By default, Automated Attendant callers have 5 seconds to dial commands.
- 4.3 If the caller waits too long to dial:
 - When the associated Dial Action Table has a Timeout action programmed, the caller routes to that destination.
 - When the associated Dial Action Table does not have a Timeout action programmed, the Instruction Menu repeats 3 times and then IntraMail hangs up.

Step 5 To set the Maximum Length of Instruction Menus:

- 5.1 8004 - *IntraMail System Options: Non-Subscriber Message Length* on page 213.
- 5.2
 - This sets the maximum message length (**1-4095** seconds) for Instruction Menus.
 - ✓ The default setting is **120** seconds.

2

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.			
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.		

Description

Software Note:

Call Screening requires software version 03.20.07 or higher and IntraMail voice prompts version 1.2.

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.

Related Features

Answering Machine Emulation (page 35)

In software versions 03.21.07 and higher, the operation of Answering Machine Emulation is changed to match the operation of Call Screening.

Group Mailbox (page 98)

Any number of extensions in the group can screen an incoming message.

Message Waiting Lamp (page 146)

With the introduction of Call Screening in software versions 03.20.07 and higher, only the Ring/Message Lamp flashes for new messages. The **MW** LED is used for Call Screening only.

Call Screening

Programming

Step 1 To enable Call Screening in an extension's Class of Service:

- 1.1 *0101 - Call Screening* on page 190
 - Enter Y (9) to enable this option.
 - ✓ By default, this option is disabled.
- 1.2 *1801 - Extension Class of Service Assignment*
 - Assign an extension's Class of Service.
 - ✓ By default, the attendant (extension 300) has Class of Service 1. All other extensions have Class of Service 2.

Operation

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

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



Caller ID

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.

Related Features

Make Call (page 120)

An extension user can listen to a voice message and dial a code to return the call without knowing the caller's phone number. Make call to an outside telephone number requires Caller ID.

Screened Transfer (page 161)

Screened Transfers from the Automated Attendant provide Caller ID data only after the user answers the call.

Unscreened Transfer (page 180)

Unscreened Transfers from the Automated Attendant provide Caller ID data while the call is ringing.

Programming

**Be sure the telephone system is configured to pass
Caller ID to the IntraMail voice mail ports.**

No additional programming is required to enable Caller ID in IntraMail. Following is a list of the basic Caller ID programs.

Step 1 Be sure the telco provides Caller ID to the connected telephone system.

Step 2 Check your telephone system programming to be sure the telephone system is set up to receive Caller ID and pass it to the IntraMail voice mail ports.

2.1 1001 - Caller ID

- For each trunk that should receive Caller ID, enter 1 (for DSP).
 - Is DS2000, DSP Caller ID requires 4ATRU PCB P/N 80010B or 8ATRU PCB P/N 80011B or higher.
 - If your DS2000 is using older PCBs with Caller ID daughter boards, enter 2 (for daughter board) for this option.
- ✓ By default, Caller ID is not enabled for trunks.

2.2 1001 - Voice Mail Caller ID

- Enter Y (9) to enable this option.
- ✓ By default, this option is enabled for all trunks.

Step 3 Set up your basic Caller ID Logging programming.

3.1 1302 - Caller ID Outbound Line/Group

- Specify the trunk (1-6 in DS1000, 1-64 in DS2000) or trunk group (90-98) that the system will use when redialing Caller ID calls.
- ✓ By default, there is no outbound route specified.

3.2 Check the *Caller ID Logging* feature in the telephone system *Software Manual* for additional programming that may be required.

Operation

N/A

Description

See *Make Call* on page 120.

Related Features

See *Make Call* on page 120.

Programming

See *Make Call* on page 120.

Operation

See *Make Call* on page 120.

Calling the Automated Attendant

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 45)
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 148)
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).

Related Features

Refer to the features referenced in *Description* above.

Programming

Refer to the features referenced in *Description* above.

Operation

Refer to the features referenced in *Description* above.

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.

Related Features

Dial Action Table (page 64)

Centrex Transfer uses the active Dial Action Table to route transfer an Automated Attendant caller back to the telco using the same Centrex trunk.

External Transfer (page 84)

External Transfer allows an Automated Attendant caller to automatically route to an outside telephone number.

Programming

Step 1 Assign a Dial Action Table to each active Call Routing Mailbox.

1.1 8006 - IntraMail Routing Mailboxes: Dial Action Table on page 228.

- The Call Routing Mailbox uses the Dial Action Table assignment to provide dialing options to callers.
- ✓ The default Call Routing Mailboxes (000-007) use Dial Action Table 1.

Step 2 For an available key, set up a UTRF Dial Action Table option for Centrex Transfer.

2.1 8008 - IntraMail Dial Action Tables: UTRF Action - Unscreened Transfer (2) on page 247.

- The corresponding *Number* option should be # followed by the System Speed Dial bin, followed by a pause. (The pause gives the system time to dial the stored number.)
- Press **MIC** to enter a *Pause*.
- For example, to have Centrex Transfer dial System Speed Dial bin 200, enter #200P (entered by pressing **MIC**).
- ✓ This capability is not assigned by default.

Step 3 Program the System Speed Dial bin for Centrex Transfer.

3.1 1101 - System Speed Dial Numbers or #77 User Programmable Feature.

- The stored number should flash the Centrex trunk and dial the number required to initiate the transfer
- The stored number should be in the format **FXXX** (*Flash + Number*), and contain the complete dial string required to process a Centrex Transfer.
 - Press **FLASH** to enter a *Flash*.
 - *Number* is the number you want the system to dial into the Centrex to initiate the transfer.
- Refer to the *DS1000/2000 Software Manual* for more.
- ✓ There are no System Speed Dial numbers stored by default.

Centrex Transfer

Step 4 Set the Flash timer for compatibility with the connected Centrex trunks.

4.1 0402 - PBX/Centrex Flash

- Set the flash interval for compatibility with the connected Centrex.
- ✓ By default, this timer is **800** mS.

Step 5 Set the Pause timer for compatibility with the Centrex Transfer feature.

5.1 0401 - Dialing Pause

- Set the pause interval for compatibility with the Centrex Transfer feature.
- Normally, you can leave this timer at its default setting.
- ✓ By default, this timer is **1** second.

Operation

Operation is automatic once set up in programming.

Description

Software Note:

Conversation Record for a co-worker's mailbox requires software version 03.20.07 or higher.

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.

2

Conversation Record Key for a Co-worker's Mailbox

Software version 03.20.07 or higher provides 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.

Related Features

Subscriber Mailbox (page 168)

Conversation Record is only available to subscriber extensions.

Programming

Step 1 In DS1000/2000 programming, enable Conversation Record in the extension's Class of Service.

- 1.1 In *0101 - Conversation Record* on page 190, enable Conversation Record.
 - Enable (Y) Conversation Record in the extension's Class of Service.
 - ✓ By default, Conversation Record is disabled (N).
- 1.2 *1801 - Extension Class of Service Assignment*
 - Assign an extension's Class of Service.
 - ✓ By default, the attendant (extension 300) has Class of Service 1. All other extensions have Class of Service 2.

Step 2 In DS1000/2000 programming, assign a Conversation Record key.

- 2.1 In *1701 - Voice Mail Record Key*, assign a keyset programmable key as a record key.
 - Prior to 03.20.07: Enter Voice Mail Record Key code **17**.

Conversation Record

- 03.20.07 or higher: Enter Voice Mail Record Key code 17 + the mailbox number.
 - The mailbox number can be your own, a co-worker's, or any valid Subscriber Mailbox.
- You can optionally use the RECORD soft key instead.
- ✓ By default, a keyset does not have a Voice Mail Record Key.

Step 3 Enable the Conversation Record Beep and Warning.

- 3.1 *1808 - IntraMail Subscriber Mailbox Options: Recording Conversation Beep* on page 204.
- If enabled (**Y**), all parties on a call being recorded will hear the voice prompt *Recording* followed by a beep when the extension user initiates Conversation Record. If disabled (**N**), the voice prompt and beep will not occur.
 - ***Disabling this option may be interpreted as an invasion of privacy.***
 - ✓ By default, this option is enabled (**Y**).

Step 4 Set the maximum length of recorded conversations.

- 4.1 *8004: IntraMail System Options: Subscriber Message Length* on page 213.
- The length of a recorded conversation is 10 times this interval.
 - The range for this option is **1-4095** seconds.
 - Since the Conversation Record time cannot exceed 4095 seconds, any settings in this option larger than 409 have no effect on the length of recorded conversations.
 - ✓ By default, this option is **120** seconds. This means the default length of recorded conversations is 1200 seconds (20 minutes).

Operation

Conversation Record [Super Display Soft Key] - [Keyset Soft Key]	
To record your active call in your mailbox: <ul style="list-style-type: none">■ Only one party on a call can use Conversation Record at any one time. This includes Intercom calls and Conference calls.	
1. Press your Voice Mail Record key or RECORD soft key. <ul style="list-style-type: none">■ 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">- <u>Prior to 03.20.07</u>: CONFERENCE- <u>03.20.07 or higher</u>: RECORDING MAILBOX XXX (where XXX is the number of the mailbox into which the conversation is recording)■ 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.	
To turn conversation record off:	
1. Press MW. <ul style="list-style-type: none">■ Recording stops.■ There are no options available while recording (such as pause, resume, and exit).	

Setting Up Conversation Record for a Co-worker’s Mailbox User-Programmable Feature	
To set up a Conversation Record key for a co-worker’s mailbox:	
1.	While your telephone is idle, dial #KP .
2.	Press the key you want to program + HOLD .
3.	Dial 17.
4.	Enter the mailbox number or 0 for your own mailbox.
5.	Press + HOLD + CONF + SPK 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 30)

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 49)

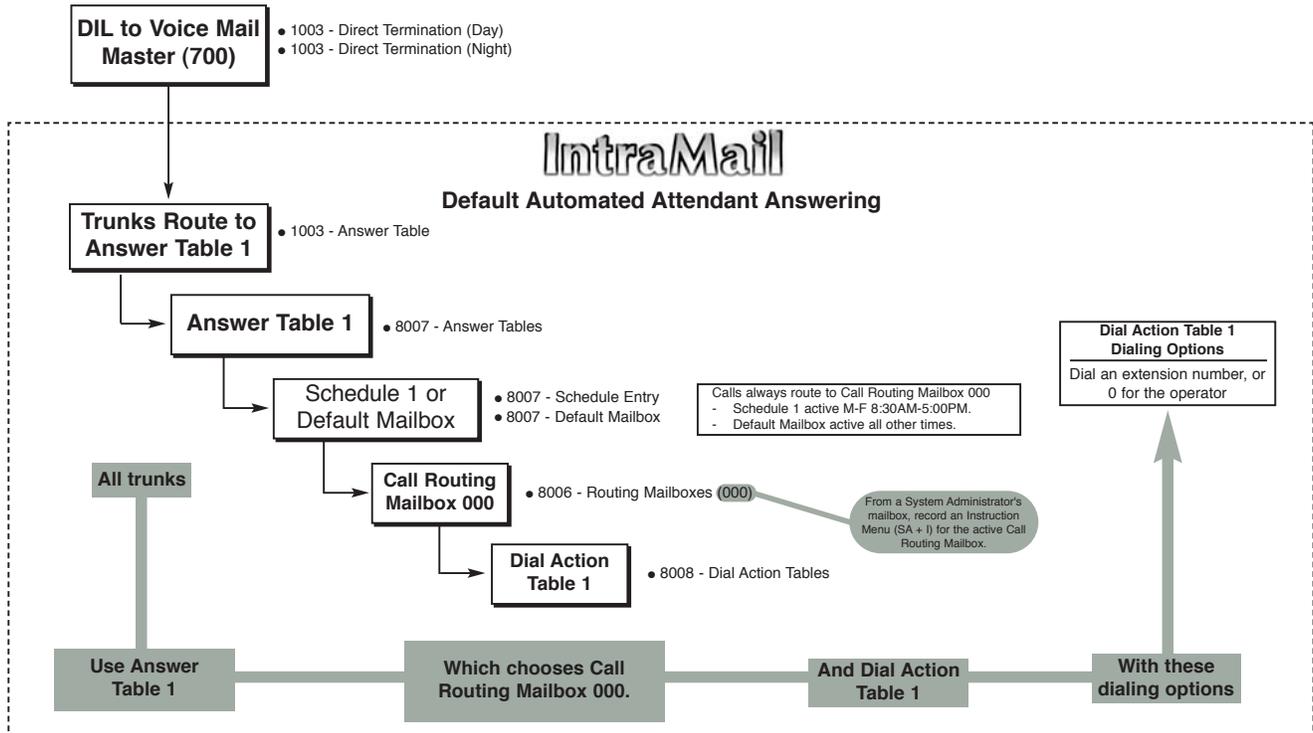
A Call Routing Mailbox is a mailbox associated with an individual Answer Table schedule or the Default Mailbox. It specifies which dialing options (Dial Action Table) are available to callers. It also provides the Instruction Menu to callers which typically greets the callers and describes the dialing 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	For more, see:
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.	Screened Transfer (page 161)	Page 247
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.	Unscreened Transfer (page 180)	Page 247
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.	Quick Message (page 156)	Page 248
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.	Quick Message (page 156)	Page 248
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.	Log Onto Voice Mail (page 112)	Page 248
Hang Up	<u>Hang Up (6)</u> IntraMail says "Goodbye" and hangs up.	Hang Up (page 104)	Page 249
GOTO	<u>Go to a Mailbox, (7)</u> Allows an Automated Attendant caller to route to another mailbox.	Go To A Mailbox (page 92)	Page 249
UND	<u>Undefined Routing (0)</u> This action provides no routing.	N/A	Page 249

2

Related Features

Automated Attendant (page 42)

The Automated Attendant can automatically answer the telephone system's incoming calls, play an Instruction Menu message, and provide dialing options to callers.

Answer Tables (page 30)

Determines how the Automated Attendant answers outside calls on each trunk.

Call Routing Mailbox (page 49)

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

Programming

Step 1 Assign a Dial Action Table to each active Call Routing Mailbox.

- 1.1 8006 - *IntraMail Routing Mailboxes: Dial Action Table* on page 228.
- The Call Routing Mailbox uses the Dial Action Table assignment to provide dialing options to callers.
 - ✓ The default Call Routing Mailboxes (000-007) use Dial Action Table 1.

Step 2 Customize the Dial Action Table options.

- 2.1 Turn to 8008 - *IntraMail Dial Action Tables* on page 246 for a description of all the Dial Action Table options and the features to which they apply.
- ✓ The default Dial Action Table dialing options are:

Dial Action Table Default Settings		
Key	Dial Action Table 1	Dial Action Tables 2-16
0	UTRF to 300 (Unscreened Transfer to operator)	UND (Undefined)
1	UND (Undefined)	UND (Undefined)
2	UND (Undefined)	UND (Undefined)
3	UTRF to XXX (Unscreened Transfer to user-dialed extension)	UND (Undefined)
4	UTRF to XXX (Unscreened Transfer to user-dialed extension)	UND (Undefined)
5	UND (Undefined)	UND (Undefined)
6	UND (Undefined)	UND (Undefined)
7	UND (Undefined)	UND (Undefined)
8	UND (Undefined)	UND (Undefined)
9	HNGUP (Hangup)	UND (Undefined)
*	REC1 to IXXX (Quick Message with Greeting to user-dialed extension)	UND (Undefined)
#	LOGON to IXXX (Logon to user-dialed mailbox)	UND (Undefined)
Timeout	UTRF to 300 (Unscreened Transfer to operator)	UND (Undefined)

Step 3 Set how long Automated Attendant caller have to dial commands.

- 3.1 8006 - *IntraMail Routing Mailboxes: Time Limit for Dialing Commands* on page 228.
- Enter the *Time Limit for Dialing Commands* interval (0-5 seconds).
 - ✓ By default, the interval is 5 seconds.

- If the caller waits too long to dial:
 - When the associated Dial Action Table has a Timeout action programmed, the caller routes to that destination.
 - When the associated Dial Action Table does not have a Timeout action programmed, the Instruction Menu repeats 3 times and then IntraMail hangs up.

Step 4 Set the extension called when the a voice mail port dials 0. This doesn't work and may not apply to IntraMail.

4.1 *8002 - Voice Mail Port Options (Part 1): Operator* on page 210.

- Enter the operator's extension number (**300-333** in DS1000, **300-427** in DS2000).
- By default, this entry is **300**.

Operation

N/A

2

Directory Dialing

Description

Software Note:

Directory Dialing requires software version 03.20.07 or higher and IntraMail voice prompts version 1.2..

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. See *Using a Routing Mailbox for Directory Dialing* below or *Using a Master Mailbox for Directory Dialing* on page 71 for more.

Related Features

Directory Dialing Mailbox (page 76)

A Directory Dialing Mailbox is the type of mailbox required to implement Directory Dialing.

System Administrator (page 171)

Only the System Administrator can record the Directory Dialing Message.

Programming

Using a Routing Mailbox for Directory Dialing

Step 1 Set up the Directory Dialing Mailbox.

- 1.1 *8006 - IntraMail Routing Mailboxes: Mailbox Number* on page 227.
 - Select the Routing Mailbox (**000-015**) you want to assign as a Directory Dialing Mailbox.
✓ By default, there are no Routing Mailboxes assigned as Directory Dialing Mailboxes.
- 1.2 *8006 - IntraMail Routing Mailboxes: Mailbox Type* on page 227.
 - Enter **4** to make the selected Routing Mailbox a Directory Dialing Mailbox.
✓ By default, there are no Routing Mailboxes assigned as Directory Dialing Mailboxes.
- 1.3 *8006 - IntraMail Routing Mailboxes: Mailbox Active* on page 227.
 - Enter **Y** (9) to make the mailbox active.
✓ By default, all Routing Mailboxes are active.

Step 2 Set up the name programming and enter names.

- 2.1 *0201 - Tenant Option Programming: Name Format* on page 193.
- Determine how extension names should be entered in **1801 - Extension Name** or via the telephone. The options are **1** (first name followed by last name) or **2** (last name followed by first name).
 - ✓ By default, the system expects names to be entered as first name followed by last name (**1**).
- 2.2 *1801 - Extension Port Description: Extension Name* on page 198.
- Enter the name for each extension. The format you use should follow the setting of **0201 - Name Format**.
 - ✓ By default, there are no names entered.
- 2.3 *8006 - IntraMail Routing Mailboxes: Extension Name Match* on page 230.
- Select the portion of the extension name on which the Directory Dialing Mailbox should route. Enter **1** for first; **2** for last. This option allows for dial-by-first-name and dial-by-last-name Directory Dialing.
 - For example, if **0201 - Name Format** is **1** and the name in **1802 - Extension Name** is entered as first name followed by last name, enter **2** in this option to set up last name dialing.
 - ✓ By default, the Directory Dialing Mailbox routes on the first portion of the name (**1**).

Step 3 Set up Directory Lists to control which extensions Directory Dialing can access.

- 3.1 *1808 - IntraMail Subscriber Mailbox Options: Directory List Number* on page 206.
- Select the Directory List to which the extension belongs. The entries are **1-8** (for lists 1-8), **0** (for no list), or ***** (for all lists). Directory Dialing to the extension can occur only if the list entry matches the setting in **8006 - Directory List Number to Use** for the Directory Dialing Mailbox.
 - ✓ By default, extensions are not included in a Directory List (**0**).
- 3.2 *8006 - IntraMail Routing Mailboxes: Directory List Number to Use* on page 230.
- The Directory Dialing Mailbox can route calls only to the members of the Directory List specified in this option. The entries are **1-8** (for lists 1-8).
 - ✓ By default, the Directory Dialing Mailbox uses list **1**.

Step 4 How many letters of the employee's name must the caller dial?

- 4.1 *8006 - IntraMail Routing Mailboxes: Minimum Number of Letters Required* on page 230.
- Specify how many letters of an employee's name the caller must dial to use Directory Dialing. If the caller dials less than the specified minimum number of letters, IntraMail cannot route the call. The entries are **1-3** (1-3 letters).
 - ✓ By default, callers must dial at least 1 letter of the employee's name (**1**).

Step 5 When Directory Dialing finds a name match, should it route the call as a Screened or Unscreened Transfer?

Unscreened Transfer

- 5.1 *8006 - IntraMail Routing Mailboxes: Unscreened or Screened Transfer* on page 231.
- Enter **2** to route the call as an Unscreened Transfer.
 - ✓ By default, IntraMail routes the call as a Screened Transfer (**1**).

Screened Transfer

- 5.2 *8006 - IntraMail Routing Mailboxes: Unscreened or Screened Transfer* on page 231.
- Enter **1** to route the call as a Screened Transfer.
 - ✓ By default, IntraMail routes the call as a Screened Transfer (**1**).
- 5.3 *8006 - IntraMail Routing Mailboxes: Screened Transfer Timeout* on page 231.
- Set how long a Screened Transfer from the Directory Dialing Mailbox will ring an unanswered extension before recalling. The entries are **1-255** seconds or **0** for no recall.
 - ✓ By default, the Screened Transfer Timeout interval is **15** seconds.

Directory Dialing

Step 6 To change the amount of time Directory Dialing callers have to dial letters:

- 6.1 8006 - *IntraMail Routing Mailboxes: Time Limit for Dialing Commands* on page 231.
- Enter the new timeout duration (0-99 seconds).
 - If the caller waits too long to dial, the Directory Dialing Message repeats.
 - ✓ By default, Directory Dialing callers have 5 seconds to dial letters.

Step 7 To record a Directory Dialing Message:

- 7.1 See *Operation* below.
- The Directory Dialing Message is the Instruction Menu for the Routing Mailbox programmed as a Directory Dialing Mailbox.
 - ✓ By default (without a custom message recorded), the Directory Dialing Message is, "Please enter one or more letters of the person's name, then press the pound key."
- 7.2 8004 - *IntraMail System Options: Non-Subscriber Message Length* on page 213.
- This option sets the maximum message length (**1-4095** seconds) for Instruction Menus.
 - ✓ By default, this option is **120** seconds.

Step 8 Enable or disable the ability of the Directory Dialing Mailbox to detect and route incoming faxes.

- 8.1 8006 - *IntraMail Routing Mailboxes: Fax Detection* on page 231.
- Enter **Y** to enable Fax Detection; **N** to disable. If enabled, when the Directory Dialing Mailbox detects incoming fax CNG tone, it routes the call to the fax extension specified in **8004 - Fax Extension**.
 - See *Fax Detection* on page 86 for more.
 - ✓ By default, Fax Detection is disabled (**N**).

Step 9 To allow the Directory Dialing Mailbox caller to dial 0 for other options or # to return to the Automated Attendant:

- 9.1 8006 - *IntraMail Routing Mailboxes: Next Call Routing Mailbox* on page 232.
- Assign a Next Call Routing Mailbox (**000-015**) to the Directory Dialing Mailbox.
 - To remove an assignment, press **CLEAR**.
 - Once assigned, dialing # returns to the Automated Attendant. Dialing **0** follows the 0 action of the Next Call Routing Mailbox.
 - ✓ By default, there is no Next Call Routing Mailbox assigned.

Step 10 To have an outside call be directly answered by the Directory Dialing Mailbox:

- 10.1 Make sure the active Answer Table uses the Call Routing Mailbox programmed as a Directory Dialing Mailbox.
- See *Answer Tables* on page 30 for more.
 - ✓ By default, Answer Table 1 routes to Routing Mailbox 000, with is a Call Routing Mailbox.

Step 11 To allow callers to access Directory Dialing from a Dial Action Table action:

- 11.1 Make sure you have an action in the active Dial Action Table that is a GOTO to the Directory Dialing Mailbox.
- See *Dial Action Table* on page 64 for more.
 - ✓ By default, there are no actions assigned as a GOTO to a Directory Dialing Mailbox.

Using a Master Mailbox for Directory Dialing

Step 1 Set up the Directory Dialing Mailbox.

- 1.1 8005 - *IntraMail Master Mailbox Options: Mailbox Number* on page 218.
 - Select the Master Mailbox (e.g., 607) you want to assign as a Directory Dialing Mailbox.
 - ✓ By default, there are no Master Mailboxes assigned as Directory Dialing Mailboxes.
- 1.2 8005 - *IntraMail Master Mailbox Options: Mailbox Type* on page 218.
 - Enter **4** to make the selected Master Mailbox a Directory Dialing Mailbox.
 - ✓ By default, there are no Master Mailboxes assigned as Directory Dialing Mailboxes.
- 1.3 8005 - *IntraMail Master Mailbox Options: Mailbox Active* on page 219.
 - Enter **Y** (9) to make the mailbox active.
 - By default, all Master Mailboxes are active.

Step 2 Set up the name programming and enter names.

- 2.1 0201 - *Tenant Option Programming: Name Format* on page 193.
 - Determine how extension names should be entered in **1801 - Extension Name** or via the telephone. The options are **1** (first name followed by last name) or **2** (last name followed by first name).
 - ✓ By default, the system expects names to be entered as first name followed by last name (**1**).
- 2.2 1801 - *Extension Port Description: Extension Name* on page 198.
 - Enter the name for each extension. The format you use should follow the setting of **0201 - Name Format**.
 - ✓ By default, there are no names entered.
- 2.3 8005 - *IntraMail Master Mailbox Options: Extension Name Match* on page 220.
 - Select the portion of the extension name on which the Directory Dialing Mailbox should route. Enter **1** for first; **2** for last. This option allows for dial-by-first-name and dial-by-last-name Directory Dialing.
 - For example, if **0201 - Name Format** is **1** and the name in **1802 - Extension Name** is entered as first name followed by last name, enter **2** in this option to set up last name dialing.
 - ✓ By default, the Directory Dialing Mailbox routes on the first portion of the name (**1**).

2

Step 3 Set up Directory Lists to control which extensions Directory Dialing can access.

- 3.1 1808 - *IntraMail Subscriber Mailbox Options: Directory List Number* on page 206.
 - Select the Directory List to which the extension belongs. The entries are **1-8** (for lists 1-8), **0** (for no list), or ***** (for all lists). Directory Dialing to the extension can occur only if the list entry matches the setting in **8005 - Directory List Number to Use** for the Directory Dialing Mailbox.
 - ✓ By default, extensions are not included in a Directory List (**0**).
- 3.2 8005 - *IntraMail Master Mailbox Options: Directory List Number to Use* on page 220.
 - The Directory Dialing Mailbox can route calls only to the members of the Directory List specified in this option. The entries are **1-8** (for lists 1-8).
 - ✓ By default, the Directory Dialing Mailbox uses list **1**.

Step 4 How many letters of the employee's name must the caller dial?

- 4.1 8005 - *IntraMail Master Mailbox Options: Minimum Number of Letters Required* on page 220.
 - Specify how many letters of an employee's name the caller must dial to use Directory Dialing. If the caller dials less than the specified minimum number of letters, IntraMail cannot route the call. The entries are **1-3** (1-3 letters).
 - ✓ By default, callers must dial at least 1 letter of the employee's name (**1**).

Step 5 When Directory Dialing finds a name match, should it route the call as a Screened or Unscreened Transfer?

Unscreened Transfer

- 5.1 8005 - *IntraMail Master Mailbox Options: Unscreened or Screened Transfer* on page 221.
 - Enter **2** to route the call as an Unscreened Transfer.

Directory Dialing

- ✓ By default, IntraMail routes the call as a Screened Transfer (1).

Screened Transfer

- 5.2 8005 - *IntraMail Master Mailbox Options: Unscreened or Screened Transfer* on page 221.
 - Enter 1 to route the call as a Screened Transfer.
 - ✓ By default, IntraMail routes the call as a Screened Transfer (1).
- 5.3 8005 - *IntraMail Master Mailbox Options: Screened Transfer Timeout* on page 221.
 - Set how long a Screened Transfer from the Directory Dialing Mailbox will ring an unanswered extension before recalling. The entries are 1-255 seconds or 0 for no recall.
 - ✓ By default, the Screened Transfer Timeout interval is 15 seconds.

Step 6 To change the amount of time Directory Dialing callers have to dial letters:

- 6.1 8005 - *IntraMail Master Mailbox Options: Time Limit for Dialing Commands* on page 221.
 - Enter the new timeout duration (0-99 seconds).
 - If the caller waits too long to dial, the Directory Dialing Message repeats.
 - ✓ By default, Directory Dialing callers have 5 seconds to dial letters.

Step 7 To record a Directory Dialing Message:

- 7.1 See *Operation* below.
 - The Directory Dialing Message is the Instruction Menu for the Master Mailbox programmed as a Directory Dialing Mailbox.
 - ✓ By default (without a custom message recorded), the Directory Dialing Message is, "Please enter one or more letters of the person's name, then press the pound key."
- 7.2 8004 - *IntraMail System Options: Non-Subscriber Message Length* on page 213.
 - This option sets the maximum message length (1-4095 seconds) for Instruction Menus.
 - ✓ By default, this option is 120 seconds.

Step 8 Enable or disable the ability of the Directory Dialing Mailbox to detect and route incoming faxes.

- 8.1 8005 - *IntraMail Master Mailbox Options: Fax Detection* on page 221.
 - Enter Y to enable Fax Detection; N to disable. If enabled, when the Directory Dialing Mailbox detects incoming fax CNG tone, it routes the call to the fax extension specified in **8004 - Fax Extension**.
 - See *Fax Detection* on page 86 for more.
 - ✓ By default, Fax Detection is disabled (N).

Step 9 To allow the Directory Dialing Mailbox caller to dial 0 for other options or # to return to the Automated Attendant:

- 9.1 8005 - *IntraMail Master Mailbox Options: Next Call Routing Mailbox* on page 222.
 - Assign a Next Call Routing Mailbox (000-015) to the Directory Dialing Mailbox.
 - To remove an assignment, press **CLEAR**.
 - Once assigned, dialing # returns to the Automated Attendant. Dialing 0 follows the 0 action of the Next Call Routing Mailbox.
 - ✓ By default, there is no Next Call Routing Mailbox assigned.

Step 10 To have an outside call be directly answered by the Directory Dialing Mailbox:

- 10.1 Make sure the active Answer Table uses the Master Mailbox programmed as a Directory Dialing Mailbox.
 - See *Answer Tables* on page 30 for more.
 - ✓ By default, Answer Table 1 routes to Routing Mailbox 000, with is a Call Routing Mailbox.

Step 11 To allow callers to access Directory Dialing from a Dial Action Table action:

- 11.1 Make sure you have an action in the active Dial Action Table that is a GOTO to the Directory Dialing Mailbox.
 - See *Dial Action Table* on page 64 for more.
 - ✓ By default, there are no actions assigned as a GOTO to a Directory Dialing Mailbox.

Operation

Recording a Directory Dialing Message [Super Display Soft Key] - [Keyset Soft Key]			
Log onto System Administrator's mailbox.			
SA (72)	Access System Administrator options. [SYS ADMIN] - [NA]		
	I (4)	Select Instruction Menus. [INSTRUCTION] - [INST]	
		Enter the Directory Dialing Mailbox number.	
		L (5)	Listen to the current Directory Dialing Message (if any). [LISTEN] - [LSTN]
		#	Exit listen mode.
		R (7)	Record a new Directory Dialing Message. [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 Directory Dialing Message. [ERASE] - [ERASE]
		#	Go back to the System Administrator options. [EXIT] - [EXIT]
		#	Go back to the System Administrator options. [EXIT] - [EXIT]
0	Plays Help message.		

2

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

Directory Dialing

Dialing Options Available while Entering a Name

The following table shows the dialing options available to the caller while they are entering a name into a Directory Dialing Mailbox.

- By default, the caller can dial the digits 2-9 to enter the name or dial # to return to the Automated Attendant.
- If a Next Call Routing Mailbox is specified, the caller can dial the digits 2-9 to enter a name, dial 0 to follow the 0 action of the Next Call Routing Mailbox, or dial # to route directly to the Next Call Routing Mailbox.

Directory Dialing Mailbox Name Entry Options (Options available while entering a name)		
Dialed Digit	8006-Next Call Routing Mailbox Setting	Action
1	N/A	Entry is ignored.
2-9	N/A	Interprets the digit as a letter and waits 6 seconds for additional input (i.e., more letters or a # to conclude name entry). If no additional digits are dialed, repeats the Directory Dialing Message (to make a new name entry) up to three times and then hangs up.
0	UND (Not assigned)	Repeats the Directory Dialing Message (to make a new name entry) each time the caller dials the digit.
	000-015 (valid Call Routing Mailbox)	Caller routes according to the 0 action of the Next Call Routing Mailbox's Dial Action Table.
*	N/A	Repeats the Directory Dialing Message (to make a new name entry) each time the caller dials the digit.
#	UND (Not assigned)	Routes to the Automated Attendant (i.e., back to the Call Routing Mailbox that initially answered the call).
	000-015 (valid Call Routing Mailbox)	Routes to the Next Call Routing Mailbox and plays that mailbox's Instruction Menu.
Timeout	UND (Not assigned)	Repeats the Directory Dialing Message (to make a new name entry) up to three times and then hangs up.

Dialing Options Available when more than one Employee has the Entered Name

If the name the caller enters is used by more than one employee, IntraMail lets the caller select the employee to which they want to talk. The caller can dial 1, 2 or 3 to select the employee from the first three name matches, or dial 4 to hear additional name matches.

- By default, the caller can also dial * to make a new entry or dial # to return to the Automated Attendant.
- If a Next Call Routing Mailbox is specified, the caller can also dial * to make a new entry, dial 0 to follow the 0 action of the Next Call Routing Mailbox, or dial # to route directly to the Next Call Routing Mailbox.

Directory Dialing Mailbox Routing Options (Options available after a name is entered)		
Dialed Digit	8006-Next Call Routing Mailbox Setting	Action
1-3	N/A	Route to the respective extension from the list of up to three announced matches.
4	N/A	If more than three matches for the entered name are found, provides access to the next set of three matches.
5-9	N/A	Plays “ <i>That is an invalid entry</i> ” and repeats the list of announced matches each time the caller dials the digit.
0	UND (Not assigned)	Plays “ <i>That is an invalid entry</i> ” and repeats the list of announced matches each time the caller dials the digit.
	000-015 (valid Call Routing Mailbox)	Caller routes according to the 0 action of the Next Call Routing Mailbox’s Dial Action Table.
*	N/A	Repeats the Directory Dialing Message (to make a new name entry) each time the caller dials the digit.
#	UND (Not assigned)	Routes to the Automated Attendant (i.e., back to the Call Routing Mailbox that initially answered the call).
	000-015 (valid Call Routing Mailbox)	Routes to the Next Call Routing Mailbox and plays that mailbox’s Instruction Menu.
Timeout	UND (Not assigned)	Repeats the list of announced matches (up to three times). If no response, repeats the Directory Dialing Message (to make a new name entry) up to three times and then hangs up.



Directory Dialing Mailbox

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 68 for more on how to set up a Directory Dialing Mailbox.

Related Features

Directory Dialing (page 68)

Directory Dialing allows an Automated Attendant caller to reach an extension by dialing the first few letters in the extension user's name.

System Administrator (page 171)

Only the System Administrator can record the Directory Dialing Message.

Programming

Step 1 To assign a Routing Mailbox as a Directory Dialing Mailbox:

1.1 8006 - *IntraMail Routing Mailboxes: Mailbox Type* on page 227.

- Enter **4** to make the selected Routing Mailbox a Directory Dialing Mailbox.

✓ By default, there are no Routing Mailboxes assigned as Directory Dialing Mailboxes.

Step 2 To assign a Master Mailbox as a Directory Dialing Mailbox:

2.1 8005 - *IntraMail Master Mailbox Options: Mailbox Type* on page 218.

- Enter **4** to make the selected Master Mailbox a Directory Dialing Mailbox.

✓ By default, there are no Master Mailboxes assigned as Directory Dialing Mailboxes.

Turn to *Directory Dialing* on page 68 for more on how to program Directory Dialing.

Operation

Turn to *Directory Dialing* on page 68 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).

Related Features

Message Delete (page 128)

A Subscriber Mailbox user can delete any messages left in their mailbox.

System Administrator (page 171)

Only the System Administrator can delete messages in a co-worker's mailbox.

Programming

No additional programming required.

Operation

Erasing All Messages System-Wide [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.	
		EA (32)	Erase all Subscriber Mailbox messages. [ERASE ALL MSGS] - [EA]
		#	Go back to System Administrator options. [EXIT] - [EXIT]
0	Plays Help message.		

Exiting a Mailbox

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.

Related Features

N/A

Programming

No additional programming required.

Operation

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

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.

Extension Hunting to Voice Mail Routing Charts

The following charts show in detail how each type of hunting handles incoming calls.

Ring No Answer Trunk (Type 1) Hunting to Voice Mail Routing Chart			
Call Type	Extension Idle	Extension Busy	Extension in DND
Intercom	Does not hunt (use Call Forwarding instead).		
Transferred Trunk Call	Rings for 0401 - Transfer Recall interval, then routes to mailbox.	Flashes line key for 0403 - Call Forward Ring No Answer interval, then routes to mailbox.	
UTRF from Automated Attendant			
TRF from Automated Attendant ¹	Rings for 8006 - Screened Transfer Timeout interval, then Automated Attendant prompts caller to leave a message.	Automated Attendant immediately prompts caller to leave a message.	
Direct Inward Line	Rings for 0401-DIL No Answer Time interval, then routes to mailbox.		

¹ See *Screened Transfer* on page 161 for more.

Extension Hunting to Voice Mail

Ring No Answer / Busy Trunk (Type 2) Hunting to Voice Mail Routing Chart			
Call Type	Extension Idle	Extension Busy	Extension in DND
Intercom	Does not hunt (use Call Forwarding instead).		
Transferred Trunk Call	Rings for 0401 - Transfer Recall interval, then routes to mailbox.	Call goes immediately to mailbox.	
UTRF from Automated Attendant			
TRF from Automated Attendant ¹	Rings for 8006 - Screened Transfer Timeout interval, then Automated Attendant prompts caller to leave a message.	Automated Attendant immediately prompts caller to leave a message.	
Direct Inward Line	Rings for 0401-DIL No Answer Time interval, then routes to mailbox.	Call goes immediately to mailbox.	
¹ See <i>Screened Transfer</i> on page 161 for more.			

Ring No Answer / Busy All (Type 3) Hunting to Voice Mail Routing Chart			
Call Type	Extension Idle	Extension Busy	Extension in DND
Intercom	Ringing Intercom call rings for 0403 - Call Forward Ring No Answer interval then routes to mailbox. Voice-announced Intercom calls do not hunt.	Call goes immediately to mailbox.	
Transferred Trunk Call			
UTRF from Automated Attendant	Rings for 0401 - Transfer Recall interval, then routes to mailbox.		
TRF from Automated Attendant ¹	Rings for 8006 - Screened Transfer Timeout interval, then Automated Attendant prompts caller to leave a message.	Automated Attendant immediately prompts caller to leave a message.	
Direct Inward Line	Rings for 0401-DIL No Answer Time interval, then routes to mailbox.	Call goes immediately to mailbox.	
¹ See <i>Screened Transfer</i> on page 161 for more.			

Extension Hunting to Voice Mail

Busy Trunk (Type 4) Hunting to Voice Mail Routing Chart			
Call Type	Extension Idle	Extension Busy	Extension in DND
Intercom	Does not hunt (use Call Forwarding instead).		
Transferred Trunk Call	Does not hunt (use Call Forwarding instead).	Call goes immediately to mailbox.	
UTRF from Automated Attendant	Rings for 0401 - Transfer Recall interval, then routes to mailbox.		
TRF from Automated Attendant ¹	Rings for 8006 - Screened Transfer Timeout interval, then Automated Attendant prompts caller to leave a message.	Automated Attendant immediately prompts caller to leave a message.	
Direct Inward Line	Does not hunt (use Call Forwarding instead).	Call goes immediately to mailbox.	

¹ See *Screened Transfer* on page 161 for more.

2

Related Features

Call Forward to a Mailbox (page 47)

A subscriber can forward calls to their mailbox calls don't go unanswered when they are unavailable.

Voice Mail Overflow (page 183)

The telephone system can automatically reroute unanswered outside calls to the IntraMail Automated Attendant.

Programming

Ring No Answer Trunk (Type 1) Hunting to Voice Mail

Step 1 Set up the hunt type and destination for Type 1 hunting.

1.1 1807 - Hunt Type

- Enter 1 for Ring No Answer Trunk (Type 1).
- Refer to the *Extension Hunting* in the *DS1000/2000 Software Manual* for more.
- ✓ By default, the entry is 0 (no hunting).

1.2 1807 - Hunt Destination

- Enter 700 (the IntraMail master extension number).
- Refer to the *Extension Hunting* in the *DS1000/2000 Software Manual* for more.
- ✓ By default, this entry is undefined (entered by pressing **CLEAR**).

Step 2 Set the system timers used for Type 1 hunting.

2.1 0401 - Transfer Recall

- This timer sets how long a transferred trunk call or a UTRF from the Automated Attendant rings an idle extension before routing to the extension's mailbox.
- Refer to *System Timers* in the *DS1000/2000 Software Manual* for more.
- ✓ By default, this timer is **20** seconds.

2.2 0401 - DIL No Answer Time

- This timer sets how long a DIL waits at an extension before routing to the extension's mailbox.
- Refer to *System Timers* in the *DS1000/2000 Software Manual* for more.
- ✓ By default, this timer is **15** seconds.

Extension Hunting to Voice Mail

- 2.3 *0403 - Call Forward Ring No Answer*
 - Set how long a transferred trunk call or UTRF from the Automated Attendant waits at a busy or DND extension before routing to the extension's mailbox.
 - Refer to *System Timers, Station* in the *DS1000/2000 Software Manual* for more.
 - ✓ By default, this timer is **10** seconds.
- 2.4 *8006 - IntraMail Routing Mailboxes: Customize: Screened Transfer Timeout* on page 228.
 - Set how long a TRF from the Automated Attendant rings an idle extension before prompting the caller to leave a message.
 - ✓ By default, the timer is **15** seconds.

Ring No Answer / Busy Trunk (Type 2) Hunting to Voice Mail

Step 1 Set up the hunt type and destination for Type 2 hunting.

- 1.1 *1807 - Hunt Type*
 - Enter 2 for Ring No Answer / Busy Trunk (Type 2).
 - Refer to the *Extension Hunting* in the *DS1000/2000 Software Manual* for more.
 - ✓ By default, the entry is 0 (no hunting).
- 1.2 *1807 - Hunt Destination*
 - Enter 700 (the IntraMail master extension number).
 - Refer to the *Extension Hunting* in the *DS1000/2000 Software Manual* for more.
 - ✓ By default, this entry is undefined (entered by pressing **CLEAR**).

Step 2 Set the system timers used for Type 2 hunting.

- 2.1 *0401 - Transfer Recall*
 - This timer sets how long a transferred trunk call or a UTRF from the Automated Attendant rings an idle extension before routing to the extension's mailbox.
 - Refer to *System Timers* in the *DS1000/2000 Software Manual* for more.
 - ✓ By default, this timer is **20** seconds.
- 2.2 *0401 - DIL No Answer Time*
 - This timer sets how long a DIL waits at an idle extension before routing to the extension's mailbox.
 - Refer to *System Timers* in the *DS1000/2000 Software Manual* for more.
 - ✓ By default, this timer is **15** seconds.
- 2.3 *8006 - IntraMail Routing Mailboxes: Customize: Screened Transfer Timeout* on page 228.
 - Set how long a TRF from the Automated Attendant rings an idle extension before prompting the caller to leave a message.
 - ✓ By default, the timer is **15** seconds.

Ring No Answer / Busy All (Type 3) Hunting to Voice Mail

Step 1 Set up the hunt type and destination for Type 3 hunting.

- 1.1 *1807 - Hunt Type*
 - Enter 3 for Ring No Answer / Busy All (Type 3).
 - Refer to the *Extension Hunting* in the *DS1000/2000 Software Manual* for more.
 - ✓ By default, the entry is 0 (no hunting).
- 1.2 *1807 - Hunt Destination*
 - Enter 700 (the IntraMail master extension number).
 - Refer to the *Extension Hunting* in the *DS1000/2000 Software Manual* for more.
 - ✓ By default, this entry is undefined (entered by pressing **CLEAR**).

Step 2 Set the system timers used for Type 3 hunting.

- 2.1 *0401 - Transfer Recall*
 - This timer sets how long a transferred trunk call or a UTRF from the Automated Attendant rings an idle extension before routing to the extension's mailbox.
 - Refer to *System Timers* in the *DS1000/2000 Software Manual* for more.
 - ✓ By default, this timer is **20** seconds.

Extension Hunting to Voice Mail

- 2.2 *0401 - DIL No Answer Time*
 - This timer sets how long a DIL waits at an idle extension before routing to the extension's mailbox.
 - Refer to *System Timers* in the *DS1000/2000 Software Manual* for more.
 - ✓ By default, this timer is **15** seconds.
- 2.3 *0403 - Call Forward Ring No Answer*
 - Set how long an Intercom call rings an idle extension routing to the extension's mailbox.
 - Refer to *System Timers, Station* in the *DS1000/2000 Software Manual* for more.
 - ✓ By default, this timer is **10** seconds.
- 2.4 *8006 - IntraMail Routing Mailboxes: Customize: Screened Transfer Timeout* on page 228.
 - Set how long a TRF from the Automated Attendant rings an idle extension before prompting the caller to leave a message.
 - ✓ By default, the timer is **15** seconds.

Busy Trunk (Type 4) Hunting to Voice Mail

Step 1 Set up the hunt type and destination for Type 4 hunting.

- 1.1 *1807 - Hunt Type*
 - Enter 4 for Busy Trunk (Type 4).
 - Refer to the *Extension Hunting* in the *DS1000/2000 Software Manual* for more.
 - ✓ By default, the entry is 0 (no hunting).
- 1.2 *1807 - Hunt Destination*
 - Enter 700 (the IntraMail master extension number).
 - Refer to the *Extension Hunting* in the *DS1000/2000 Software Manual* for more.
 - ✓ By default, this entry is undefined (entered by pressing **CLEAR**).

Step 2 Set the system timers used for Type 3 hunting.

- 2.1 *0401 - Transfer Recall*
 - This timer sets how long a UTRF from the Automated Attendant rings an idle extension before routing to the extension's mailbox.
 - Refer to *System Timers* in the *DS1000/2000 Software Manual* for more.
 - ✓ By default, this timer is **20** seconds.
- 2.2 *8006 - IntraMail Routing Mailboxes: Customize: Screened Transfer Timeout* on page 228.
 - Set how long a TRF from the Automated Attendant rings an idle extension before prompting the caller to leave a message.
 - ✓ By default, the timer is **15** seconds.

Operation

Extension Hunting to Voice Mail

To force Extension Hunting to Voice Mail to redirect all your calls to your mailbox:

- 1. Press **DND**.
 - Type 1 hunting will not redirect Intercom calls.

2

External Transfer

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.

Related Features

Centrex Transfer (page 59)

Centrex Transfer allows the Automated Attendant to transfer a caller over a Centrex trunk using the features of that Centrex trunk.

Dial Action Table (page 64)

External Transfer uses the active Dial Action Table to route an Automated Attendant caller to an outside telephone number.

Programming

Step 1 Assign a Dial Action Table to each active Call Routing Mailbox.

1.1 8006 - IntraMail Routing Mailboxes: Dial Action Table on page 228.

- The Call Routing Mailbox uses the Dial Action Table assignment to provide dialing options to callers.
- ✓ The default Call Routing Mailboxes (000-007) use Dial Action Table 1.

Step 2 For an available key, set up a UTRF Dial Action Table option for External Transfer.

2.1 8008 - IntraMail Dial Action Tables: UTRF Action - Unscreened Transfer (2) on page 247.

- The corresponding *Number* option should be # followed by the System Speed Dial bin, followed by a pause (entered by pressing **MIC**).
- For example, to have External Transfer dial System Speed Dial bin 200, enter # 200 **MIC**.
- Add additional pauses if the entire common bin does not dial out.
- ✓ This capability is not assigned by default.

Step 3 Program the System Speed Dial bin for External Transfer.

3.1 1101 - System Speed Dial Numbers or #77 User Programmable Feature.

- The bin should contain just the outside telephone number you want External Transfer to dial.
- Refer to the *DS1000/2000 Software Manual* for more.
- ✓ There are no System Speed Dial numbers stored by default.

Step 4 Enable Tandem Trunking/Unsupervised Conference.

4.1 1003 - Tandem Trunk on page 196

- At least one trunk on the call must have Tandem Trunking enabled (Y).
- Refer to the *DS1000/2000 Software Manual* for more.
- ✓ By default, Tandem Trunking is disabled (N).

4.2 1801 - Extension Class of Service Assignment

- Assign an extension's Class of Service.
- ✓ By default, the attendant (extension 300) has Class of Service 1. All other extensions have Class of Service 2.

4.3 8002 - Voice Mail Port Options (Part 1): Class of Service

- Check the Class of Service assignments for the IntraMail ports.

Operation

Operation is automatic once set up in programming.

Fax Detection

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 incoming fax calls.

Related Features

None

Programming

Step 1 Enable Fax Detection for the active Call Routing Mailbox.

- 1.1 *8006 - IntraMail Routing Mailboxes: Fax Detection* on page 229.
- Enter Y (9) to enable Fax Detection for the Call Routing Mailbox.
 - ✓ By default, this option is disabled (N).

Step 2 Specify the extension to which IntraMail should send a fax call when the Automated Attendant detects fax CNG tone.

- 2.1 *8004 - IntraMail System Options: Fax Extension* on page 214.
- Normally, this is the extension number of the analog port to which the fax machine is connected (e.g., 320).
 - ✓ By default, this option is **UND** (Undefined, entered by pressing **CLEAR**).

Operation

N/A

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 plan 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 30 for more.

Related Features

Answer Tables (page 30)

Determines how the Automated Attendant answers outside calls on each trunk.

Automated Attendant (page 42)

The Automated Attendant can automatically answer the telephone system's incoming calls, play an Instruction Menu message, and provide dialing options to callers.

Call Routing Mailbox (page 49)

The mailbox associated with an Answer Table that specifies which dialing options (Dial Action Table) and announcements are available to Automated Attendant callers.

Dial Action Table (page 64)

Defines the dialing options for the Call Routing Mailbox chosen by the active Answer Table.

Programming

Step 1 Determine which Answer Table answers each trunk.

1.1 1003 - Trunk Options: Answer Table on page 196.

- For each trunk, enter the number of the Answer Table that should handle that trunk's Automated Attendant calls. See *Answer Tables* on page 30 for more.
- ✓ By default, all trunks use Answer Table 1.

Operation

N/A

Flexible Call Routing

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 30)
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 49)
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 64)
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.

Related Features

Answer Tables (page 30)

Determines how the Automated Attendant answers outside calls on each trunk.

Automated Attendant (page 42)

The Automated Attendant can automatically answer the telephone system's incoming calls, play an Instruction Menu message, and provide dialing options to callers.

Call Routing Mailbox (page 49)

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 64)

Defines the dialing options for the Call Routing Mailbox chosen by the active Answer Table.

Programming

Refer to *Automated Attendant* on page 42 for more on how to set up your Flexible Answering Schedules.

Operation

N/A

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.

Related Features

Dial Action Table (page 64)

Be sure the Dial Action Table actions accommodate the revised telephone system numbering.

Programming

Flexible Numbering Plan Example

The following example illustrates how to accommodate extension number 800 assigned to station number 2.

Step 1 In DS1000/2000 programming, assign extension number 800 to station 2.

- 1.1 In *0501 - Numbering Plan*, be sure the Digit 8 Options *Function Type* is 2 (Extension) and the *Expected Digits* is 3.
- 1.2 In *0502 - Extension Numbering*, select station 2 and assign extension number 800.

Step 2 Customize the active Dial Action Tables to allow Automated Attendant callers to dial the new extension.

- 2.1 *8008 - IntraMail Dial Action Tables* on page 246.
 - For key 8 enter **UTRF** (or TRF) for the *Action* and **XXX** for the corresponding *Number*.
 - ✓ By default, key 8 is **UND** (undefined).

Operation

N/A

Forced Unscreened Transfer

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).

Related Features

Dial Action Table (page 64)

If enabled in the Subscriber Mailbox, IntraMail automatically converts any Screened Transfers (TRFs) to the subscriber's extension to Unscreened Transfers (UTRFs).

Screened Transfer (page 161)

After the Automated Attendant caller dials an extension, IntraMail calls (screens) the destination extension to see if the transfer can go through.

Unscreened Transfer (page 180)

After an Automated Attendant caller dials an extension, IntraMail immediately transfers the call to the extension and hangs up.

Programming

Step 1 Enable Forced Unscreened Transfer for the Subscriber Mailbox.

- 1.1 *1808 - IntraMail Subscriber Mailbox Options: Forced Unscreened Transfer* on page 205.
 - Enter **Y** (9) to enable this option to automatically convert Automated Attendant Screened Transfers to Unscreened Transfers.
 - ✓ By default, this option is disabled (**N**).

Operation

N/A

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.

Related Features

Voice Prompting Messages (page 186)

Voice Prompts provide real-time instructions on how to use the IntraMail features.

Programming

No additional programming required.

Operation

2

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

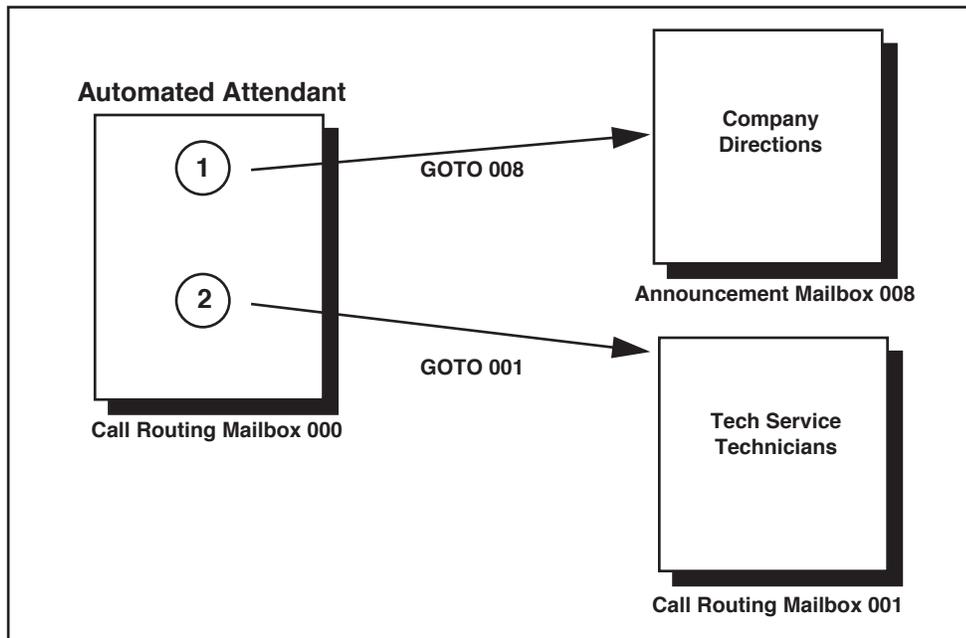
Go To A Mailbox

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.

Related Features

Automated Attendant (page 42)

The Automated Attendant can automatically answer the telephone system’s incoming calls, play an Instruction Menu message, and provide dialing options to callers.

Dial Action Table (page 64)

The GOTO action is a Dial Action Table option.

Instruction Menu (page 105)

Be sure the Instruction Menu for the active Call Routing Mailbox describes how to use the GOTO action.

Programming

Step 1 Assign a GOTO action to the active Dial Action Table.

1.1 8008 - IntraMail Dial Action Tables: GOTO Action - Go to Mailbox (7) on page 249.

- To have Automated Attendant callers dial a single digit to go to a Call Routing or Announcement Mailbox, enter the **mailbox number** in the corresponding *Number* option.
 - For example, to have key 1 go to Call Routing Mailbox 001, for key 1 enter GOTO for the *Action* and 001 for the corresponding *Number*.
- To have IntraMail require Automated Attendant callers to enter a Call Routing or Announcement Mailbox to go to, enter **XXX** in the corresponding *Number* option. The key you choose must represent the first digit in the mailbox numbers.
 - For example, to allow callers to go to mailboxes 000-015, for key 0 enter GOTO for the *Action* and XXX for the corresponding *Number*.
- To log into **any** valid Call Routing or Subscriber Mailbox, enter **IXXX** in the corresponding *Number* option.
 - For example, to allow callers to dial 1 plus any Call Routing or Announcement Mailbox number to go to, for key 1 enter GOTO for the *Action* and IXXX for the corresponding *Number*.

✓ By default, there are no GOTO actions assigned.

2

Operation

Using the Automated Attendant GOTO Action

For the outside caller:

- | |
|--|
| <ol style="list-style-type: none">1. After Automated Attendant answers, the voice prompts will instruct you on which digits to dial. |
|--|

Greeting

Description

Software Note:

Multiple Greetings requires software version 03.20.07 or higher and IntraMail voice prompts version 1.2.

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)."*

Related Features

Auto Attendant Do Not Disturb (page 37)

Auto Attendant Do Not Disturb sends Automated Attendant calls directly to a subscriber's mailbox. Their phone will not ring for calls from the Automated Attendant.

Dial Action Table (page 64)

The active Dial Action Table must have a LOGON action assigned to a key to enable Remote Greeting.

Log Onto Voice Mail (page 112)

A Subscriber Mailbox user can record their greeting after remotely logging onto IntraMail.

Security Code (page 164)

To prevent unauthorized tampering, the subscriber should enable a Security Code for their mailbox.

System Administrator (page 171)

With Multiple Greetings, the System Administrator's Subscriber Maintenance **EG** (34) option simultaneously erases all recorded greetings in a Subscriber Mailbox. Additionally, the active greeting is reset to 1.

Programming

Step 1 Set the maximum length of Subscribe Mailbox greetings.

1.1 8004 - *IntraMail System Options: Subscriber Message Length* on page 213.

- Set the maximum length of Subscriber Mailbox greetings (**1-4095** seconds).
- This option also sets the maximum length of recorded messages for the following:
- This option also sets the maximum length of recorded messages for the following:
 - Subscriber Mailbox users dialing **RS** to record and send a message.
 - Extension users leaving a message in a Subscriber Mailbox.
 - Outside callers transferred by an extension user to a Subscriber Mailbox.(this may belong in non-subscriber)
 - Outside Automated Attendant callers accessing a Subscriber Mailbox via a GOTO command.

✓ By default, Subscriber Mailbox greetings are **120** seconds long maximum.

Step 2 To enable Remote Greeting, program a LOGON action in the active Dial Action Table.

2.1 8008 - *IntraMail Dial Action Tables* on page 246.

- To log directly into a specific Subscriber Mailbox, enter the **mailbox number** in the corresponding *Number* option.
 - For example, to have key 4 log directly into Subscriber Mailbox 305, for key 4 enter LOGON for the *Action* and 305 for the corresponding *Number*.
- To have IntraMail request Automated Attendant callers to select a Subscriber Mailbox to log into, enter **N** in the corresponding *Number* option. The key you choose must represent the first digit in the Subscriber Mailbox numbers.
 - For example, to have the Automated Attendant request callers to enter the number of the Subscriber Mailbox into which they wish to log, for key 3 enter LOGON for the *Action* and N for the corresponding *Number*. When callers dial 3, they hear, "Please enter your mailbox number."
- To have IntraMail require Automated Attendant callers to enter a Subscriber Mailbox to log into (without playing an announcement), enter **XXX** in the corresponding *Number* option. The key you choose must represent the first digit in the Subscriber Mailbox numbers.
 - For example, to allow callers to log onto mailboxes 300-399, for key 3 enter LOGON for the *Action* and XXX for the corresponding *Number*.
- To log into **any** valid Subscriber Mailbox, enter **IXXX** in the corresponding *Number* option.
 - For example, to allow callers to dial 1 plus any Subscriber Mailbox number to log on, for key 1 enter LOGON for the *Action* and IXXX for the corresponding *Number*.

✓ By default, key # *Action* = LOGON and *Number* = IXXX.

2

Greeting

Operation

Setting Up Auto Attendant Do Not Disturb and Recording a Greeting (Prior to software version 03.20.07) [Super Display Soft Key] - [Keyset Soft Key]				
Log onto Subscriber Mailbox.				
G (4)	Access the Mailbox Greeting options. [GREETING] - [GREET]			
	IntraMail plays a summary of your current settings.			
	L (5)	Listen to the active greeting (if recorded). [LISTEN] - [LSTN]		
		#	Exit listen mode.	
	O (6)	Turn Auto Attendant Do Not Disturb off or on. [DND ON] - [N/A] [DND OFF] - [N/A]		
	R (7)	Record a new greeting (if not recorded), or rerecord the current greeting. [RECORD] - [REC]		
		Record at the tone, then press # when done.		
			*	Pause or restart recording. [RESUME] - [RESUME] [PAUSE] - [PAUSE]
			E (3)	Erase the greeting. [CANCEL] - [CNCL]
			#	End the recording. [DONE] - [DONE]
	E (3)	Erase the currently recorded greeting (if any). [ERASE] - [ERASE]		
		#	Go back to mailbox Main Menu. [EXIT] - [EXIT]	
	0	Plays Help message.		

Recording a Multiple Greeting and Setting Up Auto Attendant Do Not Disturb (Software 03.20.07 or higher) [Super Display Soft Key] - [Keyset Soft Key]			
Log onto Subscriber Mailbox.			
G (4)	Access the Mailbox Greeting options. [GREETING] - [GREET] IntraMail does the following: <ul style="list-style-type: none"> Plays a summary of your current settings. Displays the status of your active Greeting (1-3). [GREETING n: RECORDED] - [GREETING n: RECORDED], or [GREETING n: NOT REC] - [GREETING n: NOT REC] Shows the Auto Attendant Do Not Disturb status. [AUTO-ATT DND:OFF] - [N/A], or [AUTO-ATT DND:ON] - [N/A] Provides soft keys for each of the 3 greetings. [GREETING 1] - [GR1] [GREETING 2] - [GR2] [GREETING 3] - [GR3] 		
Select a Greeting (which also makes it active).			
			(1) [GREETING 1] - [GR1] (2) [GREETING 2] - [GR2] (3) [GREETING 3] - [GR3]
		L (5)	Listen to the active greeting (if recorded). [LISTEN] - [LSTN]
		R (7)	Record a new greeting (if not recorded), or rerecord the current greeting. [RECORD] - [REC]
Record at the tone, then press # when done.			
		*	Pause or restart recording. [RESUME] - [RESUME] [PAUSE] - [PAUSE]
		E (3)	Erase the greeting. [CANCEL] - [CNCL]
		#	End the recording. [DONE] - [DONE]
Erase the currently recorded greeting (if any). [ERASE] - [ERASE]			
		#	Go back to the Mailbox Greeting options. [EXIT] - [EXIT]
Change Auto Attendant Do Not Disturb.			
		O (6)	Turn Auto Attendant Do Not Disturb off or on. [DND ON] - [N/A] [DND OFF] - [N/A]
	#	Go back to mailbox Main Menu. [EXIT] - [EXIT]	
	0	Plays Help message.	

Group Mailbox

Description

Software Note:

Group Mailbox requires software version 03.20.07 or higher.

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.

Related Features

Master Mailbox (page 122)

A Group Mailbox uses a Master Mailbox. You can set up the Master Mailbox as a Call Routing, Announcement, Subscriber, or Directory Dialing Mailbox.

Programming

Step 1 Assign the extension you want to have a Group Mailbox to a Ring Group.

1.1 1802 - Extension Options (Part 1): Ring Group Number.

- Enter the Ring Group to which the extension belongs (1-8). The Ring Group assignment determines which Master Mailbox the system uses as the Group Mailbox.

Ring Group Assignments for Group Mailboxes		
1802-Ring Group Entry	Ring Group Master Number	8005-Master Mailbox
1	600	600
2	601	601
3	602	602
4	602	603
5	604	604
6	605	605
7	606	606
8	607	607

- If **1808-Mailbox Type** = 2 (Group) and there is no Ring Group assignment, the extension has no mailbox, just as if **1808-Mailbox Type** was 0 (None).
- ✓ By default, this entry is 0 (no Ring Group assigned).

Step 2 Set the extension's mailbox type to Group.

2.1 1808 - IntraMail Subscriber Mailbox Options: Mailbox Type on page 202.

- If an extension should have a Group Mailbox, enter 2.
- Other entries for this option are 1 (Personal Mailbox) and 0 (no mailbox enabled).
- ✓ By default, this option is 1 (Personal Mailbox).

Step 3 For the Master Mailbox that corresponds to the extension's Ring Group, assign the mailbox type.

3.1 8005 - IntraMail Master Mailbox Options: Mailbox Type on page 218.

- Use this option to set the mailbox type for the Master Mailbox used as the Group Mailbox. The entries are 1 (Call Routing), 2 (Announcement), 3 (Subscriber), and 4 (Directory Dialing).
- See *Understanding Group Mailbox Types* on page 98 for more on choosing the extension's Group Mailbox type.
- ✓ By default, this option is 3 (Subscriber).

Group Mailbox

- 3.2 8005 - *IntraMail Master Mailbox Options: Mailbox Active* on page 219.
- Enter Y to enable each Master Mailbox used as a Group Mailbox.
 - ✓ By default, this option is Y (enabled).

Operation

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

- *Announcement Mailbox* on page 22.
- *Call Routing Mailbox* on page 49.
- *Directory Dialing* on page 68.
- *Subscriber Mailbox* on page 168.

Description

Software Note:

Enhanced Guest Mailbox requires software version 03.20.07 or higher.

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.

2

Related Features

Automated Attendant (page 42)

The Automated Attendant GOTO and LOGON actions (assigned to the active Dial Action Table) can route callers to a Guest Mailbox.

Auto Erase or Save (page 40)

After a guest listens to a message in their Guest Mailbox, IntraMail can automatically erase or save the message.

Greeting (page 94)

A Guest Mailbox can have a recorded greeting that plays to callers leaving a message.

Listening to Messages (page 109)

Review this feature to learn which features are available to the guest while listening to messages.

Mailbox Name (page 114)

A Guest Mailbox can have a recorded name.

Make Call (page 120)

- A Guest Mailbox user can use Make Call to return a call left in the Guest Mailbox.
- A Subscriber Mailbox user cannot use Make Call to return a call left by a Guest Mailbox, since the Guest Mailbox does not have an associated extension.

Main Menu (page 118)

The Main Menu provides access to the features available to a Guest Mailbox.

Message Listen Mode (page 132)

Set the type of messages a guest will listen to when they dial **L (5)** after logging into their Guest Mailbox.

Message Notification (page 133)

Once activated, Message Notification dials a telephone number to let the user know they have new messages in the Guest Mailbox.

Guest Mailbox

Message Playback Direction (page 141)

Set the Guest Mailbox message playback order.

Message Record (page 142)

Review this feature to learn which features are available to the Guest Mailbox while recording and sending a message.

Message Storage Limit (page 145)

Set the maximum number of messages that can be left in the mailbox.

Next Call Routing Mailbox (page 148)

The Next Call Routing Mailbox provides additional dialing options after a caller leaves a message in a Guest Mailbox.

Security Code (page 164)

If enabled, a Guest Mailbox caller must enter a security code before logging onto the mailbox.

Transfer to a Mailbox (page 177)

To transfer an outside call to a Guest Mailbox, the extension user presses **ICM, MW**, and then dials the Guest Mailbox number.

Programming

Step 1 Assign a Master Mailbox as a Subscriber Mailbox.

1.1 8005 - *IntraMail Master Mailbox Options* on page 218.

- Enter **3** to assign a Master Mailbox as a Subscriber Mailbox.

✓ By default, all Master Mailboxes are Subscriber Mailboxes (entry **3**).

Step 2 Optionally set up an Enhanced Guest Mailbox.

2.1 1808 - *IntraMail Subscriber Mailbox Options: Mailbox Type* on page 202.

- Program the mailbox for any uninstalled extension as **1** (Personal) or **2** (Group).

✓ By default in DS1000, Subscriber Mailboxes 300-307 are Personal (1). All others are disabled (0). DS1000 has 34 Subscriber Mailboxes (300-333).

✓ By default in DS2000, Subscriber Mailboxes 300-315 are Personal (1). All others are disabled (0). DS2000 has 128 Subscriber Mailboxes (300-427).

Step 3 Refer to *Subscriber Mailbox* on page 168 for additional details on Guest Mailbox setup and operation.

Operation

Logging Onto a Guest Mailbox

To log onto a Guest Mailbox:

1. Press **ICM +** Dial the IntraMail master number (e.g., 700).
 - You can optionally press a Call Coverage key assigned to the IntraMail master number.
2. When IntraMail answers, dial the Guest Mailbox number.

Logging Onto a Guest Mailbox from the Automated Attendant

To log onto a Guest Mailbox from the Automated Attendant:

1. After the Automated Attendant answers, dial **# +** The Guest Mailbox number.
 - This capability may be disabled in the Automated Attendant.
 - Your automated attendant may have GOTO or LOGON actions assigned to the Guest Mailbox. Check with your Communications Manager.

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.

Hang Up

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.

Related Features

Automated Attendant (page 42)

The Automated Attendant can automatically answer the telephone system's incoming calls, play an Instruction Menu message, and provide dialing options to callers.

Dial Action Table (page 64)

The Hang Up action is a Dial Action Table option.

Programming

Step 1 Assign the Hang Up action to an available Dial Action Table key.

1.1 *8008 - IntraMail Dial Action Tables: Hang Up Action (6)* on page 249.

- When the outside caller dials the key programmed with the Hang Up action, the Automated Attendant immediately hangs up.
- ✓ By default, the digit 9 is assigned as a Hang Up action.

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.”

Related Features

Answer Tables (page 30)

Determines how the Automated Attendant answers outside calls on each trunk.

Automated Attendant (page 42)

The Answer Table determines how the Automated Attendant answers calls, and assigns the Call Routing Mailbox to the call.

Call Routing Mailbox (page 49)

The mailbox associated with an Answer Table that specifies which dialing options (Dial Action Table) and Instruction Menu are available to Automated Attendant callers.

Dial Action Table (page 64)

Defines the dialing options for the Call Routing Mailbox chosen by the active Answer Table.

Single Digit Dialing (page 166)

An Automated Attendant caller can press a single key to route to an extension, route to another destination, or use an IntraMail feature.

System Administrator (page 171)

Only the System Administrator can record the Instruction Menu.

Programming

N/A

Instruction Menu

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] - [NA]		
	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.		

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.

Additional Options While Leaving a Message

The following chart shows the additional dialing options a caller may have while *listening to the mailbox greeting* prior to leaving a message. What happens depends on the setting of the Next Call Routing and Dialing Option options.

Dialing Options While Leaving a Message				
1808-Next Call Routing Mailbox	1808 - Dialing Option	Digit Dialed	Action	
			Trunk Call	Intercom Call
Undefined	No	0	Caller hears, "That is an invalid entry," and the greeting repeats.	
		1-9	Caller hears, "That is an invalid entry," and the greeting repeats.	
		#	IntraMail hangs up.	
		*	Caller skips greeting and can immediately start recording.	
0-15 (valid Call Routing Mailbox)	No	0	Caller follows 0 action in Next Call Routing Mailbox.	Caller hears, "That is an invalid entry," and the greeting repeats.
		1-9	Caller hears, "That is an invalid entry," and the greeting repeats.	
		#	Caller routes to the Next Call Routing Mailbox and hears its Instruction Menu.	IntraMail hangs up.
		*	Caller skips greeting and can immediately start recording.	
0-15 (valid Call Routing Mailbox)	Yes	0	Caller follows key's action in Next Call Routing Mailbox.	Caller hears, "That is an invalid entry," and the greeting repeats.
		1-9	Caller hears, "That is an invalid entry," and the greeting repeats.	
		#	Caller routes to the Next Call Routing Mailbox and hears its Instruction Menu.	IntraMail hangs up.
		*	Caller skips greeting and can immediately start recording.	

2

Related Features

Next Call Routing Mailbox (page 148)

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 option).

Quick Message (page 156)

Quick Message allows Automated Attendant callers to leave a message in a Subscriber Mailbox.

Leaving a Message

Programming

No additional programming required.

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
RE (73) [REPLY] - [N/A]	Record a reply. See <i>Message Reply</i> on page 143.
MF (63) [FORWARD] - [N/A]	Forward the message to another mailbox. See <i>Message Forward</i> on page 129.
MC (62) [CALLBACK] - [N/A]	Make a call to the message sender. See <i>Make Call</i> on page 120.
TI (84)	Hear the time and date the message was sent. ■ See <i>Time and Date</i> on page 175.
SA (72)	Save the message in your mailbox.
E (3) [ERASE] - [ERASE]	Erase the message. ■ See <i>Message Delete</i> on page 128 for more.
L (5) [NEXT MSG] - [NEXT]	Listen to the next message.
B (2)	Back up a few seconds.
BB (22) [REPEAT] - [RPT]	Back up to the beginning of the message.
G (4)	Go ahead a few seconds.
*	Pause/resume recording.
1N (16) [MSG LIST + NEW MSGS] - [N/A]	Select New Message List ■ See <i>Message Listen Mode</i> on page 132.
1S (17) [MSG LIST + SAVED MSGS] - [N/A]	Select Saved Message List ■ See <i>Message Listen Mode</i> on page 132.
1A (12) [MSG LIST + ALL MSGS] - [N/A]	Select All Message List ■ See <i>Message Listen Mode</i> on page 132.
# [EXIT] - [EXIT]	Exit the listen mode.
X (9)	Exit your mailbox.
Dial 0 while listening to hear the list of options.	

Notes:

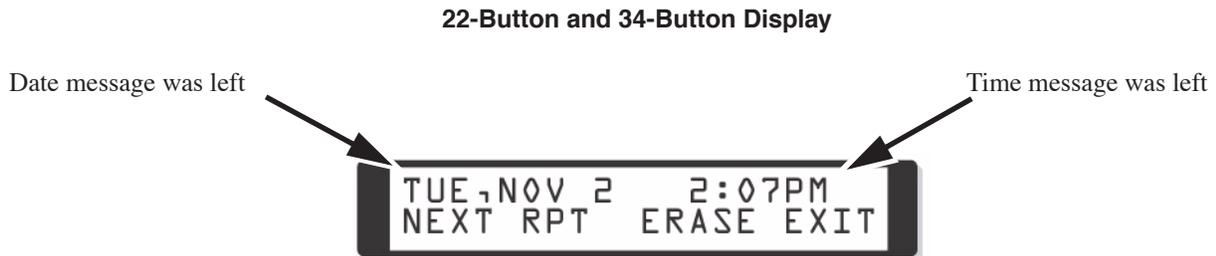
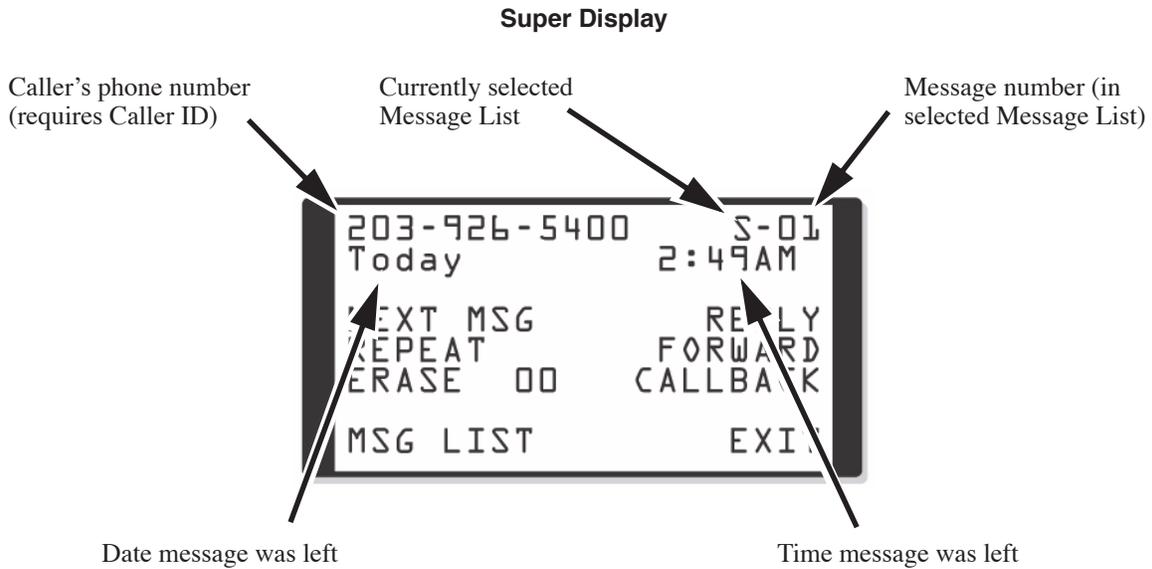
- If a subscriber's mailbox is set to Auto Save messages, IntraMail saves partially listened-to messages but does not relamp the keypad for those messages. For example:
 - A subscriber with new messages calls their mailbox.
 - The subscriber presses L to listen to a portion of *each* message and then 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.



Related Features

Auto Erase or Save (page 40)

When a mailbox user completely listens to a new message and then exits their mailbox, IntraMail will either automatically save or erase the message.

Message Record (page 142)

While recording a message, an Subscriber Mailbox user has many recording options from which to choose.

Programming

Step 1 Set the Message Backup/Go Ahead Time.

- 1.1 *1808 - IntraMail Subscriber Mailbox Options: Message Backup/Go Ahead Time* on page 213.
- This interval sets how far IntraMail backs up (1-60 seconds) when a mailbox user dials **B** while recording or listening to their messages.
 - This interval also sets how far IntraMail jumps ahead (1-60 seconds) when a user dials **G** while listening to messages.
 - ✓ By default, this interval is **5** seconds.

2

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">■ See <i>Message Listen Options</i> on page 109 for an explanation of the available options.■ While listening to a message at a 22-Button or 34-Button Display Telephone, press CHECK and CLEAR to switch between the date/time and Caller ID information for the message.
0	Plays Help message

Log Onto Voice Mail

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.

Related Features

Automated Attendant (page 42)

The Automated Attendant allows Subscriber Mailbox users to log into their mailboxes.

Greeting (page 94)

After remotely logging onto their mailbox, a subscriber mailbox user can remotely record their greeting.

Guest Mailbox (page 101)

A guest can log onto their mailbox by dialing the IntraMail master number followed by the Guest Mailbox number.

Security Code (page 164)

To avoid unauthorized access to their mailbox (particularly with Remote Log On), the user should enable their own unique Security Code.

Subscriber Mailbox (page 168)

A subscriber can log into their mailbox by pressing a key on their telephone, dialing the IntraMail master number (followed by their mailbox number), or logging on through the Automated Attendant.

Programming

Step 1 To log onto a mailbox through the Automated Attendant:

- 1.1 8008 - IntraMail Dial Action Tables: LOGON Action - Log Onto Voice Mail (5) on page 248.
 - To log directly into a specific Subscriber Mailbox, enter the **mailbox number** in the corresponding *Number* option.
 - For example, to have key 4 log directly into Subscriber Mailbox 305, for key 4 enter LOGON for the *Action* and 305 for the corresponding *Number*.
 - To have IntraMail request Automated Attendant callers to select a Subscriber Mailbox to log into, enter **N** in the corresponding *Number* option. The key you choose must represent the first digit in the Subscriber Mailbox numbers.
 - For example, to have the Automated Attendant request callers to enter the number of the Subscriber Mailbox into which they wish to log, for key 3 enter LOGON for the *Action* and N for the corresponding *Number*. When callers dial 3, they hear, "Please enter your mailbox number."
 - To have IntraMail require Automated Attendant callers to enter a Subscriber Mailbox to log into (without playing an announcement), enter **XXX** in the corresponding *Number* option. The key you choose must represent the first digit in the Subscriber Mailbox numbers.
 - For example, to allow callers to log onto mailboxes 300-399, for key 3 enter LOGON for the *Action* and XXX for the corresponding *Number*.
 - To log into **any** valid Subscriber Mailbox, enter **IXXX** in the corresponding *Number* option.
 - For example, to allow callers to dial 1 plus any Subscriber Mailbox number to log on, for key 1 enter LOGON for the *Action* and IXXX for the corresponding *Number*.
 - See *Automated Attendant* on page 42 for more on how to set up IntraMail to answer outside calls.
- ✓ By default, key # *Action* = LOGON and *Number* = None.

2

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.

Mailbox Name

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.

Related Features

Subscriber Mailbox (page 168)

A subscriber can record a name for their mailbox, or have the System Administrator record one for them.

System Administrator (page 171)

The System Administrator can record names for Subscriber Mailboxes.

Programming

N/A

Operation

Recording Your Mailbox Name [Super Display Soft Key] - [Keyset Soft Key]	
Log onto Subscriber Mailbox.	
RN (76)	Access the Mailbox Name Menu. [NAME] - [N/A]
L (5)	Listen to the currently recorded name (if any). [LISTEN] - [LISTN]
	# Exit listen mode.
R (7)	Record a new name. [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 currently recorded name. [ERASE] - [ERASE]
#	Go back to the Mailbox Main Menu. [EXIT] - [EXIT]
0	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.			
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.	
		EN (36)	Erase the mailbox name. [ERASE NAME] - [EN]
		N (6)	Record a new mailbox name. [RECORD MBOX NAME] - [N/A]
		L (5)	Listen to the currently recorded name (if any). [LISTEN] - [LISTN][
			# Exit listen mode.
		R (7)	Record a new name. [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 currently recorded name. [ERASE] - [ERASE]
		#	Go back to the Subscriber Maintenance Menu. [EXIT] - [EXIT]
		#	Go back to System Administrator options. [EXIT] - [EXIT]
0	Plays Help message.		

Mailbox Options Menu

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
S (7) [SEC CODE] - [SEC]	Erase the mailbox's Security Code. ■ See <i>Mailbox Security Code Delete</i> on page 117.
N (6) [NOTIFICATION] - [NTFY]	Set up Message Notification. ■ See <i>Message Notification</i> on page 133.
AT (28) [TIME STAMP] - [TIME]	Enable or disable Auto Time Stamp. ■ See <i>Auto Time Stamp</i> on page 41.
To hear the list of Mailbox Options, dial 0.	

Related Features

Auto Time Stamp (page 41)

IntraMail can optionally announce the time and date the message was left.

Mailbox Security Code Delete (page 117)

The System Administrator can delete the security code for any Subscriber Mailbox.

Message Notification (page 133)

Message Notification dials a telephone or pager number to let the user know they have new messages in their mailbox.

Programming

No additional programming required.

Operation

Accessing the Mailbox Options Menu [Super Display Soft Key] - [Keyset Soft Key]	
Log onto Subscriber Mailbox.	
OP (67)	Access the Mailbox Options Menu. [MBOX OPTS] - [N/A]
0	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.

Related Features

Mailbox Options Menu (page 116)

Mailbox Security Code Delete is available on the Mailbox Options Menu.

Security Code (page 164)

Subscriber Mailboxes can have Security Codes.

System Administrator (page 171)

The System Administrator can delete a mailbox's security code.

Programming

No additional programming required.

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.	

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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.

Mailbox Main Menu [Super Display Soft Key] - [Keyset Soft Key]	
Option	Description
L (5) [LISTEN] - [LSTN]	Listen to messages. ■ See <i>Listening to Messages</i> on page 109.
RS (77) [RECORD] - [REC]	Record and send a message. ■ See <i>Message Record</i> on page 142.
G (4) [GREETING] - [GREET]	Record a mailbox greeting. ■ See <i>Greeting</i> on page 94.
RN (76) [NAME] - [N/A]	Record a mailbox name. ■ See <i>Mailbox Name</i> on page 114.
[MSG LIST] - [N/A]	Select the active Message List. ■ See <i>Message Listen Mode</i> on page 132.
1N (16) [MSG LIST + NEW MSGS] - [N/A]	Select the New Message List. ■ See <i>Message Listen Mode</i> on page 132.
1S (17) MSG LIST + SAVED MSGS] - [N/A]	Select the Saved Message List. ■ See <i>Message Listen Mode</i> on page 132.
1A (12) [MSG LIST + ALL MSGS] - [N/A]	Select the All Message List. ■ See <i>Message Listen Mode</i> on page 132.
OP (67) [MBOX OPTS] - [N/A]	Use the Mailbox Options. See the following: ■ See <i>Security Code</i> on page 164. ■ <i>Message Notification</i> on page 133. ■ <i>Auto Time Stamp</i> on page 41.
SA (72) [SYS ADMIN] - [N/A]	Access the System Administrator options. ■ See <i>System Administrator</i> on page 171.
TI (84)	Check the current time and date. ■ See <i>Time and Date</i> on page 175.
X (9) [EXIT] - [EXIT]	Exit your mailbox. ■ See <i>Exiting a Mailbox</i> on page 78.
To hear the complete Main Menu of options, dial 0 while in the Main Menu.	

Related Features

See the Mailbox Main Menu chart above.

Programming

No additional programming required.

Operation

Accessing the Mailbox Main Menu		
Log onto Subscriber Mailbox. ■ You automatically go to the mailbox Main Menu.		
	0	Plays Help message which summarizes the Main Menu options. ■ See <i>Mailbox Main Menu</i> on page 118 for the Main Menu options.

Make Call

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.

Related Features

Caller ID (page 56)

Make Call for outside calls is available only if the telco provides Caller ID to the telephone system *and* the telephone system passes that Caller ID data to the IntraMail voice mail ports.

Message Reply (page 143)

Message Reply can not automatically reply to a message left by an outside caller. Use Caller ID with Return Call instead.

Programming

Step 1 Be sure the telco provides Caller ID to the connected telephone system.

Step 2 Check your telephone system programming to be sure the telephone system is set up to receive Caller ID and pass it to the IntraMail voice mail ports.

2.1 1001 - Caller ID

- For each trunk that should receive Caller ID, enter 1 (for DSP).
- Is DS2000, DSP Caller ID requires 4ATRU PCB P/N 80010B or 8ATRU PCB P/N 80011B or higher.
- If your DS2000 is using older PCBs with Caller ID daughter boards, enter 2 (for daughter board) for this option.

✓ By default, Caller ID is not enabled for trunks.

2.2 1001 - Voice Mail Caller ID

- Enter Y (9) to enable this option.

✓ By default, this option is enabled for all trunks.

Step 3 Set up your basic Caller ID Logging programming.

3.1 1302 - Caller ID Outbound Line/Group

- Specify the trunk (1-6 in DS1000, 1-64 in DS2000) or trunk group (90-98) that the system will use when redialing Caller ID calls.

✓ By default, there is no outbound route specified.

3.2 Check the *Caller ID Logging* feature in the telephone system *Software Manual* for additional programming that may be required.

Step 4 To enable Make Call for remote logons (i.e., subscriber's logging onto their mailbox through the Automated Attendant), enable Tandem Trunking.

4.1 1003 - Tandem Trunk

- Enable this option for either the inbound or outbound trunks (or both).

✓ By default, this option is disabled.

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"> ■ Make Call automatically places a return call to the co-worker that left you the message. ■ If your system has Caller ID, Make Call can automatically place a return call to your outside caller. ■ 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. ■ While listening to a message at a 22-Button or 34-Button Display Telephone, press CHECK and CLEAR to switch between the date/time and Caller ID information for the message.

Master Mailbox

Description

Software Note:

- Master Mailboxes are enabled by default in software version 03.20.07 or higher. They are disabled by default in prior versions.
- Master Mailbox programming is simplified in software version 03.20.07 or higher.
- Assigning a Master Mailbox as a Directory Dialing Mailbox requires software version 03.20.07 or higher.

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 183.
- All Master Mailboxes are *disabled* by default in software versions prior to 03.20.07..

Related Features

Announcement Mailbox (page 22)

A Master Mailbox assigned as an Announcement Mailbox provides an announcement to Group Ring and UCD Hunting Group callers when they overflow to Voice Mail.

Call Routing Mailbox (page 49)

A Master Mailbox assigned as a Call Routing Mailbox provides routing options to Group Ring and UCD Hunting Group callers when they overflow to Voice Mail.

Directory Dialing (page 68)

You can use Master Mailboxes for Directory Dialing.

Group Mailbox (page 98)

Group Mailbox uses the Master Mailbox for the extension's Ring Group.

Guest Mailbox (page 101)

You can use a Master Mailbox assigned as a Subscriber Mailbox for a Guest Mailbox, which is a Subscriber Mailbox without an associated extension.

Subscriber Mailbox (page 168)

A Master Mailbox assigned as a Subscriber Mailbox collects messages for Group Ring and UCD Hunting Group callers when they overflow to Voice Mail.

Voice Mail Overflow (page 183)

The telephone system can automatically reroute unanswered outside calls to the IntraMail Automated Attendant. This includes:

- Direct Inward Lines.
- Group Ring calls (that are not UTRFs)
- Key Ring calls
- UCD Hunting calls

Programming

Using Master Mailboxes for UCD Hunting Group Overflow

Step 1 Assign the UCD Hunting Group overflow destination.

- 1.1 *0510 - ACD/UCD Master Extension Numbers and Names: Overflow Destination.*
- Enter the IntraMail master number (**700**).
 - Refer to the *DS1000/2000 Software Manual* for more on this option.
 - ✓ By default, this option is **NONE** (entered by pressing **CLEAR**)

Step 2 Set the UCD Hunting Group overflow interval.

- 2.1 *0401 - System Timers: ACD/UCD Overflow.*
- When all UCD Hunting Group agents are busy, a call will overflow to the destination programmed in step 1 after this interval (**1-9999** seconds).
 - Refer to the *DS1000/2000 Software Manual* for more on this option.
 - ✓ By default, this option is **60** seconds.

Step 3 Set up the IntraMail Master Mailbox Options.

- 3.1 *8005 - IntraMail Master Mailbox Options: Mailbox Number* on page 218.
- Select the Master Mailbox number that corresponds to the UCD Hunting Group you are programming.
 - For example, select Master Mailbox 701 if setting up overflow for UCD Hunting Group 701.
 - ✓ By default, UCD Hunting master numbers are 700-707.
- 3.2 *8005 - IntraMail Master Mailbox Options: Mailbox Type* on page 218.
- Select the type of Master Mailbox (**1-3**) that will provide the desired overflow operation.
 - Enter **1** (Call Routing Mailbox) to have overflow provide routing options to callers.
 - Enter **2** (Announcement Mailbox) to have overflow play an announcement to callers.
 - Enter **3** (Subscriber Mailbox) to allow overflow callers to leave a message.
 - Enter **4** (Directory Dialing Mailbox) to allow overflow callers to use dial-by-name.
 - ✓ By default, all Master Mailboxes are Subscriber Mailboxes (entry **3**).
- 3.3 *8005 - IntraMail Master Mailbox Options: Mailbox Active* on page 219.
- Enter **Y (9)** to enable the Master Mailbox you choose for overflow.
 - ✓ By default:
 - Software versions prior to 03.20.07: Master Mailboxes are inactive (**N**).
 - Software version 03.20.07 or higher: Master Mailboxes are active (**Y**).

Step 4 Refer to the following for programming details on each Master Mailbox type.

- 4.1 For Subscriber Mailboxes:
- *1808 - IntraMail Subscriber Mailbox Options* on page 202.
- 4.2 For Call Routing and Announcement Mailboxes:
- *8006 - IntraMail Routing Mailboxes* on page 227

Master Mailbox

Using Master Mailboxes for Group Ring Automated Attendant Recall

Step 1 Set up the IntraMail Master Mailbox Options.

- 1.1 *8005 - IntraMail Master Mailbox Options: Mailbox Number* on page 218.
 - Select the Master Mailbox number that corresponds to the Ring Group you are programming.
 - For example, select Master Mailbox 601 if setting up recall for Ring Group 601.
 - ✓ By default, Ring Group master numbers are 600-607.
 - 1.2 *8005 - IntraMail Master Mailbox Options: Mailbox Type* on page 218.
 - Select the type of Master Mailbox (**1-4**) that will provide the desired recall operation.
 - Enter **1** (Call Routing Mailbox) to have recall provide routing options to callers.
 - Enter **2** (Announcement Mailbox) to have recall play an announcement to callers.
 - Enter **3** (Subscriber Mailbox) to allow recall callers to leave a message.
 - Enter **4** (Directory Dialing Mailbox) to provide dial-by-name to callers.
 - ✓ By default, all Master Mailboxes are Subscriber Mailboxes (entry **3**).
 - 1.3 *8005 - IntraMail Master Mailbox Options: Mailbox Active on page 219.*
 - Enter **Y (9)** to enable the Master Mailbox you choose for recall.
 - ✓ By default:
 - Software versions prior to 03.20.07: Master Mailboxes are inactive (**N**).
 - Software version 03.20.07 or higher: Master Mailboxes are active (**Y**).
-

Step 2 Refer to the following for programming details on each Master Mailbox type.

- 2.1 For Subscriber Mailboxes:
 - *1808 - IntraMail Subscriber Mailbox Options* on page 202.
 - 2.2 For Call Routing and Announcement Mailboxes:
 - *8006 - IntraMail Routing Mailboxes* on page 227
 - 2.3 For Directory Dialing Mailboxes:
 - *8005 - IntraMail Master Mailbox Options: Options for Directory Dialing Mailboxes (4)* on page 220.
-

Using Master Mailboxes as Additional Call Routing Mailboxes

Step 1 Select an unused Master Mailbox.

- 1.1 *8005 - IntraMail Master Mailbox Options: Mailbox Number* on page 218.
 - Select a Master Mailbox number (600-607 or 700-707) not currently used for overflow.
-

Step 2 Assign the unused Master Mailbox as a Call Routing Mailbox.

- 2.1 *8005 - IntraMail Master Mailbox Options: Mailbox Type* on page 218.
 - Enter 1 (Call Routing Mailbox).
 - ✓ By default, all Master Mailboxes are Subscriber Mailboxes (entry **3**).
-

Step 3 Enable the Master Mailbox.

- 3.1 *8005 - IntraMail Master Mailbox Options: Mailbox Active on page 219.*
 - Enter **Y (9)** to enable the Master Mailbox .
 - ✓ By default:
 - Software versions prior to 03.20.07: Master Mailboxes are inactive (**N**).
 - Software version 03.20.07 or higher: Master Mailboxes are active (**Y**).
-

Step 4 Refer to the following for programming details on Call Routing Mailboxes.

- 4.1 *8006 - IntraMail Routing Mailboxes* on page 227
-

Using Master Mailboxes as Additional Announcement Mailboxes

Step 1 Select an unused Master Mailbox.

- 1.1 8005 - *IntraMail Master Mailbox Options: Mailbox Number* on page 218.
 - Select a Master Mailbox number (600-607 or 700-707) not currently used for overflow.
-

Step 2 Assign the unused Master Mailbox as an Announcement Mailbox.

- 2.1 8005 - *IntraMail Master Mailbox Options: Mailbox Type* on page 218.
 - Enter 2 (Announcement Mailbox).
 - ✓ By default, all Master Mailboxes are Subscriber Mailboxes (entry 3).
-

Step 3 Enable the Master Mailbox.

- 3.1 8005 - *IntraMail Master Mailbox Options: Mailbox Active on page 219*.
 - Enter Y (9) to enable the Master Mailbox .
 - ✓ By default:
 - Software versions prior to 03.20.07: Master Mailboxes are inactive (N).
 - Software version 03.20.07 or higher: Master Mailboxes are active (Y).
-

Step 4 Refer to the following for programming details on Announcement Mailboxes.

- 4.1 8006 - *IntraMail Routing Mailboxes* on page 227. Problem with reference here.
-

Using Master Mailboxes as Guest Mailboxes

Step 1 Select an unused Master Mailbox.

- 1.1 8005 - *IntraMail Master Mailbox Options: Mailbox Number* on page 218.
 - Select a Master Mailbox number (600-607 or 700-707) not currently used for overflow.
-

Step 2 Assign the unused Master Mailbox as a Subscriber Mailbox.

- 2.1 8005 - *IntraMail Master Mailbox Options: Mailbox Type* on page 218.
 - Enter 3 (Subscriber Mailbox).
 - ✓ By default, all Master Mailboxes are Subscriber Mailboxes (entry 3).
-

Step 3 Enable the Master Mailbox.

- 3.1 8005 - *IntraMail Master Mailbox Options: Mailbox Active on page 219*.
 - Enter Y (9) to enable the Master Mailbox .
 - ✓ By default:
 - Software versions prior to 03.20.07: Master Mailboxes are inactive (N).
 - Software version 03.20.07 or higher: Master Mailboxes are active (Y).
-

Step 4 Refer to the following for programming details on Subscriber Mailboxes.

- 4.1 1808 - *IntraMail Subscriber Mailbox Options* on page 202.
-

Step 5 Refer to *Subscriber Mailbox* on page 168 for additional details on Guest Mailbox setup and operation.

Using Master Mailboxes for Directory Dialing

Turn to *Directory Dialing* on page 68.

Operation

Refer to the following:

- **Announcement Mailbox** (page 22).
- **Call Routing Mailbox** (page 49).
- **Subscriber Mailbox** (page 168).

Message Count Display

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 VM01 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

Related Features

N/A

Programming

No additional programming required.

Operation

Using the Message Count Display

Operation is automatic.

Message Delete

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.

Related Features

Erasing All Messages (page 77)

The System Administrator can delete all messages in a Subscriber Mailbox.

Subscriber Mailbox (page 168)

A subscriber can log into their mailbox and delete any of their messages.

Programming

No additional programming required.

Operation

Deleting a Message [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

Software Note:

Simplified forwarding of a list of messages requires software version 03.20.07 or higher.

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.

Related Features

Call Forward to a Mailbox (page 47)

An extension user can easily forward calls to their mailbox.

Programming

No additional programming required.

Operation

Forwarding a Message [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 forward). [LISTEN] - [LSTN]			
	MF (63)	Access the Message Forward Menu. [FORWARD] - [N/A]		
		Enter the number of the mailbox to which you want to forward the message. <ul style="list-style-type: none"> ■ In software versions 03.20.07 or higher, when a subscriber forwards a list of messages, they automatically listen to the next message in the list once forwarding completes. In prior software versions, they would always return to the top of the message list. This required the subscriber to listen to the messages that had already been forwarded before being allowed to forward the next message in the list. 		
		#	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]
			E (3)	Cancel the forwarding and exit your mailbox. [CANCEL] - [CNCL]
			#	End the recording. [DONE] - [DONE]

Message Forward

Forwarding a Message [Super Display Soft Key] - [Keyset Soft Key]			
		*	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]
0			Plays Help message.

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.

Related Features

N/A

Programming

Step 1 Set the maximum length of recorded messages.

- 1.1 *8004 - IntraMail System Options: Subscriber Message Length* on page 213.
- This option sets the maximum length (**1-4095** seconds) of recorded messages for:
 - Subscriber Mailbox users dialing **RS** to record and send a message.
 - Extension users leaving a message in a Subscriber Mailbox.
 - Outside callers transferred by an extension user to a Subscriber Mailbox.
 - Outside Automated Attendant callers accessing a mailbox via a GOTO command.
 - Subscriber Mailbox Greetings.
 - Mailbox Names.
- ✓ By default, these types of messages are **120** seconds long maximum.

Step 2 Set the maximum length of recorded Quick Messages.

- 2.1 *8004 - IntraMail System Options: Non-Subscriber Message Length* on page 213.
- This option sets the maximum length (**1-4095** seconds) of recorded messages for:
 - Automated Attendant callers leaving a message or Quick Message in a Subscriber Mailbox.
 - Call Routing Mailbox Instruction Menus.
- ✓ By default, these types of messages are **120** seconds long maximum.

Operation

N/A

Message Listen Mode

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 message 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.

Related Features

Main Menu (page 118)

The Message Listen mode options are mailbox Main Menu selections.

Programming

N/A

Operation

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

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.

2

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.

Message Notification

- If the pager service doesn't answer, IntraMail will retry the callout number. Message Notification may eventually cancel if the callout remains unacknowledged.

Related Features

Security Code (page 164)

To protect their mailbox from unauthorized access, the subscriber should be sure to record a Security Code for your mailbox before enabling Message Notification.

Programming

Programming that Applies to All Types of Message Notification

Step 1 Assign the trunk group the system uses for Message Notification callouts.

1.1 8002 - Dial 9 Group.

- Select the trunk group (**90-98**) Message Notification will use for callouts. ***You must make this assignment and have trunks in the designated group for Message Notification callouts to work.***

✓ By default, this option is **90**.

Step 2 Check to be sure the following Voice Mail port options do not restrict Message Notification callouts.

2.1 8002 - Voice Mail Port Options (Part 1): Class of Service on page 209.

2.2 8002 - Voice Mail Port Options (Part 1): Toll Restriction Level (Day) on page 209.

2.3 8002 - Voice Mail Port Options (Part 1): Toll Restriction Level (Night) on page 209.

2.4 8002 - Voice Mail Port Options (Part 1): Dial 9 Group on page 210.

2.5 8002 - Voice Mail Port Options (Part 1): Outgoing Trunk Group Access on page 210.

2.6 8003 - Voice Mail Port Options (Part 2): Trunk Access Type on page 212.

Step 3 Set the maximum number on incomplete callout attempts.

3.1 8004 - IntraMail System Options: Number of Callout Attempts on page 216.

- Set how many times (**1-99** attempts) IntraMail will retry an incomplete Message Notification callout. This total includes unacknowledged callouts, callouts to a busy destination, and callouts to an unanswered destination. This option applies to pager and non-pager callouts. The default setting for this option is **5**.

✓ The default setting for this option is **5** attempts.

Step 4 Be sure Message Waiting lamping for Subscriber Mailboxes is on.

4.1 1808 - IntraMail Subscriber Mailbox Options: Message Waiting Lamp on page 204.

- Enter **Y** (9) to enable Message Waiting lamping.

- ***If Message Waiting lamping is disabled (N), Message Notification will not function.***

✓ By default, this option is **Y** (9).

Unique Programming for Non-pager Message Notification

Step 1 Set the intervals IntraMail will wait between incomplete non-pager Message Notification callouts.

- 1.1 *8004 - IntraMail System Options: Wait Between Non-Pager Callout Attempts* on page 215.
 - Set the minimum time (**1-255** minutes) between non-pager Message Notification callouts in which the destination answers, says “Hello,” dials 1 to acknowledge and then enters the wrong security code.
 - ✓ The default for this option is **20** minutes.
- 1.2 *8004 - IntraMail System Options: Wait Between Busy Non-Pager Callout Attempts* on page 215.
 - Set how long IntraMail will wait (**1-255** minutes), after it dials a busy non-pager callout destination, before retrying the callout number.
 - ✓ The default for this option is **15** minutes.
- 1.3 *8004 - IntraMail System Options: Wait Between RNA Non-Pager Callout Attempts* on page 215.
- 1.4
 - Set how long IntraMail will wait (**1-255** minutes), after it dials an unanswered non-pager callout destination, before retrying the callout number. The default setting for this option is 30 minutes.
 - There are three types of unanswered non-pager callouts:
 - If the callout rings the destination longer than the *8004-Wait for Answer Non-Pager Callout Attempts*.
 - If the destination answers, says “Hello” (or the system detects answer supervision) and then hangs up without dialing 1 to log onto their mailbox. This typically happens if someone unfamiliar with notification answers the callout, or if the callout is picked up by an answering machine.
 - If the destination answers and then hangs up without saying “Hello.” This typically happens if someone unfamiliar with the notification answers the callout (like the above example), or if the call is picked up by an answering machine which insufficient outgoing message volume.
 - ✓ The default for this option is **30** minutes.

2

Step 2 Set how IntraMail determines when a non-pager callout rings without being answered.

- 2.1 *8004 - IntraMail System Options: Wait for Answer Non-Pager Callout Attempts* on page 216.
 - If a non-pager callout rings the destination longer than this option (**1-99** rings), IntraMail marks the call as unanswered (Ring No Answer) and hangs up.
 - ✓ The default for this option is **5** rings.

Message Notification

Unique Programming for Digital Pager Message Notification

Step 1 Set up the system-wide options that apply to the digital pager callback number.

- 1.1 *8004 - IntraMail System Options: Digital Pager Callback Number* on page 214.
 - Set the *Digital Pager Callback Number* portion of the Message Notification callout number for a digital pager. This is the portion of the callout number that is appended to the pager service telephone number.
 - ✓ By default, this option is **X*M#**, where:
 - **X** is the number of the extension that generated the notification.
 - ***** is a visual delimiter (to make the pager display easier to read).
 - **M** is the number of new messages in the extension's mailbox.
 - **#** is the digit normally used by the pager service for positive disconnect.
- 1.2 *8004 - IntraMail System Options: Delay in Dialing Digital Pager Callback Number* on page 214.
 - Set the delay (**0-99** seconds) that occurs just before IntraMail dials the *Digital Pager Callback Number* portion of the Message Notification callout number for a digital pager. Set this delay so the pager service has enough time to connect to the digital pager before sending the callback number. Your pager service may be able to help you determine the best value for this option (**0-99** seconds). When placing a digital pager notification, the system:
 - Seizes the trunk specified in **8002 - Dial 9 Group**.
 - Dials the user-entered notification number (in **MW + OP + N**).
 - Waits the *8004 - Delay in Dialing Digital Pager Callback Number* interval.
 - Dials the number entered in *8004 - Digital Pager Callback Number*.
 - The system assumes that the notification number will complete dialing approximately 4 seconds after trunk seizure. This means that, by default, the Digital Pager Callback Number will be dialed into the pager service about 13 seconds after trunk seizure.
 - Your pager service may be able to help you determine the best value for this option.
 - ✓ By default, this option is **9** seconds.

Step 2 Set up the system-wide options that apply to digital pager callouts/

- 2.1 *8004 - IntraMail System Options: Wait Between Digital Pager Callout Attempts* on page 215.
 - Set the minimum time (**1-255** minutes) between unacknowledged or unanswered digital pager Message Notification callouts. (A subscriber acknowledges a digital pager notification by logging onto their mailbox.) After this interval expires, IntraMail will try the callout again (for up to the number of times set in *8004 - Number of Callout Attempts*).
 - If the system dials the callout number and the pager service is busy, it will retry the number in one minute.
 - ✓ By default, this option is **15** minutes.
- 2.2 *8004 - IntraMail System Options: Send Pager Callout Until Acknowledged* on page 216.
 - When this option is enabled (**Y**), IntraMail will continue to retry a digital pager Message Notification callout until the notification is acknowledged. If this option is disabled (**No**), IntraMail will retry a digital pager Message Notification the number of times specified in *8004 - Number of Callout Attempts*. This option does not apply to Message Notification callouts to telephone numbers.
 - A digital pager notification is considered acknowledged when the recipient logs onto the mailbox.
 - ✓ By default, this option is disabled (**N**).

Operation

Setting Up Message Notification (Page 1 of 2) [Super Display Soft Key] - [Keyset Soft Key]			
Log onto Subscriber Mailbox.			
OP (67)	Access the Mailbox Options menu. [MBOX OPTS] - [N/A]		
	N (6)	Access the Message Notification Options Menu. [NOTIFICATION] - [NTFY]	
		IntraMail plays a summary of your Message Notification settings. <ul style="list-style-type: none"> The your telephone display shows your current notification settings (see sample below). The second line of the display is not available on 22- and 32-button display telephones. For telephone numbers NOTIFY ON 8AM- 5PM NUM: 12039265400 OR For pager numbers NOTIFY ON 8AM- 5PM PGR: 12039265400	
		O (6)	Turn Message Notification on or off. [ON] - [ON] [OFF] - [OFF]
		C (2)	Change your Message Notification setup. [CHANGE] - [CHNG]
			When you see: START TIME
			Enter the hour you want Message Notification to begin. <ul style="list-style-type: none"> Enter 2 digits for the hour
			A (2) Select AM [AM] - [AM]
			P (7) 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: END TIME
			Enter the hour you want Message Notification to end. <ul style="list-style-type: none"> Enter 2 digits for the hour. For 24-hour notification, make the End Time the same as the Start Time.
			A (2) Select AM [AM] - [AM]
			P (7) 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: NOTIFY AT

2

Message Notification

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

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

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

Description

Software Note:

Message On Hold requires software version 03.20.07 or higher and IntraMail voice prompts version 1.2.

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.

Related Features

Music On Hold

Message On Hold is an alternative to the telephone system's Music On Hold.

System Administrator (page 171)

Only the System Administrator can record the Message On Hold.

Programming

Step 1 Enable Message On Hold for the trunk.

- 1.1 *1003 - Trunk Options: MOH Source* on page 196.
 - To enable Message On Hold for the trunk, enter **4**.
 - ✓ By default, all trunks are set to 1 (external source).

Step 2 Optionally set the Message On Hold message length.

- 2.1 *8004 - IntraMail System Options: Subscriber Message Length* on page 213.
 - The Message On Hold cannot exceed the setting of this option (**1-4095** seconds).
 - By default, the Subscriber Message Length is **120** seconds.

Message On Hold

Operation

Recording the Message On Hold [Super Display Soft Key] - [Keyset Soft Key]			
Log onto System Administrator's mailbox.			
SA (72)	Access System Administrator options. [SYS ADMIN] - [N/A]		
	1	Select Message On Hold. [MSG ON HOLD] - [N/A]	
		L (5)	Listen to the current Message On Hold (if any). [LISTEN] - [LSTN]
			# Exit listen mode.
		R (7)	Record a new Message On Hold. [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 Message On Hold. [ERASE] - [ERASE]
		#	Go back to the System Administrator options. [EXIT] - [EXIT]
		0	Plays Help message.
	#	Go back to the Main Menu options. [EXIT] - [EXIT]	
0	Plays Help message.		

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.

Related Features

Listening to Messages (page 109)

While listening to messages, Message Playback Direction lets the user change the playback order of the messages in the mailbox.

Programming

Step 1 Set the Message Playback Direction for a Subscriber Mailbox.

1.1 *1808 - IntraMail Subscriber Mailbox Options: Message Playback* on page 203.

- The options are:

F (3) - FIFO (first-in-first-out, or oldest messages first).

L (5) - LIFO (last-in-first-out, or newest messages first).

✓ By default, the setting for this option is **F** (FIFO, or first-in-first-out).

Operation

N/A

Message Record

Description

See *Record and Send a Message* on page 158.

Related Features

See *Record and Send a Message* on page 158.

Programming

See *Record and Send a Message* on page 158.

Operation

See *Record and Send a Message* on page 158.

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.

Related Features

Make Call (page 120)

Message Reply does not apply to outside calls. If the telephone system provides Caller ID information to IntraMail, a subscriber may be able to use Make Call (MC) to call the person back.

Programming

No additional programming required.

Operation

2

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 RE 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		

Message Retention

Description

This feature is currently not available.

IntraMail will save a Subscriber Mailbox's new, held, or saved messages for the Message Retention interval and then delete them. You'll find Message Retention to be an invaluable tool for managing IntraMail's voice message storage space. If subscribers are letting old, unwanted messages build up in their mailboxes, shorten the Message Retention time. Be sure to let the subscribers know how long IntraMail will retain their messages. By default, IntraMail retains all messages indefinitely.

IntraMail performs its Message Retention deletions at midnight of the day the message was marked for deletion. For example, if the mailbox has 1 day Message Retention, any messages left on Wednesday are deleted at midnight on Thursday.

Message Retention Guard Time

IntraMail has a Message Retention Guard Time that automatically starts when you change the date and time in the telephone system. Message deletion can occur only after the Message Retention Guard Time expires. This prevents Message Retention from inadvertently deleting messages when you change the telephone system time and date. The guard time is fixed at 4 days.

Related Features

Erasing All Messages (page 77)

The System Administrator can delete all messages in a Subscriber Mailbox.

Message Delete (page 128)

A Subscriber Mailbox user can delete any messages left in their mailbox.

Programming

Step 1 Set the Message Retention Interval for a Subscriber Mailbox.

1.1 *1808 - IntraMail Subscriber Mailbox Options: Message Retention* on page 204.

- The choices are:

1-90 days.

Indefinite (entered by pressing CLEAR).

✓ The default setting is **Indefinite** (entered by pressing **CLEAR**).

Operation

N/A

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.

Related Features

Erasing All Messages (page 77)

The System Administrator can delete all messages in a Subscriber Mailbox.

Message Delete (page 128)

A Subscriber Mailbox user can delete any messages left in their mailbox.

Programming

Step 1 Set the maximum number of messages that can be left in a Subscriber Mailbox.

- 1.1 *1808 - IntraMail Subscriber Mailbox Options: Number of Messages* on page 203.
 - Enter the maximum number of messages the mailbox can store (**0-99**).
 - If a caller tries to leave a message once the maximum number is reached, they hear, "*That mailbox is full.*" IntraMail then hangs up.
 - ✓ By default, the maximum number of messages that can be left is **99** for extension 300 and **20** for all others.

Operation

N/A

Message Waiting Lamp

Description

Software Note:

In software version 03.20.07 and higher, the **MW** LED is used only for Call Screening. In software versions prior to 03.20.07, an extension's **MW** LED would flash when there were new messages waiting in the mailbox.

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.

In software versions prior to 03.20.07, an extension's **MW** LED would also flash when there were new messages waiting in the mailbox. In software version 03.20.07 and higher, the **MW** LED is used only for Call Screening.

Related Features

Call Screening (page 53)

With the introduction of Call Screening in software versions 03.20.07 and higher, only the Ring/Message Lamp flashes for new messages. The **MW** LED is used for Call Screening only.

Programming

Step 1 Turn Message Waiting lamping for Subscriber Mailboxes on or off.

- 1.1 *1808 - IntraMail Subscriber Mailbox Options: Message Waiting Lamp* on page 204.
 - Enter **N** (6) to disable Message Waiting lamping.
 - Enter **Y** (9) to enable Message Waiting lamping.
 - *If Message Waiting lamping is disabled (N), Message Notification will not function.*
- ✓ By default, this option is Y (9).

Operation

N/A

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.

Related Features

Answer Tables (page 30)

Determines how the Automated Attendant answers outside calls on each trunk.

Automated Attendant (page 42)

The Automated Attendant can automatically answer the telephone system's incoming calls, play an Instruction Menu message, and provide dialing options to callers.

Call Routing Mailbox (page 49)

The mailbox associated with an Answer Table that specifies which dialing options (Dial Action Table) and announcements are available to Automated Attendant callers.

Dial Action Table (page 64)

Defines the dialing options for the Call Routing Mailbox chosen by the active Answer Table.

Programming

Step 1 Assign an Answer Table to each trunk.

- 1.1 *1003 - Trunk Options: Answer Table* on page 196.
 - Assign an Answer Table (1-8) to each trunk that the Automated Attendant should answer.
 - ✓ By default, all trunks are assigned to Answer Table 1.
- 1.2 See the following features for more:
 - *Answer Tables* on page 30.
 - *Automated Attendant* on page 42.
 - *Call Routing Mailbox* on page 49.
 - *Dial Action Table* on page 64.

Operation

N/A

Next Call Routing Mailbox

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.

Subscriber Mailbox Options

The following chart shows the additional dialing options a caller may have while listening to a Subscriber Mailbox recorded or default greeting. The digits the caller can dial depends on the setting of the Next Call Routing Mailbox and Dialing Option options. For an explanation of the options a caller can dial *while recording*, see *Record and Send a Message* on page 158.

Dialing Options while Listening to a Subscriber Mailbox Greeting				
1808-Next Call Routing Mailbox	1808 - Dialing Option	Digit Dialed	Action	
			Trunk Call	Intercom Call
Undefined	No	0	Caller hears, “ <i>That is an invalid entry</i> ,” and the greeting repeats.	
		1-9		
		#	IntraMail hangs up.	
		*	Caller skips greeting and can immediately start recording.	
0-15 (valid Call Routing Mailbox)	No	0	Caller follows 0 action in Next Call Routing Mailbox.	Caller hears, “ <i>That is an invalid entry</i> ,” and the greeting repeats.
		1-9	Caller hears, “ <i>That is an invalid entry</i> ,” and the greeting repeats.	
		#	Caller routes to the Next Call Routing Mailbox and hears its Instruction Menu.	IntraMail hangs up.
		*	Caller skips greeting and can immediately start recording.	
0-15 (valid Call Routing Mailbox)	Yes	0	Caller follows key’s action in Next Call Routing Mailbox.	
		1-9		
		#	Caller routes to the Next Call Routing Mailbox and hears its Instruction Menu.	IntraMail hangs up.
		*	Caller skips greeting and can immediately start recording.	

Next Call Routing Mailbox

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.

Next Call Routing Mailbox

Announcement Mailbox Options

The following charts show how an Announcement Mailbox handles Automated Attendant calls.

- The first chart explains what happens when the outside call is directly answered by the Announcement Mailbox. This happens when the Answer Table uses an Announcement Mailbox for routing instead of a Call Routing Mailbox.
- The second chart explains what happens when the outside call is answered by a Call Routing Mailbox and then routed to the Announcement Mailbox. This can happen, for example, when a caller dials a digit to hear an announcement of company directions.
- See *Answer Tables* on page 30 for more on setting up Answer Tables.

Direct Announcement Mailbox Routing (If the outside caller routes directly to the Announcement Mailbox)			
8006-Next Call Routing Mailbox	8006-Repeat Count	8006-Hang Up After	Action
Undefined	0 (No repeats)	Yes or No	<ul style="list-style-type: none"> ■ <u>If the caller doesn't dial</u>, after the announcement IntraMail hangs up. ■ <u>If the caller dials a digit</u> during the announcement, IntraMail says "That is an invalid entry" and hangs up.
0-15 (valid Call Routing Mailbox)	0 (No repeats)	No	<ul style="list-style-type: none"> ■ <u>If the caller doesn't dial</u>, after the announcement they route to the Next Call Routing Mailbox. ■ <u>If the caller dials a digit</u> during the announcement, they route to the Next Call Routing Mailbox.
		Yes	<ul style="list-style-type: none"> ■ <u>If the caller doesn't dial</u>, after the announcement IntraMail hangs up. ■ <u>If the caller dials a digit</u> during the announcement, they route to the Next Call Routing Mailbox.
Undefined	x (x number of repeats)	Yes or No	<ul style="list-style-type: none"> ■ <u>If caller doesn't dial</u>, they hear the announcement x number of times and then IntraMail hangs up. ■ <u>If the caller dials a digit</u> during the announcement, IntraMail says "That is an invalid entry" and aborts the announcement. The announcement repeats (if allowed by the Repeat Count) and then IntraMail hangs up.
0-15 (valid Call Routing Mailbox)	x (x number of repeats)	No	<ul style="list-style-type: none"> ■ <u>If caller doesn't dial</u>, they hear the announcement x number of times and then route to the Next Call Routing Mailbox. ■ <u>If the caller dials a digit</u> during the announcement, they route to the Next Call Routing Mailbox.
		Yes	<ul style="list-style-type: none"> ■ <u>If caller doesn't dial</u>, they hear the announcement x number of times and then IntraMail hangs up. ■ <u>If the caller dials a digit</u> during the announcement, they route to the Next Call Routing Mailbox.

Next Call Routing Mailbox

Routed Announcement Mailbox Routing (Page 1 of 2) (If the outside caller routes to the Announcement Mailbox from a Call Routing Mailbox)			
8006-Next Call Routing Mailbox	8006-Repeat Count	8006-Hang Up After	Action
Undefined	0 (No repeats)	No	<ul style="list-style-type: none"> ■ <u>If the caller doesn't dial</u>, after the announcement the caller goes back to the initial Call Routing Mailbox. ■ <u>If the caller dials a digit</u> during the announcement, IntraMail says "<i>That is an invalid entry</i>" and routes the caller goes back to the initial Call Routing Mailbox.
		Yes	<ul style="list-style-type: none"> ■ <u>If the caller doesn't dial</u>, after the announcement IntraMail hangs up. ■ <u>If the caller dials a digit</u> during the announcement, IntraMail says "<i>That is an invalid entry</i>" and hangs up.
0-15 (valid Call Routing Mailbox)	0 (No repeats)	No	<ul style="list-style-type: none"> ■ <u>If the caller doesn't dial</u>, after the announcement they route to the Next Call Routing Mailbox. ■ <u>If the caller dials a digit</u> during the announcement, they route to the Next Call Routing Mailbox.
		Yes	<ul style="list-style-type: none"> ■ <u>If the caller doesn't dial</u>, after the announcement IntraMail hangs up. ■ <u>If the caller dials a digit</u> during the announcement, they route to the Next Call Routing Mailbox.
Undefined	x (x number of repeats)	No	<ul style="list-style-type: none"> ■ <u>If caller doesn't dial</u>, they hear the announcement x number of times and then go back to the initial Call Routing Mailbox. ■ <u>If the caller dials a digit</u> during the announcement, IntraMail says "<i>That is an invalid entry</i>" and aborts the announcement. The announcement repeats (if allowed by the Repeat Count) and then IntraMail routes back to the initial Call Routing Mailbox.
		Yes	<ul style="list-style-type: none"> ■ <u>If caller doesn't dial</u>, they hear the announcement x number of times and then IntraMail hangs up. ■ <u>If the caller dials a digit</u> during the announcement, IntraMail says "<i>That is an invalid entry</i>" and aborts the announcement. The announcement repeats (if allowed by the Repeat Count) and then IntraMail hangs up.

2

Next Call Routing Mailbox

Routed Announcement Mailbox Routing (Page 2 of 2) (If the outside caller routes to the Announcement Mailbox from a Call Routing Mailbox)			
8006-Next Call Routing Mailbox	8006-Repeat Count	8006-Hang Up After	Action
0-15 (valid Call Routing Mailbox)	x (x number of repeats)	No	<ul style="list-style-type: none"> ■ <u>If caller doesn't dial</u>, they hear the announcement x number of times and then route to the Next Call Routing Mailbox. ■ <u>If the caller dials a digit</u> during the announcement, they route to the Next Call Routing Mailbox.
		Yes	<ul style="list-style-type: none"> ■ <u>If caller doesn't dial</u>, they hear the announcement x number of times and then IntraMail hangs up. ■ <u>If the caller dials a digit</u> during the announcement, they route to the Next Call Routing Mailbox.

Related Features

Call Forward to a Mailbox (page 47)

The Next Call Routing Mailbox dial options also apply to a subscriber's Direct Inward Line while it is forwarded to their mailbox.

Record and Send a Message (page 158)

Turn to this feature for an explanation of the options a caller can dial *while recording*.

Programming

Programming Subscriber Mailboxes

Step 1 Assign the Next Call Routing Mailbox to a Subscriber Mailbox (if required).

- 1.1 *1808 - IntraMail Subscriber Mailbox Options: Next Call Routing Mailbox* on page 206.
 - Specify the Routing Mailbox (**000-015**) that should provide the caller leaving a message with additional dialing options.
 - ✓ By default, this option is **0** (Call Routing Mailbox 000).

Step 2 Optionally allow the caller to dial additional digits (not just 0) once in the Next Call Routing Mailbox.

- 2.1 *1808 - IntraMail Subscriber Mailbox Options: Dialing Option* on page 205.
 - Enter **Y** (9) to enable additional dialing options.
 - ✓ By default, this option is **N** (6).

Programming Announcement Mailboxes

Step 1 Assign the Next Call Routing Mailbox for the Announcement Mailbox (if required).

- 1.1 *8006 - IntraMail Routing Mailboxes: Next Call Routing Mailbox* on page 229.
 - Specify the Routing Mailbox (**000-015**) to which the caller should route after hearing the Announcement Mailbox message.
 - ✓ By default, this option is **UND** (Undefined - entered by pressing **CLEAR**).

Next Call Routing Mailbox

Step 2 Enter the number of times the Announcement Mailbox message should repeat before routing to the Next Call Routing Mailbox.

2.1 8006 - *IntraMail Routing Mailboxes: Repeat Count* on page 229.

- Specify the number of Announcement Mailbox message repeats (**1-10**, or **0** for no repeats).
- ✓ By default, this option is **0** (no repeats).

Step 3 Be sure the Announcement Mailbox does not hang up after playing its message.

3.1 8006 - *IntraMail Routing Mailboxes: Hang Up After* on page 229.

- Enter **N** (6) to disable this option.
- ✓ By default, this option is disabled (**N**).

Operation

N/A

2

Programming Voice Mail

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*.



Related Features

System Administrator (page 171)

The System Administrator can do limited IntraMail programming, such as recording Automated Attendant announcements, recording mailbox names, and deleting messages from mailboxes.

Programming

See Description above.

Operation

See Description above.



Quick Message

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.

Related Features

Dial Action Table (page 64)

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.

Next Call Routing Mailbox (page 148)

The Quick Message without Greeting option (REC2) is typically used when the mailbox’s Next Call Routing Mailbox option allows the caller to dial a digit to leave a message. Otherwise, the caller would hear the mailbox greeting twice (once when initially accessing the mailbox and again when routed by the Next Call Routing Mailbox).

Programming

Step 1 Optionally set up a Quick Message with Greeting (REC1) Action.

- 1.1 8008 - IntraMail Dial Action Tables: REC1 Action - Quick Message With Greeting (3) on page 248.
 - To have the caller leave a Quick Message at a specific extension, the corresponding *Number* option should be the extension number.
 - To have the caller leave a Quick Message at any caller-dialed extension, the corresponding *Number* option should be IXXX.
 - To have the caller leave a Quick Message at a caller-dialed extension in a specific range, the corresponding *Number* option should be XXX.
 - For example, to allow callers to leave a Quick Message extensions 300-399, for key 3 enter REC1 for the *Action* and XXX for the corresponding *Number*.
- ✓ By default, key * *Action* is REC1 and *Number* is IXXX.

Step 2 Optionally set up a Quick Message without Greeting (REC2) Action.

- 2.1 8008 - IntraMail Dial Action Tables: REC2 Action - Quick Message Without Greeting (4) on page 248.

- To have the caller leave a Quick Message at a specific extension, the corresponding *Number* option should be the extension number.
 - To have the caller leave a Quick Message at any caller-dialed extension, the corresponding *Number* option should be IXXX.
 - To have the caller leave a Quick Message at a caller-dialed extension in a specific range, the corresponding *Number* option should be XXX.
 - For example, to allow callers to leave a Quick Message extensions 300-399, for key 3 enter REC2 for the *Action* and XXX for the corresponding *Number*.
- ✓ By default, key * *Action* is REC1 and *Number* is IXXX.

Step 3 Set the maximum message length for callers leaving a Quick Message in a mailbox.

- 3.1 8004 - *IntraMail System Options: Non-Subscriber Message Length* on page 213.
- Set the maximum length (**1-4095** seconds) of recorded messages for:
 - Automated Attendant callers leaving a message or Quick Message in a Subscriber Mailbox.
 - Outside callers transferred by an extension user to a Subscriber Mailbox.
- ✓ By default, this option is **120** seconds.

Operation

2

Leaving a Quick Message

To leave a Quick Message after the Automated Attendant answers:
--

- | |
|--|
| <ol style="list-style-type: none">1. Dial *.2. Dial the Subscriber Mailbox number.3. Leave message and hang up.
OR
Leave message and dial #.<ul style="list-style-type: none">■ Dialing # may provide you with additional dialing options. This depends on how the called mailbox's Next Call Routing Mailbox is set up. |
|--|

Record and Send a Message

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
Options available while recording:	
*	Pause/resume recording.
E (3)	Erase the recording.
#	End recording.
Dial 0 while recording to hear the list of options.	

Related Features

Listening to Messages (page 109)

While or after listening to a message, an extension user has many message handling options from which to choose.

Programming

N/A

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.			
RS (77)	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]	
	E (3)	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]	

2

Remote Programming

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.



Related Features

TBD

Programming

TBD

Operation

TBD

Description

Screened Transfer is an Automated Attendant option that allows callers to directly dial system extensions. Screened Transfer (and its related feature Unscreened Transfer) allow the IntraMail Automated Attendant to transfer outside calls to system extension's 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).

2

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

Screened Transfer (TRF) Operation			
<ul style="list-style-type: none"> ■ <i>Call</i> = Call answered by the Automated Attendant. ■ <i>Extension</i> = Extension dialed by Automated Attendant caller. 			
If Auto Attendant Do Not Disturb is off (see page 37 for more on this feature):			
	Extension Idle	Extension Busy	Extension in DND
With Active Greeting Recorded	<ol style="list-style-type: none"> 1. Places a screened (Intercom) call to extension. -<i>If answered</i>, transfers call. 2. <i>If unanswered</i>¹: -<i>With no Next Call Routing Mailbox</i>, caller hears greeting and can leave a message. -<i>With a Next Call Routing Mailbox</i>, caller can dial 1 to leave a message or 2² for other options. 	<ol style="list-style-type: none"> 1. <i>When busy</i>: -<i>With no Next Call Routing Mailbox</i>, caller hears greeting and can leave a message. -<i>With a Next Call Routing Mailbox</i>, caller can dial 1 to leave a message or 2² for other options. 	<ol style="list-style-type: none"> 1. <i>When in DND</i>: -<i>With no Next Call Routing Mailbox</i>, caller hears greeting and can leave a message. -<i>With a Next Call Routing Mailbox</i>, caller can dial 1 to leave a message or 2² for other options.
With Active Greeting Not Recorded	<ol style="list-style-type: none"> 1. Places a screened (Intercom) call to extension. -<i>If answered</i>, transfers call. 2. <i>If unanswered</i>¹: -<i>With no Next Call Routing Mailbox</i>, IntraMail prompts caller to leave a message. -<i>With a Next Call Routing Mailbox</i>, caller can dial 1 to leave a message or 2² for other options. 	<ol style="list-style-type: none"> 1. <i>When busy</i>: -<i>With no Next Call Routing Mailbox</i>, IntraMail prompts caller to leave a message. 1. <i>With a Next Call Routing Mailbox</i>, caller can dial 1 to leave a message or 2² for other options. 	<ol style="list-style-type: none"> 1. <i>When in DND</i>: -<i>With no Next Call Routing Mailbox</i>, caller hears greeting and can leave a message. -<i>With a Next Call Routing Mailbox</i>, caller can dial 1 to leave a message or 2² for other options.
If Auto Attendant Do Not Disturb is on (see page 37 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"> 1. Sends call immediately to mailbox: -Plays greeting. -Prompts caller to start recording. 		
<p>¹ After 8006 - Screened Transfer Timeout interval.</p> <p>² Dialing 2 routes the call to the Next Call Routing Mailbox for additional dialing options. See <i>Next Call Routing Mailbox</i> on page 148 for more.</p>			

Related Features

Answer Tables (page 30)

Determines how the Automated Attendant answers outside calls on each trunk.

Automated Attendant (page 42)

The Answer Table determines how the Automated Attendant answers calls.

Call Routing Mailbox (page 49)

- The mailbox associated with an Answer Table that specifies which dialing options (Dial Action Table) and announcements are available to Automated Attendant callers.

- You cannot program a Call Routing Mailbox as a Screened Transfer (TRF) Dial Action Table destination.

Caller ID (page 56)

IntraMail provides Caller ID data for a Screened Transfer call after it is answered.

Dial Action Table (page 64)

Defines the dialing options for the Call Routing Mailbox chosen by the active Answer Table.

Forced Unscreened Transfer (page 90)

The Subscriber Mailbox can optionally convert Automated Attendant Screened Transfers to Unscreened Transfers.

Unscreened Transfer (page 180)

After an Automated Attendant caller dials an extension, IntraMail immediately transfers the call to the destination and hangs up.

Programming

Step 1 Assign the TRF action to a key on the active Dial Action Table.

1.1 *8008 - IntraMail Dial Action Tables: TRF Action - Screened Transfer (1)* on page 247.

- Normally, the corresponding *Number* option should be XXX. Note that the key you choose for this action is the first digit of the called extension number.
 - For example, to allow callers to place Screened Transfers to extensions 300-399, for key 3 enter TRF for the *Action* and XXX for the corresponding *Number*.
- To have Screened Transfer call a specific extension, the corresponding *Number* option should be that extension's number. The caller then dials that single digit to reach the extension.
 - For example, to have callers dial 8 to reach extension 303, for key 8 enter TRF for the *Action* and 303 for the corresponding *Number*.

✓ By default, key 3 *Action* is UTRF and *Number* is XXX. This means that Automated Attendant callers can place Unscreened Transfers to extensions 300-399.

Step 2 Set how long a Screened Transfer will ring an unanswered extension before recalling to the Automated Attendant.

2.1 *8006 - IntraMail Routing Mailboxes: Screened Transfer Timeout* on page 228.

- Set how long a Screened Transfer (TRF) from the Automated Attendant will ring (**0-255** seconds) an unanswered extension before recalling.
- Be sure that the *0401 - System Timers: Transfer Recall* interval is longer than the setting of this option. If the Transfer Recall interval is shorter, Screened Transfers will recall the same as Unscreened Transfers.

✓ By default, this option is **15** seconds.

Operation

N/A

2

Security Code

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.

Related Features

System Administrator (page 171)

The System Administrator can delete a mailbox's security code.

Programming

N/A

Operation

Changing or Deleting a Security Code (From your Subscriber Mailbox) [Super Display Soft Key] - [Keyset Soft Key]			
Log onto Subscriber Mailbox.			
OP (67)	Access the Mailbox Options Menu. [MBOX OPTS] - [N/A]		
S (7)	Access the Security Code options. [SEC CODE] - [SEC]		
	Enter new Security Code (4 digits).		
	C (2)	Accept Security Code entry and go back to the Mailbox Options Menu.	
	I (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]	
0	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.			
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 mailbox's Security Code. [ERASE SECURITY CODE] - [N/A]
		#	Go back to System Administrator options. [EXIT] - [EXIT]
0	Plays Help message.		

Single Digit Dialing

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	For more, see:
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.	Screened Transfer (page 161)	Page 247
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.	Unscreened Transfer (page 180)	Page 247
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.	Quick Message (page 156)	Page 248
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.	Quick Message (page 156)	Page 248
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.	Log Onto Voice Mail (page 112)	Page 248
Hang Up	<u>Hang Up (6)</u> IntraMail says "Goodbye" and hangs up.	Hang Up (page 104)	Page 249
GOTO	<u>Go to a Mailbox, (7)</u> Allows an Automated Attendant caller to route to another mailbox.	Go To A Mailbox (page 92)	Page 249
UND	<u>Undefined Routing (0)</u> This action provides no routing.	N/A	Page 249

Related Features

Instruction Menu (page 105)

The active Instruction Menu should describe the Single Digit Dialing options.

Also refer to the *Dial Action Table Key Action Summary* Table beginning on page 166.

Programming

Refer to the *Dial Action Table Key Action Summary* Table beginning on page 166.

Operation

Refer to the *Dial Action Table Key Action Summary* Table beginning on page 166.

Subscriber Mailbox

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).

Related Features

Automated Attendant (page 42)

The Automated Attendant can route callers to a Subscriber Mailbox.

Auto Attendant Do Not Disturb (page 37)

Auto Attendant Do Not Disturb sends Automated Attendant calls directly to a subscriber's mailbox. Their phone will not ring for calls from the Automated Attendant.

Auto Erase or Save (page 40)

After a subscriber listens to a message in their Subscriber Mailbox, IntraMail can automatically erase or save the message.

Conversation Record (page 61)

Enable or disable the Conversation Record beep for the Subscriber Mailbox.

Greeting (page 94)

A Subscriber Mailbox user can record a personalized greeting for their mailbox. Callers to the user's mailbox hear the prerecorded personalized greeting.

Listening to Messages (page 109)

Review this feature to learn which features are available to a subscriber while listening to messages.

Make Call (page 120)

To simplify returning outside calls, IntraMail can ask the caller leaving a message to enter their phone number prior to leaving the message. The subscriber can then dial **MC** to call the person back.

Main Menu (page 118)

The Main Menu provides access to the features available to a Subscriber Mailbox.

Message Listen Mode (page 132)

Set the type of messages a subscriber will listen to when they dial **L** (5) after logging into their Subscriber Mailbox.

Message Notification (page 133)

Once activated, Message Notification dials up to 3 telephone numbers to let the user know they have new messages in their Subscriber Mailbox.

Message Playback Direction (page 141)

Set the subscriber Mailbox message playback order.

Message Record (page 142)

Review this feature to learn which features are available to a subscriber while recording and sending a message.

Message Retention (page 144)

Set how long a Subscriber Mailbox will retain held and saved messages.

Message Storage Limit (page 145)

Set the maximum number of messages that can be left in the mailbox.

Next Call Routing Mailbox (page 148)

The Next Call Routing Mailbox provides additional dialing options after a caller leaves a message in a Subscriber Mailbox.

Security Code (page 164)

If enabled, a subscriber must enter a security code before logging onto their Subscriber Mailbox.

System Administrator (page 171)

A Subscriber Mailbox designated as a System Administrator provides the subscriber with unique system administration capabilities through the **SA** menu.

Unscreened Transfer (page 180)

The Subscriber Mailbox can optionally convert Automated Attendant Screened Transfers to Unscreened Transfers.

Programming

Step 1 Set up a Subscriber Mailbox.

- 1.1 *1808 - IntraMail Subscriber Mailbox Options: Extension Number* on page 202.
 - Select the Subscriber Mailbox you want to program.
- 1.2 *(Prior to 03.20.07) 1808 - IntraMail Subscriber Mailbox Options: Mailbox Active* on page 202.
 - Enter **Y** (9) to activate each required Subscriber Mailbox.
 - ✓ By default in DS1000, Subscriber Mailboxes 300-307 are active (**Y**). All others are inactive (**N**).
 - ✓ By default in DS2000, Subscriber Mailboxes 300-314 are active (**Y**). All others are inactive (**N**).
- 1.3 *(03.20.07 or higher) 1808 - IntraMail Subscriber Mailbox Options: Mailbox Type* on page 202.
 - Enter **1** (Personal) to enable a Personal IntraMail mailbox for each required extension.
 - ✓ By default in DS1000, Subscriber Mailboxes 300-307 are Personal (**1**). All others are disabled (**0**).
 - ✓ By default in DS2000, Subscriber Mailboxes 300-314 are Personal (**1**). All others are disabled (**0**).

Step 2 Check to be sure message waiting lamping is enabled for the Subscriber Mailbox.

- 2.1 *1808 - IntraMail Subscriber Mailbox Options: Message Waiting Lamp* on page 204.
 - Enter **Y** (9) to enable Message Waiting lamping for each Subscriber Mailbox.
 - ✓ By default, this option is **Y** (9).

Step 3 Set the maximum length of recorded messages left in the Subscriber Mailbox

- 3.1 *8004 - IntraMail System Options - Subscriber Message Length* on page 213.
 - Set the maximum length (**1-4095** seconds) of recorded messages for:
 - Subscriber Mailbox users dialing **RS** to record and send a message.
 - Extension users leaving a message in a Subscriber Mailbox.
 - Outside Automated Attendant callers accessing a mailbox via a GOTO command and then dialing **RS** to record and send a message.
 - Subscriber Mailbox Greetings.
 - Announcement Messages.
 - Call Routing Mailbox Instruction Menus.
 - ✓ By default, these types of messages are **120** seconds long maximum.

Step 4 Set the maximum length of recorded Quick Messages left in the Subscriber Mailbox.

- 4.1 *8004 - IntraMail System Options - Non-Subscriber Message Length* on page 213.
 - Set the maximum length (**1-4095** seconds) of recorded messages for:
 - Automated Attendant callers leaving a message or Quick Message in a Subscriber Mailbox.
 - Outside callers transferred by an extension user to a Subscriber Mailbox.

Subscriber Mailbox

✓ By default, these types of messages are **120** seconds long maximum.

Operation

N/A

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:
SA (72) [SYS ADMIN] - [N/A]	Access the System Administrator options.	
I (4) [INSTRUCTION] - [INST]	Record an Instruction Menu.	<i>Instruction Menu</i> on page 105.
A (2) [ANNOUNCEMENT] - [ANN]	Record an Announcement Message.	<i>Announcement Message</i> on page 27.
S (7) [SUBSCRIBER] - [SUBS]	Access the Subscriber Maintenance options (see the following features).	
EA (32) [ERASE ALL MSGS] - [EA]	Erase all messages in a mailbox.	<i>Erasing All Messages</i> on page 77.
EG (34) [ERASE GREETING] - [EG]	Erase a mailbox greeting. <ul style="list-style-type: none"> ■ With Multiple Greetings, this option simultaneously erases all recorded greetings in a Subscriber Mailbox. Additionally, the active greeting is reset to 1. 	<i>Greeting</i> on page 94.
EN (36) [ERASE NAME] - [EN]	Erase a mailbox name.	<i>Mailbox Name</i> on page 114.
S (7) [ERASE SECURITY CODE] - [N/A]	Delete a mailbox Security Code.	<i>Mailbox Security Code Delete</i> on page 117.
N (6) [RECORD MAILBOX NAME] - [N/A]	Record Mailbox Name.	<i>Mailbox Name</i> on page 114.
O (6) [ANS SCHEDULE] - [N/A]	Override the active Answer Schedule.	<i>Answer Schedule Override</i> on page 28
V (8) [N/A] - [N/A]	Hear the version number of the IntraMail stored voice prompts.	



Related Features

Subscriber Mailbox (page 168)
Only a Subscriber Mailbox can be a System Administrator.

Programming

- Step 1 Designate a Subscriber Mailbox as a System Administrator.**
- 1.1 *1808 - IntraMail Subscriber Mailbox Options: System Administrator* on page 205.
 - Enter **Y** (9) to designate the Subscriber Mailbox as a System Administrator.
 - ✓ By default, this option is **Y** (9) at extension 300 and **N** (6) at all other extensions..

System Administrator

Operation

Refer to the individual features referenced in the *System Administrator Options* on page 171.

Accessing the System Administrator Options	
Log onto System Administrator's Mailbox.	
SA (72)	Access the System Administrator Menu. [SYS ADMIN] - [N/A] ■ Turn to <i>System Administrator Options</i> on page 171 for more.
0	Plays Help message.

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 171 for more.

Related Features

Subscriber Mailbox (page 168)

Only a Subscriber Mailbox can be a System Administrator.

System Administrator (page 171)

The System Administrator has unique system administration functions, such as recording Welcome Messages and Instruction Menus, and deleting messages in a co-worker's mailbox.

Programming

Step 1 Designate a Subscriber Mailbox as a System Administrator.

1.1 *1808 - IntraMail Subscriber Mailbox Options: System Administrator* on page 205.

- Enter **Y** (9) to designate the Subscriber Mailbox as a System Administrator.

✓ By default, this option is **Y** (9) at extension 300 and **N** (6) at all other extensions..

Step 2 Refer to System Administrator on page 171 for more programming details.

Operation

See *Accessing the System Administrator Options* on page 172.

System Re-initialization

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.

Related Features

System Administrator (page 171)

The System Administrator can delete Subscriber Mailbox security codes as well as IntraMail recorded messages.

Programming

Step 1 To re-initialize the telephone system data base:

- 1.1 Press **ICM** and dial **### + 372000 + HOLD**.
- 1.2 Dial **9999 + HOLD**.
- 1.3 Dial **Y (9) + HOLD**.
 - The telephone system data base initializes.
 - To cancel initialization, dial **N (6) + HOLD** instead.

Step 2 To erase recorded messages and Subscriber Mailbox Security Codes:

- 2.1 See *System Administrator* on page 171.
 - The recorded messages include:
 - Instruction Menus
 - Announcement Mailbox messages
 - Messages left in a Subscriber Mailbox
 - Subscriber Mailbox greetings
 - Subscriber Mailbox names

Operation

N/A

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.

Related Features

Auto Time Stamp (page 41)

After a user listens to a message, IntraMail can optionally announce the time and date the message was left.

Time and Date Stamp (page 176)

An extension can listen to a message and dial **TI** to hear the time the message was sent.

2

Programming

Step 1 To set the system time and date from system programming:

- 1.1 Press **ICM** and dial **### + 372000 + HOLD**.
- 1.2 Dial **0302 + HOLD**.
- 1.3 Press **Vol ▲** until you see: **TIME?**
- 1.4 Enter the new time in 24-hour format + **HOLD**.
 - For example, for 5:00 PM enter 17:00:00.
- 1.5 Press **Vol ▲** until you see: **DATE?**
- 1.6 Enter the new date in MMDDYYYY format.
 - For example, for February 27, 2003 enter 02272003 + **HOLD**.
- 1.7 Press **CONF** 3 times to exit the programming mode.

Step 2 To set the system time and date from the User-Programmable Features:

- 2.1 From extension 300, dial **# TD (# 83)**. You see: **TIME?**
- 2.2 Enter the new time in 24-hour format + **HOLD**.
 - For example, for 5:00 PM enter 17:00:00.
- 2.3 When you see: **DATE?**, enter the new date in MMDDYYYY format.
 - For example, for February 27, 2003 enter 02272003 + **HOLD**.
- 2.4 Press **SPK** to exit.

Operation

Hearing the Current Time and Date	
Log onto Subscriber Mailbox.	
TI (84)	Access the Time and Date option. <ul style="list-style-type: none">■ IntraMail plays the time and date, and then returns you to the mailbox Main Menu.
0	Plays Help message.

Time and Date Stamp

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.

Related Features

Auto Time Stamp (page 41)

After a user listens to a message, IntraMail can optionally announce the time and date the message was left.

Caller ID (page 56)

With Caller ID installed and programmed, the Time and Date Stamp also includes the caller's number.

Listening to Messages (page 109)

Turn to this feature for additional listening options.

Time and Date (page 175)

You can set the system Time and Date from the telephone system programming or using the User-Programmable Features.

Programming

To get Time and Date Stamp with Caller ID, be sure Caller ID is properly installed and programmed in the connected telephone system.

Operation

Hearing the Time and Date a Message was Left	
Log onto Subscriber Mailbox.	
L (5)	Access the Message Listen mode. [LISTEN] - [LSTN]
TI (84)	Hear the time and date the message was sent. ■ Turn to <i>Listening to Messages</i> on page 109 for more on your listening options.
0	Plays Help message

Description

Software Note:

Enhanced Mailbox Transfer requires software version 03.20.07 or higher.

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).

2

Related Features

Auto Attendant Do Not Disturb (page 37)

When enabled, Auto Attendant Do Not Disturb automatically sends all calls from the Automated Attendant to the subscriber's mailbox.

Screened Transfer (page 161)

Automated Attendant Screened Transfers can automatically transfer an outside caller to an extension.

Unscreened Transfer (page 180)

Automated Attendant Unscreened Transfers can automatically transfer an outside caller to an extension.

Programming

N/A

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

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 161 and *Unscreened Transfer* on page 180 for more on how these Automated Attendant options handle calls.

Related Features

Dial Action Table (page 64)

Set up TRF or UTRF Dial Action Table actions to route to the UCD Hunting Group master number.

Master Mailbox (page 122)

Use Master Mailboxes for UCD Hunting Group overflow.

Screened Transfer (page 161)

Automated Attendant Screened Transfers can automatically transfer an outside caller to a UCD Hunting Group master number.

Unscreened Transfer (page 180)

Automated Attendant Unscreened Transfers can automatically transfer an outside caller to a UCD Hunting Group master number.

Programming

Step 1 Optionally assign a TRF action to the key on the active Dial Action Table that you want to route to the UCD Hunting Group master number.

1.1 8008 - IntraMail Dial Action Tables: TRF Action - Screened Transfer (1) on page 247.

- To transfer directly to the master number, *Action* should be TRF and the corresponding *Number* option should be the master extension number.

✓ By default, the key 3 and 4 *Action* is UTRF and *Number* is XXX. This means that Automated Attendant callers can place Unscreened Transfers to extensions 300-499.

Step 2 Optionally assign a UTRF action to the key on the active Dial Action Table that you want to route to the UCD Hunting Group master number.

2.1 8008 - IntraMail Dial Action Tables: UTRF Action - Unscreened Transfer (2) on page 247.

- To transfer directly to the master number, *Action* should be UTRF and the corresponding *Number* option should be the master extension number.

✓ By default, the key 3 and 4 *Action* is UTRF and *Number* is XXX. This means that Automated Attendant callers can place Unscreened Transfers to extensions 300-499.

Operation

N/A

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.

Related Features

Dial Action Table (page 64)

Undefined Routing is a Dial Action Table Action.

Instruction Menu (page 105)

The active Call Routing Mailbox’s Instruction Menu repeats after a caller dials a digit with an Undefined Routing.

Programming

Step 1 To set up an Undefined Routing for a Dial Action Table:

1.1 8008 - *IntraMail Dial Action Tables: UND Action - Undefined Routing (0)* on page 249.

- For a key that should have an Undefined Routing, the *Action* entry should be UND. There is no corresponding *Number* option entry.

✓ By default, keys 1, 2, 5, 6, 7, 8, and 9 have Undefined Routing.

Operation

N/A

Unscreened Transfer

Description

Unscreened Transfer is an Automated Attendant option that allows callers to directly dial system extensions. Unscreened Transfer (and its related feature Screened Transfer) allow 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"> ■ <i>Call</i> = Call answered by the Automated Attendant. ■ <i>Extension</i> = Extension dialed by Automated Attendant caller. 			
If Auto Attendant Do Not Disturb is off (see page 37 for more on this feature):			
	Extension Idle	Extension Busy	Extension in DND
With Active Greeting Recorded	<ol style="list-style-type: none"> 1. Transfers call to extension. -<i>If answered</i>¹, connects call (just like a phone system transfer). -<i>If unanswered</i>¹ in a default phone system, plays greeting (so caller can start recording).² 	<ol style="list-style-type: none"> 1. Transfers call to extension. 2. Retrieves call. 3. <i>If unanswered</i>¹ in a default phone system, plays greeting (so caller can start recording).² 	<ol style="list-style-type: none"> 1. Transfers call to extension. 2. Retrieves call. 3. <i>If unanswered</i>¹ in a default phone system, plays greeting (so caller can start recording).²
With Active Greeting Not Recorded	<ol style="list-style-type: none"> 1. Transfers call to extension. -<i>If answered</i>, connects call (just like a phone system transfer). -<i>If unanswered</i>¹ in a default phone system, plays name (if recorded) or extension number. IntraMail then prompts caller to leave a message.² 	<ol style="list-style-type: none"> 1. Transfers call to extension. -<i>If answered</i>, connects call (just like a phone system transfer). -<i>If unanswered</i>¹ in a default phone system, plays name (if recorded) or extension number. IntraMail then prompts caller to leave a message.² 	<ol style="list-style-type: none"> 1. Transfers call to extension. -<i>If answered</i>, connects call (just like a phone system transfer). -<i>If unanswered</i>¹ in a default phone system, plays name (if recorded) or extension number. IntraMail then prompts caller to leave a message.²
If Auto Attendant Do Not Disturb is on (see page 37 for more on this feature):			
	Extension Idle	Extension Busy	Extension in DND
With Active Greeting Recorded	<ol style="list-style-type: none"> 1. Sends call immediately to mailbox: <ul style="list-style-type: none"> -Plays greeting. -Prompts caller to start recording. 		
With Active Greeting Not Recorded			
¹ After 0401 - <i>Transfer Recall</i> interval. ² Custom phone system programming may redirect the unanswered call (for example, to a hunt group or another extension).			



Related Features

Answer Tables (page 30)

Determines how the Automated Attendant answers outside calls on each trunk.

Automated Attendant (page 42)

The Answer Table determines how the Automated Attendant answers calls.

Call Routing Mailbox (page 49)

The mailbox associated with an Answer Table that specifies which dialing options (Dial Action Table) and announcements are available to Automated Attendant callers.

Caller ID (page 56)

IntraMail provides Caller ID data for an Unscreened Transfer as the call is ringing.

Dial Action Table (page 64)

- Defines the dialing options for the Call Routing Mailbox chosen by the active Answer Table.

- You cannot program a Call Routing Mailbox as an Unscreened Transfer (UTRF) Dial Action Table destination.

Unscreened Transfer

Forced Unscreened Transfer (page 90)

The Subscriber Mailbox can optionally convert Automated Attendant Screened Transfers to Unscreened Transfers.

Next Call Routing Mailbox (page 148)

The Next Call Routing settings for a Subscriber Mailbox may provide additional options after the caller leaves a message.

Screened Transfer (page 161)

After an Automated Attendant caller dials an extension, IntraMail calls (screens) the destination extension to see if the transfer can go through.

Programming

Step 1 Assign the UTRF action to a key on the active Dial Action Table.

- 1.1 *8008 - IntraMail Dial Action Tables: UTRF Action - Unscreened Transfer (2)* on page 247.
- Normally, the corresponding *Number* option should be XXX. Note that the key you choose for this action is the first digit of the called extension number.
 - For example, to allow callers to place Unscreened Transfers to extensions 300-399, for key 3 enter UTRF for the *Action* and XXX for the corresponding *Number*.
 - To have Unscreened Transfer call a specific extension, the corresponding *Number* option should be that extension's number. The caller then dials that single digit to reach the extension.
 - For example, to have callers dial 8 to reach extension 303, for key 8 enter UTRF for the *Action* and 303 for the corresponding *Number*.
- ✓ By default, key 0 and TIMEOUT are both UTRF actions to 300. In addition, keys 3 and 4 are UTRF actions to XXX.

Step 2 Optionally set the telephone system's Transfer Recall interval.

- 2.1 *0401 - Transfer Recall Interval*.
- Unanswered Unscreened Transfers route to the extension's mailbox after this interval.
- ✓ By default, this interval is 20 seconds.

Operation

N/A

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 122 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 122 for more.

2

Related Features

Answer Tables (page 30)

Determines how the Automated Attendant answers outside calls on each trunk.

Automated Attendant (page 42)

The Answer Table determines how the Automated Attendant answers calls.

Call Routing Mailbox (page 49)

The mailbox associated with an Answer Table that specifies which dialing options (Dial Action Table) and announcements are available to Automated Attendant callers.

Dial Action Table (page 64)

Defines the dialing options for the Call Routing Mailbox chosen by the active Answer Table.

Extension Hunting to Voice Mail (page 79)

A subscriber's mailbox can pick up their unanswered calls.

Master Mailbox (page 122)

Use Master Mailboxes for:

- UCD Hunting Overflow
- Group Ring recall for Automated Attendant Unscreened Transfers routed to a Ring Group

Programming

Programming Group Ring DIL Overflow

Step 1 Set up a trunk as a DIL to the Ring Group master number.

1.1 *1003 - Trunk Options: Direct Termination (Day)* on page 195.

- To have the Ring Group answer the trunk during the day and at night, enter the Ring Group master number (e.g., **600**).

✓ By default, during the day trunks are terminated to **Key Ring** (entered by pressing **CLEAR**).

Voice Mail Overflow

- 1.2 *1003 - Trunk Options: Direct Termination (Night)* on page 195.
 - To have the Ring Group answer the trunk only at night, enter the Ring Group master number (e.g., **600**).
 - ✓ By default, at night trunks are terminated to **Key Ring** (entered by pressing **CLEAR**).

Step 2 Assign the Ring Group DIL Overflow destination.

- 2.1 *1003 - Trunk Options: Activate Overflow During the Day.*
 - To activate overflow during the day and at night, enter **Y** (9).
 - Refer to the *DS1000/2000 Software Manual* for more.
 - By default, this option is **N** (6).
- 2.1.1 *1003 - Trunk Options: Day Overflow Destination*
 - Enter the IntraMail master number (**700**).
 - ✓ By default, this option is **300**.
- 2.2 *1003 - Trunk Options: Activate Overflow at Night.*
 - To activate overflow only at night, enter **Y** (9).
 - Refer to the *DS1000/2000 Software Manual* for more.
 - By default, this option is **N** (6).
- 2.2.1 *1003 - Trunk Options: Night Overflow Destination*
 - Enter the IntraMail master number (**700**).
 - ✓ By default, this option is **300**.

Step 3 Set the overflow time (the interval calls will ring before overflow occurs).

- 3.1 *0401 - Trunk Revert interval*
 - A DIL to the Ring Group master number will overflow to the IntraMail Automated Attendant if not answered after this interval.
 - ✓ By default, this interval is 15 seconds.

Programming UCD Hunting Group Overflow

Step 1 To set up UCD Hunting Group overflow:

- 1.1 See *Master Mailbox* on page 122.

Programming DIL Overflow

Step 1 To set up DIL overflow during the day and at night:

- 1.1 *1003 - Trunk Options: Day Overflow.*
 - Enter **Y** (9) to enable DIL overflow during the day and at night.
 - Refer to the *DS1000/2000 Software Manual* for more.
 - ✓ By default, this option is **N** (6).
- 1.2 *1003 - Trunk Options: Day Overflow Destination*
 - If you enable *Day Overflow* above, enter the IntraMail master number (**700**).
 - Refer to the *DS1000/2000 Software Manual* for more.
 - By default, this option is **300**.

Step 2 To set up DIL overflow only at night:

- 2.1 *1003 - Trunk Options: Night Overflow.*
 - Enter **Y** (9) to enable DIL overflow only when the trunk is in the night mode.
 - Refer to the *DS1000/2000 Software Manual* for more.
 - ✓ By default, this option is **N** (6).
- 2.2 *1003 - Trunk Options: Night Overflow Destination*
 - If you enable *Night Overflow* above, enter the IntraMail master number (**700**).
 - Refer to the *DS1000/2000 Software Manual* for more.
 - By default, this option is **300**.

Step 3 Set the overflow time (the interval calls will ring before overflow occurs).

- 3.1 *0401 - DIL No Answer interval*
- A DIL will overflow to the extension's Subscriber Mailbox if not answered after this interval.
 - ✓ By default, this interval is 15 seconds.

Programming Key Ring Overflow

Step 1 To set up Key Ring overflow during the day and at night:

- 1.1 *1003 - Trunk Options: Direct Termination (Day)*
- Press **CLEAR** to make the trunk a Key Ring trunk during the day and at night.
 - Refer to the *DS1000/2000 Software Manual* for more.
 - ✓ By default, during the day trunks are terminated to **Key Ring** (entered by pressing **CLEAR**).
- 1.2 *1003 - Trunk Options: Day Overflow.*
- Enter **Y** (9) to enable overflow for the trunk during the day.
 - Refer to the *DS1000/2000 Software Manual* for more.
 - ✓ By default, this option is **N** (6).
- 1.3 *1003 - Trunk Options: Day Overflow Destination*
- If you enable *Day Overflow* above, enter the IntraMail master number (**700**).
 - Refer to the *DS1000/2000 Software Manual* for more.
 - By default, this option is **300**.

Step 2 To set up Key Ring overflow only at night:

- 2.1 *1003 - Trunk Options: Direct Termination (Night)*
- Press **CLEAR** to make the trunk a Key Ring trunk when the system is in the night mode.
 - Refer to the *DS1000/2000 Software Manual* for more.
 - ✓ By default, at night trunks are terminated to **Key Ring** (entered by pressing **CLEAR**).
- 2.2 *1003 - Trunk Options: Night Overflow.*
- Enter **Y** (9) to enable Key Ring overflow when the system is in the night mode.
 - Refer to the *DS1000/2000 Software Manual* for more.
 - ✓ By default, this option is **N** (6).
- 2.3 *1003 - Trunk Options: Night Overflow Destination*
- If you enable *Night Overflow* above, enter the IntraMail master number (**700**).
 - Refer to the *DS1000/2000 Software Manual* for more.
 - By default, this option is **300**.

Step 3 Set the overflow time (the interval calls will Key Ring before overflow occurs).

- 3.1 *0401 - Trunk Revert interval*
- A Key Ring call will overflow to the IntraMail Automated Attendant if not answered after this interval.
 - ✓ By default, this interval is 15 seconds.

Operation

N/A

2

Voice Prompting Messages

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 N (6) to hear your extension number.
<i>The time is _____. The date is _____.</i>	Time and Date	You press T (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.

Related Features

N/A

Programming

No additional programming is required.

Operation

N/A

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.

Related Features

N/A

Programming

No additional programming required.

Operation

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

Volume Control

Chapter 3: Programming

Before You Start Programming

3

How To Use This Chapter

This chapter provides you with detailed information about the IntraMail programmable options. These options allow you to customize the way the feature associated with an option works. In this section, you'll:

- Find out about each option.
- Review the list of features that the option affects.
- Learn how to enter the option's data into system memory.

When you want to customize a feature, find it in Section 2 and learn about it. Section 2 will tell you what options you have to change to get the feature operation you want. Then, look up the options in this section and customize them as required.

0101 - Class of Service

0101 - Class of Service Options

Description

Use **0101 - Class of Service Options** to enable or disable various options in an extension's Class of Service. The Class of Service options used by IntraMail are listed below. For information on the other **0101 - Class of Service** options, refer to the *DS1000/2000 Software Manual*.

Options

Conversation Record

(RECORD CONV)

Use this option to enable (Yes) or disable (No) an extension's ability to record conversations into their mailbox. If enabled, the user can press either their Conversation Record key or **RECORD** soft key to initiate recording.

- See *Conversation Record* on page 61 for more.

Options

- N (6) - No
- Y (9) - Yes

Default

- ✓ N (6) - No

Unsupervised Conference

UNSUPERVSD CONF)

Use this option to enable (Yes) or disable (No) Unsupervised Conference for the extension. The Class of Service for the IntraMail ports must have this option enabled in order to use External Transfer.

- See *External Transfer* on page 84 for more.

Options

- N (6) - No
- Y (9) - Yes

Default

- ✓ N (6) - No

Call Screening

(CALL SCREENING)

Use this option to enable (Yes) or disable (No) Call Screening. If enabled, a display keyset user can listen to (screen) a voice mail message as it is being left in their mailbox. If disabled, voice mail messages go to the mailbox normally.

- See *Call Screening* on page 53 for more.

Options

- N (6) - No
- Y (9) - Yes

Default

- ✓ N (6) - No

0101 - Class of Service

0101 - Class of Service Options

0101 Program Entry

0101 - Class of Service Options (Page 1 of 2) (Entry Range) [Default Setting]			
ICM + ##* + Password (372000) + HOLD + 0101 + HOLD.			
	COS NUM	Enter the number of the COS you want to program (1-15) + HOLD	
	OFF PREM FWRD		(9=Yes, 6=No) [No]
	BREAK IN		(9=Yes, 6=No) [COS 1=No, COS 2-15=Yes]
	CAMP-ON BUSY EXT		(9=Yes, 6=No) [Yes]
	CALL FORWARDING		(9=Yes, 6=No) [Yes]
	SYS SPDL ACCESS		(9=Yes, 6=No) [Yes]
	EXTENDED RING		(9=Yes, 6=No) [No]
	PRIVACY		(9=Yes, 6=No) [No]
	LINE Q PRIORITY		(9=Yes, 6=No) [No]
	FORCE DISCONNECT		(9=Yes, 6=No) [COS 1=Yes, COS 2-15=No]
	CAMP-ON TO LINES		(9=Yes, 6=No) [COS 1=Yes, COS 2-15=No]
	PAGE ALL CALL		(9=Yes, 6=No) [Yes]
	PAGE ZONE 1		(9=Yes, 6=No) [Yes]
	PAGE ZONE 2		(9=Yes, 6=No) [Yes]
	PAGE ZONE 3		(9=Yes, 6=No) [Yes]
	PAGE ZONE 4		(9=Yes, 6=No) [Yes]
	PAGE ZONE 5		(9=Yes, 6=No) [Yes]
	PAGE ZONE 6		(9=Yes, 6=No) [Yes]
	PAGE ZONE 7		(9=Yes, 6=No) [Yes]
	SILENT MONITOR		(9=Yes, 6=No) [No]
	FLASH FOR SLT		(9=Yes, 6=No) [Yes]
	ACD SUPERVISOR		(9=Yes, 6=No) [No]
	SINGLE RING		(9=Yes, 6=No) [No]
	VIEW SYS ALARMS		(9=Yes, 6=No) [No]
	AUTO HOLD		(9=Yes, 6=No) [No]
	ACTIVATE NITES		(9=Yes, 6=No) [COS 1=Yes, COS 2-15=No]
	DIRECT TRUNK ACCESS		(9=Yes, 6=No) [COS 1=Yes, COS 2-15=No]
	REMOTE FWRD		(9=Yes, 6=No) [COS 1=Yes, COS 2-15=No]
	SOFTKEYS		(9=Yes, 6=No) [Yes]
	RECORD CONV		(9=Yes, 6=No) [No]
	CLID DISPLAY		(9=Yes, 6=No) [Yes]
	2nd CALL CLID		(9=Yes, 6=No) [Yes]
	3rd PARTY CLID		(9=Yes, 6=No) [No]
	IN CID DISP		(9=Yes, 6=No) [Yes]

3

0101 - Class of Service

0101 - Class of Service Options

0101 - Class of Service Options (Page 2 of 2) (Entry Range) [Default Setting]			
		FORCE AC CODES	(9=Yes, 6=No) [No]
		VERIFY AC CODES	(9=Yes, 6=No) [No]
		AC FOR TOLL ONLY	(9=Yes, 6=No) [No]
		RING TYPE CONFIG	(9=Yes, 6=No) [No]
		EXT RING OVRD	(9=Yes, 6=No) [No]
		KEY RING OVRD	(9=Yes, 6=No) [No]
		SLT SP DIALTONE	(9=Yes, 6=No) [No]
		SLT MW LAMP HV	DS2000 only (9=Yes, 6=No) [No]
		SLT MW LAMP FSK	(9=Yes, 6=No) [No]
		SLT LOOP DISCON	(9=Yes, 6=No) [No]
		ENHANCED LND	(9=Yes, 6=No) [Yes]
		DAY WALKING-COS	(9=Yes, 6=No) [No]
		NITE WALKING-COS	(9=Yes, 6=No) [No]
		EXT LOCKING	(9=Yes, 6=No) [No]
		DND OVERRIDE	(9=Yes, 6=No) [No]
		UNSUPERVSD CONF	(9=Yes, 6=No) [No]
		ALLOW DID CALLS	(9=Yes, 6=No) [Yes]
		DID CAMP ON	(9=Yes, 6=No) [Yes]
		OTG ANI PRIVACY	(9=Yes, 6=No) [No]
		CLID ALERT LAMP	(9=Yes, 6=No) [Yes]
		ALLOW NAME PGM	(9=Yes, 6=No) [COS 1=Yes, COS 2-15=No]
		ALLOW LANG PGM	(9=Yes, 6=No) [COS 1=Yes, COS 2-15=No]
		CALL SCREENING	(9=Yes, 6=No) [No]
Press this:		To do this:	
HOLD		Enter (accept) data you entered.	
CONF		Cancel your entry and back up to the previous prompt level.	
VOL ▲ or Vol ▼		Scroll to the next prompt on the same prompt level.	
CHECK		Restore the previous entry.	

Description

Software Note:

The **0201 - Name Format** option requires software version 03.20.07 or higher.

Use the **0201 - Name Format** option below to determine how extension names should be entered in *1801 - Extension Name* on page 198. For information on the other **0201 - Tenant Option Programming** options (not related to IntraMail), see the *DS1000/2000 Software Manual*.

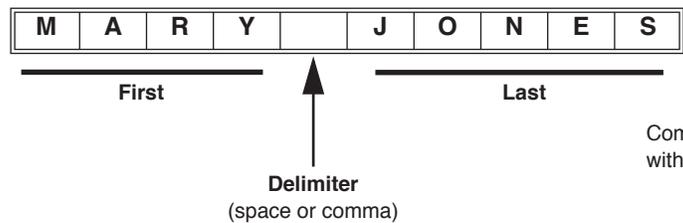
Options

Name Format

(NAME FMT)

Use this option to determine how extension names should be entered in **1801-Extension Name** or via the telephone. The options are **1** (first-last) and **2** (last-first).

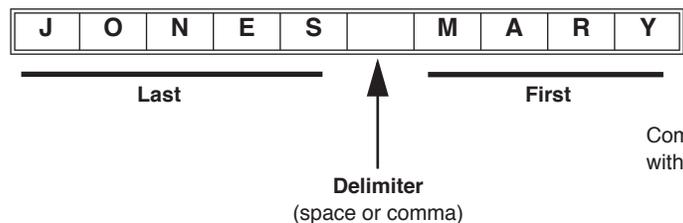
If you enter **1** (first-last), the system assumes that all names are entered in the following format:



Comma delimiter is only available with the PC Program.

3

If you enter **2** (last-first), the system assumes that all names are entered in the following format:



Comma delimiter is only available with the PC Program.

See the following for more:

- *Directory Dialing* on page 68.

Options

- **1** (First-last)
- **2** (Last-first)

Default

- ✓ **1** (First-last)

0200 - Tenant Options

0201 - Tenant Option Programming

0201 Program Entry

0201 - Tenant Option Programming (Entry Range) [Default Setting]	
ICM + #*#* + Password (372000) + HOLD + 0201 + HOLD.	
CALL WAIT	(9=Yes, 6=No) [Yes]
HF REPLY ON ICM	(9=Yes, 6=No) [Yes]
VOICE ANNOUNCE	(9=Yes, 6=No) [Yes]
AUTO HANDSFREE	(9=Yes, 6=No) [Yes]
ENABLE MOH	(9=Yes, 6=No) [Yes]
MOH ON TRANSFER	(9=Yes, 6=No) [No]
ENABLE BGM	(9=Yes, 6=No) [No]
AC CODES IN SPDL	(9=Yes, 6=No) [No]
“#” KEY AC CODES	(9=Yes, 6=No) [No]
AC CODE TOLL LVL	(0-7) [0]
VIEW AC CODES	(9=Yes, 6=No) [No]
NAME FMT?	(1=First/Last, 2=Last/First) [1]
CPU RELAY	DS2000 only (0=None, 1=Door, 2=Page) [No]
	PAGE ZONE DS2000 only (1=External paging-zone 1 and All Call, 2-7= Internal zones 2-70) [1]
DOOR1 RELAY	DS1000 only (0=Not assigned, 1=Analog Door Box relay control, 2=Page zone control) [0]
	PAGE ZONE DS1000 only (1=External paging-zone 1 and All Call, 2-7= Internal zones 2-70) [1]
DOOR2 RELAY	DS1000 only (0=Not assigned, 1=Analog Door Box relay control, 2=Page zone control) [0]
	PAGE ZONE DS1000 only (1=External paging-zone 1 and All Call, 2-7= Internal zones 2-70) [1]
Press this:	To do this:
HOLD	Enter (accept) data you entered.
CONF	Cancel your entry and back up to the previous prompt level.
VOL ▲ or Vol ▼	Scroll to the next prompt on the same prompt level.
CHECK	Restore the previous entry.
CLEAR	Clear the entry from the display (unless otherwise noted).

Description

Use the **1003 - Trunk Options** below to determine which trunks the IntraMail Automated Attendant should answer, as well as assign an Answer Table to each of those trunks. Also use this program to set up the Tandem Trunking option (required for External Transfer). For information on the other **1003 - Trunk Options** (not related to IntraMail), see the *DS1000/2000 Software Manual*.

Options

Direct Termination (Day)

(DAY TERM)

For each trunk you want the IntraMail Automated Attendant to answer during the day and at night, enter the IntraMail master extension number (normally 700). For trunks terminated to the IntraMail master number, the setting of this option overrides the setting of *1003 - Direct Termination (Night)* below. See the following for more:

- *Start-Up Programming* on page 6.
- *Automated Attendant* on page 42.

Options

- Extension number
- UCD master number
- Voice Mail master number (e.g., 700)
- Ring Group master number
- Key Ring (entered by pressing **CLEAR**)

Default

- ✓ **Key Ring** (entered by pressing **CLEAR**)

Direct Termination (Night)

(NIGHT TERM)

For each trunk you want the IntraMail Automated Attendant to answer only at night, enter the IntraMail master extension number (normally 700). Keep the following in mind:

- If a trunk is terminated to the IntraMail master number in *1003 - Direct Termination (Day)* above, that termination is also in force at night.
- If a trunk is terminated to Key Ring (entered by pressing **CLEAR**) during the day, the attendant's Night (System Mode System) Key controls the day/night mode of the trunk.
- If a trunk is terminated to an extension during the day, that extension's **DND** key controls the day/night mode of the trunk.

See the following for more:

- *Start-Up Programming* on page 6.
- *Automated Attendant* on page 42.

Options

- Extension number
- UCD master number
- Voice Mail master number (e.g., 700)
- Ring Group master number
- Key Ring (entered by pressing **CLEAR**)

Default

- ✓ **Key Ring** (entered by pressing **CLEAR**)

1000 - Trunk Programming

1003 - Trunk Options

MOH Source

(MOH SOURCE)

Use this option to assign the Music On Hold Source. To enable Message On Hold for a trunk, set this option to **4** (Message On Hold).

- See *Message On Hold* on page 139 for more.

Options

- **0** = None
- **1** = External
- **2** = tone 1 (low pitch)
- **3** = tone 2 (high pitch)
- **4** = Message On Hold

Default

- ✓ **1** = External

Tandem Trunk

(TANDEM TRUNK)

Use this option to enable (Yes) or disable (No) a trunk's ability to be included in an Unsupervised Conference. At least one of the trunks involved in an External Transfer must have this option enabled.

- See *External Transfer* on page 84 for more.

Options

- **N (6)** - No
- **Y (9)** - Yes

Default

- ✓ **N (6)** - No

Answer Table

(ANS TABLE)

Use this option to assign an Answer Table to each trunk that you want the IntraMail Automated Attendant to answer. See the following for more:

- *Start-Up Programming* on page 6.
- *Answer Tables* on page 30.
- *Automated Attendant* on page 42.
- *Flexible Answering Schedules* on page 87.
- *Multiple Company Greetings* on page 147.

Options

- **1-8** (Answer Table 1-8)

Default

- ✓ **1** (Answer Table 1)

1003 Program Entry

1003 - Trunk Options Program Entry (Entry Range) [Default Setting]	
ICM + ###* + Password (372000) + HOLD + 1003 + HOLD.	
	PICK-UP GROUP (1-8, 0 = Unassigned)[0]
	DAY TERM (Extension, UCD master, Ring Group master, or Key Ring (Entered by pressing CLEAR)) [KEY RING]
	DAY OVERFLOW (Yes/No) [No]
	DAY OVRFLW DEST (Extension, UCD master, Ring Group master, or Key Ring (Entered by pressing CLEAR)) [300]
	NIGHT TERM (Extension, UCD master, Ring Group master, or Key Ring (Entered by pressing CLEAR)) [KEY RING]
	NIGHT OVERFLOW (Yes/No) [No]
	NT OVRFLW DEST (Extension, UCD master, Ring Group master, or Key Ring (Entered by pressing CLEAR)) [300]
	DAY RING TYPE (1=Type A, 2=Type B, 3=Type C) [Type A]
	NIGHT RING TYPE (1=Type A, 2=Type B, 3=Type C) [Type A]
	DELAY RING TYPE (1=Type A, 2=Type B, 3=Type C) [Type A]
	MOH SOURCE (0=None, 1=External, 2=Tone 1, 3=Tone 2, 4=Message On Hold) [External]
	TANDEM TRUNK (Yes/No) [No]
	ANS TABLE (1-16) [1]
	DIAL 9 GROUP (0-8) [0]
	EXT'S OPERATOR (Extension number) [300]
Press this:	To do this:
HOLD	Enter (accept) data you entered.
CONF	Cancel your entry and back up to the previous prompt level.
VOL ▲ or Vol ▼	Scroll to the next prompt.
CHECK	Restore the previous entry.

1800 - Extension Options

1801 - Extension Port Description

Description

Use **1801 - Extension Name** to enter names for extensions. Names are required by Directory Dialing. Be sure the name entry you make is compatible with the setting of *0201 - Name Format* on page 193. For information on the other **1801 - Extension Port Description** options (not related to IntraMail), see the *DS1000/2000 Software Manual*.

Options

Extension Name (NAME)

Enter the name for each extension (up to 15 characters, A-Z, using upper and lower case letters). **Do not use non-alpha characters**. To separate a first name from a last name, enter a space (by dialing 0) as a delimiter. By default, there are no extension names entered. You can enter names in any of the following formats:

- First
- Last
- First (space) Last
- Last (space) First

You can also use Name Programming from the telephone to enter extension names. For help with programming names, see the Name Programming chart on the next page.

See the following for more:

- *Directory Dialing* on page 68.

Options

- **Characters** (15 max, using upper and lower case letters).

Default

- ✓ **No names entered.**

1800 - Extension Options

1801 - Extension Port Description

Name Programming Chart

Name Programming (03.10.08 or Higher)									
Key	Press a key the indicated number of times for desired character								
	1 Time	2 Times	3 Times	4 Times	5 Times	6 Times	7 Times	8 Times	9 Times
1	&	-	/	‘	1				
2	A	B	C	a	b	c	2		
3	D	E	F	d	e	f	3		
4	G	H	I	g	h	i	4		
5	J	K	L	j	k	l	5		
6	M	N	O	m	n	o	6		
7	P	Q	R	S	p	q	r	s	7
8	T	U	V	t	u	v	8		
9	W	X	Y	Z	w	x	y	z	9
0	space	:	0						
#	Not used								
*	Not used								
After selecting a letter, press a key for another letter or wait 2 seconds for the cursor to automatically advance.									
Additional Name Programming Options									
HOLD	Save name. In system programming, HOLD saves and exits name programming.								
CONF	Exit name programming without saving name.								
VOL Up	Scroll the cursor to the left.								
VOL Dn	Scroll the cursor to the right.								
MW	Put the cursor after the last entry.								
LND	Delete the character under the cursor.								
FLASH	Delete the character to the right of the cursor.								
CLEAR	Clear the entire entry.								
CHECK	Restore the previous entry,								

3

1800 - Extension Options

1801 - Extension Port Description

Name Programming (Prior to 03.10.08)					
Press this key:	Then one of these keys to enter the character in the white cell:				
	1	2	3	4	#
1	&	- (dash)	/(backslash)	'(apostrophe)	1
2	A	B	C		2
3	D	E	F		3
4	G	H	I		4
5	J	K	L		5
6	M	N	O		6
7	P	Q	R	S	7
8	T	U	V		8
9	W	X	Y	Z	9
0	SPACE	:			0
*					*
#					

To enter characters in lower case (e.g., **e** instead of **E**), press **MW** before pressing the key in the first shaded column. Use **LND** to backspace over (erase) any characters you want to correct.

1800 - Extension Options

1801 - Extension Port Description

1801 Program Entry

1801 - Extension Port Description (Entry Range) [Default Setting]							
ICM + ##** + Password (372000) + HOLD + 1801 + HOLD.							
	EXTENSION # (Any valid extension number) [300]						
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%;">PT TYP</td> <td> (The following circuit type options are available: 00=uninstalled 01=22-Button Standard 02=22-Button Display 06=34-Button Display 09=34-Button Super Display 10=Door Box 15=Analog Station 21=2-OPX Module) </td> </tr> <tr> <td></td> <td> [By default, digital station ports automatically detect the type of connected device when the keyset, 2-OPX Module or Digital Door Box is plugged in. If no device is connected, the default setting is circuit type 02.] </td> </tr> <tr> <td></td> <td> <ul style="list-style-type: none"> • To scroll through the available types: - Press ICM (the ICM key flashes) - Press VOL ▲ or VOL ▼ to scroll through the entries. - Press HOLD to accept the displayed entry. </td> </tr> </table>	PT TYP	(The following circuit type options are available: 00=uninstalled 01=22-Button Standard 02=22-Button Display 06=34-Button Display 09=34-Button Super Display 10=Door Box 15=Analog Station 21=2-OPX Module)		[By default, digital station ports automatically detect the type of connected device when the keyset, 2-OPX Module or Digital Door Box is plugged in. If no device is connected, the default setting is circuit type 02.]		<ul style="list-style-type: none"> • To scroll through the available types: - Press ICM (the ICM key flashes) - Press VOL ▲ or VOL ▼ to scroll through the entries. - Press HOLD to accept the displayed entry.
PT TYP	(The following circuit type options are available: 00=uninstalled 01=22-Button Standard 02=22-Button Display 06=34-Button Display 09=34-Button Super Display 10=Door Box 15=Analog Station 21=2-OPX Module)						
	[By default, digital station ports automatically detect the type of connected device when the keyset, 2-OPX Module or Digital Door Box is plugged in. If no device is connected, the default setting is circuit type 02.]						
	<ul style="list-style-type: none"> • To scroll through the available types: - Press ICM (the ICM key flashes) - Press VOL ▲ or VOL ▼ to scroll through the entries. - Press HOLD to accept the displayed entry. 						
	EXT (Extension number - view only)						
	NAME (Name) [No names entered] When entering names, see the <i>Name Programming Chart</i> on page 199.						
	DOOR CHIME (For Door Boxes only: 0=Normal Ring Group ringing, 1=Low pitch chime pattern, 2=Mid range pitch chime pattern, 3=High pitch chime pattern) [0]						
	RELAY OWNER (For Door Boxes only: (DS1000: 0 = Relay not assigned, 1=Relay assigned to DOOR1, 2=Relay assigned to DOOR2) [0] (DS2000: 0=CPU relay not assigned to Door Box, =CPRU Relay assigned to Door Box) [0]						
	DSS TYPE (0=Uninstalled, 1=24-Button, 2=110 Button) [0]						
	DSS BLOCK NUM (1-4) [1]						
	CLASS OF SERVICE (1-15) [Extension 300=1, All others=2]						
	STA TOLL LVL DAY (1-7, 0=No restriction) [0]						
	STA TOLL LVL NITE (1-7, 0=No restriction) [0]						
	ACCESS LVL (0-5) [Extension 300=5, All others=3]						
	OVRFLW EXT (Any valid extension number) [300]						
	DID OVRFLW B-R-D (0=No overflow, 1=Busy/DND Overflow, 2=Ring No Answer Overflow, 3=Busy/DND and Ring No Answer Overflow) [0]						
Press this:	To do this:						
HOLD	Enter (accept) data you entered, advance to the next prompt without changing your entry, or navigate to the next prompt level.						
CONF	Cancel your entry and back up to the previous prompt level.						
VOL ▲ or Vol ▼	Scroll to the next prompt on the same prompt level.						
LND	Erase the entry to the left of the cursor.						
CHECK	Restore the previous entry.						
CLEAR	Clear the entry from the display (unless otherwise noted).						

1800 - Extension Options

1808 - IntraMail Subscriber Mailbox Options

Description

Software Note:

- The **1808 - Mailbox Type** option requires software version 03.20.07 or higher.
- The **1808 - Mailbox Active** option is only available in software versions prior to 03.20.07.
- The **1808 - Directory List Number** option requires software version 03.20.07 or higher.

Use **1808 - IntraMail Subscriber Mailbox Options** to set up an extension's Subscriber Mailbox. The IntraMail Subscriber Mailbox number is the same as the extension number.

For information on the other options in **1800 - Extension Options** (not related to IntraMail), see the *DS1000/2000 Software Manual*.

Options

Extension Number

(EXTENSION)

Use this option to select the extension number (and corresponding Subscriber Mailbox) you want to program.

- See *Subscriber Mailbox* on page 168 for more.

Options

- **Extension number** (300-333 in DS1000, 300-427 in DS2000).

Default

- ✓ N/A

Mailbox Type

(MBOX TYPE)

(Software version 03.20.07 or higher)

Use this option to set the mailbox type. For a Personal Subscriber Mailbox, enter 1. For Group Mailbox, enter 2. To disable the mailbox, enter 0. An extension's mailbox is not accessible when it is disabled (even though its stored messages and configuration are retained in memory.) If disabled, a user pressing **MW** will initiate a remote logon and be asked to enter their mailbox number. A voice prompt then announces, "*That mailbox does not exist.*"

- See *Start-Up Programming* on page 6 for more.
- See *Group Mailbox* on page 98 for more.
- See *Guest Mailbox* on page 101 for more.
- See *Subscriber Mailbox* on page 168 for more.

Options

- **0** = None (Disabled)
- **1** = Personal
- **2** = Group

Default

- ✓ By default in DS1000, Subscriber Mailboxes 300-307 are Personal (**1**). All others are disabled (**0**). DS1000 has 34 Subscriber Mailboxes (300-333).
- ✓ By default in DS2000, Subscriber Mailboxes 300-315 are Personal (**1**). All others are disabled (**0**). DS2000 has 128 Subscriber Mailboxes (300-427).

Mailbox Active

(MAILBOX ACTIVE)

(Software versions prior to 03.20.07)

Use this option to enable or disable the mailbox. An extension's mailbox is not accessible when it is disabled (even though its stored messages and configuration are retained in memory.) If disabled, a user pressing **MW** will initiate a remote logon and be asked to enter their mailbox number. A voice prompt then announces, "*That mailbox does not exist.*"

1800 - Extension Options

1808 - IntraMail Subscriber Mailbox Options

- See *Start-Up Programming* on page 6 for more.
- See *Subscriber Mailbox* on page 168 for more.

Options

- **N** (6) - No
- **Y** (9) - Yes

Default

- ✓ By default in DS1000, Subscriber Mailboxes 300-307 are active (**Y**). All others are inactive (**N**). DS1000 has 34 Subscriber Mailboxes (300-333).
- ✓ By default in DS2000, Subscriber Mailboxes 300-315 are active (**Y**). All others are inactive (**N**). DS2000 has 128 Subscriber Mailboxes (300-427).

Number of Messages

(NUMBER OF MSGS)

Use this option to set the maximum number of messages that can be left in the Subscriber Mailbox. If a caller tries to leave a message once this limit is reached, they hear, “*That mailbox is full.*” IntraMail then hangs up.

- See *Message Storage Limit* on page 145 for more.

Options

- **0-99** messages
 - To conserve storage space, enter 0 for all unused mailboxes.

Default

- ✓ **20** messages

Message Playback

(MESSAGE PLAYBK)

Use this option to set the Subscriber Mailbox message playback order. When a subscriber listens to their messages, IntraMail can play the oldest messages first (first-in-first-out, or FIFO), or the newest messages first (last-in-first-out, or LIFO).

- See *Message Playback Direction* on page 141 for more.

Options

- **F** (3) - FIFO (first-in-first-out, or oldest messages first)
- **L** (5) - LIFO (last-in-first-out, or newest messages first)

Default

- ✓ **F** (3) - FIFO (first-in-first-out)

Auto Erase/Save of Messages

(MESSAGE OPTION)

Use this option to determine what happens when a Subscriber Mailbox user completely listens to a new message and then exits their mailbox without either saving (**SA**) or erasing (**E**) the message. Depending on the setting of this option, IntraMail will either automatically save or erase the message. If the mailbox user hangs up before listening to the *entire* new message, IntraMail retains the message as a new message.

- See *Auto Erase or Save* on page 40 for more.

Options

- **E** (3) - Erase
 - After the subscriber listens to the entire new message and hangs up, IntraMail erases the message.
- **S** (7) - Save
 - After the subscriber listens to the entire new message and hangs up, IntraMail saves the message.

Default

- ✓ **S** (7) - Save (see above).

1800 - Extension Options

1808 - IntraMail Subscriber Mailbox Options

Message Retention

(MSG RETENTION)

This feature is currently not available.

Use this option to determine how long a Subscriber Mailbox will retain held and saved messages. If a message is left in a Subscriber Mailbox longer than this interval, IntraMail deletes it.

- *Message Retention* on page 144 for more.

Options

- 1-90 days
- Indefinite (0)

Default

- ✓ Indefinite (0)

Recording Conversation Beep

(REC CONV BEEP)

Use this option to enable or disable the Conversation Record beep. If enabled, all parties on a call will hear the voice prompt *Recording* followed by a beep when the extension user initiates Conversation Record. If disabled, the voice prompt will not occur. When you disable the Conversation Record beep, the following voice prompts do not occur while IntraMail records the conversation:

- “Recording” (followed by a beep)
- “That mailbox is full” (if the mailbox message storage capacity is reached)
- “You have reached the recording limit” (if the recorded message is too long)
- See *Conversation Record* on page 61 for more.

Options

- N (6) - No
- Y (9) - Yes

Default

- ✓ Y (9) - Yes

Message Waiting Lamp

(UPDATE MW LAMP)

Use this option to enable or disable Message Waiting lamping at the extension associated with the Subscriber mailbox. For Subscriber Mailboxes, you should leave this option enabled. For Guest Mailboxes, you should leave this option disabled.

- See *Guest Mailbox* on page 101 for more.
- **Disabling this option will also disable Message Notification.** See *Message Notification* on page 133 for more.
- See *Message Waiting Lamp* on page 146 for more.
- See *Subscriber Mailbox* on page 168 for more.

Options

- N (6) - No
- Y (9) - Yes

Default

- ✓ Y (9) - Yes

Auto Attendant Do Not Disturb

(AUTO-ATT DND)

Use this option to enable or disable Auto Attendant Do Not Disturb. When a subscriber enables Auto Attendant Do Not Disturb, an Automated Attendant caller will route directly to the mailbox, hear the greeting, and be asked to leave a message.

A subscriber can also enable Auto Attendant Do Not Disturb while recording their mailbox greeting.

- See *Auto Attendant Do Not Disturb* on page 37 for more.

1800 - Extension Options

1808 - IntraMail Subscriber Mailbox Options

Options

- N (6) - No
- Y (9) - Yes

Default

- ✓ N (6) - No

Forced Unscreened Transfer

(FORCE UTRF)

Use this option to enable or disable Automated Attendant Forced Unscreened Transfer for the Subscriber Mailbox. If enabled, each Screened Transfer (TRF) to the extension is converted to an Unscreened Transfer (UTRF). If disabled, Screened Transfers from the Automated Attendant occur normally.

- See *Forced Unscreened Transfer* on page 90 for more.

Options

- N (6) - No
- Y (9) - Yes

Default

- ✓ N (6) - No

Auto Time Stamp

(AUTO TIME STAMP)

Use this option to enable or disable Auto Time Stamp for the Subscriber Mailbox. If enabled, after the subscriber listens to a message IntraMail will announce the time and date the message was left. Auto Time Stamp will also announce the message sender (if known).

A subscriber can also enable Auto Time Stamp from their mailbox.

- See *Auto Time Stamp* on page 41 for more.

Options

- N (6) - No
- Y (9) - Yes

Default

- ✓ N (6) - No

System Administrator

(SYSTEM ADMIN)

Use this option to designate the Subscriber Mailbox as a System Administrator. This allows the subscriber to use the **SA** options after logging onto their mailbox.

- See *System Administrator* on page 171 for more.

Options

- N (6) - No
- Y (9) - Yes

Default

- ✓ N (6) - No

Dialing Option

(DIALING OPTION)

Dialing Option provides additional dialing options for Next Call Routing Mailbox calls (see *Next Call Routing Mailbox* below). If enabled, a caller who accesses the Subscriber Mailbox to leave a message can dial any of the options in the Next Call Routing Mailbox's Dial Action Table. If disabled, the caller can only dial 0 (to use the Next Call Routing Mailbox's 0 action).

- See *Next Call Routing Mailbox* on page 148.

Options

- N (6) - No
- Y (9) - Yes

Default

- ✓ N (6) - No

3

1800 - Extension Options

1808 - IntraMail Subscriber Mailbox Options

Next Call Routing Mailbox

(NEXT CALLRT MBOX)

Use this option to assign a Next Call Routing Mailbox to the Subscriber Mailbox. This provides callers with additional dialing options while listening to a Subscriber Mailbox recorded or default greeting. The digits the caller can dial depends on the setting of the Next Call Routing Mailbox and Dialing Option options.

- For a detailed explanation of the interaction of these two programs, turn to *Dialing Options while Listening to a Subscriber Mailbox Greeting* on page 148.
- For an explanation of the options a caller can dial *while recording*, see *Record and Send a Message* on page 158.

See the following features for more:

- *Auto Attendant Do Not Disturb* on page 37.
- *Call Forward to a Mailbox* on page 47.
- *Exiting a Mailbox* on page 78.
- *Leaving a Message* on page 107.
- *Next Call Routing Mailbox* on page 148

Options

- **Call Routing Mailbox Number** (1-3 digits)
- **UND** (Undefined - entered by pressing **CLEAR**)

Default

- ✓ **0** (Call Routing Mailbox 000)
 - By default, Call Routing Mailbox numbers are 000=007.

Directory List Number

(DIRECTORY NUM)

(Software version 03.20.07 or higher)

Use this option to specify the Directory List to which the Subscriber Mailbox belongs. When setting up Directory Dialing Mailboxes, you must specify which Directory List you want the Directory Dialing Mailbox to use. The Directory Dialing Mailbox can only call Subscriber Mailboxes that belong to the list it is programmed to use. The entries for this option are **1-8** (lists 1-8), **0** (belongs to no lists), or ***** (belongs to all lists).

- See *Directory Dialing* on page 68 for more.

Options

- **1-8** (Directory List 1-8)
- ***** (Belongs to all lists)
- **0** (Belongs to no lists)

Default

- ✓ **0** (Belongs to no lists)

1800 - Extension Options

1808 - IntraMail Subscriber Mailbox Options

1808 Program Entry

1808 - IntraMail Mailbox Options Program Entry	
ICM + ### + Password (372000) + HOLD + 1808 + HOLD.	
	EXTENSION
	(Software version 03.20.07 or higher) MAILBOX TYPE (0=None, 1=Personal, 2=Group) [See below] DS1000: 300-307 = 1. All others = 0. DS2000: 300-315 = 1. All others = 0.
	(Software versions prior to 03.20.07) MAILBOX ACTIVE (Yes/No) [See below] DS1000: 300-307 = Yes. All others = No. DS2000: 300-315 = Yes. All others = No.
	NUMBER OF MSGS (0-99) [20]
	MESSAGE PLAYBK (3=FIFO, 5=LIFO) [FIFO]
	MESSAGE OPTION (3=Erase, 7=Save) [Save]
	MSG RETENTION (1-90 Days, 0=IND) [IND]
	REC CONV BEEP (Yes/No) [Yes]
	UPDATE MW LAMP (Yes/No) [Yes]
	AUTO-ATT DND (Yes/No) [No]
	FORCE UTRF (Yes/No) [No]
	AUTO TIME STAMP (Yes/No) [No]
	SYSTEM ADMIN (Yes/No) [300 = Yes, All others = No]
	DIALING OPTION (Yes/No) [No]
	NEXT CALLRT MBOX (000-015, CLEAR=UND) [UND]
	DIRECTORY NUM (1-8=Lists 1-8, 0=No lists, *=All Lists) [0]
Press this:	To do this:
HOLD	Enter (accept) data you entered, advance to the next prompt without changing your entry, or navigate to the next prompt level.
CONF	Cancel your entry and back up to the previous prompt level.
VOL ▲ or Vol ▼	Scroll to the next prompt on the same prompt level.
CHECK	Restore the previous entry.
CLEAR	Clear the entry from the display (unless otherwise noted).

3

8000 - Voice Mail

8001 - Voice Mail Setup

Description

Use the **8001 - Voice Mail Setup** to enable IntraMail. *If you install IntraMail in a system that has no other voice mail installed, the options below will be automatically set for you.* You do not need to make any entries.

Options

Voice Mail Type

(V-MAIL TYP)

Use this option to set the type of voice mail (I) connected to your system.

- See *Start-Up Programming* on page 6 for more on IntraMail installation and startup.

Options

- **E** (3) - External (such as VANGARD Mail).
- **I** (4) - IntraMail
- UltraMail (set automatically if the UltraMail PCB is installed).
- **0** - None

Default

- ✓ With IntraMail (and no other voice mail) installed, the default for this option is **I** (4).

Voice Mail Master Extension Number

(V-MAIL MST EXT)

Use this option to set the voice mail master extension number (e.g., 700). *In most installations, you should not change this option from its default setting (700).*

- See *Start-Up Programming* on page 6 for more on IntraMail installation and startup.

Options

- Any valid extension number within the system's number plan.

Default

- ✓ **700**

8001 Program Entry

8001 - Voice Mail Setup Program Entry (Entry Range) [Default Setting]	
ICM + ##** + Password (372000) + HOLD + 8001 + HOLD.	
	V-MAIL TYP (Automatically set to INTRAMAIL when IntraMail is installed)
	V-MAIL MST EXT (Automatically set to 700 when IntraMail is installed)
Press this:	To do this:
HOLD	Enter (accept) data you entered.
CONF	Cancel your entry and back up to the previous prompt level.
VOL ▲ or Vol ▼	Scroll to the next prompt.
CHECK	Restore the previous entry.

Description

Use the **8002 - Voice Mail Options (Part 1)** to set various options for the system's Voice Mail ports. Each of these options applies globally to *all* Voice Mail ports.

Options

Name (NAME)

Use this option to modify the name for all Voice Mail ports. The system displays this name when a display keypad user calls a Voice Mail port (either by pressing **MW** or dialing the master number). You should always end the name with the # character. The system substitutes the port number for the #. Using the default name *VM PORT #* for example, the keypad display shows *VM PORT 1* when calling port 1.

- See *Start-Up Programming* on page 6 for more on IntraMail installation and startup.

Options

- When entering names, see *Name Programming Chart* on page 199.

- **Consider leaving the option at its default setting.**

Default

- ✓ **VM PORT #** (The system substitutes the port number for the # when calling the port).

Class of Service (CLASS OF SERVICE)

Use this option to set the Class of Service for all Voice Mail ports. Normally, you use the Voice Mail port Class of Service to control Message Notification callouts. See the following for more:

- *Class of Service* in the *DS1000/2000 Software Manual*.
- See *Message Notification* on page 133.

Options

- **1-15** (Class of Service 1-15)

Default

- ✓ **2**

Toll Restriction Level (Day) (TOLL LEVEL DAY)

Use this option to set the day mode Toll Restriction Level for all Voice Mail ports. This allows you to restrict Message Notification callouts placed during the day. See the following for more:

- *Toll Restriction* in the *DS1000/2000 Software Manual*.
- See *Message Notification* on page 133.

Options

- **0-7** (Toll Restriction Level 0-7)

Default

- ✓ **0** (Toll Restriction Level 0)

Toll Restriction Level (Night) (TOLL LEVEL NITE)

Use this option to set the night mode Toll Restriction Level for all Voice Mail ports. This allows you to restrict Message Notification callouts placed at night. See the following for more:

- *Toll Restriction* in the *DS1000/2000 Software Manual*.
- See *Message Notification* on page 133.

Options

- **0-7** (Toll Restriction Level 0-7)

Default

- ✓ **0** (Toll Restriction Level 0)

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8002 - Voice Mail Port Options (Part 1)

Operator

(OPERATOR)

Use this option to determine which extension is called when a Voice Mail port dials 0.

- See *Dial Action Table* on page 64 for more.

Options

- **Extension number** (300-333 in DS1000, 300-427 in DS2000)

Default

- ✓ **300**

Dial 9 Group

(DIAL 9 GROUP)

Use this option to specify the dial-9 group for Voice Mail ports. Whenever a Voice Mail port dials 9, the system accesses the first available trunk in the group specified by this option. This may occur when Voice Mail is processing Message Notification callouts.

- See *Message Notification* on page 133.

Options

- **90-98** (Trunk Groups 90-98)

Default

- ✓ **90** (Trunk Group 90)

Outgoing Trunk Group Access

(LINE GROUP n)

Use this option to control outgoing Trunk Group Access for Voice Mail ports. A Voice Mail port can dial out on a Trunk Group allowed in this option. This may occur when Voice Mail is processing Message Notification callouts. You make a separate entry for each Trunk Group (0-9).

- See *Message Notification* on page 133.

Options

- **Yes**
- **No**

Default

- ✓ **Yes** (for all Trunk Groups)

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8002 - Voice Mail Port Options (Part 1)

8002 Program Entry

8002 - Voice Mail Options (Part 1) Program Entry (Entry Range) [Default Setting]	
ICM + ###* + Password (372000) + HOLD + 8002 + HOLD.	
	NAME (Alpha numerics - see <i>Name Programming Chart</i> on page 199) [VM PORT #]
	CLASS OF SERVICE (1-15) [1]
	TOLL LEVEL DAY (0-7) [0]
	TOLL LEVEL NITE (0-7) [0]
	OPERATOR (300-333 in DS1000, 300-427 in DS2000) [300]
	DIAL 9 GROUP (90-98) [90]
	LINE GROUP 0-8 (Yes/No) [Yes]
Press this:	To do this:
HOLD	Enter (accept) data you entered.
CONF	Cancel your entry and back up to the previous prompt level.
VOL ▲ or Vol ▼	Scroll to the next prompt.
CHECK	Restore the previous entry.

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8000 - Voice Mail

8003 - Voice Mail Port Options (Part 2)

Description

Use the **8003 - Voice Mail Options (Part 2)** to set trunk access for Voice Mail ports. The settings you make in this option apply globally to *all* Voice Mail ports.

Options

Trunk Number

(LINE NUMBER)

Use this option to select the trunk you want to program. Trunk numbers are 1-6 in DS1000 and 1-64 in DS2000.

Options

- **Trunk number** (1-6 in DS1000, 1-64 in DS2000)

Default

- ✓ N/A

Trunk Access Type

[N/A]

For the trunk selected above, use this option to select the access type. All Voice Mail ports use the access type specified in this option for the selected trunk. A Voice Mail port can dial out on a specific trunk only if it is allowed in this option. This may occur when Voice Mail is processing Message Notification callouts. You make a separate entry for each trunk.

- See *Message Notification* on page 133.

Options

- **0** (No access)
- **1** (Incoming only)
- **2** (Outgoing only)
- **3** (Full access)

Default

- ✓ **3** (Full access)

8003 Program Entry

8003 - Voice Mail Options (Part 2) Program Entry (Entry Range) [Default Setting]	
ICM + #*#* + Password (372000) + HOLD + 8003 + HOLD .	
	LINE NUMBER (1-6 in DS1000, 1-64 in DS2000) [N/A]
	Select Access Type (0=No Access, 1=Incoming Only, 2=Outgoing Only, 3=Full Access) [Full Access]
Press this:	To do this:
HOLD	Enter (accept) data you entered.
CONF	Cancel your entry and back up to the previous prompt level.
VOL ▲ or Vol ▼	Scroll to the next prompt.
CHECK	Restore the previous entry.

Description

Use **8004 - IntraMail System Options** to set up the IntraMail system-wide options.

Options

Subscriber Message Length

(SUBS MSG LENGTH)

Use this option to set the maximum length of recorded messages for:

- Subscriber Mailbox users dialing **RS** to record and send a message.
- Extension users leaving a message in a Subscriber Mailbox.
- Outside Automated Attendant callers accessing a mailbox via a GOTO command and then dialing **RS** to record and send a message.
- Subscriber Mailbox Greetings.
- Announcement Messages.
- Call Routing Mailbox Instruction Menus.

Note: The length of a Conversation Record is 10 times the *Subscriber Message Length*. Since the Conversation Record time cannot exceed 4095 seconds, any settings in *Subscriber Message Length* larger than 409 have no effect on the length of recorded conversations.

See the following for more:

- *Announcement Message* on page 27.
- *Automated Attendant* on page 42.
- *Call Routing Mailbox* on page 49.
- *Conversation Record* on page 61.
- *Greeting* on page 94.
- *Message On Hold* on page 139.
- *Subscriber Mailbox* on page 168

Options

- **1-4095** seconds.

Default

- ✓ **120** seconds.

Non-Subscriber Message Length

(MBOX MSG LENGTH)

Use this option to set the maximum length of recorded messages for:

- Automated Attendant callers leaving a message or Quick Message in a Subscriber Mailbox.
- Outside callers transferred by an extension user to a Subscriber Mailbox.

See the following for more:

- *Automated Attendant* on page 42.
- *Message Length* on page 131.
- *Quick Message* on page 156.
- *Subscriber Mailbox* on page 168

Options

- **1-4095** seconds.

Default

- ✓ **120** seconds.

Message Backup/Go Ahead Time

(MSG BKUP/ADV TIME)

Use this option to set the backup/go ahead interval. This interval sets how far IntraMail backs up when a user dials **B** while recording or listening to a message. This interval also sets how far IntraMail jumps ahead

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8004 - IntraMail System Options

when a user dials **G** while listening to a message.

See the following for more:

- See *Listening to Messages* on page 109.
- *Message Length* on page 131.

Options

- **1-60** Seconds.

Default

- ✓ **5** Seconds.

Fax Extension

(FAX TRANSFER EXT)

Use this option to specify which system extension is the fax machine. When the Automated Attendant answers a call and detects fax (CNG) tone, it automatically transfers the call to this extension.

- See *Fax Detection* on page 86 for more.

Options

- **UND** (Undefined, entered by pressing **CLEAR**)
- **Extension number** (e.g., 320).

Default

- ✓ **UND** (Undefined, entered by pressing **CLEAR**)

Digital Pager Callback Number

(PAGER CALLBACK NUM)

Use this option to set the *Digital Pager Callback Number* portion of the Message Notification callout number for a digital pager. This is the portion of the callout number that is appended to the pager service telephone number. Normally, this option should be **X*M#**, where:

- **X** is the number of the extension that generated the notification.
- ***** is a visual delimiter (to make the pager display easier to read).
- **M** is the number of new messages in the extension's mailbox.
- **#** is the digit normally used by the pager service for positive disconnect.

- See *Message Notification* on page 133 for more.

Options

- **Digits** (12 maximum, using 0-9, # and *)
- **M** (Number of messages) (Entered by pressing **MW**)
- **N** (None) (Entered by pressing **CLEAR**)
- **X** (Extension number) (Entered by pressing **ICM**)

IntraMail automatically replaces the **X** command with the number of the extension that initially received the message.

Default

- ✓ **X*M#**

Delay in Dialing Digital Pager Callback Number

(PAGER DIAL DELAY)

Use this option to set the delay that occurs just before IntraMail dials the *Digital Pager Callback Number* portion of the Message Notification callout number for a digital pager. Set this delay so the pager service has enough time to connect to the digital pager before sending the callback number. Your pager service may be able to help you determine the best value for this option (**0-99** seconds). By default, this option is 9 seconds. When placing a digital pager notification, the system:

1. Seizes the trunk specified.
2. Dials the user-entered notification number (in **MSG + OP + N**).
3. Waits the **8004 - Delay in Dialing the Digital Pager Callback Number** interval.
4. Dials the number entered in **8004 - Digital Pager Callback Number**.

The system assumes that the notification number will complete dialing approximately 4 seconds after trunk

seizure. This means that, by default, the Digital Pager Callback Number will be dialed into the pager service about 13 seconds after trunk seizure.

- See *Message Notification* on page 133 for more.

Options

- **0-99** seconds

Default

- ✓ **9** seconds

Wait Between Digital Pager Callout Attempts

(NTFY PAGER INTVL)

Use this option to set minimum time (1-255 minutes) between unacknowledged or unanswered digital pager Message Notification callouts. (A subscriber acknowledges a digital pager notification by logging onto their mailbox.) After this interval expires, IntraMail will try the callout again (for up to the number of times set in **8004 - Number of Callout Attempts**). By default, this interval is 15 minutes.

If the system dials the callout number and the pager service is busy, it will retry the number in one minute.

- See *Message Notification* on page 133 for more.

Options

- **1-255** minutes

Default

- ✓ **15** minutes

Wait Between Non-Pager Callout Attempts

(NTFY N-PGR INTVL)

Use this option to set the minimum time (1-255 minutes) between non-pager Message Notification callouts in which the destination answers, says “Hello,” dials 1 to acknowledge and then enters the wrong security code. By default, this interval is 20 minutes.

- See *Message Notification* on page 133 for more.

Options

- **1-255** minutes

Default

- ✓ **20** minutes

Wait Between Busy Non-Pager Callout Attempts

(NTFY BUSY INTVL)

Use this option to set how long IntraMail will wait (1-255 seconds), after it dials a busy non-pager callout destination, before retrying the callout number. The default setting for this option is 15 minutes.

- See *Message Notification* on page 133 for more.

Options

- **1-255** minutes

Default

- ✓ **15** minutes

Wait Between RNA Non-Pager Callout Attempts

(NTFY RNA INTVL)

Use this option to set how long IntraMail will wait (1-255 minutes), after it dials an unanswered non-pager callout destination, before retrying the callout number. The default setting for this option is 30 minutes.

There are three types of unanswered non-pager callouts:

- If the callout rings the destination longer than the **8004 - Wait for Answer Non-Pager Callout Attempts** option.
- If the destination answers, says “Hello” (or the system detects answer supervision) and then hangs up without dialing 1 to log onto their mailbox. This typically happens if someone unfamiliar with notification answers the callout, or if the callout is picked up by an answering machine.

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8004 - IntraMail System Options

- If the destination answers and then hangs up without saying “Hello.” This typically happens if someone unfamiliar with the notification answers the callout (like the above example), or if the call is picked up by an answering machine with insufficient outgoing message volume.

- See *Message Notification* on page 133 for more.

Options

- 1-255 minutes

Default

- ✓ 30 minutes

Wait for Answer Non-Pager Callout Attempts

(NTFY RNA RINGS)

If a non-pager callout rings the destination longer than this interval (1-99 rings), IntraMail marks the call as unanswered (Ring No Answer) and hangs up. The default setting for this option is 5 rings.

- See *Message Notification* on page 133 for more.

Options

- 1-99 rings

Default

- ✓ 5 rings

Number of Callout Attempts

(NTFY CALL ATTEMPTS)

Use this option to set how many times (1-99 attempts) IntraMail will retry an incomplete Message Notification callout. This total includes unacknowledged callouts, callouts to a busy destination, and callouts to an unanswered destination. This option applies to pager and non-pager callouts. The default setting for this option is 5.

- See *Message Notification* on page 133 for more.

Options

- 1-99 attempts

Default

- ✓ 5 attempts

Send Pager Callout Until Acknowledged

(RETRY UNTIL ACK)

When this option is enabled (Yes), IntraMail will continue to retry a digital pager Message Notification callout until the notification is acknowledged. If this option is disabled (N), IntraMail will retry a digital pager Message Notification the number of time specified in **8004-Number of Callout Attempts**. This option does not apply to Message Notification callouts to telephone numbers. The default setting for this option is disabled (N).

A digital pager notification is considered acknowledged when the recipient logs onto the mailbox.

- See *Message Notification* on page 133 for more.

Options

- Y (Yes)
- N (No)

Default

- ✓ N (No)

8004 Program Entry

8004 - IntraMail System Options Program Entry (Entry Range) [Default Setting]	
ICM + ###* + Password (372000) + HOLD + 8004 + HOLD.	
	SUBS MSG LENGTH (1-4095) [120]
	MBOX MSG LENGTH (1-4095) [120]
	MSG BKUP.ADV TIME (1-60) [5]
	FAX TRANSFER EXT (Extension number, UND (Undefined, entered by pressing CLEAR)) [UND]
	PAGER CALLBACK NUM (No entry required)
	PAGER C-BACK (Digits, M (MW), N (CLEAR), X (ICM)) [No entry]
	PAGER DIAL DELAY (0-99) [9]
	NTFY PAGER INTVL (1-255) [15]
	NTFY N-PGR INTVL (1-255) [20]
	NTFY BUSY INTVL (1-255) [15]
	NTFY RNA INTVL (1-255) [30]
	NTFY RNA RINGS (1-99) [5]
	NTFY CALL ATTEMPTS (1-99) [5]
	RETRY UNTIL ACK (Yes/No) [No]
Press this:	To do this:
HOLD	Enter (accept) data you entered, advance to the next prompt without changing your entry, or navigate to the next prompt level.
CONF	Cancel your entry and back up to the previous prompt level.
VOL ▲ or Vol ▼	Scroll to the next prompt on the same prompt level.
LND	Erase the entry to the left of the cursor.
CHECK	Restore the previous entry.
CLEAR	Clear the entry from the display (unless otherwise noted).

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8005 - IntraMail Master Mailbox Options

Description

Software Note:

- The ability to assign a Master Mailbox as a Directory Dialing Mailbox requires software version 03.20.07 or higher.
- Master Mailboxes are enabled by default in software version 03.20.07 or higher. They are disabled by default in prior versions.
- Master Mailbox programming is simplified in software version 03.20.07 or higher.

Use **8005 - Master Mailbox Options** to set up the 16 Master Mailboxes (600-607 and 700-707). The Master Mailboxes are additional mailboxes used for Ring Group and UCD Hunting Group overflow destinations. You can also use Master Mailboxes for Guest Mailboxes (i.e., Subscriber Mailboxes without associated telephones), additional Call Routing Mailboxes, or additional Announcement Mailboxes. See the following for more:

- *Guest Mailbox* on page 101.
- *Master Mailbox* on page 122.

You can also set up a Master Mailbox as a Directory Dialing Mailbox. An outside caller can route to a Master Mailbox programmed as a Directory Dialing Mailbox from:

- The Answer Table's Answer Schedule Override Mailbox, Default Mailbox, or Routing Mailbox.
- A GOTO action in the Dial Action Table of a Call Routing Mailbox.
- See *Directory Dialing* on page 68 for more.

Options

Mailbox Number

(EXTENSION)

Use this option to select the Master Mailbox you want to program. If setting up overflow mailboxes for Ring Group or UCD Hunting Group master numbers, be sure the Master Mailbox extension number matches the respective group number. For example, the Master Mailbox used as the overflow destination for Ring Group 600 should be mailbox 600. Refer to the following when selecting the Master Mailbox extension number:

- *Group Mailbox* on page 98.
- *Using Master Mailboxes for UCD Hunting Group Overflow* on page 123.
- *Using Master Mailboxes for Group Ring Automated Attendant Recall* on page 124.
- *Using Master Mailboxes as Additional Call Routing Mailboxes* on page 124.
- *Using Master Mailboxes as Additional Announcement Mailboxes* on page 125.
- *Using Master Mailboxes as Guest Mailboxes* on page 125.
- *Using Master Mailboxes for Directory Dialing* on page 125.

Options

- **Master Mailbox number** (600-607, 700-707).

Default

- ✓ N/A

Mailbox Type

(MAILBOX TYPE)

Use this option to set the Master Mailbox type. There are 4 types: Call Routing (1), Announcement (2), Subscriber (3) and Directory Dialing (4). Refer to the following when setting up the Master Mailbox type:

- *Using Master Mailboxes for UCD Hunting Group Overflow* on page 123.
- *Using Master Mailboxes for Group Ring Automated Attendant Recall* on page 124.
- *Using Master Mailboxes as Additional Call Routing Mailboxes* on page 124.
- *Using Master Mailboxes as Additional Announcement Mailboxes* on page 125.
- *Using Master Mailboxes as Guest Mailboxes* on page 125.
- *Using Master Mailboxes for Directory Dialing* on page 125.

Options

- **1** (Call Routing)

- 2 (Announcement)
- 3 (Subscriber)
- 4 (Directory Dialing)
- 0 (Undefined)

Default

- ✓ 3 (Subscriber)

Mailbox Active
(MAILBOX ACTIVE)

Use this option to activate the selected mailbox. IntraMail can not use the mailbox unless it is active. See the following for more:

- *Announcement Mailbox* on page 22.
- *Call Routing Mailbox* on page 49.
- *Directory Dialing* on page 68.
- *Subscriber Mailbox* on page 168.

Options

- Y (Yes)
- N (No)

Default

- ✓ Y (Yes)

Options for Call Routing Mailboxes (1)

The following options are available to Master Mailboxes assigned as Call Routing Mailboxes. For more on each option, refer to *8006 - IntraMail Routing Mailboxes: Options for Call Routing Mailboxes* on page 228.

- **Dial Action Table**
- **Screened Transfer Timeout**
- **Time Limit for Dialing Commands**
- **Fax Detection**

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Options for Announcement Mailboxes (2)

The following options are available to Master Mailboxes assigned as Announcement Mailboxes. For more on each option, refer to *8006 - IntraMail Routing Mailboxes: Options for Announcement Mailboxes* on page 229.

- **Next Call Routing Mailbox**
- **Repeat Count**
- **Hang Up After**

Options for Subscriber Mailboxes (3)

The following options are available to Master Mailboxes assigned as Subscriber Mailboxes. For more on each option, refer to *1808 - IntraMail Subscriber Mailbox Options* on page 202.

- **Number of Messages**
- **Message Playback**
- **Auto Erase/Save of Messages**
- **Message Retention**
- **Recording Conversation Beep**
- **Message Waiting Lamp**
- **Auto Attendant Do Not Disturb**
- **Forced Unscreened Transfer**
- **Auto Time Stamp**
- **System Administrator**
- **Alternate Call Routing Mailbox**
- **Next Call Routing Mailbox**

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8005 - IntraMail Master Mailbox Options

Options for Directory Dialing Mailboxes (4)

The following options are available to Master Mailboxes assigned as Directory Dialing Mailboxes.

Minimum Number of Letters Required

(MIN NUM LETTERS)

Use this option to specify the minimum number of letters the caller should dial in order to be routed by the Directory Dialing Mailbox. Callers must dial this minimum number of letters, followed by #. The entries for this option are **1-3**.

- See *Directory Dialing* on page 68 for more.

Options

- **1-3** (Minimum number of letters)

Default

- ✓ **1** (Minimum number of letters = 1)

Directory List Number to Use

(DIRECTORY NUM)

Use this option to specify which Directory List the Directory Dialing Mailbox should use. The Directory Dialing Mailbox can only call Subscriber Mailboxes that are in the list specified by this option. The entries for this option are **1-8** (use lists 1-8). By default, the Directory Number is **1** (list 1).

- See *Directory Dialing* on page 68 for more.

Options

- **1-8** (Directory List 1-8)

Default

- ✓ **1** (Directory List 1)

Extension Name Match

(NAME MATCH)

Use this option to determine which portion of the extension's programmed name Directory Dialing will use to route the call. The options are **1** (first) or **2** (last). The setting you choose in this option depends on how you set up **0201-Name Format**. For example:

0201-Name Format Setting	8006-Extension Name Match	Entered Name	Directory Dialing Routes by:
1 (first-last)	1 (first)	Mary Jones	Mary
	2 (last)		Jones
2 (last-first)	1 (first)		Jones
	2 (last)		Mary

- See *Directory Dialing* on page 68 for more.

Options

- **1** (First portion of programmed name)
- **2** (Second portion of programmed name)

Default

- ✓ **1** (First portion of programmed name)

Unscreened or Screened Transfer
(UTRF OR STRF)

Use this option to define the action Directory Dialing uses when routing a call. The entries for this option are **1** (Screened Transfer) or **2** (Unscreened Transfer).

- See *Directory Dialing* on page 68 for more.

Options

- **1** (Screened Transfer)
- **2** (Unscreened Transfer)

Default

- ✓ **1** (Screened Transfer)

Screened Transfer Timeout
(SCRNTRF TIMEOUT)

Use this option to set how long a Screened Transfer (STRF) from the Directory Dialing Mailbox will ring an unanswered extension before recalling. The entry range for this option is **0-255** seconds. A setting of **0** = no recall.

- The **0401-Transfer Recall** interval has no interaction with this timer.
- See *Directory Dialing* on page 68 for more.

Options

- **1-255** seconds
- **0** (No recall)

Default

- ✓ **15** seconds

Time Limit for Dialing Commands
(DIALING TIMEOUT)

This option determines how long IntraMail will wait for the caller connected to the Directory Dialing Mailbox to dial before repeating the Directory Dialing Message. If the caller doesn't dial within three repeats of the message, IntraMail routes the call to the Next Call Routing Mailbox for the Directory Dialing Mailbox. The entry range for this option is **0-99** seconds. A setting of **0** = no timeout.

- See *Directory Dialing* on page 68 for more.

Options

- **1-99** seconds
- **0** (No timeout)

Default

- ✓ **5** (5 seconds)

Fax Detection
(INCOMING FAX DET)

Use this option to enable or disable Fax Detection for the Directory Dialing Mailbox. If enabled (**Y**), the Directory Dialing Mailbox will detect incoming fax CNG tone. The fax will then route to the company fax machine according to the settings of **8004-Fax Extension**. If disabled (**N**), the Directory Dialing Mailbox will not detect incoming fax calls.

- See *Directory Dialing* on page 68 for more.

Options

- **Y** (Yes)
- **N** (No)

Default

- ✓ **N** (No)

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8005 - IntraMail Master Mailbox Options

Next Call Routing Mailbox

(NEXT CALLRT MBOX)

Use this option to specify the Next Call Routing Mailbox (**000-015**) for the Directory Dialing Mailbox. If a Next Call Routing Mailbox is specified, the following will occur:

- If the caller dials 0 while listening to the Directory Dialing Message, they route to the 0 action programmed into the Dial Action Table associated with the Next Call Routing Mailbox.
- If the caller dials # while listening to the Directory Dialing Message, they route immediately to the Next Call Routing Mailbox and listen to the recorded Instruction Menu Message for that mailbox.
- See *Directory Dialing* on page 68 for more.

Options

- **000-015** (Routing Mailbox 000-015)
- **UND** (Undefined - entered by pressing **CLEAR**)

Default

- ✓ **UND** (Undefined)

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8005 - IntraMail Master Mailbox Options

8005 Program Entry (03.20.07 or Higher)

8005 - Master Mailbox Options Program Entry (Page 1 of 2) (Entry Range) [Default Setting]	
ICM + #*#* + Password (372000) + HOLD + 8005 + HOLD.	
	EXTENSION (Master Mailbox number 600-607 or 700-707)
	MAILBOX TYPE (1 = Call Routing, 2 = Announcement, 3 = Subscriber, 4 = Directory Dialing, 0 = Undefined) [Subscriber]
	For Call Routing Mailboxes (Type 1)
	MAILBOX ACTIVE (Yes/No) [Yes]
	DIAL ACTION TABLE (1-16) [1]
	SCRN TRF TIMEOUT (0-255 seconds) [15]
	DIALING TIMEOUT (0-99 seconds) [5]
	INCOMING FAX DET (Yes/No) [No]
	For Announcement Mailboxes (Type 2)
	MAILBOX ACTIVE (Yes/No) [Yes]
	NEXT CALLRT MBOX (000-015, CLEAR = UND) [UND]
	NUM REPEATS (0-10) [0]
	HANG-UP (Yes/No) [No]
	For Subscriber Mailboxes (Type 3)
	MAILBOX ACTIVE (Yes/No) [Yes]
	NUMBER OF MSGS (0-99) [20]
	MESSAGE PLAYBK (3=FIFO, 5=LIFO) [FIFO]
	MESSAGE OPTION (3=Erase, 7=Save)[Save]
	MSG RETENTION (1-90 Days, CLEAR = IND) [IND]
	REC CONV BEEP (Yes/No) [Yes]
	UPDATE MW LAMP (Yes/No) [Yes]
	AUTO-ATT DND (Yes/No) [No]
	FORCE UTRF (Yes/No) [No]
	AUTO TIME STAMP (Yes/No) [No]
	SYSTEM ADMIN (Yes/No) [No]
	DIALING OPTION (Yes/No) [No]
	NEXT CALLRT MBOX (000-015, CLEAR = UND) [UND]
	For Directory Dialing Mailboxes (Type 4)
	MAILBOX ACTIVE (Yes/No) [Yes]
	MIN NUM LETTERS (1-3) [1]
	DIRECTORY NUM (1-8) [1]
	ALPHA NAME TOKEN (1 or 2) [1]
	UTRF or STRF (1=STRF, 2=UTRF) [STRF]
	SCRN TRF TIMEOUT (0-255 seconds) [15]
	DIALING TIMEOUT (0-99 seconds) [Y15]

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8005 - IntraMail Master Mailbox Options

8005 - Master Mailbox Options Program Entry (Page 2 of 2) (Entry Range) [Default Setting]	
	INCOMING FAX DET (Yes/No) [Yes]
	NEXT CALLRT MBOX (000-015, CLEAR = UND) [UND]
Press this:	To do this:
HOLD	Enter (accept) data you entered, advance to the next prompt without changing your entry, or navigate to the next prompt level.
CONF	Cancel your entry and back up to the previous prompt level.
VOL ▲ or Vol ▼	Scroll to the next prompt on the same prompt level.
LND	Erase the entry to the left of the cursor.
CHECK	Restore the previous entry.
CLEAR	Clear the entry from the display (unless otherwise noted).

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8005 - IntraMail Master Mailbox Options

8005 Program Entry

8005 - Master Mailbox Options Program Entry (Prior to 03.20.07) (Entry Range) [Default Setting]			
ICM + ### + Password (372000) + HOLD + 8005 + HOLD.			
		EXTENSION (Master Mailbox number 600-607 or 700-707)	
		MAILBOX TYPE (1 = Call Routing, 2 = Announcement, 3 = Subscriber, 0 = Undefined) [Subscriber]	
		For Call Routing Mailboxes (Type 1)	
		DIAL ACTION TABLE (1-16) [1]	
		SCRN TRF TIMEOUT (0-255 seconds) [15]	
		DIALING TIMEOUT (0-99 seconds) [5]	
		INCOMING FAX DET (Yes/No) [No]	
		To program the MAILBOX ACTIVE option, press Vol Up (not HOLD) after selecting a Mailbox type.	
		MAILBOX ACTIVE (Yes/No) [No]	
		For Announcement Mailboxes (Type 2)	
		NEXT CALLRT MBOX (000-015, CLEAR = UND) [UND]	
		NUM REPEATS (0-10) [0]	
		HANG-UP (Yes/No) [No]	
		To program the MAILBOX ACTIVE option, press Vol Up (not HOLD) after selecting a Mailbox type.	
		MAILBOX ACTIVE (Yes/No) [No]	
		For Subscriber Mailboxes (Type 3)	
		NUMBER OF MSGS (0-99) [20]	
		MESSAGE PLAYBK (3=FIFO, 5=LIFO) [FIFO]	
		MESSAGE OPTION (3=Erase, 7=Save)[Save]	
		MSG RETENTION (1-90 Days, CLEAR = IND) [IND]	
		REC CONV BEEP (Yes/No) [Yes]	
		UPDATE MW LAMP (Yes/No) [Yes]	
		AUTO-ATT DND (Yes/No) [No]	
		FORCE UTRF (Yes/No) [No]	
		AUTO TIME STAMP (Yes/No) [No]	
		SYSTEM ADMIN (Yes/No) [No]	
		DIALING OPTION (Yes/No) [No]	
		NEXT CALLRT MBOX (000-015, CLEAR = UND) [UND]	
		To program the MAILBOX ACTIVE option, press Vol Up (not HOLD) after selecting a Mailbox type.	
		MAILBOX ACTIVE (Yes/No) [No]	

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8005 - IntraMail Master Mailbox Options

8005 - Master Mailbox Options Program Entry (Prior to 03.20.07) (Entry Range) [Default Setting]	
Press this:	To do this:
HOLD	Enter (accept) data you entered, advance to the next prompt without changing your entry, or navigate to the next prompt level.
CONF	Cancel your entry and back up to the previous prompt level.
VOL ▲ or Vol ▼	Scroll to the next prompt on the same prompt level.
LND	Erase the entry to the left of the cursor.
CHECK	Restore the previous entry.
CLEAR	Clear the entry from the display (unless otherwise noted).

Description

Software Note:

- The ability to assign a Routing Mailbox as a Directory Dialing Mailbox requires software version 03.20.07 or higher.
- Routing Mailbox programming is simplified in software version 03.20.07 or higher.

Use **8006 - IntraMail Routing Mailboxes** to set up the 16 IntraMail Routing Mailboxes. Routing Mailboxes can be Announcement Mailboxes, Call Routing Mailboxes, or Directory Dialing Mailboxes. See the following for more:

- *Announcement Mailbox* on page 22.
- *Call Routing Mailbox* on page 49.
- *Directory Dialing* on page 68.

When using Directory Dialing, an outside caller can route to a Routing Mailbox programmed as a Directory Dialing Mailbox from:

- The Answer Table's Answer Schedule Override Mailbox, Default Mailbox, or Routing Mailbox.
- A GOTO action in the Dial Action Table of a Call Routing Mailbox.

Options

Mailbox Number

(EXTENSION)

Use this option to select the Routing Mailbox (0-15) you want to program. See the following for more:

- *Announcement Mailbox* on page 22.
- *Call Routing Mailbox* on page 49.
- *Directory Dialing* on page 68.

Options

- **Routing Mailbox number** (0-15)

Default

✓ N/A

Mailbox Type

(MAILBOX TYPE)

Use this option to assign a mailbox type to the selected Routing Mailbox. Routing Mailboxes can be Call Routing Mailboxes, Announcement Mailboxes, or Directory Dialing Mailboxes. See the following for more:

- *Announcement Mailbox* on page 22.
- *Call Routing Mailbox* on page 49.
- *Directory Dialing* on page 68.

Options

- 0 (Undefined)
- 1 (Call Routing Mailbox)
- 2 (Announcement Mailbox)
- 4 (Directory Dialing Mailbox)

Default

- ✓ Routing Mailboxes 0-7 are Call Routing Mailboxes (1).
- ✓ Routing Mailboxes 8-15 are Announcement Mailboxes (2).

Mailbox Active

(MAILBOX ACTIVE)

Use this option to activate the selected mailbox. IntraMail can not use the mailbox unless it is active. See the following for more:

- *Announcement Mailbox* on page 22.
- *Call Routing Mailbox* on page 49.

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- *Directory Dialing* on page 68.

Options

- Y (Yes)
- N (No)

Default

- ✓ Y (Yes)

Options for Call Routing Mailboxes

Dial Action Table

(DIAL ACTION TABLE)

Use this option to assign the Dial Action Table to the Call Routing Mailbox. The Dial Action Table defines the dialing options for the call Routing Mailbox.

- See *Call Routing Mailbox* on page 49 and *Dial Action Table* on page 64 for more.

Options

- **1-16** (Dial Action Table 1-16)

Default

- ✓ **1** (Dial Action Table 1)

Screened Transfer Timeout

(SCRNTRF TIMEOUT)

Use this option to set how long a Screened Transfer (TRF) from the Automated Attendant will ring an unanswered extension before recalling.

- This option has a similar function as *Customize: Mailbox Options: Call Routing: [Call Handling] Options: Delay Rings Before Redirect Transfer* in UltraMail.
- The **0401-Transfer Recall** interval has no interaction with this timer.
- See *Screened Transfer* on page 161 for more.

Options

- **0-255** seconds
 - Entering 0 causes immediate recall.

Default

- ✓ **15** seconds

Time Limit for Dialing Commands

(DIALING TIMEOUT)

This option determines how long IntraMail will wait for an Automated Attendant caller who doesn't dial before routing the call to the Timeout destination.

- Be sure your Dial Action Tables have a Timeout action programmed.
- See *Call Routing Mailbox* on page 49 and *Dial Action Table* on page 64 for more.

If the caller waits too long to dial:

- When the associated Dial Action Table has a Timeout action programmed, the caller routes to that destination.
- When the associated Dial Action Table does not have a Timeout action programmed, the Instruction Menu repeats 3 times and then IntraMail hangs up.

Options

- **0-99** seconds
 - Entering 0 causes the Automated Attendant to immediately route callers to the Timeout destination programmed in the active Dial Action Table.

Default

- ✓ **5** seconds

Fax Detection

(INCOMING FAX DET)

Use this option to enable or disable Fax Detection for the Call Routing Mailbox. In enabled, the IntraMail Automated Attendant (when using this Call Routing Mailbox) will detect incoming fax CNG tone. The fax call will then route to the company fax machine according to the setting of *8001 - Fax Extension* on page 214. If disabled, the Automated Attendant will not detect incoming fax calls.

- See *Fax Detection* on page 86 for more.

Options

- **Y** (Yes)
- **N** (No)

Default

- ✓ **N** (No)

Options for Announcement Mailboxes

Next Call Routing Mailbox

If you set up an Announcement Mailbox to answer Automated Attendant calls, use this option to provide additional routing options to the Automated Attendant callers. This option interacts with *Repeat Count* and *Hang Up After* below. For a detailed explanation of the interaction of these options, turn to the following charts:

- *Direct Announcement Mailbox Routing* on page 150.
- *Routed Announcement Mailbox Routing* on page 151.

- Also see *Announcement Mailbox* on page 22 and *Next Call Routing Mailbox* on page 148 for more.

Options

- **Call Routing Mailbox Number** (000-015)
 - By default, Call Routing Mailboxes are 000-007.
- **UND** (Undefined - entered by pressing **CLEAR**)

Default

- ✓ **UND** (Undefined - entered by pressing **CLEAR**)

Repeat Count

(NUM REPEATS)

Enter the number of times you want the Announcement Mailbox message to repeat to callers. After an Announcement Mailbox caller initially listens to the message, it will repeat the number of times specified in this option. This option interacts with *Next Call Routing Mailbox* and *Hang Up After* when providing routing options. For a detailed explanation of the interaction of these options, turn to the following charts:

- *Direct Announcement Mailbox Routing* on page 150.
- *Routed Announcement Mailbox Routing* on page 151.

- Also see *Announcement Mailbox* on page 22 and *Next Call Routing Mailbox* on page 148 for more.

Options

- **0** (No repeats)
- **1-10** (Announcement repeats 1-10 times)

Default

- ✓ **0** (No repeats)

Hang Up After

(HANG-UP)

Use this option along with *Next Call Routing Mailbox* and *Repeat Count* above to provide additional routing options to Automated Attendant callers. For a detailed explanation of the interaction of these options, turn to the following charts:

- *Direct Announcement Mailbox Routing* on page 150.
- *Routed Announcement Mailbox Routing* on page 151.

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- Also see *Announcement Mailbox* on page 22 and *Next Call Routing Mailbox* on page 148 for more.

Options

- Y (Yes)
- N (No)

Default

- ✓ N (No)

Options for Directory Dialing Mailboxes

Minimum Number of Letters Required

(MIN NUM LETTERS)

Use this option to specify the minimum number of letters the caller should dial in order to be routed by the Directory Dialing Mailbox. Callers must dial this minimum number of letters, followed by #. The entries for this option are **1-3**.

- See *Directory Dialing* on page 68 for more.

Options

- **1-3** (Minimum number of letters)

Default

- ✓ **1** (Minimum number of letters = 1)

Directory List Number to Use

(DIRECTORY NUM)

Use this option to specify which Directory List the Directory Dialing Mailbox should use. The Directory Dialing Mailbox can only call Subscriber Mailboxes that are in the list specified by this option. The entries for this option are **1-8** (use lists 1-8). By default, the Directory Number is **1** (list 1).

- See *Directory Dialing* on page 68 for more.

Options

- **1-8** (Directory List 1-8)

Default

- ✓ **1** (Directory List 1)

Extension Name Match

(NAME MATCH)

Use this option to determine which portion of the extension's programmed name Directory Dialing will use to route the call. The options are **1** (first) or **2** (last). The setting you choose in this option depends on how you set up **0201-Name Format**. For example:

0201-Name Format Setting	8006-Extension Name Match	Entered Name	Directory Dialing Routes by:
1 (first-last)	1 (first)	Mary Jones	Mary
	2 (last)		Jones
2 (last-first)	1 (first)	Mary Jones	Jones
	2 (last)		Mary

- See *Directory Dialing* on page 68 for more.

Options

- **1** (First portion of programmed name)
- **2** (Second portion of programmed name)

Default

- ✓ **1** (First portion of programmed name)

Unscreened or Screened Transfer
(UTRF OR STRF)

Use this option to define the action Directory Dialing uses when routing a call. The entries for this option are **1** (Screened Transfer) or **2** (Unscreened Transfer).

- See *Directory Dialing* on page 68 for more.

Options

- **1** (Screened Transfer)
- **2** (Unscreened Transfer)

Default

- ✓ **1** (Screened Transfer)

Screened Transfer Timeout
(SCRNTRF TIMEOUT)

Use this option to set how long a Screened Transfer (STRF) from the Directory Dialing Mailbox will ring an unanswered extension before recalling. The entry range for this option is **0-255** seconds. A setting of **0** = no recall.

- The **0401-Transfer Recall** interval has no interaction with this timer.
- See *Directory Dialing* on page 68 for more.

Options

- **1-255** seconds
- **0** (No recall)

Default

- ✓ **15** seconds

Time Limit for Dialing Commands
(DIALING TIMEOUT)

This option determines how long IntraMail will wait for the caller connected to the Directory Dialing Mailbox to dial before repeating the Directory Dialing Message. If the caller doesn't dial within three repeats of the message, IntraMail routes the call to the Next Call Routing Mailbox for the Directory Dialing Mailbox. The entry range for this option is **0-99** seconds. A setting of **0** = no timeout.

- See *Directory Dialing* on page 68 for more.

Options

- **1-99** seconds
- **0** (No timeout)

Default

- ✓ **5** (5 seconds)

Fax Detection
(INCOMING FAX DET)

Use this option to enable or disable Fax Detection for the Directory Dialing Mailbox. If enabled (**Y**), the Directory Dialing Mailbox will detect incoming fax CNG tone. The fax will then route to the company fax machine according to the settings of **8004-Fax Extension**. If disabled (**N**), the Directory Dialing Mailbox will not detect incoming fax calls.

- See *Directory Dialing* on page 68 for more.

Options

- **Y** (Yes)
- **N** (No)

Default

- ✓ **N** (No)

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Next Call Routing Mailbox

(NEXT CALLRT MBOX)

Use this option to specify the Next Call Routing Mailbox (**000-015**) for the Directory Dialing Mailbox. If a Next Call Routing Mailbox is specified, the following will occur:

- If the caller dials 0 while listening to the Directory Dialing Message, they route to the 0 action programmed into the Dial Action Table associated with the Next Call Routing Mailbox.
- If the caller dials # while listening to the Directory Dialing Message, they route immediately to the Next Call Routing Mailbox and listen to the recorded Instruction Menu Message for that mailbox.
- See *Directory Dialing* on page 68 for more.

Options

- **000-015** (Routing Mailbox 000-015)
- **UND** (Undefined - entered by pressing **CLEAR**)

Default

- ✓ **UND** (Undefined)

8006 Program Entry (03.20.07 or Higher)

8006 - Routing Mailbox Options Program Entry (Entry Range) [Default Setting]	
ICM + #*#* + Password (372000) + HOLD + 8006 + HOLD.	
	EXTENSION (Routing Mailbox number 000-015)
	MAILBOX TYPE (1 = Call Routing, 2 = Announcement, 4 = Directory Dialing, 0 = Undefined) [Subscriber]
	For Call Routing Mailboxes (Type 1)
	MAILBOX ACTIVE (Yes/No) [Yes]
	DIAL ACTION TABLE (1-16) [1]
	SCRN TRF TIMEOUT (0-255 seconds) [15]
	DIALING TIMEOUT (0-99 seconds) [5]
	INCOMING FAX DET (Yes/No) [No]
	For Announcement Mailboxes (Type 2)
	MAILBOX ACTIVE (Yes/No) [Yes]
	NEXT CALLRT MBOX (000-015, CLEAR = UND) [UND]
	NUM REPEATS (0-10) [0]
	HANG-UP (Yes/No) [No]
	For Directory Dialing Mailboxes (Type 4)
	MAILBOX ACTIVE (Yes/No) [Yes]
	MIN NUM LETTERS (1-3) [1]
	DIRECTORY NUM (1-8) [1]
	ALPHA NAME TOKEN (1 or 2) [1]
	UTRF or STRF (1=STRF, 2=UTRF) [STRF]
	SCRN TRF TIMEOUT (0-255 seconds) [15]
	DIALING TIMEOUT (0-99 seconds) [Y15]
	INCOMING FAX DET (Yes/No) [Yes]
	NEXT CALLRT MBOX (000-015, CLEAR = UND) [UND]
Press this:	To do this:
HOLD	Enter (accept) data you entered, advance to the next prompt without changing your entry, or navigate to the next prompt level.
CONF	Cancel your entry and back up to the previous prompt level.
VOL ▲ or Vol ▼	Scroll to the next prompt on the same prompt level.
LND	Erase the entry to the left of the cursor.
CHECK	Restore the previous entry.
CLEAR	Clear the entry from the display (unless otherwise noted).

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8006 - IntraMail Routing Mailboxes

8006 Program Entry (Prior to 03.20.07)

8006 - Routing Mailboxes Program Entry (Entry Range) [Default Setting]			
ICM + ##** + Password (372000) + HOLD + 8006 + HOLD.			
EXTENSION (Routing Mailbox number 0-15)			
MAILBOX TYPE (1 = Call Routing, 2 = Announcement)			
CALLRT			
DIAL ACTION TABLE (1-16) [1]			
SCRN TRF TIMEOUT (0-255 seconds) [15]			
DIALING TIMEOUT (0-99 seconds) [5]			
INCOMING FAX DET (Yes/No) [No]			
ANNC			
NEXT CALLRT MBOX (000-015, CLEAR=UND) [UND]			
NUM REPEATS (0-10) [0]			
HANG-UP (Yes/No) [No]			
To program the MAILBOX ACTIVE option, press Vol Up (not HOLD) after selecting a Mailbox type.			
MAILBOX ACTIVE (Yes/No) [No]			
Press this:		To do this:	
HOLD	Enter (accept) data you entered, advance to the next prompt without changing your entry, or navigate to the next prompt level.		
CONF	Cancel your entry and back up to the previous prompt level.		
VOL ▲ or Vol ▼	Scroll to the next prompt on the same prompt level.		
LND	Erase the entry to the left of the cursor.		
CHECK	Restore the previous entry.		
CLEAR	Clear the entry from the display (unless otherwise noted).		

Description

Use **8007 - Answer Tables** to set up the IntraMail Answer Tables. IntraMail provides 8 Answer Tables (1-8).

- See *Answer Tables* on page 30 for more.

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.

Options

Answer Table

(SCHEDULE TABLE)

Use this option to select the Answer Table you want to program.

- See *Answer Tables* on page 30 for more.

Options

- **Answer Table number** (1-8)

Default

- ✓ N/A

Answer Schedule Override

(OVERRIDE)

Use this option to enable or disable Answer Schedule Override for the selected Answer Table. If enabled (and you make an entry for *Override Mailbox* below), the active Answer Table will route calls to the Override Mailbox.

- See *Answer Schedule Override* on page 28 for more.

Options

- **Y** (Yes)
- **N** (No)

Default

- ✓ N (No)

Override Mailbox

(OVERRIDE)

Use this option to specify the mailbox to which Automated Attendant calls should route when you also enable *Answer Schedule Override* above.

- 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.
- See *Answer Schedule Override* on page 28 for more.

Options

- **Announcement Mailbox number** (000-015)
- **Call Routing Mailbox number** (000-015)
- **Master Mailbox number** (600-607, 700-707)
- **Subscriber Mailbox number** (300-427)
- **UND** (Undefined - entered by pressing **CLEAR**)

Default

- ✓ **UND** (Undefined - entered by pressing **CLEAR**)

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8007 - IntraMail Answer Tables

Default Mailbox (DEFAULT MBOX#)

Use this option to set the Answer Table's Default Mailbox. IntraMail uses the Default Mailbox whenever an Answer Schedule is not in effect. By default, this occurs at all times *other than* Monday through Friday from 8:30 AM to 5:00 PM.

- If the Default 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 Default 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 Default Mailbox is a Subscriber Mailbox, the outside caller hears the mailbox greeting (if recorded) and can leave a message.
- See *Answer Schedule Override* on page 28 for more.

Options

- **Announcement Mailbox number** (000-015)
- **Call Routing Mailbox number** (000-015)
- **Master Mailbox number** (600-607, 700-707)
- **Subscriber Mailbox number** (300-427)
- **UND** (Undefined - entered by pressing **CLEAR**)

Default

- ✓ **000** (Call Routing Mailbox 000)

Next Answer Table (NEXT TABLE#)

When 10 Answer Schedules within an Answer Table are not sufficient, use this option to link two Answer Tables together. IntraMail treats the two linked tables as a single 20 entry Answer Table.

- See *Answer Tables* on page 30 for more.

Options

- **Answer Table** (1-8)
- **UND** (Undefined - entered by pressing **CLEAR**)

Default

- ✓ **UND** (Undefined - entered by pressing **CLEAR**)

Schedule Entry (SCHEDULE ENTRY#)

For the selected Answer Table, use this option to select the Answer Schedule you want to program. IntraMail provides 10 Answer Schedules (1-10) for each of the 8 Answer Tables.

- See *Answer Tables* on page 30 for more.

Options

- **Answer Schedule number** (1-10)

Default

- ✓ **N/A**

Schedule Type (ENTRY TYPE)

Use this option to assign a Schedule Type to the selected Answer Schedule. The Schedule Type determines how the Answer Schedule answers calls.

- See *Answer Tables* on page 30 for more.

The schedule can be one of the following types:

1. Day of the Week

A Type 1 Answer Schedule runs on a specific day of the week. For this type of schedule, you select:

- The day of the week the schedule should run:
- The schedule start time.
- The schedule end time.

- The Call Routing or Announcement Mailbox used to answer calls.

2. Range of Days

A Type 2 Answer Schedule runs for a range of days. For this type of schedule, you select:

- The day of the week the schedule should start.
- The day of the week the schedule should stop.
- The time on the start day the schedule should start.
- The time on the stop day the schedule should stop.
- The Call Routing or Announcement Mailbox used to answer the calls.

3. Date

A type 3 Answer Schedule runs only on a specific day of the year. For this type of schedule, you select:

- The specific date the schedule should run.
- On the selected date, the time the schedule should start.
- On the selected date, the time the schedule should stop.
- The Call Routing or Announcement Mailbox used to answer the calls.

Options

- **1** (Day of the Week)
- **2** (Range of Days)
- **3** (Date)
- **UND** (Undefined - entered by pressing CLEAR)

Default

- ✓ Answer Schedule 1 for Answer Table 1 is type 2 (Range of Days). It runs Monday through Friday from 8:30 AM to 5:00 PM.
- ✓ All other Answer Schedules are **UND** (Undefined - entered by pressing **CLEAR**).

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8007 - IntraMail Answer Tables

Type 1 (Day of the Week) Answer Schedule Options

Routing Mailbox Number

(MAILBOX NUM)

Use this option to select the Routing Mailbox that will answer calls when this Answer Schedule is active. Routing Mailboxes can be either Subscriber, Call Routing or Announcement Mailboxes.

- If the Routing 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 Routing 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 Routing Mailbox is a Subscriber Mailbox, the outside caller hears the mailbox greeting (if recorded) and can leave a message.
- See *Answer Tables* on page 30 for more.

Options

- **Announcement Mailbox number** (000-015)
- **Call Routing Mailbox number** (000-015)
- **Master Mailbox number** (600-607, 700-707)
- **Subscriber Mailbox number** (300-427)
- **UND** (Undefined - entered by pressing **CLEAR**)

Default

- ✓ There are no Type 1 (Day of the Week) Answer Schedules by default.
- ✓ Once enabled, the default for this option is **UND** (Undefined - entered by pressing **CLEAR**).

Day of the Week

(DAY OF WEEK (1-7))

Use this option to specify the day of the week this Answer Schedule should be active.

- See *Answer Tables* on page 30 for more.

Options

- **1** = SUN (Sunday)
- **2** = MON (Monday)
- **3** = TUE (Tuesday)
- **4** = WED (Wednesday)
- **5** = THU (Thursday)
- **6** = FRI (Friday)
- **7** = SAT (Saturday)

Default

- ✓ There are no Type 1 (Day of the Week) Answer Schedules by default.
- ✓ Once enabled, the default for this option is **1** (SUN - Sunday).

Schedule Start Time

(ST TIME (HH:MM))

Use this option to specify the time the schedule should start on the day specified in *Day of Week* above when this Answer Schedule is active.

- See *Answer Tables* on page 30 for more.

Options

- **Time of day** (in 24-hour format)

Default

- ✓ There are no Type 1 (Day of the Week) Answer Schedules by default.
- ✓ Once enabled, the default for this option is **0000** (12:00 midnight).

Schedule Stop Time

(EN TIME (HH:MM))

Use this option to specify the time the schedule should end on the day specified in *Day of Week* above when

the Answer Schedule is active.

- See *Answer Tables* on page 30 for more.

Options

- **Time of day** (in 24-hour format)

Default

- ✓ There are no Type 1 (Day of the Week) Answer Schedules by default.
- ✓ Once enabled, the default for this option is **0000** (12:00 midnight).

Type 1 (Day of Week) Example

In the following example:

- Schedule 1 is a Range of Days schedule and runs Sunday through Wednesday from 8:00 AM to 10:30 AM and answers with Call Routing Mailbox 001.
- Schedule 2 is a Range of Days schedule and runs Sunday through Wednesday from 10:30 AM to 11:30 AM and answers with Announcement Mailbox 008.
- Schedule 3 is a Day of Week schedule and runs on Wednesday from 9:00 AM to 10:00 AM and uses Announcement Mailbox 009.
- The Default Mailbox (usually Call Routing Mailbox 000) answers at all other times not covered by the Schedules 1-3.
- When setting up Answer Tables with multiple types, build the Answer Schedules in the following order:
 - Range of Days
 - Day of Week
 - Date

Type 1 (Day of Week) Example			
ANSWER TABLE = 1			
SCHEDULE ENTRY # = 1			
ENTRY TYPE - 2			
			MAILBOX NUM = 1
			START DAY = 1
			END DAY = 4
			ST TIME (HH:MM) = 0800
			EN TIME (HH:MM) = 1030
SCHEDULE ENTRY # = 2			
ENTRY TYPE - 2			
			MAILBOX NUM = 8
			START DAY = 1
			END DAY = 4
			ST TIME (HH:MM) = 1030
			EN TIME (HH:MM) = 1130
SCHEDULE ENTRY # = 3			
ENTRY TYPE - 1			
			MAILBOX NUM = 9
			DAY OF WEEK = 3
			ST TIME (HH:MM) = 0900
			EN TIME (HH:MM) = 1000

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Type 2 (Range of Days) Answer Schedule Options

Routing Mailbox Number

(MAILBOX NUM)

Use this option to select the Routing Mailbox that will answer calls when this Answer Schedule is active. Routing Mailboxes can be either Subscriber, Call Routing or Announcement Mailboxes.

- If the Routing 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 Routing 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 Routing Mailbox is a Subscriber Mailbox, the outside caller hears the mailbox greeting (if recorded) and can leave a message.
- See *Answer Tables* on page 30 for more.

Options

- **Announcement Mailbox number** (000-015)
- **Call Routing Mailbox number** (000-015)
- **Master Mailbox number** (600-607, 700-707)
- **Subscriber Mailbox number** (300-427)
- **UND** (Undefined - entered by pressing **CLEAR**)

Default

- ✓ Answer Schedule 1 for Answer Table 1 uses Routing Mailbox 000.
- ✓ All other Answer Schedules are **UND** (Undefined - entered by pressing **CLEAR**).

Schedule Start Day

(START DAY (1-7))

Use this option to select the day of the week on which the selected Answer Schedule should become active. (To make a schedule run continuously, make the same entry for *Schedule Start Day* and *Schedule End Day*.)

- See *Answer Tables* on page 30 for more.

Options

- **1** = SUN (Sunday)
- **2** = MON (Monday)
- **3** = TUE (Tuesday)
- **4** = WED (Wednesday)
- **5** = THU (Thursday)
- **6** = FRI (Friday)
- **7** = SAT (Saturday)

Default

- ✓ Answer Schedule 1 for Answer Table 1 starts on Monday (**2**).
- ✓ All other Answer Schedules are **UND** (Undefined - entered by pressing **CLEAR**).

Schedule End Day

(END DAY (1-7))

Use this option to select the day of the week on which the selected Answer Schedule should stop (become inactive). (To make a schedule run continuously, make the same entry for *Schedule Start Day* and *Schedule End Day*.)

- See *Answer Tables* on page 30 for more.

Options

- **1** = SUN (Sunday)
- **2** = MON (Monday)
- **3** = TUE (Tuesday)
- **4** = WED (Wednesday)
- **5** = THU (Thursday)
- **6** = FRI (Friday)

- 7 = SAT (Saturday)

Default

- ✓ Answer Schedule 1 for Answer Table 1 stops on Friday (6).
- ✓ All other Answer Schedules are **UND** (Undefined - entered by pressing **CLEAR**).

Schedule Start Time

(ST TIME (HH:MM))

Use this option to specify the time the schedule should start on the day specified in *Schedule Start Day* above when this Answer Schedule is active. (To make a schedule run continuously, make the same entry for *Schedule Start Time* and *Schedule End Time*.)

- See *Answer Tables* on page 30 for more.

Options

- **Time of day** (in 24-hour format)

Default

- ✓ Answer Schedule 1 for Answer Table 1 starts at 8:30 AM (**08:30**).
- ✓ All other Answer Schedules are **UND** (Undefined - entered by pressing **CLEAR**).

Schedule Stop Time

(EN TIME (HH:MM))

Use this option to specify the time the schedule should stop on the day specified in *Schedule End Day* above when this Answer Schedule is active. (To make a schedule run continuously, make the same entry for *Schedule Start Time* and *Schedule End Time*.)

- See *Answer Tables* on page 30 for more.

Options

- **Time of day** (in 24-hour format)

Default

- ✓ Answer Schedule 1 for Answer Table 1 stops at 5:00 PM (**17:00**).
- ✓ All other Answer Schedules are **UND** (Undefined - entered by pressing **CLEAR**).

Type 2 (Range of Days) Example

In the following example:

- Schedule 1 is a Range of Days schedule that runs Sunday through Wednesday from 08:30 AM to 5:00 PM and answers with Call Routing mailbox 001.
- Schedule 2 is a Range of Days schedule that runs Thursday through Saturday from 08:30 AM through 5:00 PM and answers with Announcement Mailbox 008.
- The Default Mailbox (usually Call Routing Mailbox 000) answers at all other times not covered by Schedules 1 and 2.
- When setting up Answer Tables with multiple types, build the Answer Schedules in the following order:
 - Range of Days
 - Day of Week
 - Date

Type 2 (Range of Days) Example			
ANSWER TABLE = 1			
SCHEDULE ENTRY # = 1			
ENTRY TYPE - 2			
MAILBOX NUM = 1			
START DAY = 1			
END DAY = 4			
ST TIME (HH:MM) = 0830			
EN TIME (HH:MM) = 1700			

8000 - Voice Mail

8007 - IntraMail Answer Tables

Type 2 (Range of Days) Example			
	SCHEDULE ENTRY # = 2		
	ENTRY TYPE - 2		
		MAILBOX NUM = 8	
		START DAY = 5	
		END DAY = 7	
		ST TIME (HH:MM) = 0830	
		EN TIME (HH:MM) = 1700	

Type 3 (Date) Answer Schedule Options

Routing Mailbox Number (MAILBOX NUM)

Use this option to select the Routing Mailbox that will answer calls when this Answer Schedule is active. Routing Mailboxes can be either Subscriber, Call Routing or Announcement Mailboxes.

- If the Routing 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 Routing 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 Routing Mailbox is a Subscriber Mailbox, the outside caller hears the mailbox greeting (if recorded) and can leave a message.
- See *Answer Tables* on page 30 for more.

Options

- **Announcement Mailbox number** (000-015)
- **Call Routing Mailbox number** (000-015)
- **Master Mailbox number** (600-607, 700-707)
- **Subscriber Mailbox number** (300-427)
- **UND** (Undefined - entered by pressing **CLEAR**)

Default

- ✓ There are no Type 3 (Date) Answer Schedules by default.
- ✓ Once enabled, the default for this option is **UND** (Undefined - entered by pressing **CLEAR**).

Schedule Run Date (DATE (MM/DD))

Use this option to select the date on which the selected Answer Schedule should become active

- See *Answer Tables* on page 30 for more.

Options

- Month and Day (MMDD).
 - For example, for Christmas day enter 1225.

Default

- ✓ There are no Type 3 (Date) Answer Schedules by default.
- ✓ Once enabled, the default for this item is **0101** (January 1).

Schedule Start Time (ST TIME (HH:MM))

Use this option to specify the time the schedule should start on the date specified in *Schedule Run Date* above when this Answer Schedule is active.

- See *Answer Tables* on page 30 for more.

Options

- **Time of day** (in 24-hour format)

Default

- ✓ There are no Type 3 (Date) Answer Schedules by default.
- ✓ Once enabled, the default for this item is **0000** (12:00 midnight).

Schedule Stop Time

(EN TIME (HH:MM))

Use this option to specify the time the schedule should stop on the date specified in *Schedule Run Date* above when this Answer Schedule is active.

- See *Answer Tables* on page 30 for more.

Options

- **Time of day** (in 24-hour format)

Default

- ✓ There are no Type 3 (Date) Answer Schedules by default.
- ✓ Once enabled, the default for this item is **0000** (12:00 midnight).

8000 - Voice Mail

8007 - IntraMail Answer Tables

Type 3 (Date) Example

In the following example:

- Schedule 1 is a Range of Days schedule and runs Monday through Friday from 8:00 AM to 5:00 PM and answers with Call Routing Mailbox 001.
- Schedule 2 is a Range of Days schedule and runs Saturday and Sunday from 8:00 AM to 5:00 PM and answers with Announcement Mailbox 008.
- Schedule 3 is a Date schedule that only runs on Christmas day from 8:00 AM to 5:00 PM and answers with Announcement Mailbox 009.
- The Default Mailbox (usually Call Routing Mailbox 000) answers at all other times not covered by Schedules 1-3.
- When setting up Answer Tables with multiple types, build the Answer Schedules in the following order:
 - Range of Days
 - Day of Week
 - Date

Type 3 (Date) Example			
ANSWER TABLE = 1			
SCHEDULE ENTRY # = 1			
ENTRY TYPE - 2			
			MAILBOX NUM = 1
			START DAY = 2
			END DAY = 6
			ST TIME (HH:MM) = 0800
			EN TIME (HH:MM) = 1700
SCHEDULE ENTRY # = 2			
ENTRY TYPE - 2			
			MAILBOX NUM = 8
			START DAY = 7
			END DAY = 1
			ST TIME (HH:MM) = 0800
			EN TIME (HH:MM) = 1700
SCHEDULE ENTRY # = 3			
ENTRY TYPE - 3			
			MAILBOX NUM = 9
			DATE (MM/DD) = 1225
			ST TIME (HH:MM) = 0800
			EN TIME (HH:MM) = 1700

8007 Program Entry

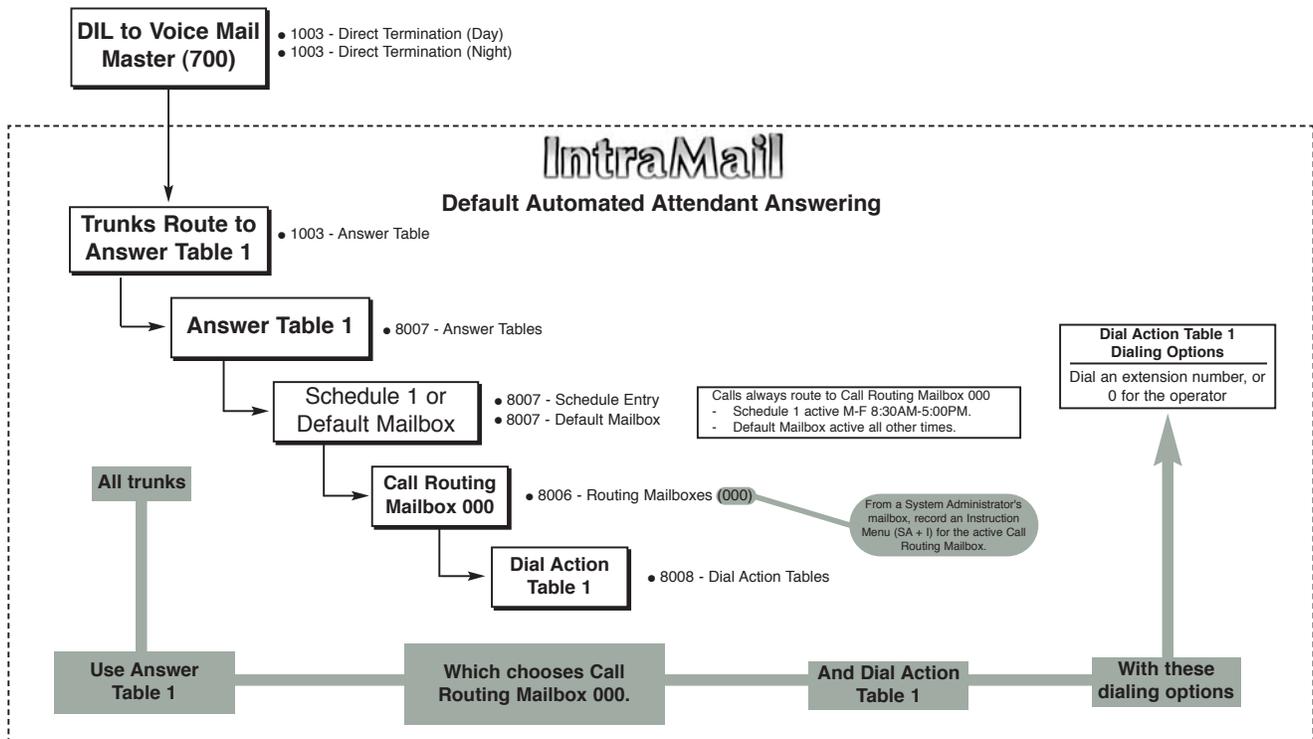
8007 - Answer Table Program Entry (Entry Range) [Default Setting]			
ICM + ### + Password (372000) + HOLD + 8007 + HOLD.			
ANSWER TABLE - Enter the table number you want to program (1-8)			
OVERRIDE (Yes/No) [No]			
OVERRIDE MBOX# (000-015, 300-427, 600-607, 700-707, CLEAR = UND) [UND]			
DEFAULT MBOX# (000-015, 300-427, 600-607, 700-707, CLEAR = UND) [0]			
NEXT TABLE# (1-8, CLEAR = UND) [UND]			
SCHEDULE ENTRY # - Enter the schedule number you want to program (1-10)			
ENTRY TYPE - Enter the Answering Schedule Type (1 = Day of Week, 2 = Range of Days, 3 - Date)			
For Type 1 (Day of Week) (There are no Type 1 schedules by default)			
MAILBOX NUM			
DAY OF WEEK (1-7)			
ST TIME (HH:MM)			
EN TIME (HH:MM)			
For Type 2 (Range of Days) (Only schedule 1 is defined as follows)			
MAILBOX NUM (0-15) [0]			
START DAY (1-7) (1=SUN through 7=SAT) [MON]			
END DAY (1-7) (1=SUN through 7=SAT) [FRI]			
ST TIME (HH:MM) (00:00=23:59) [08:30]			
EN TIME (HH:MM) (00:00=23:59) [17:00]			
For Type 3 (Date) (There are no Type 3 schedules by default)			
MAILBOX NUM			
DATE (MM/DD)			
ST TIME (HH:MM)			
EN TIME (HH:MM)			
Press this:		To do this:	
HOLD	Enter (accept) data you entered, advance to the next prompt without changing your entry, or navigate to the next prompt level.		
CONF	Cancel your entry and back up to the previous prompt level.		
VOL ▲ or Vol ▼	Scroll to the next prompt on the same prompt level.		
LND	Erase the entry to the left of the cursor.		
CHECK	Restore the previous entry.		
CLEAR	Clear the entry from the display (unless otherwise noted).		

8000 - Voice Mail

8008 - IntraMail Dial Action Tables

Description

Use **8008 - Dial Action Tables** to set up the IntraMail Dial Action Tables. The Dial Action Table defines the options than an Automated Attendant caller can dial. A Dial Action Table is associated with a Call Routing Mailbox, which is in turn associated with an Answer Table. When an Answer Table is active, its associated Call Routing Mailbox selects the Dial Action Table which provides dialing options to callers. The illustration below shows how this works in a default IntraMail system. There are 16 Dial Action Tables.



■ See *Dial Action Table* on page 64 for more.

Dial Action Table Default Settings		
Key	Dial Action Table 1	Dial Action Tables 2-16
1	UND (Undefined)	UND (Undefined)
2	UND (Undefined)	UND (Undefined)
3	UTRF to XXX (Unscreened Transfer to user-dialed extension)	UND (Undefined)
4	UTRF to XXX (Unscreened Transfer to user-dialed extension)	UND (Undefined)
5	UND (Undefined)	UND (Undefined)
6	UND (Undefined)	UND (Undefined)
7	UND (Undefined)	UND (Undefined)

8	UND (Undefined)	UND (Undefined)
9	HNGUP (Hangup)	UND (Undefined)
0	UTRF to 300 (Unscreened Transfer to 300)	UND (Undefined)
*	REC1 to IXXX (Quick Message with greeting to user-dialed extension)	UND (Undefined)
#	LOGON to IXXX (Logon to user-dialed mailbox)	UND (Undefined)
TIMEOUT	UTRF to 300 (Unscreened Transfer to 300)	UND (Undefined)

Note: TIMEOUT provides the routing for rotary dial callers. See *Automatic Routing for Rotary Dial Callers* on page 46 for more.

Dial Action Table Actions

TRF Action - Screened Transfer (1) (TRF)

Use this action to allow an Automated Attendant caller to place a Screened Transfer to an extension. After an Automated Attendant caller dials an extension, IntraMail calls (screens) the destination to see if the transfer can go through.

- 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, is busy, or is in Do Not Disturb, the Automated Attendant doesn't extend the call. It then provides the caller with additional options.

Number Option

- Normally, the corresponding *Number* option should be XXX. Note that the key you choose for this action is the first digit of the called extension number.
 - For example, to allow callers to place Screened Transfers to extensions 300-399, for key 3 enter TRF for the *Action* and XXX for the corresponding *Number*.
- To have Screened Transfer call a specific extension, the corresponding *Number* option should be that extension's number. The caller then dials that single digit to reach the extension.
 - For example, to have caller's dial 8 to reach extension 303, for key 8 enter TRF for the *Action* and 303 for the corresponding *Number*.

Additional Information

- See the detailed *Screened Transfer Operation* call routing chart on page 162 for more.
- Also see *Screened Transfer* on page 161 and *Unscreened Transfer* on page 180.

UTRF Action - Unscreened Transfer (2) (UTRF)

Use this action to allow an Automated Attendant caller to place an Unscreened Transfer to an extension. This 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.

Number Option

- Normally, the corresponding *Number* option should be XXX. Note that the key you choose for this action is the first digit of the called extension number.
 - For example, to allow callers to place Unscreened Transfers to extensions 300-399, for key 3 enter UTRF for the *Action* and XXX for the corresponding *Number*.

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8008 - IntraMail Dial Action Tables

- To have Unscreened Transfer call a specific extension, the corresponding *Number* option should be that extension's number. The caller then dials that single digit to reach the extension.
 - For example, to have caller's dial 8 to reach extension 303, for key 8 enter UTRF for the *Action* and 303 for the corresponding *Number*.

Additional Information

- See the detailed *Unscreened Transfer Operation* call routing chart on page 181 for more.
- Also see *Screened Transfer* on page 161 and *Unscreened Transfer* on page 180.

REC1 Action - Quick Message With Greeting (3)

(REC1)

Use this action to allow an Automated Attendant caller to leave a Quick Message at an extension. With this action, the caller *will* hear the extension's greeting prior to leaving the message.

Number Options

- To have the caller leave a quick Message at a specific extension, the corresponding *Number* option should be the extension number.
- To have the caller leave a Quick Message at any caller-dialed extension, the corresponding *Number* option should be IXXX.
- To have the caller leave a Quick Message at a caller-dialed extension in a specific range, the corresponding *Number* option should be XXX.
 - For example, to allow callers to leave a Quick Message extensions 300-399, for key 3 enter REC1 for the *Action* and XXX for the corresponding *Number*.

Additional Information

- See *Quick Message* on page 156 for more.

REC2 Action - Quick Message Without Greeting (4)

(REC2)

Use this action to allow an Automated Attendant caller to leave a Quick Message at an extension. With this action, the caller *will not* hear the extension's greeting prior to leaving the message. Instead, the caller hears the voice prompt "Recording" followed by a beep.

Number Option

- To have the caller leave a quick Message at a specific extension, the corresponding *Number* option should be the extension number.
- To have the caller leave a Quick Message at any caller-dialed extension, the corresponding *Number* option should be IXXX.
- To have the caller leave a Quick Message at a caller-dialed extension in a specific range, the corresponding *Number* option should be XXX.
 - For example, to allow callers to leave a Quick Message extensions 300-399, for key 3 enter REC2 for the *Action* and XXX for the corresponding *Number*.

Additional Information

- See *Quick Message* on page 156 for more.

LOGON Action - Log Onto Voice Mail (5)

(LOGON)

Use this key action to allow an Automated Attendant caller to log onto Voice Mail. Depending on programming (see *Number Option* below), the caller is logged directly into a Subscriber Mailbox or is prompted to enter a Subscriber Mailbox of their own choosing. **You cannot use the LOGON option with Call Routing and Announcement Mailboxes.**

Number Option

- To log directly into a specific Subscriber Mailbox, enter the **mailbox number** in the corresponding *Number* option.
 - For example, to have key 4 log directly into Subscriber Mailbox 305, for key 4 enter LOGON for the *Action* and 305 for the corresponding *Number*.
- To have IntraMail request Automated Attendant callers to select a Subscriber Mailbox to log into, enter N in the corresponding *Number* option. The key you choose must represent the first digit in the Subscriber Mailbox numbers.

- For example, to have the Automated Attendant request callers to enter the number of the Subscriber Mailbox into which they wish to log, for key 3 enter LOGON for the *Action* and N for the corresponding *Number*. When callers dial 3, they hear, “Please enter your mailbox number.”
- To have IntraMail require Automated Attendant callers to enter a Subscriber Mailbox to log into (without playing an announcement), enter **XXX** in the corresponding *Number* option. The key you choose must represent the first digit in the Subscriber Mailbox numbers.
 - For example, to allow callers to log onto mailboxes 300-399, for key 3 enter LOGON for the *Action* and XXX for the corresponding *Number*.
- To log into *any* valid Subscriber Mailbox, enter **IXXX** in the corresponding *Number* option.
 - For example, to allow callers to dial 1 plus any Subscriber Mailbox number to log on, for key 1 enter LOGON for the *Action* and IXXX for the corresponding *Number*.

Additional Information

- See *Log Onto Voice Mail* on page 112 for more.

Hang Up Action (6)

(HNGUP)

When an Automated Attendant caller presses a key assigned to this action, IntraMail says “Goodbye” and immediately hangs up.

Number Option

- There is no entry required in the corresponding *Number* option.

Additional Information

- See *Hang Up* on page 104 for more.

GOTO Action - Go to Mailbox (7)

(GOTO)

Use this option to provide Automated Attendant callers with the ability to route to Call Routing and Announcement Mailboxes. For example, a caller can dial a digit for Sales, and then go to the Call Routing or Announcement Mailbox that provides the dialing options and instructions for Sales.

Number Option

- To have Automated Attendant callers dial a single digit to go to a Call Routing or Announcement Mailbox, enter the **mailbox number** in the corresponding *Number* option.
 - For example, to have key 1 go to Call Routing Mailbox 001, for key 1 enter GOTO for the *Action* and 001 for the corresponding *Number*.
- To have IntraMail require Automated Attendant callers to enter a Call Routing or Announcement Mailbox to go to, enter **XXX** in the corresponding *Number* option. The key you choose must represent the first digit in the mailbox numbers.
 - For example, to allow callers to go to mailboxes 000-015, for key 0 enter GOTO for the *Action* and XXX for the corresponding *Number*.
- To log into *any* valid Call Routing or Subscriber Mailbox, enter **IXXX** in the corresponding *Number* option.
 - For example, to allow callers to dial 1 plus any Call Routing or Announcement Mailbox number to go to, for key 1 enter GOTO for the *Action* and IXXX for the corresponding *Number*.

Additional Information

- See *Go To A Mailbox* on page 92 for more.

UND Action - Undefined Routing (0)

(UND)

Use this key action if you want a key to have no routing (no operation). When an Automated Attendant caller presses an undefined key, they hear, “That is an invalid entry.” The caller can then dial another option.

Number Option

- N/A

Additional Information

- See *Undefined Routing* on page 179 for more.

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8008 - IntraMail Dial Action Tables

Dial Action Table Numbers (Data)

Digits

(0-9, #, and *)

Use Dial Action Table digits to route an Automated Attendant call to a specific location (such as an extension). For example, to set up a TRF Action to route to extension 305, for digit 3 enter TRF for the *Action* and 305 for the corresponding *Number*.

- See *Dial Action Table* on page 64 for more.

Options

- **0-9, #, and *** (6 digits max.)

Default

- ✓ See *Dial Action Table Default Settings* on page 246.

Caller Dialed Digits

(X)

Use the X option to route an Automated Attendant call based on digits the caller dials. Each X entry represents one caller-dialed digit. For example, to set up a TRF Action to route to any caller dialed extension in the 300-399 range, for digit 3 enter TRF for the *Action* and XXX for the corresponding *Number*.

- See *Dial Action Table* on page 64 for more.

Options

- **X** (Entered by pressing **DIAL**)

Default

- ✓ See *Dial Action Table Default Settings* on page 246.

Ignore Digits

(I)

Use the I option to represent any digit dialed by the Automated Attendant caller that IntraMail ignores for routing. An example of this is REC action assigned to the * key in Dial Action Table 1 by default. The *Action* is REC2 and the *Number* is IXXX. This means that a caller can dial * + any mailbox number to leave a Quick Message in that mailbox. IntraMail ignores the first digit dialed by the caller (*), and routes according to the next 3 digits dialed.

- See *Dial Action Table* on page 64 for more.

Options

- **I** (Entered by pressing **DND**)

Default

- ✓ See *Dial Action Table Default Settings* on page 246.

No Routing

(N)

Use the N option when you want no Automated Attendant routing to automatically occur. This can be used with the LOGON action when you want to prompt the caller to enter a mailbox number. To do this for the # key (for example), for the # key enter LOGON for the *Action* and N for the corresponding *Number*. When the caller dials #, they hear, “Please enter the mailbox number. Or, to exit, press the pound key.”

Options

- N (Entered by pressing **FLASH**)

Default

- ✓ See *Dial Action Table Default Settings* on page 246.

Pause

(P)

Use the P option when you want the Automated Attendant to pause while dialing. This option is typically used with the Centrex Transfer feature to give the system adequate time to dial the stored System Speed Dial number.

- See *Centrex Transfer* on page 59 for more.
- To set the duration of the pause, use *0401 - Dialing Pause*. The default for the pause is 1 second.

Options

- P (Entered by pressing **MIC**)

Default

- ✓ See *Dial Action Table Default Settings* on page 246.

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8008 - IntraMail Dial Action Tables

8008 Program Entry

8008 - Dial Action Tables Program Entry (Entry Range) [Default Setting for Dial Action Table 1]	
ICM + ### + Password (372000) + HOLD + 8008 + HOLD.	
DIAL ACTION TABLE - Enter the table number you want to program (1-16) When entering data, 1 = TRF, 2 = UTRF, 3 = REC1, 4 = REC 2, 5 = LOGON, 6 = Hangup, 7 = GOTO, 0 = Undefined.	
	DIGIT "1" [UND - Undefined]
	No entry
	DIGIT "2" [UND - Undefined]
	No entry
	DIGIT "3" [UTRF]
	[XXX]
	DIGIT "4" [UTRF]
	[XXX]
	DIGIT "5" [UND - Undefined]
	No entry
	DIGIT "6" [UND - Undefined]
	No entry
	DIGIT "7" [UND - Undefined]
	No entry
	DIGIT "8" [UND - Undefined]
	No entry
	DIGIT "9" [HNGUP - Hangup]
	No entry
	DIGIT "0" [UTRF]
	[300 (Operator)]
	DIGIT "*" [REC1]
	[IXXX]
	DIGIT "#" [LOGON]
	[IXXX]
	TIMEOUT [UTRF]
	[300 (Operator)]

8000 - Voice Mail

8008 - IntraMail Dial Action Tables

8008 - Dial Action Tables Program Entry (Entry Range) [Default Setting for Dial Action Table 1]	
Press this:	To do this:
HOLD	Enter (accept) data you entered, advance to the next prompt without changing your entry, or navigate to the next prompt level (except for Undefined entries).
CONF	Cancel your entry and back up to the previous prompt level.
VOL ▲ or Vol ▼	Scroll to the next prompt on the same prompt level.
LND	Erase the entry to the left of the cursor.
CHECK	Restore the previous entry.
CLEAR	Clear the entry from the display (unless otherwise noted).

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8008 - IntraMail Dial Action Tables

Chapter 4: Soft Key Glossary

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
ALL MSGS	Listening to Messages Main Menu Message Listen Mode	Super Display	Press to select the list of all messages.
AM	Message Notification	Super Display Keyset	When programming a Message Notification time, press to indicate that the entered time is AM.
ANNOUNCEMENT	Announcement Mailbox System Administrator	Super Display	Press to access the Announcement Mailbox message options.
ANN		Keyset	
ANSWER	Call Screening	Super Display	Press to intercept the call (and stop recording the message).
ANSW		Keyset	
CALLBACK	Caller ID with Return Call Listening to Messages Make Call	Super Display	Press to call the person who left you the message.
CANCEL	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.
CNCL		Keyset	

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Soft Key Glossary

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

Soft Key Glossary

Soft Key	Feature	Phone Type	Definition
EXIT	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 Keypad	Press to go back to the previous menu level or exit your mailbox.
FORWARD	Listening to Messages Message Forward	Super Display	Press to access the Message Forward Menu.
GREETING	Auto Att. Do Not Disturb Greeting Main Menu	Super Display	Press to access the Mailbox Greeting options.
GREET		Keypad	
GREETING 1 GREETING 2 GREETING 3	Auto Att. Do Not Disturb Greeting	Super Display	Press to select a Greeting (software version 03.20.07 or higher)
GR1 GR2 GR3		Keypad	
INSTRUCTION	Call Routing Mailbox Instruction Menu System Administrator	Super Display	Press to access the Instruction Menu options.
INST		Keypad	
LISTEN	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.
LSTN		Keypad	
MAILBOX	Answer Schedule Override Message Forward Message Reply Record and Send a Message	Super Display	Select another mailbox.
MBOX		Keypad	

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Soft Key Glossary

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

Soft Key Glossary

Soft Key	Feature	Phone Type	Definition
PAUSE	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.
RECORD	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.
REC		Keypad	
RECORD MBOX NAME	Mailbox Name System Administrator	Super Display	Used by System Administrator to record the selected mailbox's name.
REPEAT	Listening to Messages	Super Display	Go back to the beginning of the message.
RPT		Keypad	
REPLY	Listening to Messages Message Reply	Super Display	Reply to the currently accessed message.
RESUME	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.
RETURN	Exiting a Mailbox	Super Display	Press to return to your mailbox.
RET		Keypad	
SAVED MSGS	Listening to Messages Message Listen Mode	Super Display	Press to select the list of saved messages.
ANS SCHEDULE	Answer Schedule Override System Administrator	Super Display	Press to access the Answer Schedule Override option.
SEC CODE	Security Code	Super Display	Press to access the Security Code options.
SEC		Keypad	

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Soft Key Glossary

Soft Key	Feature	Phone Type	Definition
SCREEN	Call Screening	Super Display	Press to access the Call Screening options.
SCRN		Keypad	
SUBSCRIBER	Erasing All Messages Mailbox Name Mailbox Sec. Code Delete Security Code System Administrator	Super Display	Press to select the Subscriber Mailbox maintenance options.
SUBS		Keypad	
SYS ADMIN	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.
TIME STAMP	Auto Time Stamp	Super Display	Press to select the Auto Time Stamp feature.
TIME		Keypad	

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