

OMEGA-VOICE® VMI



***Mailbox User
Quick Reference
Guide and Menu
Operation Flow
Chart***

Software Version 2.02

IWATSU

Introduction

Mailbox Access

To access your mailbox from your extension using the MBOX key:

- ▶ Press the MBOX key.
- ▶ Enter your password.

To access your mailbox from your extension using the MSG key:

- ▶ Press the MSG key.
- ▶ Press the # key.
- ▶ Enter you password when prompted.

To access your mailbox from your extension using the VHUNT key:

- ▶ Press the VHUNT key or dial your voice mail access code.
- ▶ When the VMI answers press the # key.
- ▶ Enter your mailbox when prompted.

Mailbox Tutorial

You must record a mailbox name, greeting and select a pass code. The first time you access your mailbox, the Mailbox Setup Tutorial plays to help you setup your mailbox. Pressing **9** deactivates the tutorial.

To access the Mailbox Tutorial later, press **6** from the *User Options Menu*.

Main User Menu

When you enter your mailbox you will hear the *Main User Menu*.

- * Play first new message
- 1** Access *Message Folder Menu*
- 2** Make a message
- 3** Access *User Options Menu*
- 4** Access *System Management Menu*
- 5** *Change Outcall Menu*
- 8** Exit voice mail
- 9** Return to System Greeting

1 - Message Folder Menu

Use the *Message Folder Menu* to access the following provided message folders.

- 1** New message folder
- 2** Saved message folder
- 3** Archive message folder
- 4** Message Receipt folder
- 5** Deleted message folder
- 9** Return to *Main User Menu*

2 - Make a Message for Another User

You can quickly record and send messages to other users. To send a message to another user or a list:

- ▶ Access your mailbox.
- ▶ Press **2** to record a message for another user.
- ▶ Record your message when prompted.
- ▶ Press **#** to stop recording.
- ▶ Press **4** to send it to another user ,or Press **5** to send it to a Distribution List.
- ▶ Enter the mailbox or list number and press **#**.
- ▶ Press **1** to send the message.

Mailbox Setup

3 - User Options Menu - Mailbox Setup

The *User Options Menu* provides access to different features based on the mailbox's defined Class of Service and User Privileges. Use this menu to setup your mailbox.

- 1 Record mailbox name
- 2 Access *Mailbox Greeting Management Menu*
- 3 Change mailbox pass code
- 4 Access *Distribution List Menu*
- 5 Access *Blocking and Forwarding Menu*
- 6 Access Mailbox Setup Tutorial
- 7 Set time / date stamp format
- 8 Set message replay order
- 9 Return to *Main User Menu*

Mailbox Name

Your recorded mailbox name identifies your mailbox throughout the system. After you record the mailbox name, you will be prompted to enter the first few letters of both your first and last name. You may enter up to 6 digits for each name.

To record your mailbox name:

- ▶ Access your mailbox.
- ▶ Press **3** to access the *User Options Menu*.
- ▶ Press **1** to record a new name.
- ▶ Record your name when prompted.
- ▶ Press **#** to stop recording.
- ▶ Press **4** to save it.
- ▶ Enter the first few digits of your first name when prompted.
- ▶ Enter the first few digits of your last name when prompted.

Mailbox Greeting Management

Your mailbox greeting identifies your mailbox to outside callers. Outside callers hear your *Active Greeting*, initially greeting one, when they first reach your mailbox.

To record a mailbox greeting:

- ▶ Access your mailbox.
- ▶ Press **3** to access the *User Options Menu*.
- ▶ Press **2** to access the *Mailbox Management Menu*.
- ▶ Select **2** to record a new greeting.
- ▶ Enter the greeting to record, the *Active Greeting*.
- ▶ Record your greeting when prompted.
- ▶ Press **#** to stop recording.
- ▶ Press **4** to save it.

Mailbox Pass Code

To select a pass code:

- ▶ Access your mailbox.
- ▶ Press **3** to access the *User Options Menu*.
- ▶ Press **3** to select a pass code.
- ▶ Enter the pass code when prompted.
- ▶ Enter the pass code again for verification.

Subscriber Features

Distribution List Menu

Each user has nine available Distribution Lists with forty available mailbox slots on each list.

- 1** Create a Distribution List
- 2** Add or Delete a mailbox
- 3** Play a Distribution List
- 9** Return to *User Options Menu*

To create a distribution list:

- ▶ Access your mailbox.
- ▶ Press **3** to access the *User Options Menu*.
- ▶ Press **4** to access the *Distribution List Menu*.
- ▶ Press **1** to create a new list.
- ▶ Enter the number of the list you wish to create (**1-9**).
- ▶ Record the list name when prompted.
- ▶ Press **#** to stop recording.
- ▶ Press **4** to save it.
- ▶ Press **1** to add mailbox numbers to the list.

To modify a list:

- ▶ Access your mailbox.
- ▶ Press **3** to access the *User Options Menu*.
- ▶ Press **4** to access the *Distribution List Menu*.
- ▶ Press **2** to add or delete a mailbox.
- ▶ Enter the number of the list you wish to modify (**1-9**).
- ▶ Press **1** to add mailboxes, or Press **2** to remove mailboxes.
- ▶ Enter mailbox numbers when prompted.
- ▶ Press **#** when you are finished.

To review a list's members:

- ▶ Access your mailbox.
- ▶ Press **3** to access the *User Options Menu*.
- ▶ Press **4** to access the *Distribution List Menu*.
- ▶ Press **3** play a list's members.
- ▶ Enter the number of the list you wish to review (**1-9**).
- ▶ The VMI will play all of the mailboxes on that list.

Blocking and Forwarding Menu

You may block or forward your extension using the Omega-Voice VMI Call Blocking and Forwarding features. Call Blocking routes outside callers directly to your mailbox, never ringing your extension. Call Forwarding automatically forwards all incoming calls to another designated extension.

- 1** Play the Current Settings
- 2** Set Call Blocking
- 3** Set Call Forwarding
- 4** Set Override Option
- 9** Return to *User Options Menu*

Call Blocking

You may program your station to automatically forward all calls to voice mail using the Call Blocking feature. You may select to block your extension during the Day Mode, Night Mode or both.

To Call Block your extension:

- ▶ Access your mailbox.
- ▶ Press **3** to access the *User Options Menu*.
- ▶ Press **5** to access the *Call Blocking and Forwarding Menu*.
- ▶ Press **2** access the *Call Blocking Menu*.
- ▶ Press **2** to activate blocking during the Day Mode,
Press **3** to activate blocking during the Night Mode, or
Press **4** to activate blocking for both.

To disable the Call Blocking feature:

- ▶ Access your mailbox.
- ▶ Press **3** to access the *User Options Menu*.
- ▶ Press **5** to access the *Call Blocking and Forwarding Menu*.
- ▶ Press **2** access the *Call Blocking Menu*.
- ▶ Press **1** to disable the Call Blocking feature.

Call Forwarding

You may program your extension to automatically forward your calls to another extension. You may forward your extension during the Day Mode, Night Mode or both.

To Call Forward your extension:

- ▶ Access your mailbox.
- ▶ Press **3** to access the *User Options Menu*.
- ▶ Press **5** to access the *Call Blocking and Forwarding Menu*.
- ▶ Press **3** access the *Call Forwarding Menu*.
- ▶ Press **2** to activate forwarding during the Day Mode,
Press **3** to activate forwarding during the Night Mode, or
Press **4** to activate forwarding for both.
- ▶ Enter the extension to receive your calls.

To disable the Call Forwarding feature:

- ▶ Access your mailbox.
- ▶ Press **3** to access the *User Options Menu*.
- ▶ Press **5** to access the *Call Blocking and Forwarding Menu*.
- ▶ Press **3** access the *Call Forwarding Menu*.
- ▶ Press **1** to disable the Call Forwarding feature.

Call Blocking and Forwarding Settings Review

You may need to review your selected Call Blocking and Call Forwarding selections.

To review the current settings:

- ▶ Access your mailbox.
- ▶ Press **3** to access the *User Options Menu*.
- ▶ Press **5** to access the *Call Blocking and Forwarding Menu*.
- ▶ Press **1** to play the current settings.

Time/Date Feature

You can turn the message Time/Date Stamp off or on. If you turn off the Time/Date Stamp, the Omega-Voice VMI plays the message without first announcing the time and date. To obtain the time and date for a message you can press 8. When the Time/Date Stamp is turned on, the VMI plays it before playing the message. The Omega-Voice VMI is initially programmed to play the time and date stamp for all messages in all mailboxes.

To change the time and date stamp format for messages:

- ▶ Access your mailbox.
- ▶ Press **3** to access the *User Options Menu*.
- ▶ Press **7** to select the time/date stamp.
Press **1** to turn on the Time/Date stamp.
Press **2** to turn off the Time/Date stamp.
- ▶ The VMI confirms that your selection has been saved.
- ▶ Your selection applies to all messages.

Message Replay Order

You may select the replay order of your messages, either first-in, first-out (FIFO) or last-in, first-out (LIFO). When FIFO is selected the oldest message is played first. When LIFO is selected the newest message is played first.

To select the message replay order for message folders:

- ▶ Access your mailbox.
- ▶ Press **3** to access the *User Options Menu*.
- ▶ Press **8** to select message play back order.
Press **1** to play oldest message first.
Press **2** to play newest message first.
- ▶ The VMI confirms that your selection has been saved.
- ▶ Your selection will immediately apply to all messages in all folders except the receipt folder. The oldest message in the receipt folder will always play first.

Mailbox Access No Message Waiting Light

Dial Voice Mail
Access Code
[]

Press [#]
Then Enter Your
Mailbox Number

Enter Your
Mailbox
PassCode

Mailbox Access with Message Waiting Light

[MBOX] Key
Flashing

[MSG] Key
Flashing

Press [MSG] Key,
Then [#]
to access your
Mailbox

Enter Your
Pass Code

MAIN USER MENU

- [*] New Messages
- While Playing Messages:
 - [*] Scroll Back
 - [OPNR 0] Pause
 - [#] Scroll Forward
 - [TUV 8] [1] Decrease Playback Speed
 - [TUV 8] [ABC 2] Increase Playback Speed
 - [TUV 8] [TUV 8] Increase Volume
- [1] Message Folder
- [ABC 2] Make Messages
- [DEF 3] User Options
- [GHI 4] System Management
- [JKL 5] Change Out Call
- [TUV 8] System Greeting
- [WXYZ 9] Exit Voice Mail

- Play Message
 - [1] Play New Messages
 - [ABC 2] Play Saved Messages
 - [DEF 3] Play Archived Messages
 - [GHI 4] Play Message Receipts
 - [JKL 5] Play Deleted Messages
 - [WXYZ 9] Exit Messages Folder
- Record Message
 - [1] Mailbox Name
 - [ABC 2] Mailbox Greeting
 - [DEF 3] Change Pass Code
 - [GHI 4] Distribution Lists
 - [JKL 5] Block / Forward
 - [MNO 6] Setup Tutorial
 - [PRS 7] Time and Date
 - [TUV 8] Message Replay Order
 - [WXYZ 9] Exit to Previous Menu
- [1] Open Mailbox
- [ABC 2] Class of Service
- [DEF 3] Delete Mailbox
- [GHI 4] Remove Passcode
- [JKL 5] System Time
- [MNO 6] System Date
- [PRS 7] Activate Holiday
- [TUV 8] DTMF Activate / Deactivate
- [WXYZ 9] Exit to Previous Menu
- [*] Play Script Revision
- [#] Clear BK Message

- Review Messages
 - [1] Review Messages
 - [ABC 2] Discard Messages
 - [DEF 3] Save Message / Keep Message
 - [GHI 4] Forward Message
 - [JKL 5] Reply to Message
 - [MNO 6] Archive Message
 - [PRS 7] Skip Message (New Only)
 - [TUV 8] Message Information
 - [WXYZ 9] Exit to Previous Menu
- Review Message
 - [1] Review Message
 - [ABC 2] Discard Message
 - [DEF 3] Append Message
 - [GHI 4] Send Message to User
 - [JKL 5] Send Message to Distribution List
 - [WXYZ 9] Exit to Previous Menu
- Create List
 - [1] Create List
 - [ABC 2] Add / Delete Mailboxes
 - [DEF 3] Play Distribution
 - [WXYZ 9] Exit to Previous Menu
- Regular User
 - [1] Regular User
 - [ABC 2] Administrator
 - [DEF 3] Mailbox Information
 - [GHI 4] Advanced User
 - [WXYZ 9] Exit to Previous Menu
- Select Schedule
 - [1] Select Schedule
 - [ABC 2] Cascade
 - [DEF 3] Edit
 - [WXYZ 9] Exit
 - [OPNR 0] Deactivate

- Review Messages
 - [1] Review Messages
 - [ABC 2] Discard Messages
 - [DEF 3] Keep Message in Archive
 - [GHI 4] Forward Message
 - [JKL 5] Reply to Message
 - [MNO 6] Move to Saved Folder
 - [PRS 7] Message Information
 - [WXYZ 9] Exit to Previous Menu
- Send Message
 - [1] Send Message
 - [ABC 2] Address Options
 - [WXYZ 9] Cancel
- Add Mailboxes
 - [1] Add Mailboxes
 - [ABC 2] Remove Mailboxes
 - [WXYZ 9] Exit to Previous Menu
- Play Time of Day
 - [1] Play Time of Day
 - [ABC 2] Set Time of Day
 - [WXYZ 9] Exit to Previous Menu
- Play Date
 - [1] Play Date
 - [ABC 2] Set Date
 - [WXYZ 9] Set Day of the Week
 - [WXYZ 9] Exit to Previous Menu
- Activate
 - [1] Activate
 - [ABC 2] Deactivate
 - [WXYZ 9] Exit to Previous Menu

- Review Message
 - [1] Review Message
 - [DEF 3] Skip Message
 - [MNO 6] Move to Archive Folder
 - [PRS 7] Move to Saved Folder
 - [TUV 8] Message Information
 - [WXYZ 9] Exit to Previous Menu
- Receipt Request
 - [1] Receipt Request
 - [ABC 2] Mark Private
 - [DEF 3] Mark Urgent
 - [GHI 4] Cancel
 - [WXYZ 9] Exit to Previous Menu
- Select Active Greeting
 - [1] Select Active Greeting
 - [ABC 2] Record Greeting
 - [DEF 3] Play Greeting
 - [GHI 4] Discard Greeting
 - [WXYZ 9] Exit to Previous Menu
- Play Time and Date Always
 - [1] Play Time and Date Always
 - [ABC 2] Play Time and Date on Request
 - [WXYZ 9] Exit to Previous Menu
- Oldest
 - [1] Oldest
 - [ABC 2] Newest
 - [WXYZ 9] Exit to Previous Menu
- Create
 - [1] Create
 - [ABC 2] Modify
 - [DEF 3] Play
 - [WXYZ 9] Exit

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- [1] Play
- [ABC 2] Block
- [DEF 3] Forward
- [GHI 4] Override
- [WXYZ 9] Exit to Previous Menu

- [1] Allow
- [ABC 2] Disallow
- [WXYZ 9] Exit to Previous Menu

- [1] Disable
- [ABC 2] Enable for Day
- [DEF 3] Night
- [GHI 4] Both
- [WXYZ 9] Exit to Previous Menu

- [1] Message Type
- [ABC 2] Caller Type
- [DEF 3] Method
- [GHI 4] Time
- [JKL 5] Number
- [MNO 6] Pause Display
- [PRS 7] Pager Display
- [TUV 8] Attempts
- [WXYZ 9] Interval
- [*] Exit

Depending on the Omega-Voice VMI software version, the ADIX software version and how your telephone is programmed, available features and feature operations may differ from those listed in this guide. For more information contact your authorized Iwatsu distributor.

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