



AspireX

Voice Mail User's Manual

INTRODUCTION

Thank you for introducing our product, Voice Mail.

With Voice Mail you can record a call to listen to it later, and let other people hear the recorded conversation. Moreover, Voice Mail acts as an answering machine to answer the calls received while you are away.

There are following two types of products in Voice Mail. Recordable time varies from product to product. For details, check with your system administrator.

Voice Mail type	Maximum recording time	Remarks
Short-time Voice Mail	2 hours	Comes with a system control unit
Long-time Voice Mail	120 hours	An option: IP3WW-CF-B1

The symbols used in this manual



This symbol represents tips to solve small problems that you may come across

Even if you operate Voice Mail exactly as described in this manual, there may be differences in the reaction of Voice Mail, depending on the settings of the main system or Voice Mail. In such cases, the tips given after this symbol may guide you.

Moreover, hints to different ways of using Voice Mail are described after this symbol.



This symbol represents the matters that we want you be careful of

If you do not follow these cautions, you may not be able to operate Voice Mail well, or the procedures will not proceed as desired. Please be sure to follow these cautions.



This symbol represents the contents of the voice guidance from Voice Mail Voice Service Center that you will hear from the handset

You will operate Voice Mail according to this guidance. Depending on the settings, the actual guidance may differ from the guidance described on this manual.

Caution

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USING THE CALL RECORDING SERVICE

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USING THE ANSWERING MACHINE SERVICE

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TO THE SYSTEM ADMINISTRATORS

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What You Can Do with Voice Mail

This section explains how you can use Voice Mail:

▼ Record and send your own voice, or listen to a received message

< Mailbox service >

A Voice Mail user can have his/her own mailbox. With a mailbox, you can send voice messages or listen to received messages.

Moreover, if you want another person to hear a message you have received, you can forward the message to that person's mailbox.

When you receive a new message in your mailbox, you are notified in the following ways:

◆ Digital Key Telephone

The large lamp (message lamp) will flash. If you have set up a key to access your mailbox, that key will also flash.

◆ DSS console

If you have set up a key to access your mailbox, that key will flash in red.

◆ Digital Cordless Telephone

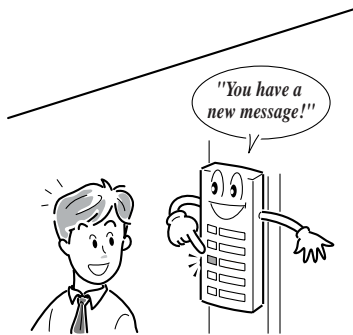
The message lamp will flash. If you have set up a key to access your mailbox, that key will also flash.

◆ Single Line Telephone with a message waiting lamp

The message-waiting lamp will flash.

◆ Display board

The message display lamp will flash in red.



What is a mailbox?

A mailbox is like a post-office box that is used to exchange "voice letters". This mailbox not only lets you receive messages from others, but also lets you save recorded conversations and listen to them later.

▼ Record a Call

< Call recording service >

Taking notes while talking on the phone is sometimes inconvenient, because you cannot concentrate on the call, or there are just too many things to write down, etc. Using Voice Mail, you can record an entire call, and then pass on the information correctly.

There are two ways to record a call:

◆ Trunk line Automatic Call Recording

When a call is received from a trunk line, recording starts automatically when you lift the handset and answer to the call. Moreover, when you make a call to a trunk line, the recording starts automatically when the other party picks up their phone.

To enable this automatic call recording feature, a setting must be made during installation.



◆ Manual Call Recording

To start recording a conversation while making a call to a trunk line, press the key that has been set up as the call recording key. This function can be used to record only the important parts of a call.



▼ Use as an Answering Machine

< Extension/Trunk answering service >

◆ Extension Answering Service

When you are away from your desk, or absent, Voice Mail acts as an answering machine to handle calls from extensions.



◆ Trunk Answering Service

If you set up a day of the week or time of the day during which you cannot answer calls, Voice Mail will act as an answering machine to answer a trunk call received by the specified telephone number.



When you receive a message

In either case, you can set up Voice Mail to automatically make a call to a specified extension/trunk line to notify you that a new message has been recorded.

Cautions

▼ Installation environment

Do not place your telephone where there is a lot of noise, especially near a large-scale air conditioner or a compressor. Voice Mail may malfunction because of the noise.

▼ Telephones which are compatible with Voice Mail

Voice Mail is compatible with Digital Key Telephones, Digital Cordless telephones, or Single Line Telephones capable of generating DTMF (PB) dial.

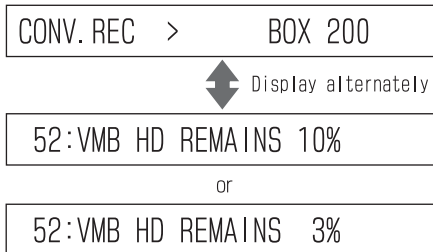
If you intend to access the Voice Mail from outside the office, check whether the telephone can generate DTMF (PB) dial.

▼ Privacy

Before recording a call, always ask for the other party's permission first.

▼ Remaining recording time warning indication

When the remaining recordable time of mailbox falls to 10% or less, or 3% or less, the following warning is given to the indicator of the telephone.



If the above-shown warning is given, listen to the message recorded in the mailbox and then delete it. If you keep using it without deleting any message, you may run out the remaining recordable time and fail to record your important conversation.



If you run out recordable time while recording your conversation on the telephone or message:

Conversation recorded till then is saved and recording into the mailbox is finished.

Guide for remaining recordable time

The guide for the remaining recordable time while recording voice mail is as follows:

- 10%: Short-time Voice Mail...approximately 12 min. Long Voice Mail...approximately 12 hours.
- 3%: Short-time Voice Mail...approximately 4 min. Long Voice Mail...approximately 6 hours.

Using Voice Mail Efficiently

Using Voice Mail Control Keys

We recommend setting up Voice Mail control keys on your Digital Key Telephone, DSS console or Digital Cordless Telephone to allow you to use Voice Mail efficiently.

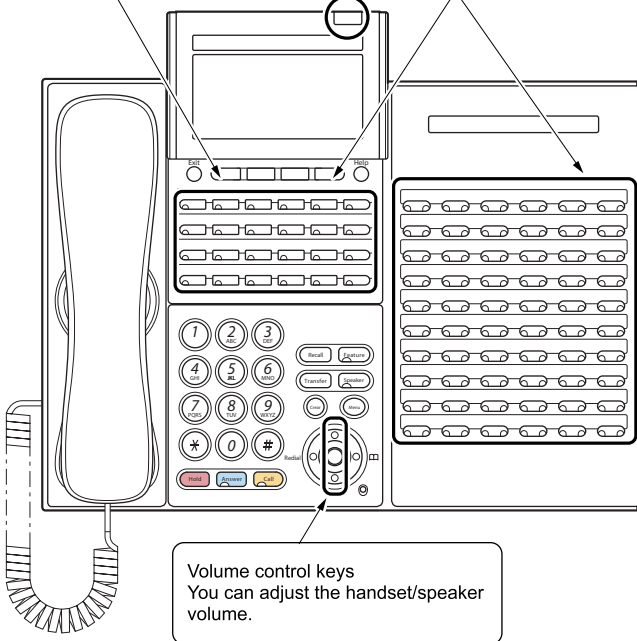
▼ Setting up a 24-key Digital Key Telephone and DSS console

You can allocate the required function to any function keys.

Large lamp
(Message lamp)

As mailbox keys, you cannot only allocate your own box but also allocate multiple box keys.

If you set up a specific box key for someone who calls you often record, you can specify the mailbox to which the calls will be saved by just pressing that key.



* The picture (Digital Key Telephone) is using the English type Keys (optional item). Ask your supplier for details.

Functions of Voice Mail Control Keys

The following describes the types and functions of Voice Mail control keys. Register the required keys such as the call recording key and the mailbox key, on your telephone. For details, refer to “Registering Voice Mail Control Keys” (P.1-10).

Key name	Function Code No.	Function	Key Lamp Display	
Call Record	69+0	Starting and ending the manual call recording	Recording (destination not specified)	Rapid red flash
			Recording (after destination is specified)	Steady red light
Mailbox	67 + Mailbox No.	<ul style="list-style-type: none"> Specifying the saving destination mailbox for the recorded content Checking the saved message 	When a new message is saved	Rapid red flash
			After checking a message (Note)	Red flash
			When message registration control is set	Slow red flash
			After deleting all messages	Off
Delete /Re-record	69+1	Deleting a recorded conversation, and re-recording	-	-
Delete	69+2	Canceling call recording, and deleting	-	-
Arriving notification	69+3	Notification is sent to notification destination of the mailbox where recorded conversation is stored (Automated attendant setting is not required.)	-	-

Key name	Function Code No.	Function	Key Lamp Display	
Answering Machine	70 + Mailbox No.	Setting the automated or busy line attendant	When the automated attendant is set	Steady red light
			When the busy line attendant is set	Red flash
Skip	68+0	Skipping a message forward and re-playing	-	-
Back skip	68+1	Skipping a message backward and re-playing	-	-
Answering Machine Answering message Switch	71 + Mailbox No.	Switching the answering message	Answering message No.1	Off
			Answering message No.2	Steady red light
			Answering message No.3	Steady red flash

Note: When there is more than one new message in the mailbox, checking even one of them will cause the lamp display to change to steady red light.



Message lamp (large lamp of the Digital Key Telephone) and mailbox key on the DSS console

- Message lamp
 - When there is a new message : rapid green flash
 - After you have listened to the message : off
- DSS console
 - When there is a new message : rapid red flash
 - After you have listened to the message : steady red light
 - When all messages have been deleted : off

Registering Voice Mail Control Keys

This section describes the procedure for allocating Voice Mail functions to the following keys:

- Function keys of a Digital Key Telephone
- Function keys of a Digital Cordless Telephone
- Keys of a DSS console



Before attempting to allocate a function to a function key, always place the handset on-hook.


▼ Registering a function key

1 Press .

2 Press   .

917 is the Service Code (default) for function key setting (general function level).

KEY PROGRAM

3 Press the  **(function key) to allocate the function to.**

KEY PROGRAM	KEY 16
LINE PORT NO.	016

4 Press the function code number.

Refer to “Functions of Voice Mail Control Keys” (P.1-8) for details on the function key numbers.

Example: When 690 (function code of the call recording key) is pressed

KEY PROGRAM	KEY 16
CONVERSATION RECORD	

5 Press .

This completes the registration of the Voice Mail control key.



When you want to register multiple Voice Mail function keys Repeat steps 3 and 4.

▼ Checking the Registration

1 Press .

CHECK

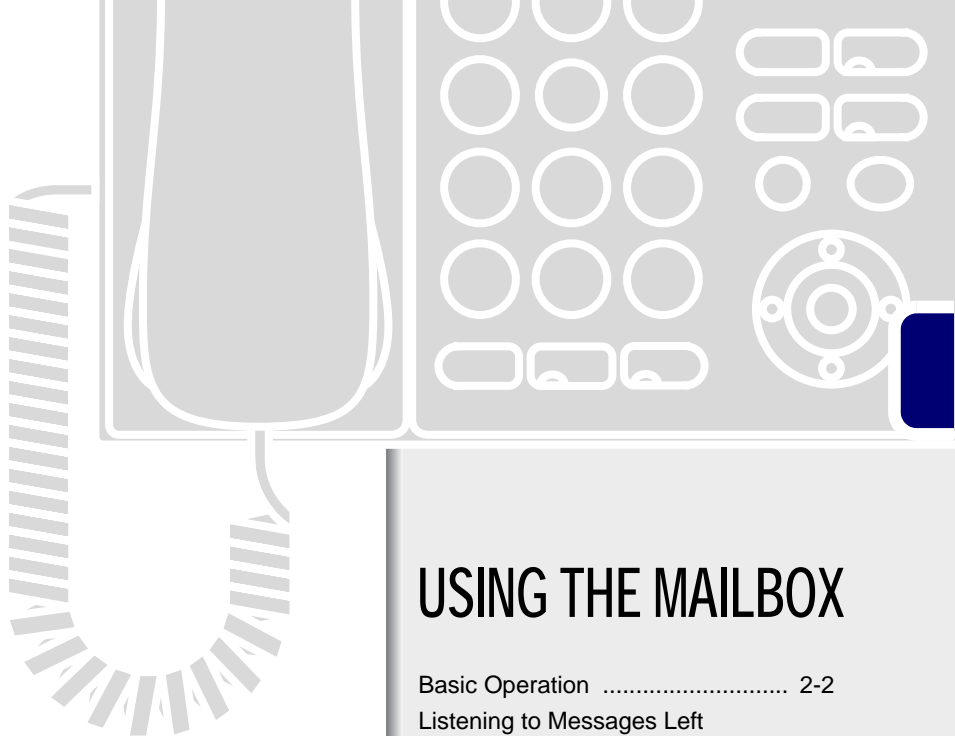
2 Press the  (function key).

The function registered to the pressed function key is displayed on the screen.

CHECK LINE KEY 16
CONVERSATION RECORD

3 Press .

The screen returns to the original display.



USING THE MAILBOX

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Basic Operation

Operation Flow

The basic operation flow when using the mailbox service is as follows:

1 Lift the handset.

2 Press 8 3 9.

839 is the Service Code (default) of Voice Service Center.

Guidance “This is Voice Service Center. The Mail Box number please”

3 Press your mailbox number, and then #.

When accessing the mailbox that you have been operating on, you can just press # to proceed to Step 4.

Example: If your mailbox number is 100, press 100#.

Guidance “Password please”

If you have not set a password to your mailbox, proceed to Step 5.

4 Input the password, and then press #.

Example: If your password is 1234, press 1234#.

Guidance “Service code please”

5 Press the corresponding dial keys of the service function to use.

If the service function has optional functions, follow the instruction of the voice guidance and press the corresponding dial keys.

For details, refer to the “Service/Option Code List” (P.2-4).

6 Press * #.

7 Hang up.



Password

A password can be set to each mailbox. Set a password when you want to use a mailbox for yourself, etc. For details, refer to “Setting a Password” (P.2-6).

Service Code to call the Voice Service Center

This is a code to call the voice service center, which is decided on installation. Please check with the system administrator about this code.

System administrator

A system administrator is a member from the customer's side, who manages the using conditions of Voice Mail. The system administrator will consult the installation service to decide which Voice Mail service to use, etc. Moreover, this person will change the setting if necessary after Voice Mail operation starts.

If you have any uncertainties when using Voice Mail, please consult your system administrator.

Service/Option Code List

To use the various services provided by Voice Mail, the operation codes must be input. There are two types of operation codes:

- Service code : Following the voice guidance, a number to select the service
- Option code : A number to select optional settings or operations of a service

The service code/option code types are as follows:

Service Function	Service Code	Optional Function in a Service	Option Code
Help guidance	0#	-	-
Listening to messages	1#	Repeating the message	1#
		Pause/restarting the message playback	4#
		Erasing the message and playing the next message	7#
		Saving the message and playing the next message	9#
		Copying the message	2#
		Skipping a message forward	3#
		Skipping a message backward	6#
		Broadcasting the message re-played	28#
		Ending the service	* #
Broadcasting a message	2#	-	-
Erasing all messages	7#	-	-
Continuous message re-play	18#	-	-
Answering message No.1	Play	31#	-
	Record	32#	-
	Erase	37#	-

Service Function		Service Code	Optional Function in a Service	Option Code
Answering message No.2	Play	35#	-	-
	Record	33#	-	-
	Erase	38#	-	-
Answering message No.3	Play	36#	-	-
	Record	34#	-	-
	Erase	39#	-	-
Calling an extension after listening to the message from the trunk		50#	-	-
DISA function after listening to the message from the trunk		51#	-	-
Transfer via Dial-in conversion table		52#	-	-
Incoming call notice setting		61#	Calling an extension	1#
			Calling a trunk line	2#
			Canceling setting	0#
			Ending the service	* #
Automated attendant setting		62#	-	-
Message re-play in registration order setting		63#	-	-
Message re-play in latest first order setting		64#	-	-
Password setting		65#	-	-
Message registration control setting		66#	-	-
Ending service		* #	-	-

Setting a Password

You can set a four-digit password to a mailbox to use it as your own mailbox.

1 Lift the handset.

2 Press 8 3 9.

839 is the Service Code (default) of Voice Service Center.

Guidance "This is Voice Service Center. The Mail Box number please"

3 Press your mailbox number, and then #.

Example: If your mailbox number is 100, press 100#.

Guidance "Service code please"

4 Press 6 5 #.

Guidance "Password please"

5 Press the four-digit password to register, and then #.

Example: If you want to register a password "1234", press 1234#.

Guidance "1234 (input password will be read out)? Please dial 0 then # if yes, or dial 1 then # if no"

* "9999" is not able to register as a password.

6 Press 0 #.

Guidance "Your Password has been registered. Service code please"

7 Hang up.

This completes the setting of the password.



Changing a password

Change a password by the following procedures:

- (1) Follow Steps 1 to 3.
The guidance “Password please” will be heard.
- (2) Input the password, and then press **#**.
The guidance “Service code please” will be heard.
- (3) Follow Steps 4 to 7.

Deleting a password

Delete a password by the following procedures:

- (1) Follow Steps 1 to 3.
The guidance “Password please” will be heard.
- (2) Input the password, and then press **#**.
The guidance “Service code please” will be heard.
- (3) Follow Step 4.
- (4) Press 9999#.

Follow the guidance for the operations hereafter.

If you forgot your password

Consult your system administrator.

Listening to Messages Left for You

There are two ways to listen to messages in your mailbox:

- Pressing the mailbox key to listen to messages
- Following the voice guidance to listen to messages

Pressing the Mailbox Key to Listen To Messages

If you set up a mailbox key, you can listen to messages easily.

For procedure to set up a mailbox key, refer to “Registering Voice Mail Control Keys” (P.1-10).

1 Lift the handset.

2 Press the mailbox key.

Guidance “Password please”

If you have not set a password for your mailbox, proceed to Step 4.

3 Input the password, and then press (#).

Example: If your password is “1234”, press 1234#.

Guidance (The number and time of a message which were recorded can be heard.)

Example: If one message has been recorded on 1st January 10:00 PM, the guidance will be heard “One, One January, 10:00 PM” (default).

4 Messages are re-played.

Messages are re-played from the latest one (default).

<When you finish listening to one message>

Guidance “Option code please”

5 Input the option code.

Refer to the “Service/Option Code List” (P.2-4).

If you are not using the optional function, proceed to Step 6.

6 Hang up.



When there is no message

A guidance “There are no messages. Service code please” will be heard. If you want to end the operation, hang up to finish.

Following the Voice Guidance to Listen To Messages

When you are using a Single Line Telephone, a Digital Key Telephone/Digital Cordless Telephone without the mailbox key set up to listen to messages, follow the procedures below.

1 Lift the handset.

2 Press 8 3 9.

839 is the Service Code (default) of Voice Service Center.

Guidance "This is Voice Service Center. The Mail Box number please"

3 Press your mailbox number, and then #.

Example: If your mailbox number is 100, press 100#.

Guidance "Password please"

If you have not set a password to your mailbox, proceed to Step 5.

4 Input the password, and then press #.

Example: If your password is 1234, press 1234#.

Guidance "Service code please"

5 Press 1 #.

Guidance (The number and time of a message which were recorded can be heard.)

Example: If one message has been recorded on 1st January 10:00 PM, the guidance will be heard "One, One January, 10:00 PM" (default).

6 Messages are re-played.

Messages are re-played from the latest one (default).

<When you finish listening to one message>

Guidance "Option code please"

7 Input the option code.

Refer to the "Service/Option Code List" (P.2-4).

If you are not using the optional function, proceed to Step 8.

8 Hang up.



When there is no message

A voice guidance "There are no messages. Service code please" will be heard. If you want to end the operation, Hang up to finish.

Recording a Message

You can record a message to another person's/your own mailbox, to pass on information or to take notes by voice.

Recording a message directly to another person's mailbox

You can directly record a message to another person's mailbox.

1 Lift the handset.

2 Press 8 3 9.

839 is the Service Code (default) of Voice Service Center.

Guidance "This is Voice Service Center. The Mail Box number please"

3 Press *, the mailbox number of the person's mailbox and then **#**.

*Example: If the mailbox number of the person's mailbox is 107, Press *107#.*

Guidance "Please record your message" and two beep.

4 Record a message.

5 Hang up.

This completes the recording of a message to another person's mailbox.



In case a guidance "The record feature is not available at the moment" is heard after Step 3

The number of messages recorded in that mailbox exceeds 200.

The maximum number of messages that can be recorded to a mailbox is 200.

Record message for more than one person in a single procedure

< Broadcast Message >

You can record messages for more than one person. A large lamp flash it on a Digital Key Telephone.



Destinations of the Broadcast Messages (telephones on which parties can listen) are set during the installation. For details, consult the sales agency.

▼ Recording/Checking/Deleting the Broadcast Message

<< *Recording a Message* >>

- 1** Lift the handset.
- 2** Press ***** **2** **2**.
*22 is the Service Code for Record/Play/Erase the VRS Broadcast Message (default).
- 3** Press **7** .
7 is the number to record.
- 4** Record a message.
- 5** Hang up.

This completes the recording of a Broadcast Message.

A large lamp of a Digital Key Telephone that enables you to listen to Broadcast Message turns green and flash.

<< *Checking a Message* >>

- 1** Lift the handset.
- 2** Press ***** **2** **2**.
*22 is the Service Code for Record/Play/Erase the VRS Broadcast Message (default).
- 3** Press **5** .
5 is the number to re-play.
- 4** The messages are re-played.
- 5** Hang up.

This completes the checking of a Broadcast Message.

<< Deleting a Message >>

1 Lift the handset.

2 Press *22*.

*22 is the Service Code for Record/Play/Erase the VRS Broadcast Message (default).

3 Press 3.

3 is the number to erase a message.

4 Hang up.

This completes the deletion of Broadcast Message.

A large lamp of a Digital Key Telephone goes off.

▼ Listen to Broadcast Message

You can listen to Broadcast Message on a Digital Key Telephone of which large lamp turns green and blinks.

1 Lift the handset.

2 Press *21*.

*21 is the Service Code for re-play VRS Broadcast Message (default).

3 Message is re-played.

4 A large lamp of the Digital Key Telephone via which you listened to the message goes off.

5 Hang up.

This completes listen to Broadcast Message.



If you wish to listen to a Broadcast Message on a Digital Cordless Telephone:

In the case of a Digital Cordless Telephone, when it receives Broadcast Message, a receiving/message/charge lamp slow red blinking. You can listen to the message by performing the same operations as on a Digital Key Telephone.

If you wish to listen to the message on a Single Line Telephone:

In the case of Single Line Telephone with a message waiting lamp, when it receives Broadcast Message, the lamp blinks. You can listen to the message by performing the same operations as on a Digital Key Telephone.

Functions to Manage Your Mailbox

The mailbox has various functions, in addition to listening and recording of messages:

- Changing the re-play order of messages
- Skipping forward the re-play of a message for a fixed time
- Skipping backward the re-play of a message for a fixed time
- Stopping a message re-play and re-starting
- Sending a message to another person after listening
- Recording the same message to more than one mailbox
- Making Voice Mail call you automatically when a message is recorded
- Automatically calling a trunk line after recording a message
- Deleting all the messages in your mailbox
- Calling the other party's number while message is being re-played
- Calling soon after listening to the message from a trunk line

This section describes these mailbox functions.



To display the lamp in the DSS key

It is possible to use it as a mailbox key by allocating the DSS key (calling an extension/status display) by “Setting Function Keys”. When you receive a message in your mailbox, you are notified in blink red. For details, consult the sales agency.



The Voice Mail control keys can only be used when they are set up. For procedure to set up a control key, refer to “Registering Voice Mail Control Keys” (P.1-10).

Changing the Re-Play Order of Messages

When you are listening to messages inside your mailbox, you can select whether to listen to the latest recorded message first, or listen to the oldest one first.

1 Lift the handset.

2 Press **8** **3** **9**.

839 is the Service Code (default) of Voice Service Center.



“This is Voice Service Center. The Mail Box number please”

3 Press your mailbox number, and then **#**.

Example: If your mailbox number is 100, press 100#.

Guidance "Password please"

If you have not set a password to your mailbox, proceed to Step 5.

4 Input the password, and then press **#**.

Example: If your password is 1234, press 1234#.

Guidance "Service code please"

5 Press one of the following service codes:

- To re-play from the oldest recorded message first : press 63#
- To re-play from the latest recorded message first : press 64#

Guidance "Setting has been completed. Service Code please"

6 Hang up.

This completes the changing of the message re-play order.

Skipping Forward the Re-Play of a Message for a Fixed time

You can skip re-play of a message forward for a fixed time.

1 While re-playing a message.

2 Press (skip key).

The re-playing will skip forward (for about 8 seconds).

- * If the remaining message is shorter than 8 seconds, the message re-play will end.



In order to apply this function to a telephone where no skip key is set:
While message is being re-played, press 3# (an Option Code to skipping a message forward).

Skipping Backward the Re-Play of a Message for a Fixed time

You can skip back re-playing message for a fixed time.

1 While re-playing a message.

2 Press (back-skip key).

The re-playing will skip backward (for about 8 seconds).

- * If the already re-played message is shorter than 8 seconds, the message re-play will start again from the beginning.



In order to apply this function to a telephone where no back-skip key is set:
While message is being re-played, press 6# (an Option Code to skipping a message backward).

Stopping a Message Re-Play and Re-Starting

You can stop a message re-play at a fixed point, and continue the re-play from that point.

- 1 While replaying a message.**
- 2 Press 4#.**
The message re-play will stop.
- 3 Press 4#.**
The message re-play will start again from the stop point.

Sending a Message to another Person after Listening

To let another person hear a message in your mailbox, you can transfer it. There are two ways to transfer a message:

- Transferring to one person's mailbox
- Transferring to more than one person's mailbox

▼ Transferring a message to one person's mailbox

You can transfer a message in your mailbox, to one person's mailbox.

- 1 The re-playing of the message ends.**
Guidance "Option code please"
- 2 Press 2#.**
Guidance "Please dial the box number to copy the message"
- 3 Input the mailbox number to copy the message to, and then #.**
Example: If the mailbox number to copy the message to is 120, press 120#.
Guidance "Please dial 0 then # to accept"
- 4 Press 0#.**
Guidance "Option code please"

5 Hang up.

This completes the transferring of a message to one person's mailbox.



In case a voice guidance "This mailbox cannot record" is heard after Step 3

The number of messages recorded in that mailbox exceeds 200.
The maximum number of messages that can be recorded to a mailbox is 200.

In case a voice guidance "The message cannot record" is heard after Step 4

The total time of all messages recorded in Voice Mail exceeds the maximum recording time.
When the Voice Mail recording time is heard out while copying a message or broadcasting a message to more than one mailbox, the broadcast message recording will fail.

▼ Transferring a mail to more than one person's mailbox

You can transfer a message in your mailbox to more than one person's mailbox at one time (maximum 100 mailboxes).



To enable the broadcast abbreviated number, a setting must be made during installation. For details, check with your system administrator.



Broadcast abbreviated number

A broadcast abbreviated number is more than one person's mailbox number registered to one number.

1 The re-playing of the message ends.

Guidance "Option code please"

2 Press 2 8 # .

Guidance "Please dial abbreviated number"

3 Press the broadcast abbreviated number (0 to 9), and then # .

Guidance "Please dial 0 then # to accept"

4 Press 0 # .

Guidance "Option code please"

5 Hang up.

This completes the transferring of a message to more than one person's mailbox.



In case a voice guidance “The record feature is not available at the moment” is heard after Step 3

The number of messages recorded in that mailbox exceeds 200.

The maximum number of messages that can be recorded to a mailbox is 200.

In case a voice guidance “The message cannot record” is heard after Step 4

The total time of all messages recorded in Voice Mail exceeds the maximum recording time.

When the Voice Mail recording time is heard out while copying a message or broadcasting a message to more than one mailbox, that message recording will fail.

In case you transfer a message to a large number of people

After Step 4, it may take approximately 1 to 2 minutes before the voice guidance “Option code please” is heard. This time differs depending on the number of destinations and the recorded time of the message.

Recording the Same Message to More Than One Mailbox

You can record the same message at one time to more than one mailbox. There are two ways to record:

- Specifying directly the mailboxes to record a message to
- Using the broadcast abbreviated number



To enable the broadcast abbreviated number, a setting must be made during installation. For details, check with your system administrator.

▼ Specifying directly the mailboxes to record a message to

1 Lift the handset.

2 Press 8 3 9.

839 is the Service Code (default) of Voice Service Center.

Guidance "This is Voice Service Center. The Mail Box number please"

3 Press * and the mailbox number to record a message to.

Repeat Step 3 according to the destinations to record the message to.

Example: If the destination mailbox numbers are 250, 251 and 252, press *250*251*252.

*Maximum of 20 mailboxes can be specified.

4 Press #.

Guidance "Please record your message, (Two short beeps)"

5 Record the message.

6 When you finish recording, press 9 #.

Guidance "The message has been registered"

7 Hang up.

This completes the recording of a message to more than one mailbox.



In case a voice guidance "The record feature is not available at the moment" is heard after Step 4

The number of messages recorded in that mailbox exceeds 200.

The maximum number of messages that can be recorded to a mailbox is 200.

In case a voice guidance "The message cannot record" is heard after Step 6

The total time of all messages recorded in Voice Mail exceeds the maximum recording time.

When the Voice Mail recording time is heard out while copying a message or broadcasting a message to more than one mailbox, that message recording will fail.

In case you transfer a message to a large number of people

After Step 6, it may take approximately 1 to 2 minutes before the voice guidance "The message has been registered" is heard. This time differs depending on the number of destinations and the recorded time of the message.

▼ Using the broadcast abbreviated number

You can record a message to all the mailboxes registered to a broadcast abbreviated number (maximum 100 mailboxes).



To enable the broadcast abbreviated number, a setting must be made during installation. For details, check with your system administrator.



Broadcast Abbreviated Number

A broadcast abbreviated number is more than one person's mailbox number registered to one number.

1 Lift the handset.

2 Press **8** **3** **9**.

839 is the Service Code (default) of Voice Service Center.

Guidance "This is Voice Service Center. The Mail Box number please"

3 Press your mailbox number, and then **#**.

Example: If your mailbox number is 100, press 100#.

Guidance "Password please"

If you have not set a password to your mailbox, proceed to Step 5.

4 Input the password, and then press **#**.

Example: If your password is 1234, press 1234#.

Guidance "Service code please"

5 Press **2** **#**.

Guidance "Please dial abbreviated number"

6 After a beep was heard, press the broadcast abbreviated number (0 to 9), and then **#**.

Guidance "Please record your message, (Two short beeps)"

7 Record the message.

8 When you finish recording, press **9** **#**.

Guidance "The message has been registered. Service code please"

9 Hang up.

This completes the recording of a message to all the mailboxes registered to a broadcast abbreviated number.



In case a voice guidance “The record feature is not available at the moment” is heard after Step 6

The number of messages recorded in that mailbox exceeds 200.

The maximum number of messages that can be recorded to a mailbox is 200.

In case a voice guidance “The message cannot record” is heard after Step 8

The total time of all messages recorded in Voice Mail exceeds the maximum recording time.

When the Voice Mail recording time is heard out while copying a message or broadcasting a message to more than one mailbox, that message recording will fail.

In case you transfer a message to a large number of people

After Step 8, it may take approximately 1 to 2 minutes before the voice guidance “The message has been registered” is heard. This time differs depending on the number of destinations and the recorded time of the message.

Making Voice Mail Call You Automatically When a Message is Recorded

You can automatically set up to make Voice Mail call your mobile phone, PHS, or an extension when a new message is recorded to your mailbox. You should set which telephone to be called in advance.



This function is available when extension answering service (automated attendant, busy line attendant, and automated attendant monitoring) is set for the own mailbox. To use this function for busy line attendant and automated attendant monitoring, settings are required in the installation stage. For details of this function, contact the dealer. For settings for the extension answering service, refer to “Setting and Canceling the Extension Answering Service” (P.4-4).

▼ Setting up an automatic calling

<< Calling a trunk line, such as a mobile phone or a PHS >>

1 Lift the handset.

2 Press **8** **3** **9**.

839 is the Service Code (default) of Voice Service Center.



“This is Voice Service Center. The Mail Box number please”

3 Press your mailbox number, and then (#).

Example: If your mailbox number is 100, press 100#.

Guidance "Password please"

If you have not set a password to your mailbox, proceed to Step 5.

4 Input the password, and then press (#).

Example: If your password is 1234, press 1234#.

Guidance "Service code please"

5 Press (6) (1) (#).

Guidance (Currently, the notification of received message, has not been set up)
"Dial 1 then # for an extension call, 2 then # for an outside call, or 0 then # to cancel"

A voice guidance will explain the settings.

6 Press (2) (#).

Guidance "Please dial outside call number"

7 After a beep was heard, press the telephone number to call, and then (#).

Example: If the number to call is 03-1234-5678, press 0312345678#.

Guidance (Dialed telephone number is read-out), "Please dial 0 then # to accept"

8 After a beep was heard, press (0) (#).

Guidance "Setting has been completed. Service code please"

9 Hang up.

This completes the setting for automatic calling to a trunk line.

<< Calling an extension >>**1 Follow Steps 1 to 5 of "Calling a trunk line, such as a mobile phone or a PHS".****2 Press (1) (#).**

Guidance "Please dial extension number"

3 Press the extension number to call, and then (#).

Example: If the extension number is 100, press 100#.

Guidance (Dialed extension number is read-out), "please dial 0 then # to accept"

4 After a beep was heard, press 0#.

Guidance "Setting has been completed. Service code please"

5 Hang up.

This completes the setting for automatic calling to an extension.

▼ When you receive a call from Voice Mail

If a new message is recorded in your mailbox, the specified telephone (extension/trunk line) is called. When you receive the call, perform the following operations:

Caution This function can be used only when a password is set for your mailbox. Make sure you have set a password.
Setting is required in the installation stage to use this function. For details, check with your system administrator.

1 You receive a call from the Voice Service Center.

2 Lift the handset.

Guidance "This is Voice Service Center. (The mail box number into which the message was registered newly can be heard.) Password please"

3 After a beep was heard, input the password and then press #.

Example: If your password is 1234, press 1234#.

Guidance (The number and time of a message which were recorded can be heard.)

Example: If one message has been recorded on 1st January 10:00 PM, the guidance will be heard "One, One January, 10:00 PM" (default).

4 The messages are re-played.

<When you finish listening to one message>

Guidance "Option code please"

5 Input one of the following option codes:

- Repeat the re-playing of the message: press 1#
- Delete the message and play the next: press 7#
- Save the message and play the next : press 9#

6 Hang up.

Automatically Calling a Trunk Line After Recording a Message

After receiving a call for an absent person and recording conversation with the other party, you can call a trunk line such as a mobile phone, PHS of the other party. This calling is available even if automated attendant isn't set to the mailbox where the conversation is recorded.



- Incoming call notice given to trunk lines should be set to a mailbox of the recording destination. For how to make this setting, refer to “Making Voice Mail Call You Automatically When a Message is Recorded” (P.2-20).
- You need to allocate call recording-calling keys to a telephone according to “Setting Function Keys”.

For details, check with your system administrator.

1 During call recording.

For how to record a call, refer to “Using the Call Recording Service” (P.3-2).

2 After pressing the number of the mailbox where you wish to store the recorded conversation, press **#** (or, press Mailbox key).

3 Press (call recording-calling key).

4 Hang up.

Deleting All the Messages in Your Mailbox

You can delete all the messages in your mailbox.



After this operation, all the messages both before and after listening are deleted. Please make sure that the messages can be deleted.

1 Lift the handset.

2 Press 8 3 9.

839 is the Service Code (default) of Voice Service Center.

Guidance "This is Voice Service Center. The Mail Box number please"

3 Press your mailbox number, and then #.

Example: If your mailbox number is 100, press 100#.

Guidance "Password please"

If you have not set a password to your mailbox, proceed to Step 5.

4 Input the password, and then press #.

Example: If your password is 1234, press 1234#.

Guidance "Service code please"

5 Press 7 #.

Guidance "Do you wish to erase all messages. Please dial 0 then # to accept"

6 Press 0 #.

Guidance "All message has been erased. Service code please"

7 Hang up.

This completes the deletion of all messages.

Calling the Other Party's Number While Message is Being Re-played

If an indicator displays an incoming number when a message is re-played, you can make a call to the number just by pressing the calling key.



This setting must be made during installation to use the function to display an incoming call number. For details, check with your system administrator.

1 Re-play the message.

The indicator displays an incoming call number.

For how to re-play a message, refer to “Listening to Messages Left for You” (P.2-8).

2 Press .

3 Wait for the other party to answers.

4 Hang up.

Calling Soon after Listening to the Message from a Trunk Line

After accessing your mailbox from an outside telephone and listening to message while you are away from your office, you can terminate Voice Mail service and make a call.

1 Access your Mailbox from an outside telephone and listen to message while you are away from your office.

- Using the extension answering service:

Refer to “Listening to Messages from an Outside” (P.4-12) in “Using the Extension Answering Service” (P.4-3).

- Using the trunk answering service:

Refer to Step 1 to 6 in “Listening to Messages from an Outside” (P.4-12) in “Using the Trunk Answering Service” (P.4-15).

2 Press .

50# is the Service Code for extension calling.

3 Press the extension number you wish to call.

Press the extension number you wish to call while tone (special dial tone) different from usual one is heard.

4 Wait for the other party to answers.

5 Hang up (end the call).



If you wish to calling a trunk line soon after listening to a message from the trunk:

Press 51# in the above Step 2. Then, perform the following operations.

- (1) Press user ID.
- (2) Press the number of the phone you wish to call.
- (3) Wait for the other party to answers.
- (4) End the call.

Making E-mail Notification Automatically When a Message Is Recorded

When a message is recorded in the own mailbox, e-mail notification can be made automatically. Set the receiving party in advance.



- This function is available only for CCPU-B1 (including CCPU-A1+MEMEDB).

To use this function, connection to the e-mail server through the Internet and an e-mail address for transmission.

- Even if English is set in the mailbox, e-mails are sent in Japanese.

Example of e-mail notification:

送信メール内容
件名: Aspire X Voicemail通知

メール本文:
メールボックス: BOX 100
録音日時: YY/MM/DD HH:MM
着信番号: 03123456878/101/

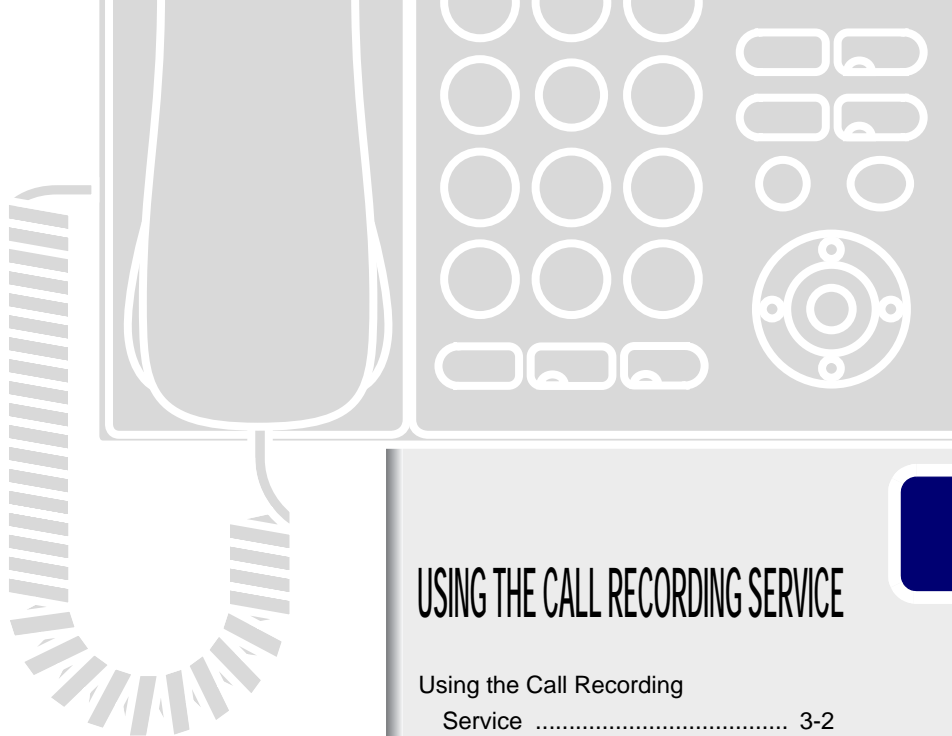
When the length of recorded message is less than 2 minutes (file size: 1 MB), it can be attached to an e-mail in the WAV file format and sent. Attaching recorded message to e-mail is set in the installation stage.

If a message exceeds 2 minutes when the setting for attaching recorded message to e-mail is set to "Attach," a message

"音声ファイルは添付許容サイズを超過した為、添付されませんでした。"

("Audio file was not attached because it exceeded the allowable size for attaching")

is described at the end of the e-mail.



USING THE CALL RECORDING SERVICE

Using the Call Recording

Service 3-2

Possible Operations during

Call Recording 3-6

Using the Call Recording Service

To enable the call recording service, a setting must be made during installation. Check the following items with the system administrator before using this service:

- Whether the trunk line is a line that can record calls automatically on calling/receiving : refer to “Automatic Call Recording” (P.3-2)
- Whether your telephone can manually record a call : refer to “Manual Call Recording” (P.3-3)



- This function can only be used when Voice Mail control keys have been set up. For procedure to set up the keys, refer to “Registering Voice Mail Control Keys” (P.1-10).
- If the lamp of call recording key does not flash, all the Voice Mail lines are in use, and it is in a state where it cannot record calls. Wait for a while, and try pressing the call recording key again. If such a state happens too often, consult your system administrator.
- To save the recorded conversation, make sure you input the mailbox number while recording. Depending on the line settings, there may be cases where the number cannot be input after the other party ends the call. Moreover, please note that depending on the Voice Mail setting, the recorded conversation may be deleted.

Automatic Call Recording

< Trunk line automatic call recording >

You can automatically record the calls received to a line with the trunk line automatic call recording feature set up on lifting up the handset and answering the call. Moreover, you can make a call from the line with feature, and start recording the call when the other party picks up the telephone and answer the call.



To enable the call recording service, a setting must be made during installation.

1 While receiving a trunk call or calling a trunk line.

When you are calling a trunk line, proceed to Step 4.

2 Lift the handset.

When your telephone has been set up to answer the call by just lifting the handset up, proceed to Step 4.

3 Press  or the flashing  (trunk line key).

4 Talk with the other party.

The call recording starts and the call recording key will rapidly flash in red.

5 Press the mailbox number to save the recorded conversation to and then  (or press the mailbox key).

6 Hang up.

The recorded conversation will be sent to the mailbox specified in Step 5.



Changing the mailbox to save the recorded conversation to
Before hanging up, perform Step 5 again.

In case a beep is heard after Step 5

Because the number of recorded messages in the specified mailbox exceeds 200, therefore the destination mailbox is not confirmed. Specify another mailbox.

To one mailbox, up to 200 messages can be recorded.

If you wish to specify whether to record the call for each trunk line:

You can specify for each trunk line whether to record the call or not on telephones where you can record conversation. In this case, a setting must be made during installation. For details, consult the sales agency.

Manual Call Recording

No matter if you are calling or receiving, you can record a call to a trunk line whenever you want to.

1 During a call to/from a trunk line.

2 Press  (call recording key).

The call recording starts and the call recording key will rapidly flash in red.

The operations hereafter are the same as in Step 5 and 6 of “Automatic Call Recording”.



Placing a call on hold while recording

If you press the “Hold” key while talking, both the call and the call recording are stopped at the same time. If you answer the call again with the telephone you put the call on hold with, the call and the call recording will restart. If you answer the call with another telephone, the call recording will be continued on the telephone, or it will end depending on the setting during installation. For details, check with your system administrator.

Possible operations during call recording

The following operations are possible. For details, refer to the section describing each function.

- Canceling the recorded conversation :
refer to “Deleting the Recorded Conversation” (P.3-6)
- Canceling the recorded conversation and re-recording :
refer to “Deleting the Recorded Conversation and Starting a New Recording” (P.3-6)

In case another extension is called and a conference call is held

Conference calls cannot be recorded, therefore the recording will end. For operations after hanging up, refer to “In case the destination to save the recorded conversation was not specified” below.

In case the destination to save the recorded conversation was not specified

One of the following will occur. For details, check with your system administrator.

- The telephone which was recording, or the telephone which you answer the call with will be called back automatically by Voice Mail
(refer to “Answering a Call Back from Voice Mail” (P.3-5))
- The recorded conversation will be saved in the destination unknown box
- The recorded conversation will be deleted

Answering a Call Back from Voice Mail

You can set up Voice Mail during installation so that Voice Mail will call you back if you do not specify the destination to save the recorded conversation during the call and put the handset back. After answering the call back, perform the following operations:

1 Receiving call from the Voice Service Center.

2 Lift the handset.



"This is Voice Service Center. The Mail Box number please (for saving the present contents of recording.)"

3 Press the mailbox number to save the recorded conversation to, and then #.

Example: If the mailbox number to save the message to is 107, press 107#.



"The message has been saved"

4 Hang up.

This completes the saving of the recorded conversation to the specified mailbox.



- If you do not answer the call back, the recorded conversation will be deleted.
- If you do not specify the mailbox number and hang up, the recorded conversation will be deleted.



When a destination unknown box is set up on installation

Voice Mail will not call back automatically but will save the recorded conversation to the box. For details, check with your system administrator.

Possible Operations during Call Recording

If you set up the following Voice Mail control keys, you can use them during call recording.


- Delete key (Delete the Conversation Recording.)
- Delete/Start new recording key (Delete the recorded conversation, and start the conversation Recording.)

This section describes the operations when these keys are set up. For the procedure to set up these keys, refer to “Registering Voice Mail Control Keys” (P.1-10).

Deleting the Recorded Conversation

< Delete key >

The recorded conversation up to pressing the delete key will be deleted. After pressing the delete key, you can continue the call.


- 1** During call recording.
- 2** Press  (delete key).

This completes the deleting of the recorded conversation.

Deleting the Recorded Conversation and Starting a New Recording

< Delete/Start new recording key >

The recorded conversation up to pressing the delete/start new recording key will be deleted, and a new recording will start. After pressing the delete/restart recording key, you can continue the call.

- 1** During call recording.
- 2** Press  (delete/start new recording key).

This completes the deleting of the recorded conversation and starting of a new recording.

For the operations hereafter, refer to Step 5 and 6 of “Automatic Call Recording” (P.3-2).



USING THE ANSWERING MACHINE SERVICE

Using Voice Mail as an Answering Machine	4-2
Using the Extension Answering Service	4-3
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Using the Message Ordering Service	4-20

Using Voice Mail as an Answering Machine

Voice Mail act as an answering machine for extension calls received while you are absent or on another call, or calls received at nighttime or on holidays to a specified telephone number (line). There are two ways to use the answering machine function:

Extension Answering Service



This service can be used by telephones with automated attendant feature set up. Calls directly received by an extension from an extension/trunk line are answered by Voice Mail.

Trunk Answering Service



Calls received by a specified telephone number (line) at nighttime or on holidays are answered by Voice Mail.

* To enable this service, a setting must be made during installation.

Also, you can use the following service by using the answering service.

Message Ordering Service



Voice Mail can receive piles of messages such as orders from your customers. Several people in charge of receiving orders can respond to orders and inquiries.

Using the Extension Answering Service

With the extension answering service, Voice Mail will answer the calls received by an extension while absent, and records the caller's message, etc (automated attendant).

The procedure to check the recorded message is the same as in the mailbox service. For details, refer to "Listening to Messages Left for You" (P.2-8).

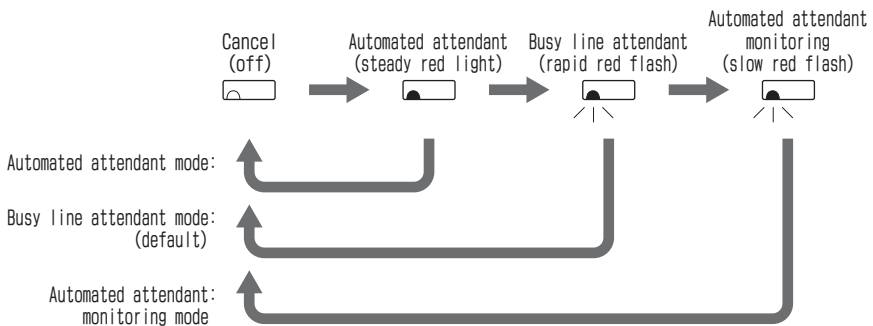
This section explains the required setting for the extension answering service, registration of the answering message, and the procedure to check the recorded message from your venue outside the office.

Caution

- The Voice Mail control keys can be used only when they are set up in advance. For the procedure to set up, refer to "Registering Voice Mail Control Keys" (P.1-10).
- If the extension answering service is set, tone (extension dial tone) different from the ordinary one is heard when you lift the handset.

Automated Attendant Key Setup

Depending on the setting of the automated attendant key, the Extension Answering mode that can be operated is changed.



Caution

The setup of the automated attendant key must be made during installation. For details, consult the sales agency.

By the setup of the automated attendant key, the number of button presses during operation changes.

Setting and Canceling the Extension Answering Service

There are following two ways to set/cancel the extension answering service:

- When automated attendant key is set
- When using the Voice Guidance

▼ When Automated Attendant key is set

<< Setting >>

- 1 Press  (automated attendant key).**

The automated attendant key will light in red.

This completes the setting of the extension answering service.

Voice Mail will answer all the calls received by the specified extension.



When you also want Voice Mail to answer calls received while on another call (Busy line attendant)

Press the automated attendant key on steady red light. The key will flash in red and busy line attendant is set.

<< Canceling >>

- 1 Press the  (automated attendant key) on steady red light. Then, check that the key turns off.**

Depending on the setup of the automated attendant key, the number of button presses during operation varies. For details, refer to “Automated Attendant Key Setup” (P.4-3).

This completes the cancellation of the extension answering service.

▼ When Using the Voice Guidance

When you set or cancel the extension answering service on the telephone without automated attendant key setup, perform the operations according to the Voice Guidance.

<< Setting and Canceling >>

- 1 Lift the handset.**

- 2 Press   .**

839 is the Service Code (default) of Voice Service Center.



“This is Voice Service Center. The Mail Box number please”

3 Press your mailbox number, and then (#).

Example: If your mailbox number is 100, press 100#.

Guidance "Password please"

If you have not set a password to your mailbox, proceed to Step 5.

4 Input the password, and then press (#).

Example: If your password is 1234, press 1234#.

Guidance "Service code please"

5 Press (6)(2)(#).

- When the automated attendant is not set

Guidance "Do you wish to set automated attendant?"

- When the automated attendant is set

Guidance "Do you wish to cancel automated attendant?"

Guidance "Please dial 0 then # to accept"

6 Press (0)(#).

- When setting

Guidance "Automated attendant has been set"

- When canceling

Guidance "Automated attendant has been canceled"

Guidance "Service code please"

7 Hang up.

This completes the setting or canceling of the extension answering service.



On a telephone without the automated attendant key set up, the busy line attendant feature cannot be set.

▼ When Using the Automated Attendant Monitoring

You can listen to the answering status and the caller's message through the speaker when Voice Mail answers a call.



A setting must be made during installation. For details, consult the sales agency.

<< Setting >>

1 Press the  (automated attendant key) three times.

The automated attendant key will slowly flash in red.

This completes the setting of the extension answering service.

For all calls received by the specified extension number, you can listen to the caller's voice through the speaker on the telephone during call recording.



Answering the call during monitoring

Lift the handset and answer the call. The message recorded before you answer the call is cancelled.

Canceling the monitoring operation during monitoring

Press the Exit key. The monitoring status is changed to the standby status, but recording is continued. When another call is received, the automated attendant monitoring is activated.



While you are talking on the phone, the monitor function does not work, but the answering service message recording is set.

<< Canceling >>

1 Press the  (automated attendant key) that slowly flashes in red, and check that the key turns off.

This completes the cancellation of the extension answering service.



- On a telephone without the automated attendant key setup, the automated attendant monitoring cannot be set.
- When the automated attendant monitoring to the same extension number is set on multiple telephones, the last telephone setting is enabled.

Recording/Checking/Deleting the Answering Message

Three answering messages can be recorded for each mailbox. When the automated attendant feature is set to use the extension answering service, the recording of the caller's message starts after one of these answering messages is transmitted. If no answering message is registered, the default message is transmitted.

For the procedure to switch the answering message, refer to "Switching the Answering Message" (P.4-10).

This section explains the procedures with the operation for answering message No.1 as an example.



Service codes for answering messages No.2 and No.3

Refer to "Service/Option Code List" (P.2-4).

When the busy line attendant feature is set

Voice Mail can be set up at installation to transmit answering message No.3 for calls received while you are on another call. For details, consult the sales agency.

Moreover, if this setting is used, only the answering messages No.1 and No.2 can be used for normal answering operation.

<< Recording >>

1 Lift the handset.

2 Press 8 3 9.

839 is the Service Code (default) of Voice Service Center.



"This is Voice Service Center. The Mail Box number please"

3 Press your mailbox number, and then #.

Example: If your mailbox number is 100, press 100#.



"Password please"

If you have not set a password to your mailbox, proceed to Step 5.

4 Input the password, and then press (#).

Example: If your password is 1234, press 1234#.

Guidance "Service code please"

5 Press (3)(2)(#).

Guidance "Please record your message. (Two short beeps)"

6 Record the answering message from the handset.

7 After finishing the recording, press (9)(#).

Guidance "The announcement message has been recorded. Service code please"

8 Hang up.

This completes the registration of the answering message.



When putting the handset down, please put it down quietly. If you put it down harshly, unpleasant disconnecting sound will be recorded at the end of the answering message.



Default answering message

- When the caller can record a message after the answering message transmission
"We have no attendant available now, please leave your message"
- When the caller cannot record a message after the answering message transmission
"We have no attendant available now, please call back again"

<< **Checking** >>

1 Follow Steps 1 to 4 in "Recording".

Guidance "Service code, please"

2 Press (3)(1)(#).

- When an answering message has been registered
The message will be re-played.
- When no answering message has been registered

Guidance "There are no messages. Service code please"

3 Hang up.

This completes the checking of the recorded answering message.

<< Deleting >>

1 Follow Steps 1 to 4 in “Recording”.

Guidance “Service code, please”

2 Press ③⑦#.

Guidance “Do you wish to erase announcement message? Please dial 0 then # to accept”

3 Press ①#.

Guidance “Message has been erased. Service code please”

4 Hang up.

This completes the deletion of the answering message.



If the recorded answering message is deleted
Default answering message will be used.

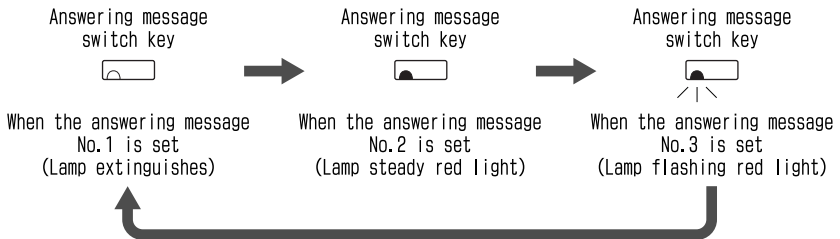
Switching the Answering Message

If you set up a key to switch the answering message, you can switch the answering message according to the purpose of use. For procedure to set up a key, refer to “Registering Voice Mail Control Keys” (P.1-10).

For procedure to record/check/delete an answering message, refer to “Recording/Checking/Deleting the Answering Message” (P.4-7) and “Service/Option Code List” (P.2-4).

1 Press (answering message switch key).

Each time you press the answering message switch key, the answering message and the lamp display of the key switches as shown in the following.



When the Busy line attendant feature is set

Voice Mail can be set up at installation to transmit answering message No.3 for calls received while you are on another call. For details, consult the sales agency. Moreover, if this setting is used, only the answering messages No.1 and No.2 can be used for normal answering operation.

When the selected answering message has not been registered

The answering message No.1 is transmitted. If the answering message No.1 has not been registered either, the default message is transmitted.

Setting to Not Record the Caller's Message

When you are away from your desk or absent, you can set Voice Mail to only transmit the answering message calls received to the extension and not record the caller's message.

1 Lift the handset.

2 Press 839.

839 is the Service Code (default) of Voice Service Center.

Guidance "This is Voice Service Center. The Mail Box number please"

3 Press your mailbox number, and then #.

Example: If your mailbox number is 100, press 100#.

Guidance "Password please"

If you have not set a password to your mailbox, proceed to Step 5.

4 Input the password, and then press #.

Example: If your password is 1234, press 1234#.

Guidance "Service code please"

5 Press 66#.

- When the message recording is not restricted

Guidance "Do you wish to restrict message recording? Please dial 0 then # to accept"

- When the message recording is restricted

Guidance "Do you wish to cancel the restriction of message recording? Please dial 0 then # to accept"

6 Press 0#.

- When setting the message recording restriction

Guidance "Restriction of message recording has been set. Service code please"

7 Hang up.

This completes the setting to not record the caller's message.



When you set up to not record the caller's message

Your mailbox key lamp will change to slow red flashing. If you have not registered the answering message, the default message "We have no attendant available now, please call back again".

Calling a Telephone Using the Extension Answering Service

When you call an extension with the automated attendance feature which allows message recording, you can record a message. When a function to directly call an extension (DIL, DID, NTT dial-in or sub-address dial-in of ISDN line) is used, you can record a message in the same manner.

When the extension you called is using the extension answering service, Voice Mail will operate as shown below:



Function to directly call an extension

To enable this function, a setting must be made during installation. For details, check with your system administrator.

1 Call an extension.

Example: When the extension number of the other party is 100, press 100.

2 The answering message is heard.

- When you can record a message

Example: “We have no attendant available now, please leave your message (Two short beeps)”
Record your message.

- When you cannot record a message

Example: “We have no attendant available now. Please call back again”

The service has been set to not record messages from the caller. Call back later.

3 Hang up.

Your message has been recorded.

Listening to Messages from an Outside

You can listen to the messages in your mailbox from a trunk line from your venue outside the office. To enable this function your call must be transferred to an extension with the function to directly call an extension (DIL, DID, NTT dial-in or sub-address dial-in of ISDN line), have your call answered and transferred to an extension with the automated attendant set up.



- While you are away, use a telephone capable of generating DTMF dial.
- You can listen to the messages only when the telephone with the messages recorded has the automated attendance set up.
- To enable this function, a password must be set up to your mailbox.

▼ Calling an Extension Directly

1 Call from your venue outside the office.

Call an extension with the automated attendant set up from a telephone capable of generating DTMF(PB) dial (or have your call transferred).

2 Answering message is heard.


Example: “We have no attendant available now, Please leave your message. (Two short beeps)”

3 Input the password and then (#).

Example: If the password set to the mailbox is “1111”, press 1111#.

 “Service code please”

4 Press (1) (#).


 (The number and time of a message which were recorded can be heard.)

Example: If one message has been recorded on 1st January 10:00 PM, the guidance will be heard “One, One January, 10:00 PM” (default).

5 Messages are re-played.

The messages are re-played from the latest one (default setting).

<When you finish listening to one message>

 “Option code, please”

6 Input the option code.

Refer to the “Service/Option Code List” (P.2-4).

When you do not use the option function, proceed to Step 7.

7 Hang up (end the call).



In case a beep was heard after pressing # in Step 3

The input password was wrong. Input the correct password. If the password is wrong, you cannot listen to the messages.

▼ Calling the Voice Service Center

By calling a telephone number directly connected to the Voice Service Center, or having the person who answered your call transfer your call, you can use this feature.



To enable direct call to the Voice Service Center, a setting must be made during installation. For details, check with your system administrator.

1 Call from your venue outside the office.

Call a telephone number that directly calls the Voice Service Center (or have your call transferred).

Guidance "This is Voice Service Center. The Mail Box number please"

2 Press the mailbox number with the messages to listen to, and then (#).

Example: If your mailbox number is 100, press 100#.

Guidance "Password please"

If you have not set a password to your mailbox, proceed to Step 4.

3 Input the password, and then press (#).

Example: If your password is 1234, press 1234#.

Guidance "Service code please"

4 Press (1) (#).

Guidance (The number and time of a message which were recorded can be heard.)

Example: If one message has been recorded on 1st January 10:00 PM, the guidance will be heard "One, One January, 10:00 PM" (default).

5 Messages are re-played.

The messages are re-played from the latest one (default setting).

<When you finish listening to one message>

Guidance "Option code, please"

6 Input the option code.

Refer to the "Service/Option Code List" (P.2-4).

When you do not use the option function, proceed to Step 7.

7 Hang up (end the call).



In case a beep was heard after pressing # in Step 3

The input password was wrong. Input the correct password. If the password is wrong, you cannot listen to the messages.

Using the Trunk Answering Service

Voice Mail acts as an answering machine to answer calls received by a specified Trunk line at nighttime or on holidays.

The procedure to check the saved messages is the same as in the mailbox service. For details, refer to “Listening to Messages Left for You” (P.2-8). Then, do not specify your own mailbox but specify the mailbox number dedicated to Trunk answering box.

This section explains the registration of answering messages, operation of the Trunk answering service and the procedure to check the message from your venue outside the office.



To enable the Trunk answering service, a setting must be made during installation.

For details, check with your system administrator.

Recording, Checking and Deleting an Answering Message

< Editing VRS Messages >

For the answering message transmitted when using the Trunk answering service, VRS messages are used.



You can record a maximum of 100 types of VRS messages. However, the total number of messages used in the following functions must be 100 or less.

- Answering message of the Trunk answering service
- Incoming call waiting message
- Automated attendant message

<< Recording >>

- 1 Lift the handset.**
- 2 Press** .
*20 is the Service Code for editing the VRS message (default).
- 3 Press** .
7 is the number to record.
- 4 Press the VRS message number (001 to 100).**
- 5 Record the answering message from the handset.**

6 Hang up.

This completes the recording of an answering message.



When putting the handset down, please put it down quietly. If you put it down harshly, unpleasant disconnecting sound will be recorded at the end of the answering message.

<< **Checking** >>

The registered answering message can be re-played and checked.

1 Lift the handset.

2 Press ***20**.

*20 is the Service Code for editing the VRS message (default).

3 Press **5**.

5 is the number to listen to a message.

4 Press the VRS message number (001 to 100).

5 The registered answering message is re-played.

6 Hang up.

This completes the checking of an answering message.

<< **Deleting** >>

1 Lift the handset.

2 Press ***20**.

*20 is the Service Code for editing the VRS message (default).

3 Press **3**.

3 is the number to listen to a message.

4 Press the VRS message number (001 to 100).

5 The specified answering message is deleted.

6 Hang up.

This completes the deleting of an answering message.

Specify a Answering Message

< Specifying the answer message number of trunk answering service >

You can specify a number (000 to 100) of the answering message transmitted when using the trunk answering service.

1 Press .

2 Press *36.

*36 is the Service Code for Change the guidance message number on Voice Mail Auto Attendant (default).

Attendant Guidance
Line No. :001-200 ?

3 Press the trunk line number.

Attendant Guidance
Mode:1-8 ?

4 Press the number of the time zone you wish to transmit the answering message.

You can select the time zone from 1 to 8.

Attendant Guidance
Guidance:000-100 ?

5 Press the VRS message number (000 to 100).

Setting tone is heard.

*When "000" is pressed, the fixed guidance is selected.

Completed

6 Press .

This completes specification of an answering message number.

Calling a trunk line Which Is Using the Trunk Answering Service

When you call a trunk line which is using the Trunk answering service, it will operate as described below.

1 A customer call from an outside.

2 The answering message is heard.

- When the caller can record a message

Example: "Today's office hours have ended. Please leave a message. (Two short beeps)"
The customer will record a message.

- When the caller cannot record a message

Example: "Today's office hours have ended. Please call back tomorrow"

3 The customer hangs up.

The mailbox key of the Trunk answering record box with the recorded message will flash in red, and the large lamp (message lamp) will flash in green.



To not allow message recording in Step 2, a setting must be made during installation.



In case messages cannot be recorded in Step 2

After the answering message, the call is disconnected by Voice Mail.

Listening to Messages from an Outside

You can listen to the messages recorded in the Trunk answering record box from an outside.



- To enable this function, a password must be set for the Trunk answering record box.
- To enable this function, a setting must be made during installation. For details, check with the system administrator.

1 Call from an outside.

Call from a telephone capable of generating DTMF dial.

2 Answering message is heard.

Example: “Today’s office hours have ended. Please leave a message (Two short beeps)”

3 Input the password of the Trunk answering record box and then (#).

Example: “If the answering mailbox password is “1234”, press 1234#.



“Service code please”

4 Press (1)(#).

The messages are re-played.



(The number and time of a message which were recorded can be heard.)

Example: If one message has been recorded on 1st January 10:00 PM, the guidance will be heard “One, One January, 10:00 PM” (default).

5 The messages are re-played.

Messages are re-played from the latest one (default setting).

<When you finish listening to one message>



“Option code please”

6 Input the option code.

Refer to the “Service/Option Code List” (P.2-4).

If you are not using the optional function, proceed to Step 7.

7 Hang up.



In case a beep was heard after pressing # in Step 3

The input password was wrong. Input the correct password. If the password is wrong, you cannot listen to the messages.

Using the Message Ordering Service

When you need to record piles of messages such as orders from customers, you can receive them in more than one mailbox. Several people in charge of receiving orders can respond to them in a short time because ordering messages are approximately evenly sorted into each mailbox.



- This service is available only when NTT dial-in is used as an extension (department) group number.
- To enable the Message Ordering Service, a setting must be made during installation. For details, check with your sales agent.

Operations of Message Ordering Service

In the message ordering service, messages are recorded in mailboxes to receive orders according to the following procedures.

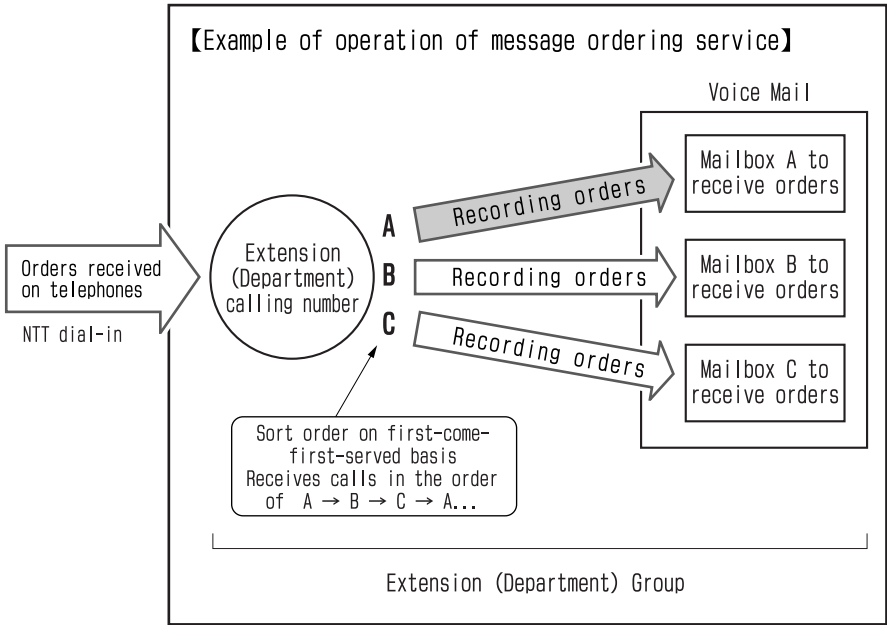
1 A customer call from an outside.

A call placed to the NTT dial-in number is received by the extension (department) group calling number and then stored into an extension number (a virtual extension) of the same extension (department) group on first-come-first-served basis.

2 The answering message is heard.

Example: "Hello. so-and-so company. Your order is being received."

3 The order content is recorded in each mailbox to receive orders.



What Each Person in Charge Does

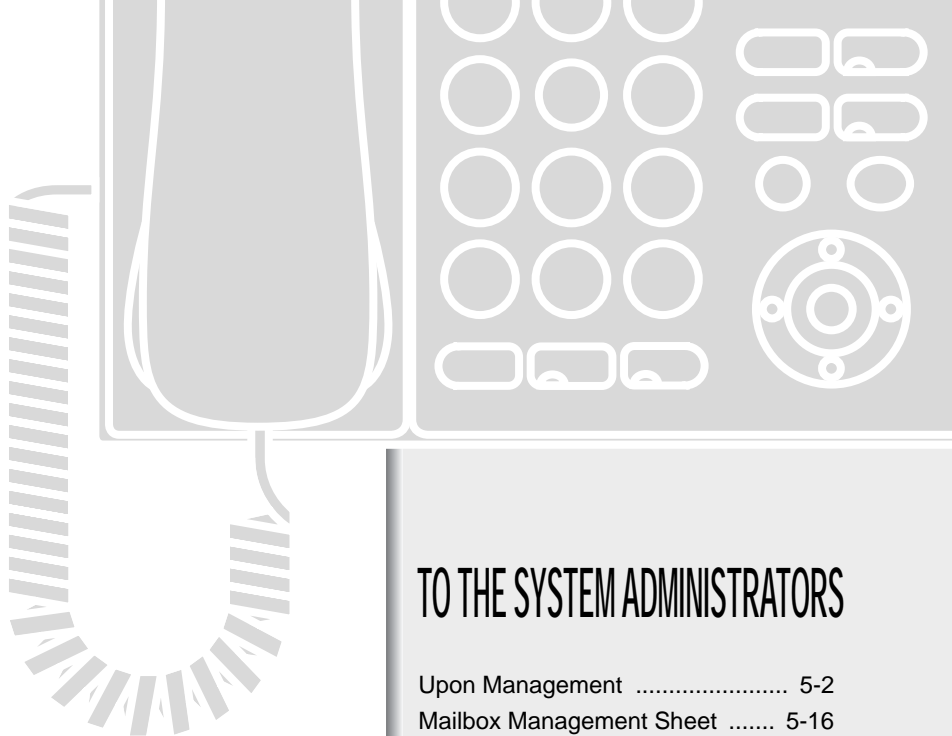
Settings and operations each person in charge makes/performs to use message ordering service are as follows:

▼ System Administrator

- Request for Installation setting to the sales agency
To perform message ordering service, request the sales agent to make the following settings during installation.
 - Setting department calling number and virtual extension number
Example: Extension (department) calling number...500 (extension (department) group No. 2), virtual extension number...501 to 503
 - Setting extension (department) group
Example: virtual extension numbers 501 to 503...extension (department) group No. 2
 - Setting to interface NTT dial-in number with extension (department) calling number
 - Creating a message box to receive orders with the same number as the virtual extension number
“Department group call when the automated attendant is activate” ...set to “Enable”.
- Setting mailbox to receive orders
Set it so that names (“received order No.1” or something) and the answering message to receive orders will be recorded in each mailbox to receive orders. Also, set the extension answering service (automated attendant).

▼ People in Charge of Receiving Orders

Listen to the orders recorded in the mailboxes to receive orders and respond to them. After listening to orders, delete those which don't need to be saved.



TO THE SYSTEM ADMINISTRATORS

Upon Management	5-2
Mailbox Management Sheet	5-16



Upon Management

This section describes the necessary information for the system administrators upon managing Voice Mail.

Voice Mail Specification

Refer to the following table for the number of mailboxes that can be set inside the system, number of recordings and total recording time:

Item		Specification
Model Name		IP3WW-VMDB-B1
Voice Encoding System		PCM system
Number of mailboxes		500 in total
Number of destination unknown boxes		
Maximum number of messages		200 messages/1 box
Maximum recording time		Short-time Voice Mail: 2 hours Long-time Voice Mail: 120 hours (option IP3WW-CF-B1)
Maximum number of telephones in simultaneous connection		CPU-A: 8 CPU-B: 16 *The maximum number of telephones in simultaneous connection varies by system control unit. If MEMDB-A1 (an option) is installed on CPU-A1, this number will be 16.
Environment condition	Storage	Temperature : -20 to 60°C Humidity : 8 to 80% (no condensation)
	Operation	Temperature : 5 to 60°C Humidity : 20 to 80% (no condensation)

Maintenance and Changing the Equipment

▼ Maintenance Contract

Voice Mail is a precision instrument.

Please consult with the sales agency and agree on a maintenance contract.

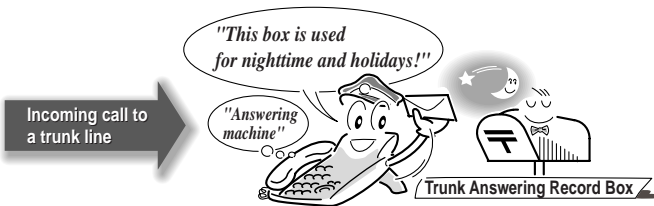
Mailbox Types

There are the following three types of mailboxes:

- Mailbox : A mailbox that corresponds to an extension number (including the virtual extension) or an Extension (Department) group number, which is allocated to each user. This mailbox is also used when using the extension answering service.



- Trunk Answering Record Box : Box for Voice Mail to act as an answering machine for calls received by the specified trunk line number at nighttime or on holidays.



- Destination Unknown Box : A box to keep the recorded conversations if the saving destination is unknown.



Setting to Use Voice Mail

Voice Mail has the following four types of services so that it can be used to suit the company's different operations.

- Mailbox service
- Call recording service
- Extension answering service
- Trunk answering service

The services above can be used alone or in combination. However, the mailbox service is the basic service of Voice Mail, so this service is a prerequisite to the other services.

To use each service, a setting during installation or setting by the system administrator is required. For details, consult with the sales agency and set up as required.

Voice Mail Basic Setup

< PRG 40-01 >

Setting authority level IN: Installation service SA: System Administrator 1

Setting Item	Setting data	Default	Overview	Setting authority level
Voice Mail dedicated channel specification	0 to 16	0	Sets the number of port dedicated to Voice Mail	IN
Timestamp specification	0: No timestamp 1: Timestamp	1	When re-playing the messages, sets whether to read out the recorded date and time by voice guidance or not	IN
Call recording operation when transferred	0: Do not continue 1: Continue	1	When the call is recorded, sets whether to continue recording after holding and transferring the call or not	IN
Automated attendant	0: Disable 1: Enable	1	Sets whether to automatically set automated attendant for mailboxes without an actual telephone or not.	IN

Setting Item	Setting data	Default	Overview	Setting authority level
Maintenance time setting	0000 to 2359 (0000 is no setting)	0000	Sets the time to perform maintenance on the Compact Flash on VMDB unit	IN
Automatic Erase Mail	0 to 180 (Day)	0	Sets elapsed days till mails are automatically erased at the time set by PRG 40-01-05 * If "0" is set, no mails will be erased automatically	IN
Escape from VMDB-VM while Attendant Message	0: Disable 1: Enable	0	Sets whether to allow the following service codes to be entered or not when Voice Mail responds when the automated attendant or the trunk answering is operated <ul style="list-style-type: none"> • 50#: switching to DID calling • 51#: switching to DISA calling • 52#: transfer via dial-in conversion table 	IN
Display caller ID while recording message playing	0: Disable 1: Enable	1	Sets whether to display the caller number or not when the message is recorded via automated attendant, an answering machine, call recording service at receiving a call and the caller number is notified * If you press a calling key while the caller number is displayed, you can make a call to the displayed number	IN

Setting Item	Setting data	Default	Overview	Setting authority level
Department group call when the automated attendant is activate	0: Disable 1: Enable	0	Sets whether to regard the telephone where automated attendant via Voice Mail is set as a destination of department group call or not * Be sure to set it to “enable” when you use the message ordering service	IN
Automated attendant setup	0: Receiving only 1: Receiving, busy/non-answering 2: Receiving, busy/non-answering, automated attendant monitoring	1	Sets the operation when the automated attendant key (70) is pressed down in PRG 15-07.	IN
Automated attendant operation mode	0: Receiving only 1: Receiving	0	Sets operation for arriving notification when the automated attendant is active <ul style="list-style-type: none"> • When “0: Receiving only” is selected, arriving notification is made only when “Receiving transfer set” is set for automated attendant setup • When “1: Receiving” is selected, arriving notification is made regardless of the automated attendant setup 	IN

Setting Item	Setting data	Default	Overview	Setting authority level
Automatic deletion of voice mail message	0: Not delete 1: Delete	0	Sets whether to delete the oldest message automatically (forcibly) at the time of recording after 200 messages have been recorded in the voice mailbox If "0: Not delete" is set, a request for recording after 200 messages is rejected.	IN

Mail Box Setup

< PRG 40-02 >

Setting authority level IN: Installation service SA: System Administrator 1

Setting Item	Setting data	Default	Overview	Setting authority level
Mailbox number	Dial number, * and # (maximum 8 digits)	-	Adds and changes a mailbox * Set the same number as the extension/extension (department) group number.	SA
Password	Dial number, * and # (4 digits fixed)	-	Sets a password for a mailbox * A mailbox can be used without this setting.	SA

Message Recording Setup

< PRG 40-03 >

Setting authority level IN: Installation service SA: System Administrator 1

Setting Item	Setting data	Default	Overview	Setting authority level
Recording time	1 to 10 (minutes)	1	Sets the maximum recording time of answering service message recording	IN
Guidance when recording impossible	0: Fixed guidance 1: Answering message of the mailbox	0	When the answering service cannot record messages, sets whether to transmit the answering message of the mailbox or the fixed guidance	IN
Automatic answering message transmission for Busy line	0: Disable 1: Enable	0	When you receive a second call while on another call, sets whether to transmit the answering message or not	IN

Live Recording Setup

< PRG 40-04 >

Setting authority level IN: Installation service SA: System Administrator 1

Setting Item	Setting data	Default	Overview	Setting authority level
Processing when the destination unspecified	0: Register in the destination unknown box 1: Call back operation	1	Sets the operation if the message destination is unknown at the end of call recording	IN
Destination unknown message box	0 to 500	0	Sets the box number to keep the destination unknown messages	IN

Setting Item	Setting data	Default	Overview	Setting authority level
Live Recording Display	0: Display 1: Non display	0	Sets whether to display a recording condition is displayed or not on the display of a Digital Key Telephone during call recording	IN
Recall destination when destination is no found	0: Starting extension of the conversation recording 1: Last extension of the conversation recording	0	In the call back function of the call recording at the time of destination unknown, sets the destination of the call back either to the extension that starts call recording or that used at the last call recording	IN

Call Information Setup

< PRG 40-05 >

Setting authority level IN: Installation service SA: System Administrator 1

Setting Item	Setting data	Default	Overview	Setting authority level
Maximum number of simultaneous calls	0 to 16	1	Sets the maximum number of lines Voice Mail port can call at one time * If you set 0, Voice Mail will be unable to call, so the incoming call notification function will not work	IN
Trunk Group No.	0 to 100	1	Sets the route table to use for outgoing calls to the trunk lines * If you set 0, Voice Mail will be unable to call, so the incoming call notification function will not work	IN

Setting Item	Setting data	Default	Overview	Setting authority level
ISDN Calling number setting	Dial number, * and # (Maximum 16 digits)	-	Sets the caller number when a call is made using the ISDN line	IN
Calling interval (extension)	1 to 30 (minutes)	10	Sets the calling interval when calling an extension	IN
Calling interval (Trunk)	1 to 30 (minutes)	10	Sets the calling interval when calling a trunk line	IN
Maximum calling count (extension)	1 to 100 (times)	3	Sets the maximum number of times to call an extension	IN
Maximum calling count (Trunk)	1 to 100 (times)	3	Sets the maximum number of times to call an outside	IN

Voice Mail Automated Attendant Data Setup

< PRG 40-06 >

Setting authority level IN: Installation service SA: System Administrator 1

Setting Item	Setting data	Default	Overview	Setting authority level
Operation mode	0: Answering and recording 1: Not used	0	Sets whether to record messages from the caller or not	IN
Transmission guidance number	0 to 100	0	Sets the guidance to transmit when Voice Mail answers calls * If you set 0, the fixed guidance will be transmitted	IN

Setting Item	Setting data	Default	Overview	Setting authority level
Registration mailbox number	0 to 500	0	Sets the message box number to use as the Trunk answering box * When this setting is not set up, messages from the caller cannot be recorded	IN

Voice Prompt Language Assignment for System based

< PRG 40-07 >

Setting authority level IN: Installation service SA: System Administrator 1

Setting Item	Setting data	Default	Overview	Setting authority level
Voice Prompt Language	0: Japanese 1: English	0	Sets the VM language for System Base	IN

Voice Prompt Language Assignment for each Mail Box

< PRG 40-08 >

Setting authority level IN: Installation service SA: System Administrator 1

Setting Item	Setting data	Default	Overview	Setting authority level
Voice Prompt Language	0: Japanese 1: English	0	Sets the VM language for each Mail Box	IN

Voice Mail Multiple Address Group Setup

< PRG 40-09 >

Setting authority level IN: Installation service SA: System Administrator 1

Setting Item	Setting data	Default	Overview	Setting authority level
Mailbox number specification to broadcast group number	Dial number, * and # (Maximum 8 digits)	-	Specifies the mailbox number set in PRG 40-02	IN

Voice Announcement Service Option

< PRG 40-10 >

Setting authority level IN: Installation service SA: System Administrator 1

Setting Item	Setting data	Default	Overview	Setting authority level
General Message Setup	0: Not set 1- 100:VRS message number	0	Sets VRS message number used for VRS Broadcast Message	IN
Set VRS Message for Private Call Refuse	0: No message 1- 100:VRS message number 101:Fixed guidance	0	Sets VRS message transmitted when a calling number is not notified and the call reception is refused * Fixed guidance : “This service is suspended. Please hang up”	IN
Set VRS Message for Caller ID Refuse	0: No message 1- 100:VRS message number 101:Fixed guidance	0	Sets VRS message transmitted when a calling number is notified and the call reception is refused * Fixed guidance : “This service is suspended. Please hang up”	IN

Voice Mail E-mail Notification Setup

< PRG 40-13 >

Setting authority level IN: Installation service SA: System Administrator 1

*This setting is enabled only for CCPU-B1 or equivalent.

Setting Item	Setting data	Default	Overview	Setting authority level
E-mail Notification Setting	0: Disable 1: Enable	0	Sets whether to enable or disable e-mail notification	SA
E-mail Address	Max. 48 one-byte characters	Not set	Sets the mail address to which e-mail notification is sent	SA
Attaching Audio File	0: Not attach 1: Attach	0	Sets whether to attach an audio file to e-mail <ul style="list-style-type: none"> An audio file is attached only when the file size is less than 1 MB (for message of 2 minutes or less). No file of 1 MB or more is attached. 	SA

SMTP Setup

< PRG 47-18 >

Setting authority level IN: Installation service SA: System Administrator 1

* This setting is enabled only for CCPU-B1 or equivalent.

Setting Item	Setting data	Default	Overview	Setting authority level
SMTP setup	0: Disable 1: Enable	0	Sets whether to disable or enable the SMTP setup for e-mail notification	IN
Server name	Max. 48 one-byte characters	Not set	Sets the SMTP server name or IP address	IN
SMTP Port	0 to 65535	25	Sets the port number of the SMTP server	IN

Setting Item	Setting data	Default	Overview	Setting authority level
Encryption setting	0: Disable 1: Enable	0	Set this to 1 (enable) when the SMTP server requests encryption connection	IN
Authentication method	0: Without authentication 1: With authentication 2: POP3	0	Sets whether SMTP authentication is required. Set POP3 when login to the receiving server before sending a mail is requested.	IN
Account name	Max. 48 one-byte characters	Not set	Sets the account name for logon to the SMTP server when “1: With authentication” is set in PRG47-18 Authentication Method	IN
Password	Max. 48 one-byte characters	Not set	Sets the password for logon to the SMTP server when “1: With authentication” is set in PRG47-18 Authentication Method	IN
E-mail address	Max. 48 one-byte characters	Not set	Sets the mail address for the SMTP server to handle e-mails sent from the system	IN
From-mail address	Max. 48 one-byte characters	Not set	Sets the mail address to be displayed next to “From” in the mail header. If no mail address is set, the “PRG47-18-E mail address” setting is used as From-mail address.	IN

POP3 Setup

< PRG 47-19 >

Setting authority level IN: Installation service SA: System Administrator 1

* This setting is enabled only for CCPU-B1 or equivalent.

Setting Item	Setting data	Default	Overview	Setting authority level
Server name	Max. 48 one-byte characters	Not set	Sets the POP3 server name or IP address for e-mail notification	IN
POP3 port	0 to 65535	110	Sets the port number of POP3 server	IN
Encryption setting	0: Disable 1: Enable	0	Set this to 1 (enable) when the POP3 server requires encryption connection	IN
Account name	Max. 48 one-byte characters	Not set	Sets the login account name for connection to the POP3 server	IN
Password	Max. 48 one-byte characters	Not set	Sets the login password for connection to the POP3 server	IN

Other Settings

Next settings are set up as required for Voice Mail operation.
For details, consult the sales agency.

Setting authority level IN: Installation service SA: System Administrator I

PRG No.	Setting Item	Overview	Setting authority level
10-01	Date and Time Setup	Sets the date and time transmitted on guidance	SA
10-07	Conversation Recording Resource	Sets the number of call recording used to secure conference resource for call recording	IN
11-04	Virtual Extension number setup	Sets virtual extension number to receive orders (when message ordering service is used)	IN
11-07	Extension (Department) group pilot number setup	Sets an extension (department) group pilot number (when message ordering service is used)	IN
11-12-39	Voice Mail Center Access	Sets the number to access the Voice Mail Center (default: 839)	IN
12-01	Night Mode function Setup	Selects the switching method for system operation mode (when using the Trunk answering service)	IN
12-02	Automatic Night Service Patterns	Sets the daily pattern for the automatic switching operation mode (when using the Trunk answering service)	SA
12-03	Weekly Night Service Switching	Sets the operation mode weekly schedule (when using the Trunk answering service)	SA
12-04	Holiday Night Service Switching	Sets the operation mode schedule on a specific day	SA
14-09	Conversation Recording Destination for Trunk line	Sets the “call recording destination extension number” “automatic call recording” “recording box specification” and “automatic call recording for outgoing call”	IN

PRG No.	Setting Item	Overview	Setting authority level
15-07	Programmable Function Key	Sets the function keys for “mailbox” “Voice Mail service” “call recording service” “answering machine” and “answering message switch”	IN
15-12	Conversation Recording Destination for Extension	Sets the “call recording destination extension number” “automatic call recording” “recording box specification” and “automatic call recording for outgoing call”	IN
16-01	Extension (Department) group basic data setup	Sets “Circular Routing” to extension (department) group No. of (department) group calling number to receive orders (when message ordering service is used)	IN
16-02	Extension group setup on a telephone	Sets (department) group numbers to virtual extension numbers to which incoming calls are sorted (when the message ordering service is used)	IN
22-05	Incoming Ring Group for Normal Ring Trunk	Selects Voice Mail (when using the Trunk answering service)	IN
22-07	DIL Assignment	Sets the extension number to receive calls (when using the Extension answering service)	IN
22-08	Second IRG Setup for unanswered DIL/IRG	Selects Voice Mail (when using the Trunk answering service)	IN
22-09	NTT dial-in Basic data Setup	Sets an extension number/(department) group calling number to be received in “Sub-address receive mode” (when the Extension answering service/Message ordering service is used).	IN
22-11	Dial-in Conversion Table Data Setup	Selects Voice Mail for “No. 1 transfer destination Assignment” and “No. 2 transfer destination Assignment”	IN
22-12	Dial-In Transferred Destination Setup	Selects Voice Mail	IN

PRG No.	Setting Item	Overview	Setting authority level
25-01	DID/DISA Line Basic Data Setup	Basic setting when using DID/DISA (when using the Extension answering service)	IN
25-03	DID/DISA Transfer Ring Group at Wrong Dialing	Selects Voice Mail	IN
25-04	DID/DISA Transfer Ring Group at No answer/Busy	Selects Voice Mail	IN
30-03	DSS console key Assignment	Sets the function keys for “mailbox” “Voice Mail service” “call recording service” “answering machine” and “answering message switch”	IN
90-11	DNS Primary/Secondary Address	Sets the IP address of the DNS server when SMTP/POP3 server is set with name	IN

Mailbox Management Sheet

Voice Service Center Calling Number	Extension	Default: 839	
	Trunk line		

Box No.	Name	Box number	Password
1			
2			
3			
4			
5			
6			
7			
8			
9			
0			
1			
2			
3			
4			
5			
6			
7			
8			
9			
0			

Box No.	Name	Box number	Password
1			
2			
3			
4			
5			
6			
7			
8			
9			
0			
1			
2			
3			
4			
5			
6			
7			
8			
9			
0			

TO THE SYSTEM ADMINISTRATORS

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MEMO

