

VoiceSaver® NT

Voice Messaging System

User's Guide

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INTRODUCTION TO VOICEMAIL

Voice mail is a system designed to allow callers to SEND and RECEIVE messages. With voice mail, these messages are spoken, not written. All that is needed is a standard telephone.

Using the keys on your telephone, you can save messages, retrieve messages, reply to messages, and send messages, at any time, from any standard telephone. If you receive a call, the voice mail system can notify you by paging, calling your cellular phone, or several other methods that have been implemented. After callers dial the system and leave a voice message, they have the option to hang up, return to the operator, dial another extension, or any other options they could have received when they first dialed in.

The system will prompt you what you need to do at each step using voice prompts. Once you become familiar with the system, you can bypass the prompts by entering your options immediately after the prompt begins to play.

VOICE MAIL BOXES

The system stores your messages in the numbered voice mailbox assigned to you by your system administrator. Your mailbox number is unique and identifies you to the system. Your mailbox number can be changed only by the system administrator.

When your mailbox is assigned to you, it will be ready to receive messages. You will have the option when you call your mailbox to record your own personal greeting as well as change your password and set other preferences, explained later in this guide.

Your mailbox is private. You can create a personal passcode that acts as a safe guard to secure your messages and settings. The personal code ensures that only you can hear your messages.

MAILBOX DIRECTORY

The mailbox directory is an optional listing of all mailbox numbers and their owners. Your system administrator prepares and records the directory. When a caller is asked to dial a mailbox number, the caller is also informed that a directory can be heard by pressing **411**.

VOICE MAIL MENU

This is the format of the voice mail menu. The voice mail menu lists all of the options you can perform after you dial the system. To hear the menu, enter your security code, then choose from the list of options:

- Dial the mailbox number
- Press **7** to hear your messages
- Press **8** for user options
- Press **6** to record a message
- Press **9** to end your call and hang up

***Note:** The return to operator feature may not be available with your telephone system. Your system administrator will inform you if this feature is available. If you attempt to return to a live operator and the operator is busy, you will hear: **Operator Busy**, followed by the voice mail menu.

PERSONAL CODE

Your personal code, also referred to as a security code, guarantees the privacy of your message as long as you keep it a secret. You can set your personal by entering the user options menu when you call your mailbox.

Personal codes consist of up to four secret numbers of your choice. Your personal code must begin with 9 and then three digits of your choice.

GETTING A PERSONAL CODE

It is required to set up a personal code. To guarantee privacy for your messages, you will need to select three secret number, preceded by a 9. You can set up your personal code by calling the system, entering your mailbox number followed by your personal code, and pressing 8 for user options. For more information, read the section entitled, **Personal Setup**.

WHEN TO USE YOUR PERSONAL CODE

Your personal code is needed whenever you want to retrieve your messages, access user options, or delete, save, or transfer your messages.

FORGETTING YOUR PERSONAL CODE

No one besides you should know your personal code. Similarly, no one can find out which numbers you have selected for your personal code. In the case that you forget these numbers, you must contact your system administrator and ask him or her to tell you these numbers.

PERSONAL SETUP

This section describes in detail how to create your personal code, record your personal greeting, leave messages, as well as hear messages.

SETTING UP YOUR MAILBOX

Once you receive your mailbox number from your system administrator, you are ready to setup your mailbox. Setting up your mailbox includes the options of creating a personal code, recording your personal greeting, and other options you have as a mailbox owner.

As a new voice mail user, your personal code is set to 9 plus your three digit extension number. When creating your personal code, remember:

- Your personal code keeps your messages private. It consists of four secret numbers (9 plus three of your choice).
- If you forget your personal code, contact your system administrator.

CREATING THE PERSONAL CODE

You can change your personal code at any time. To change your personal code:

- Access the voice mail system.
- Enter your personal code
- Press 8 for user options
- Press 7 to change your personal code
- Enter four new numbers to use as your personal code (should begin with 9)

RECORD YOUR PERSONAL GREETING

You can record a personal greeting for your callers when they reach your mailbox number. This greeting can be easily changed if desired.

If you do not record a personal greeting, callers will simply hear your mailbox number. To record your personal greeting:

- Access the voice mail system
- Enter your personal code
- Press **8** for user options
- Press **4** to change your greeting
- Wait for the tone, then begin your greeting.
- When you finish recording your greeting, press **9**.

RECORDING OR CHANGING YOUR NAME

- Access the voice mail system
- Enter your personal code
- Press **8** for user options
- Press **6** to record your first and last name.
- Press **9** to save your name
- Press **9** again to exit.

After recording your message, you may then:

- Press **3** to re-record your greeting.
- Press **7** to replay and listen to your recorded message.

DELETING YOUR MAILBOX GREETING

- Access the voice mail system
- Enter your security code
- Enter **8** for user options
- Press **3** to delete your greeting

LEAVING MESSAGES

You can leave messages in any mailbox whenever you call the voice mail system. When you reach the system, you will hear a system greeting. If you do not know the voice mailbox number of your intended recipient, dial **411** to hear the system directory.

If a directory has not been recorded, or you already know the mailbox number you wish to reach, simply enter the desired mailbox number.

To leave a message:

- Access the voice mail system
- Enter the desired mailbox number. If you are unsure of the number, press **411** for the directory if one is recorded.
- After the tone, begin your message.
- When you are finished, press any key.

After you leave a message, you will hear the following options:

- Press **3** to re-record your message
- Press **7** to replay the message you just left.
- Press **0** to record another message
- Press **3** to delete the message you just recorded
- Press **9** to end the call and hang up

CREATING A DISTRIBUTION LIST

A distribution list message is one which will be delivered to all members of a distribution list. Each of the list members will receive a copy of the message, which they can retrieve from their voice mailbox. To leave a distribution message follow these steps:

- Access the voice mail system
- Enter your security code
- Press **8** for user options
- Press **5** for distribution list
- Enter distribution list number from 01-09
- Press **9** to save
- Press **6** to record your message

LEAVING A DISTRIBUTION MESSAGE

To leave a distribution message:

- Access the voice mail system
- Enter your security code
- Press **6** to record your message
- Enter group number (01-09)
- Record your message after the Beep
- Press **9** when recording is complete

LISTENING TO YOUR MESSAGES

You can listen to your messages at any time from any virtually touch tone phone. The system will tell you how many messages you have, and then play them for you.

You will hear new messages first, followed by saved messages. The system will also inform you of the date and time each message was recorded.

To begin listening to your messages:

- Access the voice mail system
- Enter your security code
- Press 7 to play messages

If your mailbox is empty, you will hear the prompt, “**No Messages. To end press 9.**”

After listening to each of your messages, you will hear the following options. You may choose one of these at any time:

- Press 2 to reply to the message
- Press 4 to transfer the message
- Press 7 to leave next message
- Press * to pause or restart the message
- Press 5 to save the message
- Press 3 to delete the message
- Press 9 to end the call

SPECIAL FEATURES

CERTIFYING MESSAGES

Certifying is one way the system keeps track of messages. This feature allows the person you called to reply to your message without making a separate call or having to enter your mailbox number.

To certify a message:

- Access the voice mail system
- Enter the mailbox number you wish to leave a message for
- Leave your message as usual (see Leaving Messages).
- Press **6** to certify
- Press **9** to hang up

REPLYING TO MESSAGES

To reply to a message, the message sent must have been sent as a certified message by another mailbox owner. To reply to a message:

- Access the voice mail system
- Enter your security code
- Listen to your message
- After listening to the message, press **2** to reply to the message. You can then immediately record a reply in the caller's mailbox without having to dial the caller's mailbox (if the message was certified).

TRANSFERRING A MESSAGE

Transferring a message allows you to send an entire message that was left for you to another mailbox owner. To transfer a message:

- Access the voice mail system
- Enter you security code
- Listen to your message
- Press **4** You will hear a prompt saying, **“Please enter the next extension number”**
- Enter the mailbox number to which the message should be transferred.
- Record your comment to the message
- Press # to terminate recording.
- Press **9** to deliver your message.