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NEC

SL1100

InMail Feature Manual

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Quick Setup

SECTION 1 UPGRADE THE INMAIL BOARD

⚠ *The InMail CompactFlash drive must never be inserted or removed with the KSU power on. Always turn KSU power OFF when inserting or removing the InMail CompactFlash drive.*

The InMail software is integrated into the telephone system software. The InMail voice prompts and messages are stored on the CompactFlash card that plugs into the InMail Board (VMDB) .
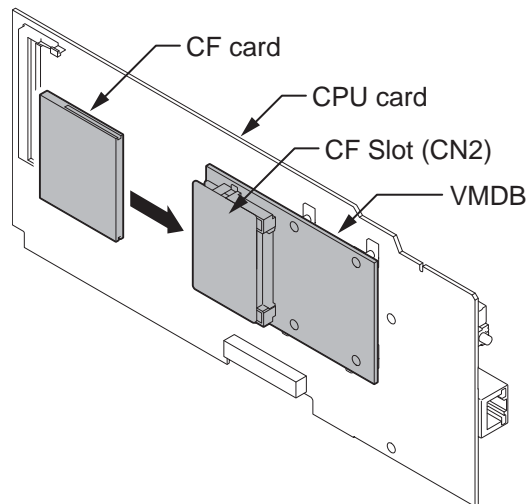
Figure 1-1 InMail Daughter Board with CompactFlash Card Assembly Installed

1. Power down the system before removing the InMail CompactFlash card.
   - Ensure the system is powered down.
2. Slide out the CompactFlash card. See .
   - Be sure to take adequate static precautions.

Figure 1-2 Remove the InMail CompactFlash Card

3. Reinstall the CompactFlash card and power up the system.

SECTION 2   START-UP (DEFAULT) INMAIL CONFIGURATION

When you install the InMail Board and turn on the system, InMail has the following default programming:

- Subscriber Mailboxes are enabled for extensions 101 ~ 164. The mailbox numbers are the same as the extension numbers.
- The Automated Attendant does not answer outside calls.
- The InMail does not answer internal calls.

SECTION 3   BASIC FUNCTIONS WITHOUT MAIN GREETING

To make the InMail answer, the following programming must be done. The example shown is for a 4-port InMail. Extension, Group and Pilot Numbers shown can be adjusted as needed per installation requirements.
Refer to the SL1100 Programming Manual (Separate Issue) for more detailed programming instructions.

Example

Program Number	Description
47-01-17	Set first port of In-Mail to 25.
10-09-01	Verify at least one resource is set to ICM/TRK or Common.
11-07-01	Set TEL Group Pilot 2 to 200. **Never** use Group 1, as this is the default group for all extensions.
15-03-01	Set extension 125 ~ 128 to DP.
15-03-03	Set extension 125 ~ 128 to Special.
16-02-01	Put 125 ~ 128 in Group 2. Assign priorities 1 ~ 4 to 125 ~ 128.
16-01-01	Set Group 2 name to VM Hunt.
16-01-10	Set Group 2 to Busy/No Answer.
45-01-01	Set to Group 2.

SECTION 4   ENABLE THE MAILBOXES FOR ALL INSTALLED EXTENSIONS

Since by default only extensions 101 ~ 164 have Subscriber Mailboxes, you should enable additional Subscriber Mailboxes for all installed extensions.

To enable additional Subscriber Mailboxes:

1. In 47-02-01 Mailbox Type, enter 1 to enable a Subscriber Mailbox for each extension.
   - To make programming easier, consider associating a mailbox number with a station port. For example, mailbox 1 should correspond to port 1, which in turn corresponds to extension 101.

2. In 47-02-02 Mailbox Number, select the extension number to be associated with the mailbox you are programming.
   - Normally, mailbox 1 should use Mailbox Number 101, mailbox 2 should use Mailbox Number 102, etc.

3. For Voice Mail access;
   - You can optionally use 15-07-01 Programming Function Keys to assign a **Voice Mail** key (code 751 + 77).
   - If you don't assign the **Voice Mail** key for Voice Mail access, an extension user can access his mailbox by the following actions:
     - Press **Speaker** key
     - Dial InMail pilot number
     - Dial mailbox number

SECTION 5   SET UP AUTOMATED ATTENDANT TO ANSWER OUTSIDE CALLS

To enable Automated Attendant to answer outside calls, set up Direct Inward Lines (DILs) and terminate them to InMail.

Automated Attendant enables the following capabilities:
- All calls are answered by Call Routing Mailbox 1 and Dial Action Table 1. This happens because:
  - Answer Table 1 Runs Monday-Friday from 8:30 AM to 5:00 PM, and uses Call Routing Mailbox 1.
  - At all other times, the Default Mailbox answers - also using Call Routing Mailbox 1.
- Dial Action Table 1 allows outside callers to perform the following actions:
  - Dial system extensions (if installed).
  - Dial 0 (Operator access code) for an operator (extension 101).
  - Dial ✱ + Extension to leave a Quick Message in a mailbox.
  - Dial # + Extension to remotely log on to their mailbox.
  - Wait on the line to be automatically routed to the operator.

To Set up the Automated Attendant to answer outside calls:

1. Set up trunks as Direct Inward Lines.

Program Number	Program Name	Description
22-02-01	**Incoming Call Trunk Setup**	Assign Service Type 4 to each trunk you want to be a DIL. Make a separate entry for each Night Service mode. 🖉 *By default, trunks are Service Type **0** (Normal).*

2. Have the Direct Inward Lines terminate to InMail (Example; extension 200).

Program Number	Program Name	Description
22-07-01	DIL Assignment	For each trunk you designated as a DIL above, enter 200. Make a separate entry for each Night Service mode. 🖉 *By default, no DIL destinations are programmed.*

3. Review the default Automated Attendant setup.

**DIL to Voice Mail Master
Eg., 200**
22-01-01 Incoming Call Trunk Setup
22-07-01 DIL Setup

InMail
Default
Automated Attendant Answering

Trunks Route to Answer Table 1
47-10-01 Answer Table Assignment

Answer Table 1
47-11 Answer Table Options

Schedule 1 or Default Mailbox
47-12 Answer Schedules
47-11-05 Default Mailbox

All calls route to Call Routing Mailbox 1
Schedule 1 active M-F 8:30 AM - 5:00 PM
Default Mailbox active all other times

Call Routing Mailbox 1
47-08 Call Routing Mailbox Options

From a System Administrator mailbox, record an Instruction Menu (SA + I) for the active Call Routing Mailbox.

Dial Action Table 1
47-13 Dial Action Tables

Dial Action Table 1 Dialing Options:
Dial an extension number, or
O for the operator

SECTION 6   SET UP SIMPLE DAY/NIGHT ANSWERING

After you set up DILs to InMail, Call Routing Mailbox 1 answers outside calls. This is because:
- All trunks by default are assigned to Answer Table 1.
- Answer Table 1, which runs Monday-Friday from 8:30 AM to 5:00 PM, uses Call Routing Mailbox 1.
- The Default Mailbox, which runs at all other times (evenings and weekends), also uses Call Routing Mailbox 1.

To Set up simple Day/Night Answering:
- In 47-11-03 Default Mailbox Category and in 47-11-03 Default Mailbox Number change the Default Mailbox for Answer Table 1 to 2.
- From the System Administrator Mailbox:

   1. Dial **SA** + **I** and record a new Instruction Menu message for Call Routing Mailbox 1.

   2. Dial **SA** + **I** and record a new Instruction Menu message for Call Routing Mailbox 2.

   > *Monday-Friday from 8:30 AM to 5:00 PM callers hear the Instruction Menu message for Call Routing Mailbox 1.*
   > *Evenings and weekends, callers hear the Instruction Menu message for Call Routing Mailbox 2.*

   > *Review the feature Automated Attendant on page 2-25.*

SECTION 7   INMAIL SYSTEM REQUIREMENTS

- SL1100 Software
- InMail CompactFlash Drive

SECTION 8   SPECIFICATIONS

InMail Capacities		Note
IP4WW-CFVMS-C1	InMail 512M CompactFlash Drive (VRS + VM) (1) 15-Hour CompactFlash Card with software.	
IP4WW-CFVML-C1	InMail 1 GB Drive (1) 40-Hour CompactFlash Card with software	
SL-VM-CHANNEL-2 LIC	Additional InMail Channel License (2 ports)	
SL-VM-ADVANCE LIC	InMail Advanced Feaqture License (1 license per system)	
Mailboxes:	Station Mailboxes = 84 Routing Mailboxes = 32 Group Mailboxes = 32 Total Mailboxes = 148	

SECTION 9   EXAMPLES OF COMMON APPLICATIONS

The examples below show common applications. The chart in the beginning of each example provides the following information:
- How the relevant programmable options work by default.
- The Application Summary providing the basic steps to set up the application.

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

For more information, refer to the SL1100 Programming Manual.

Example 1: Set Up Separate Day and Night Greetings

Default Automated Attendant Answering
All trunks answered by the Automated Attendant route to Answer Table 1. • Answer Table 1 uses Schedule 1 to answer calls from Monday-Friday from 8:30 AM to 5:00 PM with Call Routing Mailbox 1. • The Default Mailbox for Answer Table 1 picks up Automated Attendant calls at all other times. The Default Mailbox for Answer Table 1 is also Call Routing Mailbox 1.
The greeting that plays to outside callers is the Instruction Menu for the Call Routing Mailbox that answers the call.
Since Schedule 1 and the Default Mailbox both use Call Routing Mailbox 1, the Automated Attendant answers all calls the same way day and night, with the Instruction Menu for Call Routing Mailbox 1.
Application Summary
Change the Default Mailbox from Call Routing Mailbox 1 to 2. Record a night Instruction Menu for Call Routing Mailbox 2.

Change the Default Mailbox to Call Routing Mailbox 2.

47-11-03 Default Mailbox Number, change the Default Mailbox assignment to 2.

Record the daytime and night Instruction Menus.

1. At extension 101, press **Voice Mail** key (Code 751 + 77).

2. Dial **SA** (72) + **I** (4).

3. Dial **001** (for Call Routing Mailbox 1) + **R** (7).

4. Record the daytime Instruction Menu message + **#** twice.

5. Dial **I** (4).

6. Dial **002** (for Call Routing Mailbox 2) + **R** (7).

7. Record the night Instruction Menu message + **#** + hang up.

> *See the Instruction Menu in this manual.*

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

Default Dial Action Table Options
All Call Routing Mailboxes (1 ~ 8 by default) use Dial Action Table 1. Dial Action Table 1 provides the following dial options: • Dial extension number. • Dial 0 for the operator. • Dial ✱ + extension to leave a Quick Message. • Dial **#** + extension to do a Remote Logon to the mailbox. • Timeout to operator if no digits dialed.
Application Summary
Allow callers at night to dial 0 to leave a message for the operator.

Set up separate day and night greetings.

Following example 1, set up separate day and night Instruction Menus using Call Routing Mailboxes 1 and 2.

1. Example of the day Instruction Menu: Thank you for calling. For Sales, dial 102. For Technical Support, dial 103. To talk to an operator, dial 0. If you know your party's extension number, please dial it now.

2. Example of the night Instruction menu: Thank you for calling. Our normal business hours are 8:30 to 5:00, Monday through Friday. To leave us a message, please dial 0 now.

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

In 47-08-01 Dial Action Table, assign Dial Action Table 2 to Call Routing Mailbox 2.

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

In 47-13-01 InMail Dial Action Table Actions for Dial Action Table 2, make the following changes:

1. For the digits 3 and 4, enter **0** for the Action entry to prevent callers from dialing extensions at night.

2. For the digit 0, change the Action entry to REC1 (by dialing **3**) and the Data entry to 101. This allows night time callers to dial **0** to leave a message for the operator.

3. Note that the ✳ and **#** entries are left unchanged so that experienced users can still leave Quick Messages or do Remote Logons at night.

Example 3: Manual Night Mode Control of the Automated Attendant

Default Scheduling Options
There is no manual control of the Automated Attendant. All calls answered by the Automated Attendant automatically follow the schedule set up by Answer Table 1. • Answer Table 1 uses Schedule 1 to answer calls from 8:30 AM - 5:00 PM Monday through Friday with Call Routing Mailbox 1. • The Default Mailbox for Answer Table 1 picks up Automated Attendant calls at all other times.   The Default Mailbox for Answer Table 1 is also Call Routing Mailbox 1.
Application Summary
Set up a programmable key to switch the system into the night mode. Assign a Group Mailbox to a virtual extension. Have calls at night route to the virtual extension, which is Fixed Call Forwarded to voice mail.

Set up programmable keys to switch the system into the night mode and back into the day mode.

Night Mode

1. At the extension used to control the system night mode, press **Speaker** + **751**.

2. Press the programmable function key you want to assign as the day (night mode 1) key.

3. Dial **09** + **1** (for night mode 1).

> 🖉 *You hear confirmation beep.*

> 🖉 *This allows the user to switch the system into the day mode (i.e., night mode 1).*

Day Mode

1. Press the programmable function key assigned as the night (night mode 2) key.

2. Dial **09** + **2** (for night mode 2).

> 🖉 *You hear confirmation beep.*

This allows the user to switch the system from the day mode to night mode 2.

3. Press **Speaker** to hang up.

Allow the extension to switch the system night mode.

1. In 20-07-01 Manual Night Mode Switching, enter 1 to enable night mode switching in the extension Class of Service.

    By default, this feature is Enabled (Class14, 15 and other Classes are disabled).

2. In 20-06-01 Class of Service for Extensions, assign the extension Classes are disabled.

    By default, extension, Extension 101 is Class 15 and other Extensions are Class of Service 1.

Set up a Group Mailbox as a Call Routing Mailbox.

1. In 11-07-01 Department Group Pilot Numbers, assign a pilot number (e.g., 200) to an unused Department Group (e.g., group 10).

    By default, all extensions are assigned to group 1.

2. In 47-03-02 Group Mailbox Number, enter the pilot number assigned in step 1 above.

    By default, no Group Mailbox numbers are assigned.

3. In 47-03-03 Group Mailbox Type, enter **1** to assign the Group Mailbox as a Call Routing Mailbox.

    By default, Group Mailboxes are assigned as Subscriber Mailboxes (3).

4. In 11-07-01 Department Group Pilot Numbers, press **Flash** to remove the assignment made in step 1 above.

    You can use the Department Group for other programming.

Set up a virtual extension that will handle the switching for the trunk.

1. In 11-04-01 Virtual Extension Numbering, assign the Group Mailbox Number in step 2 as the extension number for a virtual extension port.

    For example, assign extension 200 to virtual extension port 1.

    By default, there are no virtual extension numbers assigned.

Terminate the trunk to the virtual extension in the night mode.

1. In 22-07-01 DIL Assignment, assign the trunk to the virtual extension (e.g., 200) in night mode 2.

    When the extension user presses the night key, the trunk follows this routing.

    By default, there are no DIL assignments set up.

2. Check the setting of 22-02-01 Incoming Call Trunk Setup to be sure the trunk is set up as a Direct Inward Line (4).

    By default, trunk types are set to normal (0).

Fixed Call Forward the virtual extension to Voice Mail.

1. In 24-06-01 Fixed Call Forwarding, enable immediate Fixed Call Forwarding to the InMail Master Number (200).

   🖉 *For example, for virtual extension 300 enter 3 for Call Forward Type and 200 for the destination.*

   🖉 *By default, Fixed Call Forwarding is not set up.*

Record the Instruction Menu for the Group Call Routing Mailbox.

1. At extension 101, press **Voice Mail** key.

2. Dial **SA** (72) + **I** (4).

3. Dial the number of the Group Call Routing Mailbox (e.g., 400) + **R** (7).

4. Record the Instruction Menu message + # + hang up.

   🖉 *See Instruction Menu on page 2-122 in this manual.*

   🖉 *When the system is in the day mode, the trunk is normally answered by InMail and follows the programmed Answer Table.*

   🖉 *When the extension user presses the night mode 2 key, the trunk is answered by the programmed Call Routing Mailbox, overriding the Answer Table assignment.*

Memo

Features

SECTION 1   INTRODUCTION TO INMAIL FEATURES

If you are not familiar with the InMail features, review the Feature Glossary on this page.

This chapter provides detailed information on the InMail features. The features are listed alphabetically.

SECTION 2   FEATURE GLOSSARY

Feature Name	Description	Usage
Administrator Security Code Control	See Security Code.	Voice Mail
Alternate Next Call Routing Mailbox	See Next Call Routing Mailbox.	Voice Mail
Announcement Mailbox	Mailbox that allows a recorded greeting to play to callers.	Automated Attendant
Announcement Message	The message that the System Administrator records for a specific Announcement Mailbox.	Automated Attendant
Answer Table	Determines how the Automated Attendant answers outside calls on each trunk, according to the time of the day and day of the week that the call is ringing.	Automated Attendant
Answering Schedule Override	Enables an alternate greeting and alternate dialing options for callers.	Automated Attendant
Auto Attendant Direct to Voice Mail	Auto Attendant Direct to Voice Mail sends Automated Attendant calls directly to an extension user's mailbox. Their phone does not ring for calls from the Automated Attendant. See Greeting in this glossary.	Automated Attendant
Auto Erase or Save	When a mailbox user completely listens to a new message and then exits their mailbox, InMail either automatically archives or deletes the message.	Voice Mail
Auto Time Stamp	After a user listens to a message, InMail can optionally announce the time and date the message was left.	Voice Mail
Automated Attendant	The Automated Attendant can automatically answer the telephone system incoming calls, play an Instruction Menu message, and provide dialing options to callers.	Automated Attendant
Automated Attendant Transfer	While on a trunk call, an extension user can transfer the trunk call to the Automated Attendant so the caller can use the Automated Attendant dialing options.	Voice Mail
Automatic Access to VM by Caller ID	InMail mailbox can be associated with a specific caller ID (CID) number. When the CID number is presented to the InMail it will automatically log the user into their mailbox.	Voice Mail
Automatic Call Routing to a Mailbox	See Go to a Mailbox in this glossary.	Automated Attendant
Automatic Message Erase/Save	See Auto Erase or Save in this glossary.	Voice Mail
Automatic Routing for Rotary Dial Callers	If an Automated Attendant caller does not dial any digits, InMail automatically routes them to a specified option (such as the operator or a mailbox).	Automated Attendant

Feature Name	Description	Usage
Call Forward to a Mailbox	An extension user can forward calls to their mailbox.	Voice Mail
Call Routing Mailbox	The mailbox associated with an Answer Table that specifies which dialing options (Dial Action Table) and announcements are available to Automated Attendant callers.	Automated Attendant
Caller ID	A telephone company service that provides a caller's number and optional name. The telephone system can pass this information to InMail to enable Caller ID with Return Call.	System
Caller ID with Return Call	See Make Call and Time and Date Stamp.	Voice Mail
Calling (Logging On to) a Mailbox	See Log On to Voice Mail.	Voice Mail
Calling the Automated Attendant	Automated Attendant callers can use various InMail features and then return to the Automated Attendant for additional dialing options.	Automated Attendant
Cascade Message Notification	If an extension user receives a new message in their mailbox, Cascading Message Notification calls them, at up to five preset destinations, to let them know a new voice mail message has arrived.	Voice Mail
Day, Night, and Holiday Greetings	See Flexible Answering Schedules.	Automated Attendant
Deleting a Message	See Message Delete.	Voice Mail
Deleting Mailbox Security Code	See Mailbox Security Code Delete.	Maintenance
Dial Action Table	Defines the dialing options for a Call Routing Mailbox chosen by the active Answer Table, which in turn provides those dialing options to Automated Attendant callers.	Automated Attendant
Directory Dialing	Directory Dialing allows an Automated Attendant caller to reach an extension by dialing the first few letters in the extension user's name.	Automated Attendant
Distribution List	A Distribution List shows extensions that receive a message you record and send to a single Distribution Mailbox. Any message left in the Distribution Mailbox is automatically sent to all the mailboxes in the list.	Voice Mail
Email Notification	Email Notification automatically sends an email notification when a Subscriber Mailbox receives a new message. The email can optionally include the recorded message as a *.wav* file attachment. To hear the message, the email recipient double-clicks the *.wav* attachment to have the message play in their *.wav* player (such as Windows Media Player).	Voice Mail
Erasing All Messages	Lets the System Administrator delete mailbox messages system-wide.	Maintenance
Exiting a Mailbox	An extension user can exit their mailbox by dialing a code or by hanging up.	Voice Mail
Fax Detection	The Automated Attendant can detect incoming fax calls and transfer them to a fax machine.	System
Find-Me Follow-Me	Find-Me Follow-Me helps an Automated Attendant caller locate an extension user who is not at their desk.	Automated Attendant
Flexible Answering Schedules	The Automated Attendant can answer outside calls with different announcements and dialing options, depending on the time of day and day of week.	Automated Attendant
Flexible Call Routing	The Automated Attendant can provide outside callers with a wide variety of dialing (routing) options. There are 3 components to Flexible Call Routing. See Answer Table. See Call Routing Mailbox. See Dial Action Table.	Automated Attendant
Flexible Mailbox Numbering Plan	If the telephone system extension numbers are customized, the InMail mailbox numbers can be customized to match.	System
Forced Unscreened Transfer	A Subscriber Mailbox can optionally convert Automated Attendant Screened Transfers to Unscreened Transfers.	Automated Attendant
Forwarding Calls to a Mailbox	See Call Forward to a Mailbox.	Voice Mail
Getting Recorded Help	If an extension user dials an incorrect code or forgets what to dial while in their mailbox, they can request help from the InMail voice prompts.	Voice Mail
Go to a Mailbox	An Automated Attendant caller can dial a digit and route directly to a mailbox.	Automated Attendant

Feature Name	Description	Usage
Greeting	A Subscriber Mailbox user can record a personalized greeting for their mailbox. With Multiple Greetings, the mailbox subscriber can record up to three separate greetings and make one of the three active. Callers to the user's mailbox hear the active greeting. With Remote Greeting, an extension user can call into the Automated Attendant, access their mailbox, and remotely record their mailbox greeting. See Auto Attendant Direct to Voice Mail.	Voice Mail
Group (Shared) Mailbox	An extension user can share a Group Mailbox with co-workers for receiving and sending messages.	Voice Mail
Guest Mailbox	An outside party can have their own mailbox for receiving and sending messages.	Voice Mail
Hang Up	An Automated Attendant option that immediately hangs up the outside call.	Automated Attendant
Help	See Getting Recorded Help.	Voice Mail
Individual Trunk Greetings	See Multiple Company Greetings.	Automated Attendant
InMail Upload Download Audio	Allows the user to upload/download audio messages for greetings, etc.	Voice Mail
Instruction Menu	The Instruction Menu is the announcement that plays to Automated Attendant callers. Normally, the Instruction Menu provides callers with the Automated Attendant dialing options.	Automated Attendant
Language Setting	This feature allows the telephone display language and the InMail mailbox language to be changed from the telephone.	Voice Mail
Leaving a Message	An extension user can leave a voice message in a co-worker's mailbox if that extension is busy, unanswered, or in Do Not Disturb.	Voice Mail
Leaving a Message at a Busy/DND Extension	See Leaving a Message.	Voice Mail
Leave a Quick Message	See Quick Message.	Automated Attendant
Listening Options	See Listening to Messages.	Voice Mail
Listening to Messages	While or after listening to a message, an extension user has many message handling options from which to choose.	Voice Mail
Live Monitor	Live Monitor lets Voice Mail screen calls, just like an answering machine at home. When activated, the extension's incoming calls route to the user's subscriber mailbox. The Live Monitor feature is supported for External and Internal calls. Once the mailbox answers, the user hears the caller's incoming message.	Voice Mail
Live Record	Allows an extension user to record an active call as a message in their mailbox. InMail broadcasts a beep and a voice prompt to the caller as Live Record begins.	Voice Mail
Local Notification	See Message Notification.	Voice Mail
Log On to Voice Mail	An extension user can press a key to log on to access their InMail mailbox. With Remote Logon, an employee calling through the Automated Attendant can dial a single digit followed by their own mailbox number to remotely log on to their mailbox.	Voice Mail
Mailbox Announcement Message	The Mailbox Announcement Message is recorded by the System Administrator, and plays to each subscriber when they log on to their mailbox. The message plays at each log on until it expires, is deleted, or made inactive by the System Administrator.	Administration
Mailbox Greeting	See Greeting.	Voice Mail
Mailbox Logon	See Log On to Voice Mail.	Voice Mail
Mailbox Name	A mailbox caller can hear the extension user's recorded name instead of their mailbox number.	Voice Mail
Mailbox Options Menu	Sub-menu of a subscriber's Main Menu that provides access to the Auto Time Stamp, Mailbox Security Code Delete, and Message Notification features.	Voice Mail

Feature Name	Description	Usage
Mailbox Security Code Delete	The System Administrator can delete the security code for any mailbox, effectively unlocking it. See Security Code.	Maintenance
Mailbox Transfer	See Transfer to a Mailbox.	Voice Mail
Main Menu	The InMail options available to an extension user when they log on to their mailbox.	Voice Mail
Make Call	A Subscriber Mailbox user can listen to a voice message and dial **MC** to return the call without knowing their caller's phone number.	Voice Mail
Message Count Display	The telephone display can show the number of new messages waiting in a user's mailbox.	Voice Mail
Message Delete	An extension user can delete any message left in their mailbox.	Voice Mail
Message Forward	A subscriber can forward a message in their mailbox to a co-worker. They can optionally record a comment before the forwarded message.	Voice Mail
Message Length	The System Administrator can set the maximum length of a message that can be left in a user's voice mailbox.	Voice Mail
Message Listen Mode	When a user calls their mailbox, they can dial a code to listen to all their messages, their new messages, their saved messages, or their held messages.	Voice Mail
Message Notification	Once activated by the mailbox user, a telephone number is dialed to let the recipient know there are new messages in the mailbox. Notification can call extensions, local numbers, long distance numbers and pagers.	Voice Mail
Message Playback Direction	An extension user can listen to their messages in either LIFO (last-in-first-out) or FIFO (first-in-first-out) order.	Voice Mail
Message Record	See Record and Send a Message in this glossary.	Voice Mail
Message Reply	An extension user can reply to a message in their mailbox by dialing a code, without knowing the caller's extension number.	Voice Mail
Message Send	See Record and Send a Message.	Voice Mail
Message Storage Limit	Sets how many messages a mailbox can store.	Voice Mail
Message Waiting Lamp	An extension Message Waiting lamp flashes on the telephone indicating new messages are waiting in their mailbox.	Voice Mail
Multiple Company Greetings	By assigning a unique Answer Table to each trunk, a single InMail system can provide individual greetings and dialing options for several companies.	Automated Attendant
Name	See Mailbox Name.	Voice Mail
Next Call Routing Mailbox	Provides callers with additional dialing options after they leave a message in an extension mailbox (depending on the setting of the Next Call Routing Mailbox Dial Mode).	Voice Mail
One-Touch Forwarding	See Call Forward to a Mailbox and Message Forward.	Voice Mail
One-Touch Mailbox Access	See Log On to Voice Mail.	Voice Mail
One-Touch Mailbox Retrieval	See Log On to Voice Mail.	Voice Mail
Park and Page	Park and Page can automatically Park a call at an extension and Page the user with a recorded Paging Message announcing the parked call. The called extension user can then go to any telephone and implement Personal Park to pick up the call.	Automated Attendant
Personal Answering Machine Emulation	See Live Monitor.	Voice Mail
Personalized Mailbox Greeting	See Greeting.	Voice Mail
Programmable Security Code	See Security Code and Mailbox Security Code Delete.	Voice Mail

Feature Name	Description	Usage
Programming VoiceMail	You can program (customize) InMail by using the PCPro and WebPro programming applications. Limited programming can also be done from a System Administrator's mailbox. See Programming Voice Mail for more information. Also see System Administrator Mailbox.	Maintenance
Quick Message	Automated Attendant callers can dial a digit followed by an extension number to leave a message directly in a user's mailbox. See Quick Message for more information.	Automated Attendant
Record and Send a Message	A Subscriber Mailbox user can record and send a message to any other Subscriber Mailbox.	Voice Mail
Recorded Help	Prerecorded voice prompts guide the user through the InMail features.	Voice Mail
Recording a Conversation	See Live Record.	Voice Mail
Recording a Message	See Record and Send a Message.	Voice Mail
Recording Conversation Beep	See Live Record.	Voice Mail
Recording Options	See Record and Send a Message.	Voice Mail
Remote Log On	See Log On to Voice Mail.	Voice Mail
Remote Greetings	See Greeting.	Voice Mail
Remote Message Notification	See Message Notification.	Voice Mail
Remote Programming	You can remotely program (customize) InMail by using the PCPro and WebPro programming applications. You can also do limited remote programming from the System Administrator's mailbox.	Maintenance
Return Call (with Caller ID)	See Make Call.	Voice Mail
Rotary Dial Telephones	See Automatic Routing for Rotary Dial Callers.	Automated Attendant
Routing Mailbox	Routing Mailboxes are used to route Automated Attendant calls. A Routing Mailbox can be either an Announcement or Call Routing Mailbox.	Automated Attendant
Screened Transfer	Similar to telephone system screened transfers when the transferring party controls the transfer. After an Automated Attendant caller dials an extension, InMail calls (screens) the destination extension to see if the transfer can go through. • If the destination is busy or in DND, the Automated Attendant does not extend the call and immediately provides the caller with additional options. • If the destination is available, the Automated Attendant rings it. If the destination answers, the call goes through. If the destination does not answer in a programmed time, the Automated Attendant does not extend the call and provides the caller with additional options. Also see Unscreened Transfer.	Automated Attendant
Security Code	An extension user's mailbox can have a security code to protect the mailbox from unauthorized access. See Mailbox Security Code Delete.	Voice Mail
Select Listen Mode	See Message Listen Mode.	Voice Mail
Single Digit Dialing	An Automated Attendant caller can press a single key to route to an extension, route to another destination, or use an InMail feature.	Automated Attendant
Subscriber Mailbox	The mailbox type normally used for telephone system extensions.	Voice Mail
System Administrator	The extension user that has InMail system administration abilities.	Maintenance
System Administrator Mailbox	A Subscriber Mailbox option that enables the system administration abilities. Also see System Administrator.	Voice Mail
System Re-initialization	Re-initializing InMail returns all programmed options to default value.	Maintenance
Time and Date	After listening to a message, an extension user can dial a code to hear what time the message was sent. Also see Auto Time Stamp.	Voice Mail

Feature Name	Description	Usage
Time and Date Stamp	With caller ID installed, an extension user can listen to a message and dial a code to hear the time the message was sent, as well as the caller's number. Also see Caller ID with Return Call and Time and Date above.	Voice Mail
Time and Date Stamp (with Caller ID Storage	See Time and Date Stamp.	Voice Mail
Transfer by Extension	See Screened Transfer and Unscreened Transfer.	Automated Attendant
Transfer Calls to a FAX Machine	See Fax Detection.	Automated Attendant
Transfer to a Mailbox	An extension user can transfer an active call to a co-worker's mailbox.	Voice Mail
Transfer to an Extension	See Screened Transfer and Unscreened Transfer.	Automated Attendant
Transfer to the Auto-mated Attendant	See Automated Attendant Transfer.	Voice Mail
Undefined Routing	A dialpad digit for which the Automated Attendant has no routing defined. When an Automated Attendant caller dials a digit which has no routing assigned, InMail plays a brief error message and then repeats the dialing options.	Automated Attendant
Undefined Routing Intercept	See Undefined Routing.	Automated Attendant
Unscreened Transfer	Similar to telephone system unscreened transfers when the transferring party immediately extends the call. After an Automated Attendant caller dials an extension, InMail immediately transfers the call to the destination and hangs up. Any recalls or additional routing are handled by the telephone system - just as with any other unscreened transfer. Also see Screened Transfer.	Automated Attendant
Voice Mail Overflow	Ensures that InMail picks up calls that do not go through.	System
Volume Control	A mailbox user can turn the volume up or down while listening to a message.	Voice Mail

SECTION 3   FEATURE DESCRIPTIONS

This section provides detailed feature descriptions, programming, operating procedures and related feature programming.

Each feature description includes the following headings.

- **Description**
  Read Description to get an overview of the feature, its benefit, any special considerations you should be aware of, and how it works in the default system.
- **Related Features**
  Related Features shows you at a glance how each feature interacts with other InMail features.
- **Programming**
  Here you'll find easy to follow step-by-step programming instructions for each feature.
- **Operation**
  Operation provides charts that show how the feature operates.

Announcement Mailbox

Description

An Announcement Mailbox plays a recorded announcement to Automated Attendant callers without providing dialing options. The Announcement Mailbox is typically set up to provide information to callers and then route back to the Automated Attendant. See the following example:

- The Automated Attendant instructs the caller to dial a digit for company directions.
  - Record this in the Instruction Menu message for the active Call Routing Mailbox.
    See Instruction Menu on page 2-122 for more information.
  - Set the dialing options in the Dial Action Table associated with the active Call Routing Mailbox.
    See Dial Action Table on page 2-49 for more information.
- The caller dials the digit and listens to the recorded Announcement Mailbox message for directions.
- After playing the directions, the caller routes back to the Automated Attendant for additional dialing options.
  - See the Hang Up on page 2-106 and Next Call Routing Mailbox on page 2-167 options in Programming below.

By default, there are 24 Announcement Mailboxes (Routing Mailboxes 9 ~ 32). However, you can assign any of the 32 Routing Mailboxes as an Announcement Mailbox.

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The Next Call Routing Mailbox Options

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

- The first chart explains what happens when the outside call is directly answered by the Announcement Mailbox. This happens when the Answer Table uses an Announcement Mailbox for routing instead of a Call Routing Mailbox.
- The second chart explains what happens when the outside call is answered by a Call Routing Mailbox and then routed to the Announcement Mailbox. This can happen, for example, when a caller dials a digit to hear an announcement of company directions.
- See Answer Table on page 2-14 for more set up information.

Direct Announcement Mailbox Routing (If the outside caller routes directly to the Announcement Mailbox)			
47-09-01 Next Call Routing Mailbox	**47-09-02 Repeat Count**	**47-09-03 Hang Up After**	**Action**
0 = Undefined	0 (No repeats)	0 = None 1 = Goodbye 2 = Silent	• If the caller does not dial, after the announcement InMail hangs up. • If the caller dials a digit during the announcement, InMail says "That is an invalid entry" and hangs up.
1-32 (valid Call Routing Mailbox)	0 (No repeats)	0 = None 1 = Goodbye 2 = Silent	• If the caller does not dial, after the announcement they route to the Next Call Routing Mailbox. • If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.
			• If the caller doesn't dial, after the announcement InMail hangs up. • If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.
0 = Undefined	x (x number of repeats)	0 = None 1 = Goodbye 2 = Silent	• If caller does not dial, they hear the announcement x number of times and then InMail hangs up. • If the caller dials a digit during the announcement, InMail says "That is an invalid entry" and aborts the announcement. The announcement repeats (if allowed by the Repeat Count) and then InMail hangs up.

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Direct Announcement Mailbox Routing (If the outside caller routes directly to the Announcement Mailbox)			
47-09-01 Next Call Routing Mailbox	**47-09-02 Repeat Count**	**47-09-03 Hang Up After**	**Action**
1-32 (valid Call Routing Mailbox)	x (x number of repeats)	0 = None 1 = Goodbye 2 = Silent	• If caller does not dial, they hear the announcement x number of times and then route to the Next Call Routing Mailbox. • If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.
			• If caller does not dial, they hear the announcement x number of times and then InMail hangs up. • If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.

Routed Announcement Mailbox Routing (If the outside caller routes to the Announcement Mailbox from a Call Routing Mailbox)			
47-09-01 Next Call Routing Mailbox	**47-09-02 Repeat Count**	**47-09-03 Hang Up After**	**Action**
0 = Undefined	0 (No repeats)	0 = None 1 = Goodbye 2 = Silent	• If the caller does not dial, after the announcement the caller goes back to the initial Call Routing Mailbox. • If the caller dials a digit during the announcement, InMail says "That is an invalid entry" and routes the caller goes back to the initial Call Routing Mailbox.
			• If the caller does not dial, after the announcement InMail hangs up. • If the caller dials a digit during the announcement, InMail says "That is an invalid entry" and hangs up.
1-32 (valid Call Routing Mailbox)	0 (No repeats)	0 = None 1 = Goodbye 2 = Silent	• If the caller doesn't dial, after the announcement they route to the Next Call Routing Mailbox. • If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.
			• If the caller does not dial, after the announcement InMail hangs up. • If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.
0 = Undefined	x (x number of repeats)	0 = None 1 = Goodbye 2 = Silent	• If caller does not dial, they hear the announcement x number of times and then go back to the initial Call Routing Mailbox. • If the caller dials a digit during the announcement, InMail says "That is an invalid entry" and aborts the announcement. The announcement repeats (if allowed by the Repeat Count) and then InMail routes back to the initial Call Routing Mailbox.
			• If caller does not dial, they hear the announcement x number of times and then InMail hangs up. • If the caller dials a digit during the announcement, InMail says "That is an invalid entry" and aborts the announcement. The announcement repeats (if allowed by the Repeat Count) and then InMail hangs up.
1-32 (valid Call Routing Mailbox)	x (x number of repeats)	0 = None 1 = Goodbye 2 = Silent	• If caller does not dial, they hear the announcement x number of times and then route to the Next Call Routing Mailbox. • If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.
			• If caller does not dial, they hear the announcement x number of times and then InMail hangs up. • If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.

Related Features

Automated Attendant on page 2-25

The Automated Attendant routes callers to an Announcement Mailbox.

Routing Mailbox on page 2-183

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

Next Call Routing Mailbox on page 2-167

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

System Administrator on page 2-197

The System Administrator records the Announcement Mailbox message.

Programming

1. Set up the Announcement Mailbox:

Program Number	Program Name	Description
47-07-02	**Routing Mailbox Type** (Mailbox Type)	Enter 2 to make the Routing Mailbox an Announcement Mailbox. *By default, Routing Mailboxes 1 ~ 8 are Call Routing Mailboxes (1) and Routing Mailboxes 9 ~ 32 are Announcement Mailboxes (2).*

2. Record the Announcement Message:
   See Operation below.

   By default, no message is recorded.

3. Hang up InMail after playing the Announcement Mailbox message (without providing additional dialing options):

Program Number	Program Name	Description
47-09-03	**Hang Up After** (HangUp)	Enter 1 (Goodbye) to have InMail play Goodbye to caller and hang up after the announcement. *By default, this option is disabled (0).*

4. Provide Announcement Mailbox callers with more dialing options (instead of hanging up):

Program Number	Program Name	Description
47-09-03	**Hang Up After** (HangUp)	Enter 0 (None) to have InMail hang up after the announcement. *By default, this option is disabled (0).* Review Next Call Routing Mailbox on page 2-167 to set up additional dialing options for Announcement Mailbox callers.

5. Repeat the Announcement Mailbox message while the caller listens:

Program Number	Program Name	Description
47-09-02	**Repeat Count**	Enter the Repeat Count (0 ~ 10). 🖉 *By default, this option is **0** (No Repeats).*

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

Program Number	Program Name	Description
47-01-03	**Incoming Message Length** (Subs Msg Length)	Enter the maximum length of the Announcement Mailbox message (1 ~ 4095 seconds). 🖉 *By default, this interval is **120** seconds.*

Operation

Recording an Announcement Mailbox Message				
Log On to System Administrator's mailbox.				
SA (72)	Access System Administrator options. [Not applicable]			
	A (2)	Select Announcement Mailbox message. [Annc]		
		Enter the Announcement Mailbox number.		
		L (5)	Listen to current Announcement Mailbox message. [Lstn]	
			#	Exit listen mode.
		R (7)	Record a new Announcement Mailbox message. [Rec]	
			Record message.	
			*	Pause or restart recording. [Resume] [Pause]
			D (3)	Delete recording. [Del]
			#	Exit recording mode. [Done]
		D (3)	Delete the Announcement Mailbox message. [Del]	
		#	Go back to the System Administrator options. [Exit]	
	#	Go back to the System Administrator options. [Exit]		
0	Plays Help message.			

Announcement Message

Description

The Announcement Message is the voice message that the System Administrator records for a specific Announcement Mailbox. See Announcement Mailbox on page 2-7 for more.

Related Features

See Announcement Mailbox on page 2-7.

Programming

See Announcement Mailbox on page 2-7.

Operation

See Announcement Mailbox on page 2-7.

A

Answer Schedule Override

Description

Answer Schedule Override provides alternate answering for Automated Attendant calls. When enabled, Answer Schedule Override sends calls to the specified Override Mailbox. The Override Mailbox can be an Announcement, Call Routing, or Subscriber mailbox. You can use Answer Schedule Override to provide holiday and bad weather closing announcements, for example. Enable override when you want callers to hear the special announcements; disable override to have the Automated Attendant answer normally. You can enable Answer Schedule Override from system programming or from the System Administrator Mailbox.

- If the Override Mailbox is an Announcement Mailbox, the outside caller hears the recorded announcement. Depending on how the Announcement Mailbox is programmed, InMail then hangs up, reroutes the call, or provides additional dialing options.
- If the Override Mailbox is a Call Routing Mailbox, the outside caller hears the instruction menu and can dial any option allowed by the associated Dial Action Table.
- If the Override Mailbox is a Subscriber Mailbox, the outside caller hears the mailbox greeting (if recorded) and can leave a message.

Related Features

Announcement Mailbox on the previous page

The Override Mailbox can be an Announcement Mailbox.

Routing Mailbox on page 2-183

The Override Mailbox can be a Call Routing Mailbox.

Subscriber Mailbox on page 2-194

The Override Mailbox can be a Subscriber Mailbox.

System Administrator on page 2-197

Optionally enable Answer Schedule Override from the System Administrator Mailbox.

Programming

1. Optionally enable Answer Schedule Override from system programming.

Program Number	Program Name	Description
47-11-01	**Answer Schedule Override** (Schedule Override)	Enter **1** (Yes) to enable Answer Schedule Override. You can also enable Answer Schedule Override from the System Administrator Mailbox. See *Operation* below. ✎ *By default, Answer Schedule Override is disabled (0).*

2. Specify the Override Mailbox Category.

Program Number	Program Name	Description
47-11-02	**Override Mailbox Category** (Override MB Ctg)	When you enable Answer Schedule Override for the selected Answer Table, you can choose to route Automated Attendant calls to any of the following mailbox categories: **1** Station Mailbox **2** Group Mailbox **3** Routing Mailbox **0** Undefined *By default, this option is 0.*

3. Specify the Override Mailbox Number.

Program Number	Program Name	Description
47-11-02	**Override Mailbox Number** (Override MB Num)	For the selected Answer Table, choose the Override Mailbox number (maximum 3 digits, using 0 ~ 9). The mailbox number you select must match the mailbox category specified in 47-11-02 above. *By default, there is No Entry for this option.*

4. Optionally enable Answer Schedule Override from the System Administrator Mailbox.

Operation

Enabling Answer Schedule Override						
Log On to System Administrator's Mailbox.						
SA (72)	Access System Administrator options. [Not applicable]					
	O (6)	Access Answer Schedule Override. [Not applicable]				
		1-8	Enter the number of the Answer Table you want to override. You go to the Answer Schedule Override Menu.			
			O (6)	Turn Answer Schedule Override on or off. [On] [Off]		
			C (2)	Select the Override Mailbox. [MBOX]		
				Enter the Override Mailbox number. The Override Mailbox can be an Announcement, Call Routing, or Subscriber Mailbox.		
					#	Go back to the Answer Schedule Override Menu without entering an Override Mailbox. [Exit]
			0	Plays Answer Schedule Override Menu Help message.		
			#	Go back to the System Administrator Menu. [Exit]		
		#	Go back to the System Administrator Menu. [Exit]			
	#	Go back to the Main Menu. [Exit]				
0	Plays Help message.					

Answer Table

Description

The Answer Table determines how the Automated Attendant answers outside calls on each trunk, according to the time of the day and day of the week that the call is ringing. InMail provides 8 Answer Tables. The Answer Table is an integral part of the Automated Attendant. The Automated Attendant can automatically answer the telephone system incoming calls, play an Instruction Menu message, and provide dialing options to callers. Automated Attendant has 3 major components:

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- Answer Table on this page

  The Answer Table determines how the Automated Attendant answers outside calls on each trunk, according to the time of the day and day of the week that the call is ringing. The Answer Table divides the time of day and day of the week into individual schedules, which in turn assign a Call Routing Mailbox to each call. When a specific schedule is not in effect, the Answer Table uses its Default Mailbox to determine routing.

  > ✎ *By default, all trunks use Answer Table 1. Answer Table 1 has a single schedule that runs Monday through Friday from 8:30 AM to 5:00 PM.*

- Routing Mailbox on page 2-183

  A Call Routing Mailbox is associated with an individual Answer Table schedule or the Default Mailbox. It specifies which dialing options (Dial Action Table) are available to callers. It also provides the Instruction Menu to callers which typically greets the callers and describes the dialing options.

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

- Dial Action Table on page 2-49

  After the Automated Attendant answers, the Dial Action Table provides the dialing options to callers. Each digit a caller can dial is assigned a specific action (function) in the Dial Action Table. The dial action used depends on the setting in the active Call Routing Mailbox, which in turn depends on the Answer Table setup.

  > ✎ *By default, Call Routing Mailbox 1 uses Dial Action Table 1.*

The block diagram below shows the default InMail Automated Attendant configuration.

DIL to Voice Mail Master (200)

22-01-01 Incoming Call Trunk Setup

22-07-01 DIL Setup

InMail

**Default
Automated Attendant Answering**

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Trunks Route to Answer Table 1

47-10-01 Answer Table Assignment

Answer Table 1

47-11 Answer Table Options

Schedule 1 or Default Mailbox

47-12 Answer Schedules

47-11-05 Default Mailbox

All calls route to Call Routing Mailbox 1
   Schedule 1 active M-F 8:30 AM - 5:00 PM
   Default Mailbox active all other times

Call Routing Mailbox 1

47-08 Call Routing Mailbox Options

From a System Administrator mailbox,
record an Instruction Menu (SA + I) for
the active Call Routing Mailbox.

Dial Action Table 1

47-13 Dial Action Tables

Dial Action Table 1 Dialing Options:
   Dial an extension number, or
   O for the operator

The Default Mailbox and Routing Hierarchy

The Default Mailbox provides routing for an Answer Table during periods when a schedule is not in effect. By default, for example, Answer Table 1 Schedule 1 is active Monday through Friday from 8:30 AM to 5:00 PM. The Default Mailbox for Answer Table 1 is active during all other times (i.e., evenings and weekends). Since Schedule 1 and the Default Mailbox both use Call Routing Mailbox 1, initially the routing is the same 24 hours a day, 7 days a week. See Customizing an Answer Table below for more information.

When setting up your Answer Tables, keep in mind that a more specific type of routing has priority over a less specific type of routing. When selecting which routing to follow when there is more than one choice for a specific time, InMail chooses in the following order:

1. Date Schedule

2. Day of Week Schedule

3. Range of Days Schedule

4. Default Mailbox

For example, a Date Schedule set up for Christmas day has priority over any other schedules in effect on December 25.

Customizing an Answer Table

Use the following examples as a guide when customizing your Answer Tables to meet specific site requirements. Refer to Programming below for the specifics.

To set up daytime and evening/weekend answering (2 schedules):

In this example, use the Default Mailbox (Call Routing Mailbox 1) for evening/weekend answering and specify a new Call Routing Mailbox for daytime answering.

1. Change the Call Routing Mailbox for Answer Table 1, Schedule 1.
   In 47-11 Program Entry, assign Call Routing Mailbox 2 to Answer Table 1, Schedule 1. Use this setting for daytime answering.

2. From a System Administrator's Mailbox, record an evening/weekend Instruction Menu message for Call Routing mailbox 1.
   This message plays to callers Monday through Friday from 5:00 PM to 8:30 AM and on weekends.

3. From a System Administrator's Mailbox, record a daytime Instruction Menu message for Call Routing Mailbox 2.
   This message plays to callers Monday through Friday from 8:30 AM to 5:00 PM.

To set up daytime, evening, and weekend answering (3 schedules):

This example builds on the example above, but adds a third schedule that plays only on weekday evenings.

1. Change the Call Routing Mailbox for Answer Table 1, Schedule 1.
   In 47-11 Program Entry, assign Call Routing Mailbox 2 to Answer Table 1, Schedule 1. As in the 2 schedule example, use this for daytime answering.

2. Create a new schedule that will run only in the evenings.
   In 47-11 Program Entry, create Schedule 2 for Answer Table 1 that will run Monday through Friday from 5:00 PM to 11:00 PM. Assign Call Routing Mailbox 3 to this new schedule.

3. From a System Administrator's Mailbox, record a late night/weekend Instruction Menu Message for Call Routing mailbox 1.
   This message plays Monday through Friday from 11:00 PM to 8:30 AM, and on weekends.

4. From a System Administrator's mailbox, record the weekday Instruction Menu Message for Call Routing Mailbox 2.
   This message plays Monday through Friday from 8:30 AM to 5:00 PM.

5. From a System Administrator's Mailbox, record the weekday evening Instruction Menu Message for Call Routing Mailbox 3.
   This message plays Monday through Friday from 5:00 PM to 1:00 PM.

Related Features

Automated Attendant on page 2-25

The Answer Table determines how the Automated Attendant answers calls.

Routing Mailbox on page 2-183

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

Dial Action Table on page 2-49

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

Programming

1. Assign Answer Tables to trunks.

Program Number	Program Name	Description
47-10-01	**Answer Table Assignment** (Answer Table)	Assign an Answer Table (1 ~ 8) to each trunk that the Automated Attendant should answer. ✏ *By default, all trunks are assigned to Answer Table 1.*

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

Program Number	Program Name	Description
22-02-01	**Incoming Call Trunk Setup**	Assign Service Type 4 to each trunk you want to be a DIL. Make a separate entry for each Night Service mode. ✏ *By default, trunks are Service Type 0 (Normal).*
22-07-01	**DIL Assignment**	For each trunk you designated above, enter the InMail pilot number. Make a separate entry for each Night Service mode. ✏ *By default, there are no DIL destinations programmed.*

3. Select the Answer Table to be customized.

Program Number	Program Name	Description
47-11	**InMail Answer Table Options**	Select the Answer Table to be customized (1 ~ 8).
47-11-04	**Next Answer Table**	If 10 Answer Schedules in an Answer Table are not sufficient, enter the number of the Answer Table to which you want to link the selected table. InMail treats the two linked tables as a single 20 entry Answer Table. ✏ *By default, Answer Tables are not linked (Undefined).*
47-11-03	**Default Mailbox Category** (Default MB Ctg) and **Default Mailbox Number** (Default MB Num)	Set the mailbox the Answer Table uses if no Answer Schedule is in effect. ✏ *By default, this option is 3 (Routing Mailbox) for Answer Table 1 and 0 (undefined) for all other Answer Tables.*

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

Program Number	Program Name	Description
47-12	**InMail Answer Schedules**	Select the Schedule Entry to be customized.
47-12-01	**Schedule Type** (Entry xx Schedule Type)	Enter 1 to make the Schedule Entry a Day of the Week Schedule. ✏ *By default, Schedule Entry 1 of Answer Table 1 is 2 (Range of Days) schedule. All other Schedule Entries are 0 (Undefined).*

Program Number	Program Name	Description
47-12-02	**Answering Mailbox Category** (Entry xx MB Ctg) and **Answering Mailbox Number** (Entry xx MB Num)	Select the Routing Mailbox (1 ~ 32) to answer calls when this Schedule Entry is active. You can optionally assign a Subscriber Mailbox (1), Group Mailbox (2), or Routing Mailbox (3) for this option. 🖉 *By default, no Type 1 (Day of Week) schedules are enabled.*
47-12-03	**Day of the Week** (Entry xx Day)	Specify the day of the week the Schedule Entry should be active. 🖉 *By default, Type 1 (Day of Week) schedule is 1.*
47-12-07	**Schedule Start Time** (Entry xx Start Time)	Set the time of day the Schedule Entry should start on the day specified. 🖉 *By default, Type 1 (Day of Week) schedule is 0830 (8:30 AM).*
47-12-08	**Schedule End Time** (Entry xx End Time)	Set the time of day the Schedule Entry should stop on the day specified. 🖉 *By default, Type 1 (Day of Week) schedule is 1700 (5:00 PM).*

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

Program Number	Program Name	Description
47-12	**InMail Answer Schedules**	Select the Schedule Entry to be customized.
47-12-01	**Schedule Type** (Entry xx Schedule Type)	Enter 2 to make the Schedule Entry a Range of Days Schedule. 🖉 *By default, Schedule Entry 1 of Answer Table 1 is a Range of Days (Type 2) schedule. All other Schedule Entries are undefined.*
47-12-02	**Answering Mailbox Category** (Entry xx MB Ctg) and **Answering Mailbox Number** (Entry xx MB Num)	Select the Routing Mailbox (1-32) that will answer calls when this Schedule Entry is active. 🖉 *You can optionally assign a Subscriber Mailbox, Group Mailbox, or Routing Mailbox for this option. By default, Schedule 1 of Answer Table 1 uses Call Routing Mailbox 1. All other schedules are undefined.*
47-12-04	**Start Day** (Entry xx Start Day)	Specify the day of the week the Schedule Entry should be become active (start). 🖉 *By default, Schedule 1 of Answer Table 1 starts on Monday (2). All other schedules are Sunday (1).*
47-12-05	**End Day** (Entry xx End Day)	Specify the day of the week the Schedule Entry should become inactive. 🖉 *By default, Schedule 1 of Answer Table 1 ends on Friday (6). All other schedules are Sunday(1).*
47-12-07	**Schedule Start Time** (Entry xx Start Time)	Set the time of day the Schedule Entry should start on the day specified. 🖉 *By default, Schedule 1 of Answer Table 1 starts at 8:30 AM (0830). All other schedules are undefined.*
47-12-08	**Schedule End Time** (Entry xx End Time)	Set the time of day the Schedule Entry should stop on the day specified. 🖉 *By default, Schedule 1 of Answer Table 1 ends at 5:00 PM (1700). All other schedules are undefined.*

6. Setting up a Type 3 (Date) schedule

Program Number	Program Name	Description
47-11	**Program Entry**	Select the Schedule Entry to be customized.
47-12-01	**Schedule Type** (Entry xx Schedule Type)	Enter 3 to make the Schedule Entry a Date Schedule. ✎ *By default, Schedule Entry 1 of Answer Table 1 is a Range of Days (Type 2) schedule. All other Schedule Entries are undefined.*
47-12-02	**Answering Mailbox Category** (Entry xx MB Ctg) and **Answering Mailbox Number** (Entry xx MB Num)	Select the Routing Mailbox (1-32) that will answer calls when this Schedule Entry is active. You can optionally assign a Subscriber Mailbox, Group Mailbox, or Announcement Mailbox for this option. ✎ *By default, there are no Type 3 (Date) schedules defined.*
47-12-03	**Day of the Week** (Entry xx Day)	Specify the day of the week on which the Schedule Entry should become active.
47-12-04	**Start Day** (Entry xx Start Day)	Set the start day the Schedule Entry should start on the day specified.
47-12-05	**End Day** (Entry xx End Day)	Set the end day the Schedule Entry should end on the day specified.
47-12-06	**Date** (Entry xx Date)	Specify the date on which the Schedule Entry should become active (start). ✎ *By default, there are no Type 3 (Date) schedules defined.*
47-12-07	**Schedule Start Time** (Entry xx Start Time)	Set the time of day the Schedule Entry should start on the date specified. ✎ *By default, there are no Type 3 (Date) schedules defined.*
47-12-08	**Schedule End Time** (Entry xx End Time)	Set the time of day the Schedule Entry should stop on the date specified. ✎ *By default, there are no Type 3 (Date) schedules defined.*

Operation

Not applicable.

Auto Attendant Direct to Voice Mail

Description

When a subscriber enables Auto Attendant Direct to Voice Mail, Automated Attendant calls to their extension go directly to their mailbox. Their phone does not ring for calls from the Automated Attendant. You can optionally enable Auto Attendant Direct to Voice Mail from system programming. A subscriber typically turns on Auto Attendant Direct to Voice Mail when they need to work at their desk uninterrupted by outside callers sent from the Automated Attendant.

Keep in mind that Auto Attendant Direct to Voice Mail does not block Intercom calls from coworkers or any other type of outside call not routed through the Automated Attendant. For example, with Auto Attendant Direct to Voice Mail enabled, Direct Inwards Lines and transferred outside calls to an extension work normally.

Related Features

Call Forward to a Mailbox on page 2-34

If a subscriber has calls forwarded immediately to his mailbox, Auto Attendant Direct to Voice Mail is not necessary.

Greeting on page 2-95

A subscriber does not have to have a greeting recorded to activate Auto Attendant Direct to Voice Mail.

Programming

1. Enable Auto Attendant Direct to Voice Mail From Your Subscriber Mailbox.

   🖉 *Refer to Operation on this page.*

2. Optionally enable Auto Attendant Direct to Voice Mail from System Programming.

Program Number	Program Name	Description
47-02-09	**Auto Attendant Direct to Voice Mail** (AUTO-ATT Direct VM)	Enter 1 (Yes) to enable Auto Attendant Direct to Voice Mail. 🖉 *By default, this option is disabled (0).*

Operation

Recording a Multiple Greeting and Setting Up Auto Attendant Direct to Voice Mail
Log on to Subscriber Mailbox.

<table>
<tr><td colspan="9" align="center">Recording a Multiple Greeting and Setting Up Auto Attendant Direct to Voice Mail</td></tr>
<tr>
<td>G (4)</td>
<td colspan="8">Access the Mailbox Greeting options.
[Greet]
InMail does the following:
• Plays a summary of your current settings.
• Displays the status of your active Greeting (1-3).
  [GREETING n: RECORDED], or
  [GREETING n: NOT REC]
• Provides soft keys for each of the 3 greetings.
  [Gr1]
  [Gr2]
  [Gr3]</td>
</tr>
<tr>
<td></td>
<td colspan="8">Select a Greeting (which also makes it active).</td>
</tr>
<tr>
<td></td>
<td></td>
<td colspan="7">(1) [Gr1]
(2) [Gr2]
(3) [Gr3]</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>L (5)</td>
<td colspan="5">Listen to the active greeting (if recorded).
[Lstn]</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>R (7)</td>
<td colspan="5">Record a new greeting (if not recorded), or rerecord the current greeting.
[Rec]</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td colspan="5">Record at the tone, then press # when done.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>✱</td>
<td colspan="3">Pause or restart recording.
[Resume]
[Pause]</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>D (3)</td>
<td colspan="3">Delete the greeting.
[Del]</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>#</td>
<td colspan="3">End the recording.
[Done]</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td colspan="5">Delete the currently recorded greeting (if any).
[Del]</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>#</td>
<td colspan="5">Go back to the Mailbox Greeting options.
[Exit]</td>
</tr>
<tr>
<td colspan="9">Change Auto Attendant Direct to Voice Mail</td>
</tr>
<tr>
<td>Setup (67)</td>
<td colspan="8">Access the Mailbox Setup Options</td>
</tr>
<tr>
<td></td>
<td>CallH (26)</td>
<td colspan="7">Select Call Handling Options</td>
</tr>
<tr>
<td></td>
<td></td>
<td>DVM (6)</td>
<td colspan="6">Turn Auto Attendant Direct To Voice Mail
[AUTO-ATTENDANT DVM: ON]
[AUTO-ATTENDANT DVM: OFF]</td>
</tr>
<tr>
<td></td>
<td>Exit (#)</td>
<td colspan="7">Go back to mailbox Main Menu.</td>
</tr>
<tr>
<td></td>
<td>0</td>
<td colspan="7">Plays help message.</td>
</tr>
</table>

A

Auto Erase or Save

Description

When a mailbox user listens to a new message completely and then exits the mailbox, InMail either automatically archives or deletes the message. The setting of this option depends on subscriber preferences.

The subscriber can choose the Auto Erase option, review messages and archive messages. The subscriber that chooses the Auto Save option is assured that InMail automatically archives all messages when the mailbox is exited.

Auto Save Example:
- InMail alerts the subscriber to new messages by a Message Waiting Lamp.
- The subscriber presses *L* to listen to a portion of each message and then exits the mailbox.
- If a subscriber chooses the Auto Save option, InMail archives partially listened-to messages but does not illuminate the message waiting lamp for archived messages. InMail archives all the messages and turns off the message waiting lamp.
- If you hang up while listening to a new message, InMail automatically saves the message as a new message.

Related Features

Not applicable, archives or deletes

Programming

1. Set up Auto Erase or Save for a Subscriber Mailbox:

Program number	Program Name	Description
47-02-05	Auto Erase/Save of Messages	Select **1** (Save) to save the message; **0** (Erase) to erase the message. ✎ *By default, the Subscriber Mailbox saves (1) the message.*

Operation

Not applicable.

Auto Time Stamp

A

Description

After a Subscriber Mailbox user listens to a message, InMail can optionally announce the time and date the message was left. The Subscriber can enable Auto Time Stamp from their mailbox, or it can be enabled in system programming. Auto Time Stamp helps if the subscriber needs to know the time and date of each message they receive without taking any extra steps. With Auto Time Stamp turned on, InMail automatically announces the date, time, and (optionally) the caller's number at the end of each message. With Auto Time Stamp turned off, the subscriber must dial **TI (84)** while listening to a message to get the same information.

Related Features

Mailbox Options Menu on page 2-140

Auto Time Stamp is available on the Mailbox Options Menu.

Time and Date on page 2-202

InMail uses the InMail Time and Date.

Time and Date Stamp on page 2-203

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

Programming

1. Enable Auto Time Stamp from your Subscriber Mailbox.

   📝 *Refer to Operation on this page.*

2. Optionally Enable Auto Time Stamp from System Programming.

Program Number	Program Name	Description
47-02-11	**Auto Time Stamp**	Enter **1** (Yes) to enable Auto Time Stamp. 📝 *By default, Auto Time Stamp is disabled (0).*

Operation

Turning Auto Time Stamp On or Off				
Log On to Subscriber Mailbox.				
OP (67)	Access the Mailbox Options Menu. [Not applicable]			
	AT (28)	Access Auto Time Stamp. [Time]		
		InMail plays a summary of your Auto Time Stamp setting. By default, Auto Time Stamp is turned off.		
			O (6)	Turn Auto Time Stamp on or off. [On] [Off]

Turning Auto Time Stamp On or Off			
		#	Go back to the Mailbox Options Menu. [Exit]
		0	Plays Help message.

Automated Attendant

Description

The Automated Attendant answers outside calls on each trunk, according to the time of day and day of the week. The Answer Table is an integral part of the Automated Attendant. The Automated Attendant can automatically answer the phone system incoming calls, play an Instruction Menu message, and provide dialing options to callers. There are three major Automated Attendant components:

- Answer Table on page 2-14
  The Answer Table determines how the Automated Attendant answers outside calls on each trunk, according to the time of the day and day of the week. The Answer Table divides the time of day and day of the week into individual schedules, which in turn assign a Call Routing Mailbox to each call. When a specific schedule is not in effect, the Answer Table uses its Default Mailbox to determine routing.

  By default, all trunks use Answer Table 1. Answer Table 1 has a single schedule that runs Monday through Friday from 8:30 AM to 5:00 PM.

- Routing Mailbox on page 2-183
  A Call Routing Mailbox is a mailbox associated with an individual Answer Table schedule or the Default Mailbox. It specifies which dialing options (Dial Action Table) are available to callers. It also provides the Instruction Menu to callers which typically greets the callers and describes the dialing options.

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

- Dial Action Table on page 2-49
  After the Automated Attendant answers, the Dial Action Table provides the dialing options to callers. Each digit a caller can dial is assigned a specific action (function) in the Dial Action Table. The dial action used depends on the setting in the active Call Routing Mailbox, which in turn depends on the Answer Table setup.

  By default, Call Routing Mailbox 1 uses Dial Action Table 1.

The block diagram below shows the default InMail Automated Attendant configuration.

A

```
┌──────────────────────────────────────────────┐
│  DIL to Voice Mail Master (200)                │
│                                                │
│  22-01-01 Incoming Call Trunk Setup            │
│  22-07-01 DIL Setup                            │
└──────────────────────────────────────────────┘
```

InMail
Default
Automated Attendant Answering

```
┌──────────────────────────────────────────────┐
│  Trunks Route to Answer Table 1                │
│                                                │
│  47-10-01 Answer Table Assignment              │
└──────────────────────────────────────────────┘

┌──────────────────────────────────────────────┐
│  Answer Table 1                                │
│                                                │
│  47-11 Answer Table Options                    │
└──────────────────────────────────────────────┘

┌──────────────────────────────────────────────┐
│  Schedule 1 or Default Mailbox                 │       All calls route to Call Routing Mailbox 1
│                                                │         Schedule 1 active M-F 8:30 AM - 5:00 PM
│  47-12 Answer Schedules                        │         Default Mailbox active all other times
│  47-11-03 Default Mailbox                      │
└──────────────────────────────────────────────┘

┌──────────────────────────────────────────────┐
│  Call Routing  Mailbox 1                       │       From a System Admi nistrator mailbox,
│                                                │       record an Instruction Menu (SA + I) for
│  47-08 Call Routing Mailbox Options            │       the active Call Routing Mailbox.
└──────────────────────────────────────────────┘

┌──────────────────────────────────────────────┐
│  Dial Action Table 1                           │       Dial Action Table 1 Dialing Options:
│                                                │         Dial an extension number, or
│  47-13 Dial Action Tables                      │         O for the operator.
└──────────────────────────────────────────────┘
```

Related Features

Answer Table on page 2-14

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

Routing Mailbox on page 2-183

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

Dial Action Table on page 2-49

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

Fax Detection on page 2-83

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

Multiple Company Greetings on page 2-165

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

A

Programming

1. Assign Answer Tables to trunks.

Program Number	Program Name	Description
47-10-01	Answer Table Assignment (Answer Table)	Assign an Answer Table (1 ~ 8) to each trunk that the Automated Attendant should answer. 🖉 *By default, all trunks are assigned to Answer Table 1.*

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

Program Number	Program Name	Description
22-02-01	Incoming Call Trunk Setup	Assign Service Type 4 to each trunk you want to be a DIL. Make a separate entry for each Night Service mode. 🖉 *By default, all trunks are Service Type 0 (Normal).*
22-07-01	DIL Assignment	For each trunk you designated as a DIL above, enter the InMail pilot number. Make a separate entry for each Night Service mode. 🖉 *By default, no DIL destinations are programmed.*

3. Set up the Answer Tables.
   Turn to Answer Table on page 2-14 for more information.

   🖉 *By default, all trunks use Answer Table 1. Answer Schedule 1 is active and runs continuously.*

4. Set up the Call Routing Mailboxes.
   Turn to Routing Mailbox on page 2-183 for more information.

   🖉 *The active schedule (Answer Table 1, Answer Schedule 1) uses Call Routing Mailbox 000.*

5. Set up the Dial Action Tables.
   Turn to Dial Action Table on page 2-49 for more information.

   🖉 *By default, Call Routing Mailbox 000 uses Dial Action Table 1.*

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

Program Number	Program Name	Description
47-01-03	Subscriber Message Length (Subs Msg Length)	This sets the maximum message length (**1 ~ 4095** seconds) for outside Automated Attendant callers accessing a mailbox via a LOGON or GOTO command. 🖉 *The default setting is 120 seconds.*

Program Number	Program Name	Description
47-01-04	**Non-Subscriber Message Length** (Mbox Msg Length)	This sets the maximum message length (**1 ~ 4095** seconds) for outside Automated Attendant callers leaving a message in a Subscriber Mailboxes. ✎ *The default setting is 120 seconds.*

Operation

Using the Automated Attendant
For the outside caller: After Automated Attendant answers, voice prompts will instruct you which digits to dial.

Automated Attendant Transfer

Description

An extension user can transfer a trunk call to the Automated Attendant to enable an outside caller to use the Automated Attendant dialing options.

✎ *Extensions cannot call or be transferred to the InMail Automated Attendant.*

Related Features

Automated Attendant on page 2-25

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

Programming

No additional programming required.

Operation

Automated Attendant Transfer
To transfer an outside call to the Automated Attendant:
1. While on an outside call, press Hold.
2. Dial the voice mail master number (e.g., 200).
3. Hang up.

A

Automatic Access to VM by Caller ID

Description

Before, when a user outside the system accessed their InMail mailbox, they dialed voice mail, then entered an access code followed by their mailbox number and password (if enabled). InMail mailbox can be associated with a specific caller ID (CID) number. When the CID number is presented to the InMail it will automatically log the user into their mailbox. This enhancement improves VM accessibility for outside callers, allowing them to simply dial the main voice mail number and be automatically logged into their mailbox.

A

Two types of voice mail access modes exist for this feature.

1.   Specifying the VM Pilot number as a DID/DIL/DISA/VRS destination.
    - OR -
    Dialing the VM pilot number after calling in from a Mobile Extension.

2. Program to forward a call to VM (102) by any of following Programs.
    * Program 22-05-01 (Incoming Ring Group)
    * Program 22-11-05 (Transfer Target number -1)
    * Program 22-11-06 (Transfer Target number -2)
    * Program 25-03-01 (Incoming Ring Group No.)
    * Program 25-04-01 (VRS/DISA Transfer Ring Group at No answer/Busy)
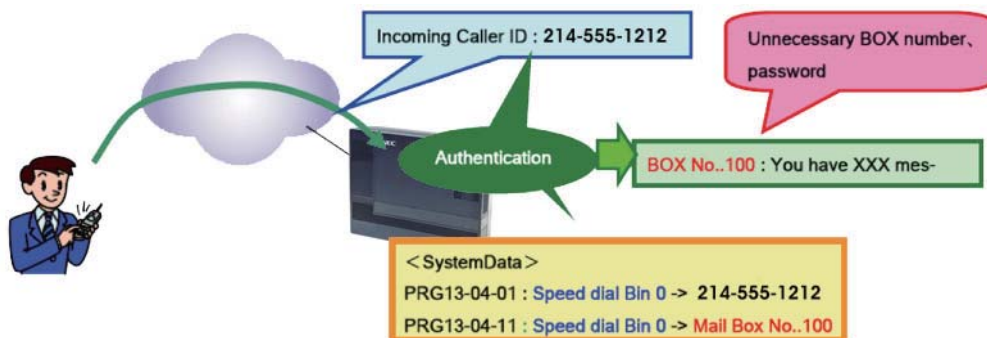
Figure 2-1 Example - User Access to Voice Mail

Conditions

* When using this feature, InMail does not prompt for a password on a call from the set CID number.
* To use this feature, the voice mailbox number must be set in Program13-04-11. If not set, the system requires the normal log in procedure or entering a valid mailbox and security code to login.
* Two different mailboxes can not be tied to the same inbound CID number. If two mailboxes are set for the same inbound CID number the system uses the first match it finds.
* This feature is only supported for external calls to the InMail.
* Mobile Extension users can use this feature by setting the VM box number in Program 13-04-11 which corresponds to the Speed Dial number registered in Program 15-22-01.
* Common Speed Dial area is used for this feature. Group or Station Speed Dial areas are not supported with this feature.
* When a number in the Common Speed Dial includes a trunk access code or end code (**#**), the Redial name indication will work if the number matches completely.
* If the same number is registered in the Common Speed Dial bin, the latest Speed Dial number is used.
* The Flexible ringing feature has priority over the InMail - Automatic Access to VM by Caller ID feature.
* To enable this feature, Program 14-01-22 (Caller ID to Voice Mail) must be set to 1.

Default Settings

Disabled

System Availability

Terminals

All Multiline Terminals

Trunks

The following Trunks support sending Caller ID:
- Analog Line
- ISDN Line (BRI)
- ISDN Line (PRI)
- SIP Line
- H.323 Line

Required Component(s)
- CPU card
- InMail Compact Flash
- SL-VM-ADVANCE license

A

Related Features

Abbreviated Dialing/Speed Dial

Caller ID - Flexible Ringing

Mobile Extension

InMail

Programming

Program Number	Program Name	Default
13-04-01	Speed Dialing Number and Name - Speed Dialing Data	not assigned
13-04-02	Speed Dialing Number and Name - Name	not assigned
13-04-11	Speed Dialing Number and Name - Automatic Access to Voice Mail by Caller ID	0
15-22-01	Mobile Extension Setup Mobile - Extension Target Setup	0
22-02-01	Incoming Call Trunk Setup	0
22-05-01	Incoming Trunk Ring Group Assignment	1
22-11-05	DID Translation Table Number Conversion - Transfer Destination Number 1	0
22-11-06	DID Translation Table Number Conversation - Transfer Destination Number 2	0
25-03-01	VRS/DISA Transfer Ring Group With Incorrect Dialing	0
25-04-01	VRS/DISA Transfer Ring Group With No Answer/Busy	0

Operation

Retrieve VM Messages

To retrieve VM messages from outside of office:

If incoming analog trunks are used in the system

Main Number: 214-555-5678 (DIL)

Outside party number : 214-555-1212
- Program 22-02-01: Trunk 1 DIL
- Program 22-07-01: VM Pilot number, 200
- Program 13-04-01: Speed Dial area No. 0 -> 2145551212
- Program 13-04-11: Speed Dial area No. 0 -> 100 (VM BOX)

1. Call the main number from 214-555-1212.

2. After the VM answers the user can listen to and manage voice messages or change mailbox settings.

If incoming DID trunks are used in the system

Main Number: 214-555-5678

Outside party number: 214-555-1212
- Program 22-02-01: Trunk 1 DID
- Program 22-11-05: Set transfer destination, 102 InMail
- Program 13-04-01: Speed Dial area No. 0 -> 2145551212
- Program 13-04-11: Speed Dial area No. 0 -> 100 (VM BOX)

1. Call the main number from 214-555-1212.

2. After the VM answers the user can listen to and manage voice messages or change mailbox settings.

Automatic Routing for Rotary Dial Callers

Description

If an Automated Attendant caller does not dial any digits, InMail automatically routes that caller to a specified option (such as the operator or a mailbox). This lets rotary phone users stay on the line to leave a message or have their call processed. Without Automatic Routing for Rotary Dial Callers, rotary callers cannot use the Automated Attendant.

Related Features

Guest Mailbox on page 2-103

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

Programming

1. Program the Dial Action Table Timeout function.

Program Number	Program Name	Description
47-13	**InMail Dial Action Tables**	Since rotary dial callers can not dial DTMF digits, the Timeout function provides routing. *By default, TIMEOUT is an Unscreened Transfer (UTRF) to the operator (101).*

Operation

Not applicable.

Call Forward to a Mailbox

Description

A subscriber can easily forward calls to his Subscriber Mailbox by pressing the Voice Mail key instead of dialing an extension as the forwarding destination. With Call Forward to a Mailbox, the subscriber is assured that when he is unavailable to answer calls, those calls are saved in Voice Mail.

Unlike with Extension Hunting to Voice Mail, the Call Forward to a Mailbox feature allows the subscriber to choose when and how to send unanswered calls to voice mail.

C

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

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

Dialing Options while Listening to a Subscriber Mailbox Greeting			
47-02-14 Next Call Routing Mailbox	**47-02-13 Dialing Option**	**Digit Dialed**	**Action**
Undefined	No	0	Caller hears, "That is an invalid entry," and the greeting repeats.
		1 ~ 9	
		#	InMail hangs up.
		*	Caller skips greeting and can immediately start recording.
1 ~ 32 (valid Call Routing Mailbox)	No	0	Caller follows 0 action in Next Call Routing Mailbox.
		1 ~ 9	Caller hears, "That is an invalid entry," the greeting repeats, and the caller is asked to leave a message.
		#	Caller routes to the Next Call Routing Mailbox and hears its Instruction Menu.
		*	Caller skips greeting and can immediately start recording.
1 ~ 32 (valid Call Routing Mailbox)	Yes	0	Caller follows key action in Next Call Routing Mailbox.
		1 ~ 9	
		#	Caller routes to the Next Call Routing Mailbox and hears its Instruction Menu.
		*	Caller skips greeting and can immediately start recording.

Log On to a Subscriber Mailbox while Listening to the Greeting

A subscriber who wishes to log on to his mailbox while listening to his greeting must have the option set in Next Call Routing Mailbox. To allow this ability, for example:
• Program the Next Call Routing Mailbox # digit as LOGON to IXXX.
• While listening to their greeting, the subscriber can dial:
  - # (to route to their Next Call Routing Mailbox).
  - # and their mailbox number to log in to their mailbox.

By default, this option is provided in Call Routing Mailbox 1. Additionally, the subscriber can enable a Security Code to prevent unauthorized logons.

Related Features

Auto Attendant Direct to Voice Mail on page 2-20

When enabled, Auto Attendant Direct to Voice Mail automatically sends all calls from the Automated Attendant to the subscriber's mailbox.

Message Forward on page 2-150

A subscriber can forward a message in their Subscriber Mailbox to a coworker.

Next Call Routing Mailbox on page 2-167

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

C

Programming

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

Program Number	Program Name	Description
24-02-03	**Delayed Call Forwarding Time**	For type 2 and type 4 forwarding, an unanswered call will forward after this interval. This time applies to transferred trunk calls, Direct Inward Lines, and Intercom calls. 🖉 *By default, this interval is 10 seconds.*

Operation

Call Forward to your Mailbox

To forward your calls to your mailbox:
 	
1. Press **Speaker** (or lift the handset at the single line telephone) and choose from the following dial access codes:
    741 = Call Forward - Immediate
    742 = Call Forward - Busy
    743 = Call Forward - No Answer
    744 = Call Forward - Busy/No Answer
    745 = Call Forward - Both Ring
    746 = Call Forwarding - Follow-Me
2. Dial 1 to set.
3. Dial Voice Mail master number.
4. Press **Speaker** to hang up (or hang up handset at the single line telephone).

Caller ID

Description

Caller ID is a telephone company service that provides an extension with a caller's number and optional name. With Caller ID, the display keyset user knows who is calling before they pick up the call. When used with InMail, Caller ID enables the Make Call on page 2-144 feature for outside calls. After listening to a voice message, the subscriber can dial MC (62) to return the call without knowing the callers phone number.

C

Related Features

Make Call on page 2-144

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

Screened Transfer on page 2-187

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

Unscreened Transfer on page 2-206

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

Programming

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

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

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

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

Program Number	Program Name	Description
14-01-22	**Basic Trunk Data Setup - Caller ID to Voice Mail**	Enter 1 (Yes) to enable this option. ✎ *By default, this option is disabled.*
14-02-10	**Analog Trunk Data Setup - Caller ID**	Enable (1) a trunk ability to receive Caller ID data. ✎ *By default, a trunk's ability to receive Caller ID data is disabled (0).*
20-09-02	**Class of Service Options (Incoming Call Service) - Caller ID Display**	Enter 1 (Yes) to enable the Caller ID display at an extension. This option does not apply to InMail Voice Mail Ports. ✎ *By default, this option is disabled.*

Program Number	Program Name	Description
20-06-01	**Class of Service for Extensions**	Assign Class of Service to extensions. ✎ *By default, Extension 101 is Class 15 and other extensions are Class 1.*

Operation

Not applicable.

C

Caller ID with Return Call

Description

Refer to Make Call on page 2-144.

Related Features

Refer to Make Call on page 2-144.

Programming

Refer to Make Call on page 2-144.

Operation

Refer to Make Call on page 2-144.

C

Calling the Automated Attendant

Description

Automated Attendant callers can use various InMail features and then return to the Automated Attendant for additional dialing options. This lets the caller dial other extensions, leave messages for co-workers, or use other Automated Attendant features. The features below describe several ways to return to the Automated Attendant.

Related Features

Automated Attendant Transfer on page 2-29

An extension user can transfer their trunk call to the Automated Attendant so the outside caller can use the Automated Attendant dialing options.

Next Call Routing Mailbox on page 2-167

The Next Call Routing Mailbox provides callers with additional dialing options after they leave a message in a mailbox (depending on the setting of the Dialing Option).

Programming

Refer to the features referenced above.

Operation

Refer to the features referenced above.

C

Cascade Message Notification

Description

If an extension user receives a new message in their mailbox, Cascading Message Notification will call them, at up to five preset destinations, to let them know a new voice mail message has arrived. A destination can be an outside number (such as a cell phone, pager, or home office) or a co-worker's extension.

C

The Cascading Message Notification destinations are set up in the Notification Schedule. Each of the five schedule entries can be individually enabled or disabled and provides options for:

- Type: Voice call or pager.
- Start Hour: The time the destinations becomes active.
- End Hour: The time the destinations becomes inactive.
- Number: The destination telephone, pager, or extension number.
- Busy Attempts: The number of times the system will try the destination when it is busy. The system cancels notification callouts for this entry when the Busy Attempts number is met.
- RNA Attempts: The number of times the system will try the destination when it is unanswered. The system cancels notification callouts for this entry when the RNA Attempts number is met.
- Security: Enables or disables the Security Code requirement for the notification destinations. For example, you may want to disable the Security Code when the destination is your cell phone and it may be inconvenient to dial digits after answering the notification callout.

When the extension user enables Cascading Message Notification, the system will try each enabled destination that is active for the current time (i.e., in-schedule). The system will not try any destinations that are disabled or are not in-schedule. When the retries for a particular destination have been met, the system will immediately move to the next destination.

Conditions:

- The features requires the SL-VM-ADVANCE LIC.
- Retry Interval timers are set on a system wide basis only.
- The pager dial string is set on a system wide basis only.
- Notification settings can be changed using the Telephone Mailbox Option Interface or system programming only.
- When the retries for a particular destination have been met the system will immediately move to the next destination even if there is only one destination active.
- Once the notification process begins, a new message does not restart the process if it is already in progress. Once the process ends (e.g., if the message is acknowledged or the maximum number of callout attempts is reached), the next new message will restart the process.
- The system determines which numbers are internal extensions or external numbers by the system dial plan settings.
- Depending on the system, ARS routing may be needed to properly route external calls.
- If no trunks are available when an outside destination is attempted, it is counted as a Busy No Answer attempt.

C
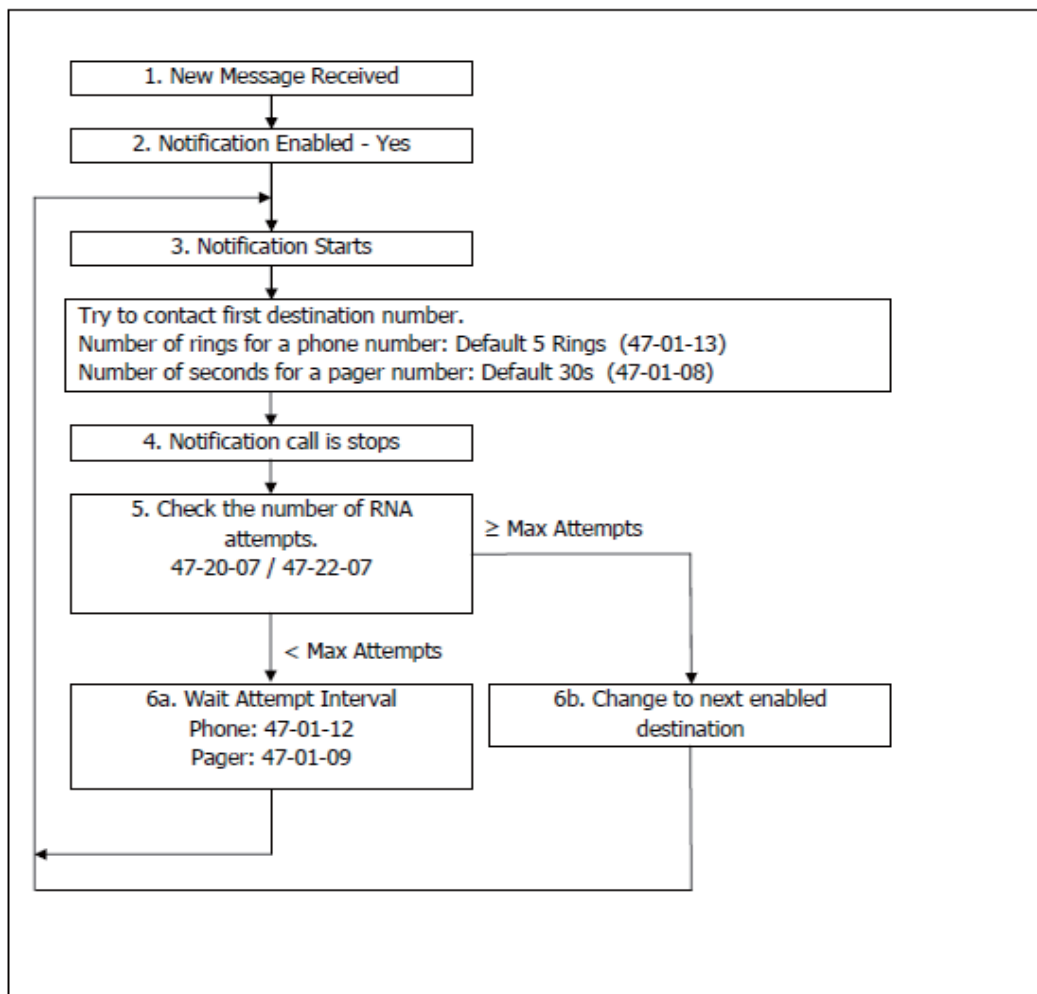
Figure 2-2 Cascade Message Notification Flow Chart

Message Notification to Normal Telephone Numbers

Below is a basic overview of how Message Notification works with phone numbers, assuming the retry attempts are at default. The system determines which numbers are internal extensions or external numbers by the system dial plan settings.

Depending on the system, ARS routing may be needed to properly route external calls.

1. The subscriber activates Message Notification for their mailbox.

2. When the subscriber receives a new message, the InMail dials the first active destination in the cascade that should receive the Message Notification.

    *   InMail waits up to 30 seconds (approximately 5 rings) for ringback, reorder, busy, or voice activity from the called number. If nothing is detected, the callout is considered unanswered (RNA).

3. If the recipient answers, InMail plays the notification message ("*Hello, I have a message for*") and asks the recipient to dial 1 to log onto their mailbox. The recipient hears the notification message if:

    *   They say "Hello" after answering the callout, or

    *   The system receives answer supervision from the telco after the recipient answers the call. (Note that the recipient can skip the announcement by dialing 1 to log onto their mailbox after answering the callout - without saying "Hello".), or

    *   The notification is to a system extension.

4. Once the recipient logs onto the mailbox, the notification is considered acknowledged and will not reoccur until the subscriber receives new messages.

5. If the recipient doesn't answer, the system follows the Cascading Message Notification retry attempt settings, and notification will eventually stop if the call is not answered.

6. Once the notification process begins, a new message does not restart the process if it is already in progress. Once the process ends (e.g., if the message is acknowledged or the maximum number of callout attempts is reached), the next new message will restart the process.

Message Notification to Pager Numbers

Below is a basic overview of how Message Notification works with pager numbers, assuming the retry attempts are at default. The system determines which numbers are internal extensions or external numbers by the system dial plan settings.

Depending on the system, ARS routing may be needed to properly route external calls.

1. The subscriber activates Message Notification for their mailbox.

2. When the subscriber receives a new message, InMail immediately dials the pager service.
   - InMail waits up to 30 seconds (approximately 5 rings) for ringback, reorder, busy, or voice activity from the called number. If nothing is detected, the callout is considered unanswered.

3. After the pager service answers, InMail waits for the timer 47-01-08 then sends the dial string in 47-01-07 which causes the pager display to show the subscriber's mailbox number as well as the number of new messages in the mailbox.
   - The notification is considered acknowledged if the subscriber logs onto their mailbox.
   - If the notification is not acknowledged (within a programmable time frame, 47-01-12) the pager notification is repeated (up to the RNA attempts count, 47-20-07).
   - If the pager service doesn't answer, the system follows the Cascading Message Notification rules and notification will eventually stop if the call is not answered.

Programming

Program Number	Program Name	Default
47-01-07	**Digital Pager Callback Number**	**X✶M#**
47-01-08	**Dialing Digital Pager Callback Number Delay**	30 seconds
47-01-09	**Wait Between Digital Pager Callout Attempts**	15 minutes
47-01-11	**Wait Between Busy Non-Pager**	15 minutes
47-01-12	**RNA Non-Pager Callout Attempt Interval**	30 minutes
47-01-13	**Number of RNA rings**	5
47-01-14	**Maximum Attempts**	1
47-02-23	**All Message Notification Enabled (Subscriber Mailbox)**	1
47-06-21	**All Message Notification Enabled (Group Mailbox)**	0
47-20-01	**Station Mailbox Message Notification Options - Notification**	1
47-20-02	**Station Mailbox Message Notification Options - Notification Begin Hour**	00
47-20-03	**Station Mailbox Message Notification Options - Notification End Hour**	00
47-20-04	**Station Mailbox Message Notification Options - Notification Type**	1
47-20-05	**Station Mailbox Message Notification Options - Notification Number**	Blank
47-20-06	**Station Mailbox Message Notification Options - Notification Busy Attempts**	5

Program Number	Program Name	Default
47-20-07	**Station Mailbox Message Notification Options - Notification RNA Attempts**	5
47-20-08	**Station Mailbox Message Security**	1
47-22-01	**Group Mailbox Message Notification Options - Notification**	0
47-22-02	**Group Mailbox Message Notification Options - Notification Begin Hour**	00
47-22-03	**Group Mailbox Message Notification Options - Notification End Hour**	00
47-22-04	**Group Mailbox Message Notification Options - Notification Type**	1
47-22-05	**Group Mailbox Message Notification Options - Notification Number**	Blank
47-22-06	**Group Mailbox Message Notification Options - Notification Busy Attempts**	5
47-22-07	**Group Mailbox Message Notification Options - Notification RNA Attempts**	5
47-22-08	**Group Mailbox Message Notification Options - Notification Security**	1

C

Operation

To set up Cascade Notification:

✏️ *The Display Information and Soft keys are available for IP Multiline Telephone & SL1100 Multiline Telephone.*

1. Access the All Message Notification Setting menu.
Log onto Subscriber Mailbox.

V	m	a	i	l		-		M	a	i	l	b	o	x	:	1	0	1				
M	s	g	s		N	e	w	:		0			A	r	c	h	:		0			
	L	s	t	n		G	r	e	e	t			L	v	M	s	g		M	o	r	e	>

↓ Dial OP (67) / Press "More >" → "Setup".
Mailbox Options menu

C	o	n	f	i	g	u	r	e		M	b	o	x		1	0	1					
	C	o	d	e		N	o	t	f	y		C	a	l	l	H			M	o	r	e	>

↓ Dial N (6) / Press "Notify".
Notification Type Selection menu

M	e	s	s	a	g	e		N	o	t	i	f	i	c	a	t	i	o	n			
P	h	o	n	e		E	m	a	i	l								B	a	c	k	

↓ Dial P (7) / Press "Phone".
All Message Notifications Setting menu

P	h	o	n	e		N	o	t	i	f	i	c	a	t	i	o	n	:		O	f	f	

P	h	o	n	e		N	o	t	i	f	i	c	a	t	i	o	n	:		O	f	f	
		O	n				O	f	f				D	e	s	t				B	a	c	k

2. All message Notifications Setting menu

P	h	o	n	e		N	o	t	i	f	i	c	a	t	i	o	n	:		O	f	f	
		O	n				O	f	f				D	e	s	t				B	a	c	k

↓ Dial O (6) / Press "On". ↑ Dial O (6) / Press "Off".

P	h	o	n	e		N	o	t	i	f	i	c	a	t	i	o	n	:		O	n		
		O	n				O	f	f				D	e	s	t				B	a	c	k

- Soft key Operation (IP Multiline Telephone & SL1100 Multiline Telephone Only)
  On/On: Turn All Notifications on.
  Off/Off: Turn All Notifications off.
  Dest/Destinations: Proceed to notification Destination Selection Menu.
  Back/Back: Go back to Notification Type Selections Menu.
- Key Operation
  Key 3: Proceed to Notification Destination Selection Menu.
  Key 6: Toggle All Notifications on/off.
  Key 9: Exit from Mailbox.
  Key **#**: Go back to Notification Type Selection menu.

3. Notification Destination Selection menu

P	h	o	n	e		N	o	t	i	f	i	c	a	t	i	o	n	:		O	n		
D	e	s	t	1		D	e	s	t	2		D	e	s	t	3				M	o	r	e	>

↓ Press "More>". ↑ Press "More>".

P	h	o	n	e		N	o	t	i	f	i	c	a	t	i	o	n	:		O	n		
D	e	s	t	4		D	e	s	t	5			B	a	c	k				M	o	r	e	>

- Soft key Operation (IP Multiline Telephone & SL1100 Multiline Telephone Only)
  Dest1/Destination 1: Proceed to Notification Destination Selection 1 Menu.
  Dest2/Destination 2: Proceed to Notification Destination Selection 2 Menu.
  Dest3/Destination 3: Proceed to Notification Destination Selection 3 Menu.
  Dest4/Destination 4: Proceed to Notification Destination Selection 4 Menu.
  Dest5/Destination 5: Proceed to Notification Destination Selection 5 Menu.
  Back: Go back to All Message Notifications Setting menu.
- Key Operation
  Key 1: Proceed to Phone Notification Destination 1 menu.
  Key 2: Proceed to Phone Notification Destination 2 menu.
  Key 3: Proceed to Phone Notification Destination 3 menu.
  Key 4: Proceed to Phone Notification Destination 4 menu.
  Key 5: Proceed to Phone Notification Destination 5 menu.
  Key 9: Exit from mailbox.
  Key #: Go back to All Message Notifications Setting menu.

4. Message Notification main menu
InMail plays a summary of your Message Notification settings.

D	e	s	t		1		D	i	s	a	b	l	d		1	2	A	M	-	1	2	A	M
P	h	o	n	e	:																		
	E	n	b	l		D	i	s	b	l		C	h	n	g	e			B	a	c	k	

If phone number already exists,

D	e	s	t		1		D	i	s	a	b	l	d		0	8	A	M	-	0	6	P	M
P	h	o	n	e	:	2	0	3	9	2	6	5	4	0	0								
	E	n	b	l		D	i	s	b	l		C	h	n	g	e			B	a	c	k	

↓ Dial E (3) / Press "Enbl". ↑ Dial D (3) / Press "Disbl".

D	e	s	t		1		E	n	a	b	l	e	d		0	8	A	M	-	0	6	P	M
P	h	o	n	e	:	2	0	3	9	2	6	5	4	0	0								
	E	n	b	l		D	i	s	b	l		C	h	n	g	e			B	a	c	k	

- Soft key Operation (IP Multiline Telephone & SL1100 Multiline Telephone Only)
  Enbl/Enable: Turn destination [x] notifications on.
  Disbl/Disable: Turn destination [x] notifications off.
  Change/Change: Go to destination [x] notification setting menus.
  Back/Back: Go back to Notification Destination Selection menu.
- Key Operation
  Key 2: Go to destination [x] notification setting menus.
  Key 3: Toggle destination [x] notifications on/off.
  Key #: Go back to Notification Destination Selection menu.

5. Message Notification Programming (Begin Hour)

N	o	t	i	f	i	c	a	t	i	o	n		B	e	g	i	n	:		1	2	A	M
													N	e	x	t			E	x	i	t	

6. Message Notification Programming (End Hour)

N	o	t	i	f	i	c	a	t	i	o	n		E	n	d	:		1	2	A	M		
													N	e	x	t			E	x	i	t	

7. Message Notification Programming (Notification Type)

N	u	m	b	e	r	:																	
		O	K			C	l	e	a	r		N	e	x	t			E	x	i	t		

8. Message Notification Programming (Number)

N	u	m	b	e	r	:																	
		O	K			C	l	e	a	r		N	e	x	t			E	x	i	t		

9. Message Notification Programming (Security Code Required)

S	e	c	u	r	i	t	y		C	o	d	e		O	p	t	i	o	n			
	R	e	q			N	o	R	e	q			N	e	x	t			E	x	i	t

- Soft key Operation (IP Multiline Telephone & SL1100 Multiline Telephone Only)
  Req/Required: Turn "Security Code Required" flag On.
  NoReq/Not Required: Turn "Security Code Required" flag Off.
  Next/Next: Keep current setting and proceed to Busy Attempt count menu.
  Exit/Exit: Keep current setting and return to main Notification menu.
- Key Operation
  Key 7: Turn "Security Code Required" flag On.
  Key 6: Turn "Security Code Required" flag Off.
  Key ✱: Keep current setting and proceed to Busy Attempt count menu.
  Key # : Keep current setting and return to main Notification menu.

10. Message Notification Programming (Busy Attempt count)

B	u	s	y		A	t	t	e	m	p	t	s	:		0	5						
													N	e	x	t			E	x	i	t

- Soft key Operation (IP Multiline Telephone & SL1100 Multiline Telephone Only)
  Next/Next: Keep current setting and proceed to RNA Attempt menu.
  Exit/Exit: Keep current setting and return to main Notification menu.
- Key Operation
  Key 0-9: Set Busy Attempt count.
  Key ✱: Keep current setting and proceed to RNA Attempt count menu.
  Key #: Keep current setting and return to main Notification menu.

11. Message Notification Programming (RNA Attempt count)
- Soft key Operation (IP Multiline Telephone & SL1100 Multiline Telephone Only)
  Next/Next: Keep current setting and proceed to main Notification menu.
  Exit/Exit: Keep current setting and return to main Notification menu.
- Key Operation
  Key 0-9: Set RNA Attempt count.
  Key ✱: Keep current setting and proceed to main Notification menu.
  Key #: Keep current setting and return to main Notification menu.

The graphics below provide a User Menu for Cascade Message Notification.

```
┌─────────────────────────────┐
│  7-23   THU    4:35PM        │
│ 101                  STA101  │
│ Menu    Dir    VM:xx   CL:xx │
└─────────────────────────────┘
```
Press VM:xx

Log onto Subscriber Mailbox
```
┌─────────────────────────────┐
│ Vmail  -  Mailbox :   101    │
│ Msgs     New:0   Arch:0      │
│ Lstn   Greet   LvMsg   More> │
└─────────────────────────────┘
```
Dial 67   *Press More*

```
┌─────────────────────────────┐
│ Vmail  -  Mailbox :   101    │
│ Msgs     New:0   Arch:0      │
│ Setup   Mgr    RcNam   More> │
└─────────────────────────────┘
```
Press Setup

Mailbox Options menu
```
┌─────────────────────────────┐
│ Configure    Mbox    101     │
│                              │
│ Code   Notify   CallH  More> │
└─────────────────────────────┘
```
Press Notify : Dial 6

Notification Type Selection menu
```
┌─────────────────────────────┐
│ Message Notification         │
│                              │
│ Phone Email          Back    │
└─────────────────────────────┘
```
Press Phone : Dial 7

All Message Notifcations Setting menu
```
┌─────────────────────────────┐
│ Phone Notification : On      │
│                              │
│ On     Off     Dest    Back  │
└─────────────────────────────┘
```
Press On *Press Off : Dial 6* *Press Dest : Dial 3* *Press Back : Dial #*

```
┌─────────────────────────────┐
│ Phone Notification : Off     │
│                              │
│ On     Off     Dest    Back  │
└─────────────────────────────┘
```
Press On : Dial 6 *Press Off* *Press Dest : Dial 3* *Press Back : Dial #*

B

Notifcation Destination Selection menu
```
┌─────────────────────────────┐
│ Phone Notification :    @@@  │
│                              │
│ Dest1   Dest2   Dest3  More> │
└─────────────────────────────┘
```
Press Dest1 : Dial *Press Dest2 : Dial* *Press Dest3 : Dial* *Press More*

```
┌─────────────────────────────┐
│ Phone Notification :    @@@  │
│                              │
│ Dest4   Dest5   Back   More> │
└─────────────────────────────┘
```
Press Dest4 : Dial *Press Dest5 : Dial* *Press Back : Dial #* *Press More*

A

C

Message Notification Main menu

```
Dest @   Disabled 12AM - 12AM
Phone :
  Enbl  Disbl  Chnge  Back
```

| Press
Enbl : Dial 3 | Press
Disbl | Press
Chnge : Dial 2 | Press
Back : Dial # |

```
Dest @   Disabled 12AM - 12AM
Phone    2039265400
  Enbl  Disbl  Chnge  Back
```

| Press
Enbl : Dial 3 | Press
Disbl | Press
Chnge : Dial 2 | Press
Back : Dial # |

```
Dest @    Enable 12AM - 12AM
Phone :   2039265400
  Enbl  Disbl  Chnge  Back
```

| Press
Enbl | Press
Disbl : Dial 3 | Press
Chnge : Dial 2 | Press
Back : Dial # |

(A)

Message Notification Programming (Begin Hour)

```
Notification Begin  :   12AM

                    Next      Exit
```

| Dial 2
digit (01-12) | Press
Next Dial ★ | Press
Exit : Dial # |

```
Notification Begin  :   @ @

AM    PM     Next      Exit
```

| Press
AM : Dial 2 | Press
PM : Dial 7 | Press
Next Dial ★ | Press
Exit : Dial # |

Message Notification Programming (End Hour)

```
Notification End   :   12AM

                   Next      Exit
```

| Dial 2
digit (01-12) | Press
Next Dial ★ | Press
Exit : Dial # |

```
Notification End   :   @ @

AM    PM    Next      Exit
```

| Press
AM : Dial 2 | Press
PM : Dial 7 | Press
Next Dial ★ | Press
Exit : Dial # |

Message Notification Programming (Notification Type)

```
Notification Via   :  Number

Num    Page    Next     Exit
```

| Press
Num : Dial 6 | Press
Pager : Dial 3 | Press
Next Dial ★ | Press
Exit : Dial # |

Message Notification Programming (Number)

```
Number 2035555400

OK     Clear    Next     Exit
```

| Dial Number
(Max 16 digit) ★# | Press OK | Press Clear | Press
Next Dial ★ | Press
Exit : Dial # |

Message Notification Programming (Security Code Requierd)

```
Security Code Option

Req    NoReq    Next     Exit
```

| Press
Req : Dial 7 | Press
NoReq : Dial 6 | Press
Next Dial ★ | Press
Exit : Dial # |

Message Notification Programming (Busy Attempt Count)

```
Busy Attempts : 05

                 Next     Exit
```

| Dial 2
digit (01-99) | Press
Next Dial ★ | Press
Exit : Dial # |

Message Notification Programming (RNA Attempt Count)

```
RNA Attempts  : 05

                 Next     Exit
```

| Dial 2
digit (01-99) | Press
Next Dial ★ | Press
Exit : Dial # |

(B)

C

Dial Action Table

D

Description

The Dial Action Table defines the dialing options for the Call Routing Mailbox chosen by the active Answer Table, which in turn provides those dialing options to Automated Attendant callers. InMail provides 16 Dial Action Tables. The Dial Action Table is an integral part of the Automated Attendant. The Automated Attendant can automatically answer the telephone system's incoming calls, play an Instruction Menu message, and provide dialing options to callers. There are 3 major Automated Attendant components:

- Answer Table on page 2-14
  The Answer Table determines how the Automated Attendant answers outside calls on each trunk, according to the time of the day and day of the week that the call is ringing. The Answer Table divides the time of day and day of the week into individual schedules, which in turn assign a Call Routing Mailbox to each call. When a specific schedule is not in effect, the Answer Table uses its Default Mailbox to determine routing.

  By default, all trunks use Answer Table 1. Answer Table 1 has a single schedule that runs Monday through Friday from 8:30 AM to 5:00 PM

- Routing Mailbox on page 2-183
  A Call Routing Mailbox is a mailbox associated with an individual Answer Table schedule or the Default Mailbox. It specifies which dialing options (Dial Action Table) are available to callers. It also provides the Instruction Menu to callers which typically greets the callers and describes the dialing options.

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

- Dial Action Table on this page
  After the Automated Attendant answers, the Dial Action Table provides the dialing options to callers. Each digit a caller can dial is assigned a specific action (function) in the Dial Action Table. The dial action used depends on the setting in the active Call Routing Mailbox, which in turn depends on the Answer Table setup.

  By default, Call Routing Mailbox 1 uses Dial Action Table 1.

The following block diagram shows the default InMail Automated Attendant configuration.

D

```
┌────────────────────────────────────┐
│ DIL to Voice Mail Master (200)     │
│                                    │
│ 22-01-01 Incoming Call Trunk Setup │
│ 22-07-01 DIL Setup                 │
└────────────────────────────────────┘
```

```
┌ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ┐

                                    InMail
                                    Default
                          Automated Attendant Answering

  ┌────────────────────────────────────┐
  │ Trunks Route to Answer Table 1     │
  │                                    │
  │ 47-10-01 Answer Table Assignment   │
  └────────────────────────────────────┘

  ┌────────────────────────────────────┐
  │ Answer Table 1                     │
  │                                    │
  │ 47-11 Answer Table Options         │
  └────────────────────────────────────┘

  ┌────────────────────────────────────┐      All calls route to Call Routing Mailbox 1
  │ Schedule 1 or Default Mailbox      │         Schedule 1 active M-F 8:30 AM - 5:00 PM
  │                                    │         Default Mailbox active all other times
  │ 47-12 Answer Schedules             │
  │ 47-11-03 Default Mailbox           │
  └────────────────────────────────────┘

  ┌────────────────────────────────────┐      From a System Administrator mailbox,
  │ Call Routing  Mailbox 1            │      record an Instruction Menu (SA + I) for
  │                                    │      the active Call Routing Mailbox.
  │ 47-08 Call Routing Mailbox Options │
  └────────────────────────────────────┘

  ┌────────────────────────────────────┐      Dial Action Table 1 Dialing Options:
  │ Dial Action Table 1                │         Dial an extension number, or
  │                                    │         O for the operator.
  │ 47-13 Dial Action Tables           │
  └────────────────────────────────────┘

└ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ─ ┘
```

Dial Action Table Options

The following table summarizes the Dial Action Table dial (key) actions and their associated features.

Dial Action Table Key Action Summary		
Action	**Description**	**Feature Reference**
TRF	Screened Transfer (1) Allows an Automated Attendant caller to place a Screened Transfer to an extension. InMail calls (screens) the destination to see if the call can go through.	Screened Transfer on page 2-187
UTRF	Unscreened Transfer (2) Allows an Automated Attendant caller to place an Unscreened Transfer to an extension. InMail transfers the call the destination and then hangs up.	Unscreened Transfer on page 2-206

Dial Action Table Key Action Summary		
Action	**Description**	**Feature Reference**
REC1	Quick Message with Greeting (3) Allows an Automated Attendant caller to leave a Quick Message at an extension. The caller hears the extension personal greeting.	Quick Message on page 2-178
REC2	Quick Message without Greeting (4) Allows an Automated Attendant caller to leave a Quick Message at an extension. The caller does not hear the extension personal greeting.	Quick Message on page 2-178
LOGON	Log On to Voice Mail (5) Allows an Automated Attendant caller to log on to a mailbox, either directly or one of their choosing.	Log On to Voice Mail on page 2-134
Hang Up	Hang Up (6) InMail says *"Goodbye"* and hangs up.	Hang Up on page 2-106
GOTO	Go to a Mailbox (7) Allows an Automated Attendant caller to route to another mailbox.	Go To A Mailbox on page 2-93
UND	Undefined Routing (0) This action provides no routing.	Not applicable

D

Related Features

Automated Attendant on page 2-25

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

Answer Table on page 2-14

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

Routing Mailbox on page 2-183

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

Programming

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

Program Number	Program Name	Description
47-08-01	**Dial Action Table**	The Call Routing Mailbox uses the Dial Action Table assignment to provide dialing options to callers. ✎ *The default Call Routing Mailboxes (1 ~ 8) use Dial Action Table 1.*

2. Customize the Dial Action Table options.

Program Number	Program Name	Description
47-13	**InMail Dial Action Tables**	✎ *The default Dial Action Table dialing options are:*

D

Dial Action Table Default Settings		
Key	**Dial Action Table 1**	**Dial Action Tables 2-16**
1	UTRF to XXX (Unscreened Transfer to user-dialed extension)	UND (Undefined)
2	UND (Undefined)	UND (Undefined)
3	UTRF to XXX (Unscreened Transfer to operator)	UND (Undefined)
4	UND (Undefined)	UND (Undefined)
5	UND (Undefined)	UND (Undefined)
6	UND (Undefined)	UND (Undefined)
7	UND (Undefined)	UND (Undefined)
8	UND (Undefined)	UND (Undefined)
9	HNGUP (Hangup)	UND (Undefined)
0	UTRF to 101 (Unscreened Transfer to operator)	UND (Undefined)
*	REC1 to IXXX (Quick Message with Greeting to user-dialed extension)	UND (Undefined)
#	LOGON to IXXX (Logon to user-dialed mailbox)	UND (Undefined)
Timeout	UTRF to 101 (Unscreened Transfer to operator)	UND (Undefined)

3. Set the time limit for dialing commands for the Automated Attendant caller.

Program Number	Program Name	Description
47-08-03	**Time Limit for Dialing Commands** (Dialing Timeout)	Enter the Time Limit for Dialing Commands interval (0~5 seconds). 🖉 *By default, the interval is 5 seconds.* If the caller waits too long to dial: • When the associated Dial Action Table has a Timeout action programmed, the caller routes to that destination. • When the associated Dial Action Table does not have a Timeout action programmed, the Instruction Menu repeats three times and then InMail hangs up.

4. If using one key dialing from Auto Attendant to a stored speed dial number.

Program Number	Program Name	Description
41-01-05	**Message Wait**	This program must be disabled (0) for one key dialing to a speed dial buffer from Auto Attendant to work. 🖉 *By default, this feature is enabled.*

Operation

Not applicable.

D

Directory Dialing

D

Description

Directory Dialing allows an Automated Attendant caller to reach an extension by dialing the first few letters in the extension user's name. With Directory Dialing, the caller does not have to remember the extension number of the person they wish to reach - just their name. Here is how Directory Dialing works:

1. When the Automated Attendant answers, it sends the call to a Directory Dialing Mailbox. (Optionally, the caller may be asked to dial a digit to access Directory Dialing.)

2. The Directory Dialing Mailbox plays the Directory Dialing Message (recorded by the System Administrator) which asks the caller to dial letters for the name of the person they wish to reach.

3. The caller dials the letters for the person's name plus **#**. They can dial by first name or last name, depending on how the Directory Dialing Message was recorded and the Directory Dialing Mailbox was set up.

4. InMail searches the list of programmed extension names for a match of the caller-entered letters.

5. Voice prompts announce the first three matches, and allow the caller to dial a digit (1 ~ 3) to reach one of the announced matches. Additionally, the caller can dial 4 to hear additional matches (if any).

6. The caller dials the digit for the extension they wish to reach, and InMail sends the call to that extension. The call is sent as a Screened or Unscreened transfer, depending on programming.

For callers to use Directory Dialing, the system must have a name programmed for each extension (up to 12 characters, A ~ Z, using upper and lower case letters). Each extension should also have a name recorded in their Subscriber Mailbox. In addition, each extension used by Directory Dialing must be installed and must have their Subscriber Mailbox active.

The Directory Dialing Mailbox is a Routing Mailbox assigned as a Directory Dialing Mailbox. See Use a Routing Mailbox for Directory Dialing on this page below or Use a Call Routing Mailbox for Directory Dialing on page 2-57 for more information.

Related Features

Directory Dialing Mailbox on page 2-62

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

System Administrator on page 2-197

Only the System Administrator can record the Directory Dialing Message.

Programming

Use a Routing Mailbox for Directory Dialing

1. Set up the Directory Dialing Mailbox.

Program Number	Program Name	Description
47-07-02	**Routing Mailbox Type** (Mailbox Type)	Enter 4 to make the selected Routing Mailbox a Directory Dialing Mailbox. 🖉 *By default, there are no Routing Mailboxes assigned as Directory Dialing Mailboxes.*

2. Set up the name programming and enter names.

Program Number	Program Name	Description
47-01-16	Name Format	Determine how extension names should be entered in 15-01-01 Extension Name or via the telephone. The options are 0 (first name followed by last name) or 1 (last name followed by first name). 🖉 *By default, the system expects names to be entered as first name followed by last name (0).*
15-01-01	Extension Name (Ext Name)	Enter the name for each extension. Refer to 47-01-16 Name Format for name format. 🖉 *By default, there are no names entered.*
47-15-03	Name Match	Select the portion of the extension name on which the Directory Dialing Mailbox should route. Enter 0 for first; 1 for last. This option allows for dial-by-first-name and dial-by-last-name Directory Dialing. For example, is if 47-01-16 Name Format is 0 and the name in 15-01-01 Extension Name is entered as first name followed by last name, enter 1 in this option to set up last name dialing. 🖉 *By default, the Directory Dialing Mailbox routes on the first portion of the name (0).*

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

Program Number	Program Name	Description
47-02-15	Directory List Number	Select the Directory List to which the extension belongs. The entries are **1 ~ 8** (for lists 1 ~ 8), **0** (for no list), or ✱ (for all lists). Directory Dialing to the extension can occur only if the list entry matches the setting in 47-15-02 Directory List Number to Use for the Directory Dialing Mailbox. 🖉 *By default, extensions are not included in a Directory List (**0**).*
47-15-02	Directory List Number to Use	The Directory Dialing Mailbox can route calls only to the members of the Directory List specified in this option. The entries are **1 ~ 8** (for lists 1 ~ 8). 🖉 *By default, the Directory Dialing Mailbox uses list 1.*

4. Specify the required number of letters of the employee name the caller must dial.

Program Number	Program Name	Description
47-15-01	Minimum Number of Letters Required	Specify how many letters of an employee's name the caller must dial to use Directory Dialing. If the caller dials less than the specified minimum number of letters, InMail cannot route the call. The entries are 1 ~ 3 (1 ~ 3 letters). 🖉 *By default, callers must dial at least 1 letter of the employee's name (1).*

5. Select Screened or Unscreened Transfer call routing, when Directory Dialing finds a name match. **Unscreened Transfer**

Program Number	Program Name	Description
47-15-04	Transfer Option	Enter 1 to route the call as an Unscreened Transfer. 🖉 *By default, InMail routes the call as a Screened Transfer (0).*

Screened Transfer

Program Number	Program Name	Description
47-15-04	Transfer Option	Enter 0 to route the call as a Screened Transfer. ✎ *By default, InMail routes the call as a Screened Transfer (0).*
47-15-05	Screened Transfer Timeout	Set how long a Screened Transfer from the Directory Dialing Mailbox will ring an unanswered extension before recalling. The entries are 1 ~ 255 seconds or 0 for no recall. ✎ *By default, the Screened Transfer Timeout interval is 15 seconds.*

D

6. Change the amount of time Directory Dialing callers have to dial letters.

Program Number	Program Name	Description
47-15-06	Time Limit for Dialing Commands	Enter the new timeout duration (0 ~ 99 seconds). If the caller waits too long to dial, the Directory Dialing Message repeats. ✎ *By default, Directory Dialing callers have 5 seconds to dial letters.*

7. Record a Directory Dialing Message.
See .
The Directory Dialing Message is the Instruction Menu for the Routing Mailbox programmed as a Directory Dialing Mailbox.

✎ *By default (without a custom message recorded), the Directory Dialing Message is, "Please enter one or more letters of the person's name, then press the pound key."*

Program Number	Program Name	Description
47-01-04	Non-Subscriber Message Length (Mbox Msg Length)	This option sets the maximum message length (1 ~ 4095 seconds) for Instruction Menus. ✎ *By default, this option is 120 seconds.*

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

Program Number	Program Name	Description
47-15-07	Fax Detection	Enter 1 to enable Fax Detection; 0 to disable. If enabled, when the Directory Dialing Mailbox detects incoming fax CNG tone, it routes the call to the fax extension specified in 47-01-06 Fax Extension. See Fax Detection on page 2-83 for more. ✎ *By default, Fax Detection is disabled (0).*

9. Enable the Directory Dialing Mailbox caller to dial **0** for other options or **#** to return to the Automated Attendant.

Program Number	Program Name	Description
47-15-08	Next Call Routing Mailbox	Assign a Next Call Routing Mailbox (1 ~ 32) to the Directory Dialing Mailbox. To remove an assignment, press Hold. Once assigned, dialing **#** returns to the Automated Attendant. Dialing **0** follows the 0 action of the Next Call Routing Mailbox. ✎ *By default, no Next Call Routing Mailbox is assigned.*

10. Enable Directory Dialing Mailbox to directly answer an outside call.
    Make sure the active Answer Table uses the Call Routing Mailbox programmed as a Directory Dialing Mailbox.
    See Answer Table on page 2-14 for more.

> 🖉 *By default, Answer Table 1 routes to Routing Mailbox 000, which is a Call Routing Mailbox.*

11. Enable callers to access Directory Dialing from a Dial Action Table action.
    Make sure you have an action in the active Dial Action Table that is a GOTO to the Directory Dialing Mailbox.
    See Dial Action Table on page 2-49 for more.

> 🖉 *By default, no actions are assigned as a GOTO to a Directory Dialing Mailbox.*

D

Use a Call Routing Mailbox for Directory Dialing

1. Set up the Directory Dialing Mailbox.

Program Number	Program Name	Description
47-03-02	Mailbox Number	Enter the mailbox number for the Call Routing Mailbox. This number must correspond to a Department Group pilot number set up in 11-07-01 Department Group Pilot Numbers. When using a Call Routing Mailbox as an additional resource (for example, as an extra Directory Dialing Mailbox), you can perform the following actions: • Assign a pilot number to an unused Department Group in 11-07-01 Department Group Pilot Numbers. • Set up the Call Routing Mailbox in 47-03 using this pilot number. • When 47-03 programming is complete, remove the pilot number assignment in 11-07-01 Department Group Pilot Numbers. 🖉 *By default, no Call Routing Mailbox numbers are assigned.*
47-03-03	Mailbox Type	Enter 3 to make the selected Call Routing Mailbox a Directory Dialing Mailbox. 🖉 *By default, all Call Routing Mailboxes are set up as Call Routing Mailboxes (1).*

2. Set up the name programming and enter names.

Program Number	Program Name	Description
47-01-16	Name Format	Determine how extension names should be entered in 15-01-01 Extension Name or via the telephone. The options are 0 (first name followed by last name) or 1 (last name followed by first name). 🖉 *By default, the system expects names to be entered as first name followed by last name (0).*
15-01-01	Extension Name	Enter the name for each extension. The format you use should follow the setting of 47-01-16 Name Format. 🖉 *By default, all the Extensions are No Setting.*
47-15-03	Name Match	Select the portion of the extension name on which the Directory Dialing Mailbox should route. Enter 0 for first; 1 for last. This option allows for dial-by-first-name and dial-by-last-name Directory Dialing. For example, if 47-01-16 Name Format is 0 and the name in 15-01-01 Extension Name is entered as first name followed by last name, enter 1 in this option to set up last name dialing. 🖉 *By default, the Directory Dialing Mailbox routes on the first portion of the name (0).*

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

Program Number	Program Name	Description
47-02-15	Directory List Number	Select the Directory List to which the extension belongs. The entries are **1 ~ 8** (for lists 1 ~ 8), **0** (for no list), or ✱ (for all lists). Directory Dialing to the extension can occur only if the list entry matches the setting in 47-14-02 Directory List Number to Use for the Directory Dialing Mailbox. 🖉 *By default, extensions are not included in a Directory List (**0**).*
47-15-02	Directory List Number to Use	The Directory Dialing Mailbox can route calls only to the members of the Directory List specified in this option. The entries are **1 ~ 8** (for lists 1 ~ 8). 🖉 *By default, the Directory Dialing Mailbox uses list **1**.*

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

Program Number	Program Name	Description
47-14-01	Minimum Number of Letters Required	Specify how many letters of an employee's name the caller must dial to use Directory Dialing. If the caller dials less than the specified minimum number of letters, InMail cannot route the call. The entries are **1 ~ 3** (1 ~ 3 letters). 🖉 *By default, callers must dial at least 1 letter of the employee's name (**1**).*

5. Specify the call routing as a Screened or Unscreened Transfer when Directory Dialing finds a name match.
    Unscreened Transfer

Program Number	Program Name	Description
47-15-04	Transfer Option	Enter **1** to route the call as an Unscreened Transfer. 🖉 *By default, InMail routes the call as a Screened Transfer (**0**).*

Screened Transfer

Program Number	Program Name	Description
47-15-04	Transfer Option	Enter **0** to route the call as a Screened Transfer. 🖉 *By default, InMail routes the call as a Screened Transfer (**0**).*
47-15-05	Screened Transfer Timeout	Set how long a Screened Transfer from the Directory Dialing Mailbox will ring an unanswered extension before recalling. The entries are **1 ~ 255** seconds or **0** for no recall. 🖉 *By default, the Screened Transfer Timeout interval is **15** seconds.*

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

Program Number	Program Name	Description
47-15-06	Time Limit for Dialing Commands	Enter the new timeout duration (0 ~ 99 seconds). If the caller waits too long to dial, the Directory Dialing Message repeats. 🖉 *By default, Directory Dialing callers have 5 seconds to dial letters.*

7. To record a Directory Dialing Message:
   Refer to Operation on this page.
   The Directory Dialing Message is the Instruction Menu for the Call Routing Mailbox programmed as a Directory Dialing Mailbox.

   ✎ *By default (without a custom message recorded), the Directory Dialing Message is "Please enter one or more letters of the person's name, then press the pound key."*

Program Number	Program Name	Description
47-01-04	**Outgoing Message Length** (Mbox Msg Length)	This option sets the maximum message length (**1 ~ 4095** seconds) for Instruction Menus. ✎ *By default, this option is **120** seconds.*

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

Program Number	Program Name	Description
47-15-07	**Fax Detection**	Enter **1** to enable Fax Detection; **0** to disable. If enabled, when the Directory Dialing Mailbox detects incoming fax CNG tone, it routes the call to the fax extension specified in **47-01-06 Fax Extension**. See Fax Detection on page 2-83 for more. ✎ *By default, Fax Detection is disabled (**0**).*

9. Enable the Directory Dialing Mailbox caller to dial **0** for other options or **#** to return to the Automated Attendant:

Program Number	Program Name	Description
47-15-08	**Next Call Routing Mailbox**	Assign a Next Call Routing Mailbox (**1 ~ 32**) to the Directory Dialing Mailbox. To remove an assignment, press **Flash**. Once assigned, dialing **#** returns to the Automated Attendant. Dialing **0** follows the 0 action of the Next Call Routing Mailbox. ✎ *By default, no Next Call Routing Mailbox is assigned.*

10. Enable the Directory Dialing Mailbox to directly answer an outside call.
    Make sure the active Answer Table uses the Call Routing Mailbox programmed as a Directory Dialing Mailbox.
    See Answer Table on page 2-14 for more.

    ✎ *By default, Answer Table 1 routes to Routing Mailbox 000, which is a Call Routing Mailbox.*

11. Enable callers to access Directory Dialing from a Dial Action Table action:
    Make sure you have an action in the active Dial Action Table that is a GOTO to the Directory Dialing Mailbox.
    See Dial Action Table on page 2-49 for more.

    ✎ *By default, no actions are assigned as a GOTO to a Directory Dialing Mailbox.*

Operation

Recording a Directory Dialing Message
Log On to System Administrator's mailbox.
SA (72)   Access System Administrator options. [Not applicable]

D

	**Recording a Directory Dialing Message**
	I (4)		Select Instruction Menus. [Instr]
			Enter the Directory Dialing Mailbox number.
			L (5)		Listen to the current Directory Dialing Message (if any). [Lstn]
				#		Exit listen mode.
			R (7)		Record a new Directory Dialing Message. [Rec]
					Record message.
				✱		Pause or restart recording. [Resume] [Pause]
				D (3)		Delete recording. [Del]
				#		Exit recording mode. [Done]
			D (3)		Delete the Directory Dialing Message. [Del]
			#		Go back to the System Administrator options. [Exit]
		#		Go back to the System Administrator options. [Exit]
0		Plays Help message.

	**Using Directory Dialing**
	To use Directory Dialing:
1.	After the Automated Attendant answers, wait for the Directory Dialing Message. • The Automated Attendant may ask you to dial a digit for Directory Dialing.
2.	Dial the letters that correspond to the name of the person you wish to reach + **#**. • The Directory Dialing Message tells how many letters you need to dial, and whether you should enter the person's first name or last name. • To exit Directory Dialing without selecting a name, just dial **#**.
3.	The Automated Attendant announces the name matches, and tells you which digit to dial (1 ~ 3) to reach each of the announced names. • To hear additional name matches (if any), dial **4** instead.
4.	After you make your selection, the Automated Attendant routes your call to the name selected.

Dialing Options Available while Entering a Name

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

• By default, the caller can dial the digits 2 ~ 9 to enter the name or dial **#** to return to the Automated Attendant.

• If a Next Call Routing Mailbox is specified, the caller can dial the digits 2 ~ 9 to enter a name, dial **0** to follow the 0 action of the Next Call Routing Mailbox, or dial **#** to route directly to the Next Call Routing Mailbox.

**Directory Dialing Mailbox Name Entry Options** **(Options available while entering a name)**
Dialed Digit	**47-15-08: Next Call Routing Mailbox**	**Action**
1	Not applicable	Entry is ignored.

Directory Dialing Mailbox Name Entry Options (Options available while entering a name)		
Dialed Digit	**47-15-08: Next Call Routing Mailbox**	**Action**
2 ~ 9	Not applicable	Interprets the digit as a letter and waits about 20 seconds for additional input (i.e., more letters or a # to conclude name entry). If no additional digits are dialed for 10 seconds, the Directory Dialing Message repeats and then InMail hangs up.
0	UND (Not assigned)	Repeats the Directory Dialing Message (to make a new name entry) each time the caller dials the digit.
	1 ~ 32 (valid Call Routing Mailbox)	Caller routes according to the 0 action of the Next Call Routing Mailbox's Dial Action Table.
＊	Not applicable	Repeats the Directory Dialing Message (to make a new name entry) each time the caller dials the digit.
#	UND (Not assigned)	Routes to the Automated Attendant (i.e., back to the Call Routing Mailbox that initially answered the call).
	1 ~ 32 (valid Call Routing Mailbox)	Routes to the Next Call Routing Mailbox and plays that mailbox Instruction Menu.
Timeout	UND (Not assigned)	Repeats the Directory Dialing Message (to make a new name entry) up to two times and then hangs up.

D

Dialing Options Available for duplicate Employee Names

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

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

Directory Dialing Mailbox Routing Options (Options available after a name is entered)		
Dialed Digit	**47-15-08 Next Call Routing Mailbox**	**Action**
1 ~ 3	Not applicable	Route to the respective extension from the list of up to three announced matches.
4	Not applicable	If more than three matches for the entered name are found, provides access to the next set of three matches.
5 ~ 9	Not applicable	Plays "That is an invalid entry" and repeats the list of announced matches each time the caller dials the digit.
0	UND (Not assigned)	Plays "That is an invalid entry" and repeats the list of announced matches each time the caller dials the digit.
	1 ~ 32 (valid Call Routing Mailbox)	Caller routes according to the 0 action of the Next Call Routing Mailbox's Dial Action Table.
＊	Not applicable	Repeats the Directory Dialing Message (to make a new name entry) each time the caller dials the digit.
#	UND (Not assigned)	Routes to the Automated Attendant (i.e., back to the Call Routing Mailbox that initially answered the call).
	1 ~ 32 (valid Call Routing Mailbox)	Routes to the Next Call Routing Mailbox and plays that mailbox's Instruction Menu.
Timeout	UND (Not assigned)	Repeats the list of announced matches (up to two times). If no response, repeats the Directory Dialing Message (to make a new name entry) up to three times and then hangs up.

Directory Dialing Mailbox

Description

A Directory Dialing Mailbox is the type of mailbox required to implement Directory Dialing. A Directory Dialing Mailbox is a Routing Mailbox set as a Directory. See Directory Dialing on page 2-54 for more on how to set up a Directory Dialing Mailbox.

Related Features

Directory Dialing on page 2-54

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

System Administrator on page 2-197

Only the System Administrator can record the Directory Dialing Message.

Programming

A Directory Dialing Mailbox can be either a Routing Mailbox or a Master Mailbox. The type you choose depends only on available resources and your programming preference, since they work identically.

1. Assign a Routing Mailbox as a Directory Dialing Mailbox:

2. Assign a Master Mailbox as a Directory Dialing Mailbox:

Program Number	Program Name	Description
47-07-02	**Routing Mailbox Type** (Mailbox Type)	Enter **3** to make the selected Master Mailbox a Directory Dialing Mailbox. ✏ *By default, no Master Mailboxes are assigned as Directory Dialing Mailboxes.*

Operation

Turn to Directory Dialing on page 2-54 for more on how to use Directory Dialing and record a Directory Dialing Message.

Distribution List

D

Description

A Distribution List is a list of extensions that will receive a message you record and send to a single Distribution Mailbox. Any message left in the Distribution Mailbox will be automatically sent to all the mailboxes in the list. Distribution List saves time when you need to send the same message to many co-workers. Rather than recording the message and manually specifying a list of recipients, use a Distribution List instead.

A Distribution List can consist only of Subscriber Mailboxes. The list is managed in a Distribution Mailbox, which is a type of Routing Mailbox that contains the actual list of member extensions. The system allows as many Distribution Lists as there are available Routing Mailboxes (up to 32). Each list can have up to 20 members. You assign the Distribution Mailbox in system programming, but you can create the Distribution List and edit the list members from either system programming or a System Administrator's Mailbox. The System Administrator can also record a name for the Distribution List.

Related Features

InMail Features:

Distribution Mailbox

A Distribution Mailbox is a Routing Mailbox that handles Distribution List messages.

System Administrator on page 2-197

The user can edit the members of a Distribution List from a System Administrator Mailbox. The user can also record a name for the list.

Programming

1. Assign a Routing Mailbox as a Distribution Mailbox:

Program Number	Program Name	Description
47-07-02	Routing Mailbox Type (Mailbox Type)	Enter **4** to assign the selected Routing Mailbox a Distribution Mailbox. ✏ *By default, no Distribution Mailboxes are assigned.*

2. Enter the destination extensions into the Distribution List:

Program Number	Program Name	Description
47-17-01	Distribution Mailbox Category	Set the mailbox type. Use Undefined (0) to skip Mailbox Number setting. Use Station Mailbox (1) for setting Mailbox Number to 1~512 (Program 47-02). Use Group Number (2) for setting Group Mailbox (1~32) (Program 47-03).
47-17-01	Second Setting Data - Distribution Mailbox Number	Enter the member mailboxes in the Distribution List (20 members maximum). When setting this data via phone programming or PC/Web Programming, the mailboxes are entered by their mailbox number (1 ~ 512 or 1 ~ 32 for Group mailboxes) not by their extension number.

Operation

			Recording and Sending a Message to a Distribution List	
To record and send a message to a Distribution List:
1.			Log onto the Subscriber Mailbox.	
2.	**[Rec]**		Select Record and Send a Message. • Alternately dial **RS** (77).	
3.			Record your message.	
		[Pause]	Pause recording • Alternately dial ✱ to pause.	
		[Resume]	Resume recording if paused. • Alternately dial ✱ to resume.	
		Cncl]	Cancel recording. • Alternately dial **D** to delete a recording.	
		[Done]	End (accept) the recording. • Alternately dial **#** to accept the recording.	
4.			Dial the Distribution Mailbox number.	
		[Cont]	Send the message to the selected Distribution List. • Alternately dial **#** to send the recording.	
		[Mbox]	Back up and reenter the Distribution Mailbox number. • Alternately dial ✱ to back up and reenter.	
		[Exit]	Return to the Main Menu without sending the message.	
5.	**[Exit]**		Return to the Main Menu after sending the message to the Distribution List. • Alternately dial **#** to return to the Main Menu.	

			Editing a Distribution List and Recording a Name		
To edit a Distribution List and record a name:
1.			Log onto a System Administrator's Mailbox.		
2.	**[Mgr]**		Select the System Administrator features. • Alternately dial **SA** (72).		
3.	**[DList]**		Select Distribution List editing. This is the Distribution List Menu. • Alternately dial **L** (5).		
4.			Enter the number of the Distribution List you want to edit (e.g., 008).		
	[Back]		Return to the System Administrator Menu without selecting a list. • Alternately dial **#**.		
5.			Select one of the following.		
	a.	**[Modfy]**	**[Modfy]** Select to edit the Distribution List member list. (This is the List Modify Menu.) • Alternately dial **M** (6).		
			[Add]	Select to add an extension to the list. • Alternately dial **A** (2). • The extension you add is inserted at the current position in the list.	
				[OK]	Select to accept the entry and return to the List Modify Menu. • Alternately dial **#**.
				[Clear]	**[Clear]** Select to reenter the mailbox number. • Alternately dial ✱.
				[Back]	Select to exit to the List Modify Menu. • Alternately dial ✱.

D

				Editing a Distribution List and Recording a Name	
			[Del]	**[Del]** Select to remove the currently displayed extension from the list. • Alternately dial **E** (3).	
			[Next]	Select to go to the next extension in the list without making any changes. • Alternately dial **N** (6).	
			[Back]	**[Back]** Select to exit the list. • Alternately dial **#**.	
	b.	**[RcNam]**		**[RcNam]** Select to record a name for the Distribution List. (This is the Record Name Menu). • Alternately dial **RN** (76).	
			[Back]	Select to listen to the recorded name (if any). • Alternately dial **L** (5).	
			[Rec]	Select to record a new name. • Alternately dial **R** (7).	
				[Cncl]	Select to cancel without recording and go back to the Record Name menu.
				[Done]	Select to accept the recorded name and go back to the Record Name Menu. • Alternately dial **#**.
			[Del]	**[Del]** Select to delete the recorded name. • Alternately dial **D** (3).	
			[Back]	**[Back]** Select to exit to the Distribution List Menu. • Alternately dial **#**.	
		[Back]		Select to exit to the System Administrator Menu. • Alternately dial **#**.	

Email Notification

Description

Email Notification automatically sends an email notification when a Subscriber Mailbox receives a new message. The email can optionally include the recorded message as a wav file attachment. To hear the message, the email recipient double-clicks the wav attachment to have the message play in their wav player (such as Windows Media Player).

E

Email Notification uses **SMTP** (**S**imple **M**ail **T**ransfer **P**rotocol) to deliver messages to the recipient's email account. If the message recipient has a mobile telephone service provider with an SMS (Short Message Service) portal, they can optionally choose to have text messages delivered right to their cell phone. In either case, Email Notification does not provide synchronization - the email account and the voice mailbox operate independently. For example, deleting the voice mail message does not auto-matically delete the email and vice-versa.

If Email Notification tries to deliver an email and it doesn't go through because of a connection problem (i.e., no connection or a dropped connection), it will retry every 15 minutes for 24 hours. If the email still can't go through, Email Notification cancels the delivery. Email deliveries that fail because authenti-cation fails or the encryption mode is incorrect are immediately cancelled.

Collecting the Email Notification Data

In order for the installation site's SL1100 to send email notifications, it must have a valid SMTP email account assigned. To save time during programming, use the following table to help collect the system's email account information. The email account provider can supply this information. See Programming in this feature for more.

Table 2-1 SL1100 Email Account Information

Item	Description	System's Email Account Data
SMTP Email Account	The email account that will handle notifications sent from the InMail (*e.g., yourname@emailserver.com*).	
SMTP Server Name	The SMTP server (email provider) will handle email for the SMTP email account. The SMTP server name is typically similar to *smtp.emailserver.com*.	
SMTP Port Number	The port the SMTP server uses for SMTP delivery.	
SMTP Encryption	Determines whether or not the SMTP server accepts plain text (unencrypted) or encrypted email (Yes or No).	
SMTP Authentication	Enter Yes if the SMTP server requires the *SMTP Email Account's* user name and password each time the system logs on. Otherwise, enter No.	
SMTP User Name	In the *SMTP Email Account*, this is normally the *your-name portion of yourname@emailserver.com*.	
SMTP Password	This is the password for the account specified in *SMTP Email Account* above.	
Email Reply To	If a notification recipient replies to a notification email, this is the address to which the reply is sent.	

Explanation of the Message Sender (From) Field

Like any other email client, Email Notification uses the From field to identify the person that left the message being delivered. In the email message, the data in the From field is formatted as Name [Reply To], where:

• *Name* identifies the person that left the message.

- *Reply To*[1] is the email address used when the email recipient replies to the message.

  ✎ *This information is not provided in the recipient's inbox - just the actual email message.*

For messages left by **Intercom** callers:
- *Name* is:
  - The extension name (if programmed).
    - OR -
  - The extension number (if there is no name programmed).
- *Reply To*[1] is:
  - The email address of the person that left the message (if programmed).
    - OR -
  - The *Reply To Email Address* data from Program 47-18-09.
    - OR -
  - The *Send From Email Address* data from Program 47-18-09.

For messages left by **Outside** callers:
- *Name* is always the text "Outside Caller".
- *Reply To*[1] is:
  - The *Reply To Email Address* data from Program 47-18-09.
    - OR -
  - The *Send From Email Address* data from Program 47-18-09.

Email from Intercom Caller with Programmed Name

When a voice message is left from an extension with a programmed name, Outlook 2007 shows the following:
- Inbox
  - *From* - The programmed name for the extension that left the message.
  - *Subject* - The text "Voice Message from" followed by the extension name, followed by the message duration.
  - *Received* - The date and time the message was received.
  - *Size* - The message size, which includes the size of the wav file attachment.
- Message Body
  - *From* - The name programmed for the extension that left the message, followed by the programmed *Reply To* information.
  - *Sent* - The date and time the message was sent from the installation site's SMTP email server.
  - *Subject* - The same subject information shown in the inbox.
  - *Message* - The wav file attachment name and the attachment size. In the example below,
  - *John Hancock* is the name of the extension that left the message.
  - *06-22-09* is the date the message was left.
  - *4:17 PM* is the time the attachment was created.
  - *Body text* - Includes the date and time the voice message was received and the message length.

1. The recipient's inbox only shows the Name portion of the From field. The Reply To portion is not included.
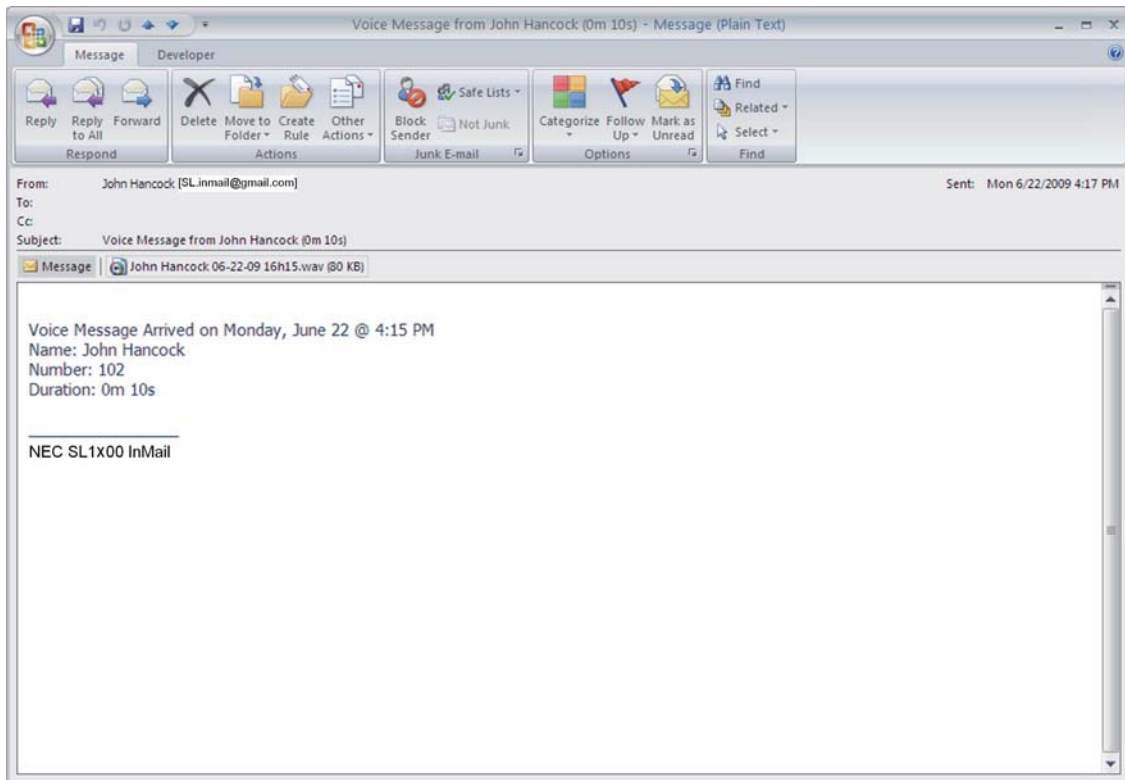
Figure 2-3 Email with Station Name

Email from Intercom without Extension Name

When a voice message is left from an extension without a programmed name, Email Notification substitutes the extension number for the name. In this example, Outlook 2007 shows the following:

- Inbox
  - *From* - The number of the extension that left the message.
  - *Subject* - The text "Voice Message from" followed by the extension number, followed by the message duration.
  - *Received* - The date and time the message was received.
  - *Size* - The message size, which includes the size of the wav file attachment.
- Message Body
  - *From* - The number of the extension that left the message, followed by the programmed *Reply To* information.
  - *Sent* - The date and time the message was sent from the installation site's SMTP email server.
  - *Subject* - The same subject information shown in the inbox.
  - *Message* - The wav file attachment name and the attachment size. In the example below,
  - *Extension 103* is the number of the extension that left the message.
  - *06-22-09* is the date the message was left.
  - *3:49 PM* is the time the attachment was created.
  - *Body text* - Includes the date and time the voice message was received and the message length.
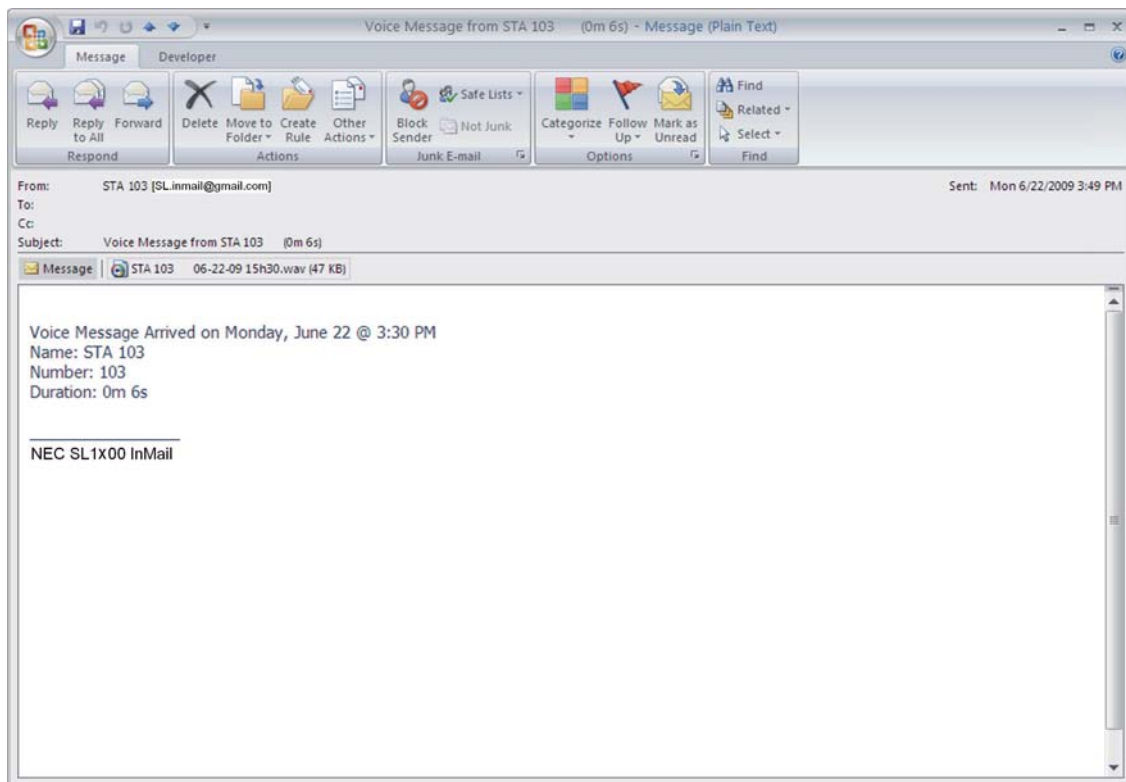
Figure 2-4 Email - No Station Name

Email from Outside Caller with Caller ID

When a voice message is left by an outside caller and Caller ID was provided, Outlook 2007 shows the following:

- Inbox
  - *From* - Shows that the message is from an outside caller.
  - *Subject* - The text "Voice Message from" followed by the caller's number (provided by Caller ID), followed by the message duration.
  - *Received* - The date and time the message was received.
  - *Size* - The message size, which includes the size of the wav file attachment.
- Message Body
  - *From* - Shows that the message is from an outside caller, followed by the programmed *Reply To* information.
  - *Sent* - The date and time the message was sent from the installation site's SMTP email server.
  - *Subject* - The same subject information shown in the inbox.
  - *Message* - The wav file attachment name and the attachment size. In the example below,
    - *214-262-3939* is the caller's number (provided by Caller ID).
    - *06-22-09* is the date the message was left.
    - *4:52 PM* is the time the attachment was created.
  - *Body text* - Includes the date and time the voice message was received and the message length.
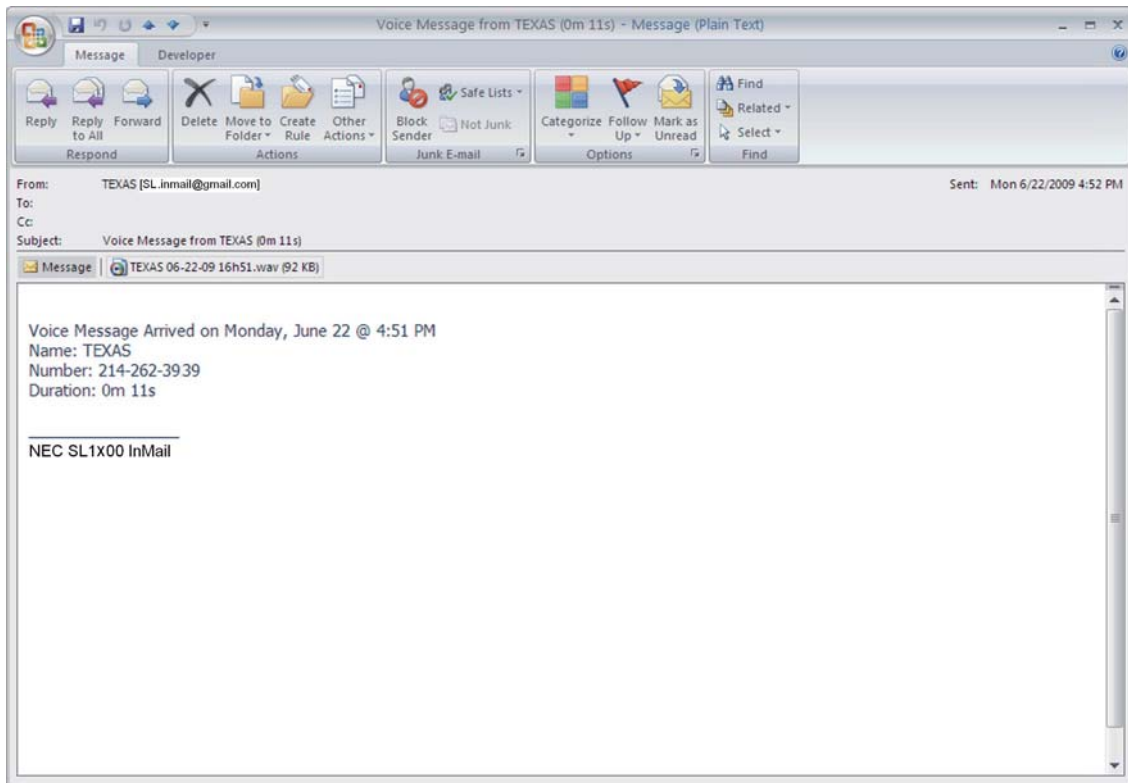
Figure 2-5 Email with CID Name

Email from Outside Caller without Caller ID

When a voice message is left by an outside caller and Caller ID was not provided, Email Notification substitutes "Outside Caller" for the number. Outlook 2007 shows the following:

- Inbox
  - *From* - Shows that the message is from an outside caller.
  - *Subject* - The text "Voice Message from" followed by "Outside Caller", followed by the message duration.
  - *Received* - The date and time the message was received.
  - *Size* - The message size, which includes the size of the wav file attachment.
- Message Body
  - *From* - Shows that the message is from an outside caller, followed by the programmed *Reply To* information.
  - *Sent* - The date and time the message was sent from the installation site's SMTP email server.
  - *Subject* - The same subject information shown in the inbox.
  - *Message* - The wav file attachment name and the attachment size. In the example below,
   - *Outside Caller* (since there is no Caller ID number).
   - *06-22-09* is the date the message was left.
   - *5:20 PM* is the time the attachment was created.
  - *Body text* - Includes the date and time the voice message was received and the message length.
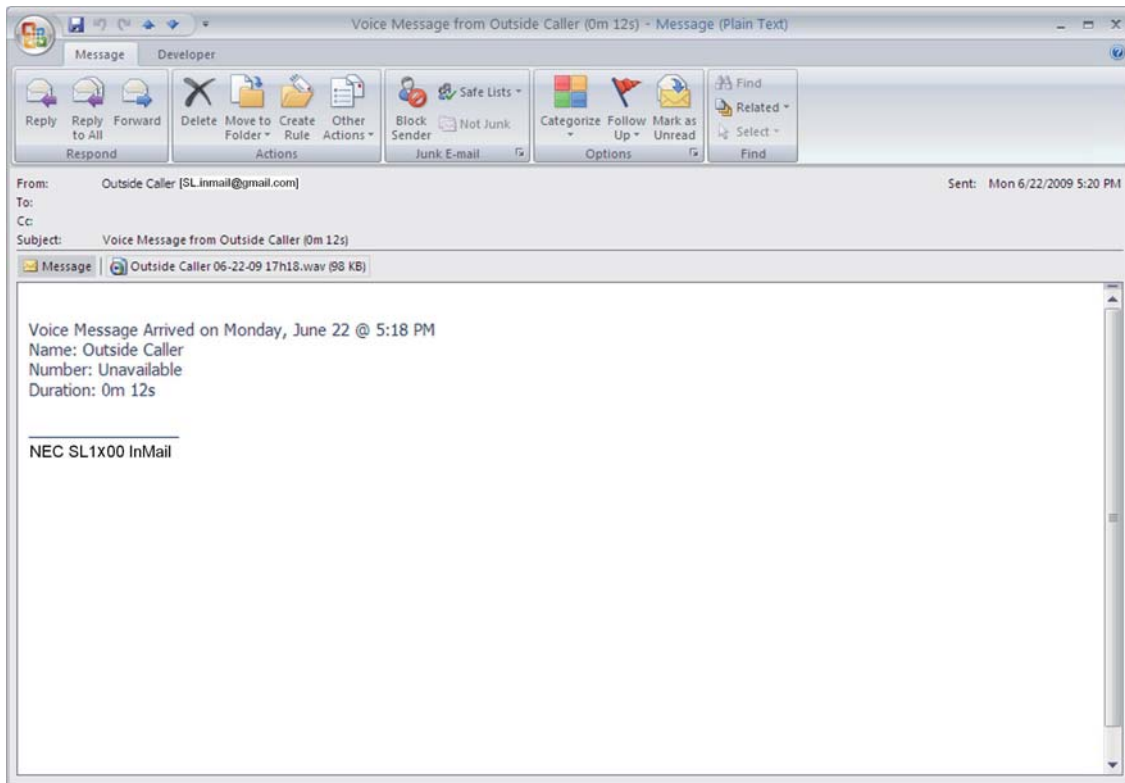
Figure 2-6 Email - CO No CID

SMS Text Message Delivery to a Cell Phone

The table below shows the basic format of a InMail email notification delivered to a cell phone as an SMS Text Message. The information is much the same as that delivered to an email account. There may be more than one text message for each notification, depending on the number of characters the provider allows in each text message (typically 120-160 characters). SMS will not send the wav file attachment, even if enabled in programming.

> *An extension set up for notification via SMS Text Messaging should have the Email Message as Attachment option disabled in system programming. Attempting to deliver a wav file attachment to an SMS messaging service may have undesirable results.*

- SMS Text Message Notification
  The following shows a typical SMS Text Message when the InMail is set up to provide email notification only (no wav file of the actual message). In this case, the provider divided the message into two parts: one for the message header and one for the message body. This is only an example - your provider may handle similar content differently.

Table 2-2 Typical SMS Notification (No Wav File)

Description	Text
Text Message for Message Header	
Text Message Inbox:	InMail [2 OF 2]
Text Message Body: [1]	MESSAGE FROM: InMail [2 OF 2] SENT: 3:51 PM 9/17
Text Message for Message Body	
Text Message Inbox:	SBJ: VOICE MESSAGE

*1. Your cell phone display will automatically break the text lines to best fit the screen.

Description	Text
Text Message Body: [1]	MESSAGE FROM: XXXX SUBJ: VOICE MESSAGE FROM XXXX- (0M6S) VOICE MESSAGE ARRIVED ON MONDAY, SEPT 17@3:51 PM DURATION: 0M 6S ------------NEC [1 OF 2] SENT: 3:51PM 09/17

E

POP3 Login

InMail Email Notification supports POP3 Login. The logic of this method is that it allows a user to send e-mail from any location, as long as they can demonstrably also fetch their mail from the same place. Check with your email provider to see if this type of login is required.

Some Common SMTP Settings

Table 2-3 Common Email Notification SMTP Server Settings

Provider	Server Name and Account (1105-02, 08)	SMTP Port (1105-03)	Encryption (1105-04)	Authentication (1105-05, 06, 07)	Updated	Comments
Yahoo	smtp.mail.yahoo.com	465	Yes	Yes	6/28/07	Requires POP Yahoo! Mail Plus
GMail	smtp.gmail.com	465	Yes	Yes	6/28/09	
Optimum Online	mail.optonline.net	587	Yes	Yes	6/28/07	
AOL	smtp.aol.com	587	Yes	Yes	6/28/07	

Some Common SMS Portals

Table 2-4 Some Common Mobile Telephone Service Provider SMS Portals

Provider	Email Address for SMS Text Message
Some Popular Provider-Specific SMS Portals	
Alltel	yourcellphonenumber@message.alltel.com
AT&T Wireless	yourcellphonenumber@mobile.att.net OR yourcellphonenumber@mmode.net
Boost Mobile	yourcellphonenumber@myboostmobile.com
Cingular	yourcellphonenumber@mobile.mycingular.com OR yourcellphonenumber@cingularme.com
Nextel	yourcellphonenumber@messaging.nextel.com OR yourcellphonenumber@page.nextel.com
Sprint PCS	yourcellphonenumber@messaging.sprintpcs.com
T-Mobile	yourcellphonenumber@tmail.com OR yourcellphonenumber@tmomail.net
Verizon	yourcellphonenumber@vtext.com
Virgin Mobile	yourcellphonenumber@vmobl.com
A Universal SMS Portal	
Teleflip	yourcellphonenumber@teleflip.com
A More Complete SMS Portal Listing	
For a more complete SMS portal list, see http://www.livejournal.com/tools/textmessage.bml?mode=details.	

Conditions

• An MEMDB must be mounted on the CPU card to support this feature.
• The Email Notification feature require for SL-VM-ADVANCE license.

Default Settings

Email Notification disabled.

System Availability

Terminals

All Multiline Terminals

Required Component(s)
- CPU card
- InMail Compact Flash
- SL-VM-ADVANCE license

Related Features

None

Operation

Table 2-5 Turn Email Notification On or Off

To Turn Email Notification On or Off			
1.	Log onto Subscriber Mailbox.		
2.	**[Optns]**		Select Mailbox Options. • Alternately dial **OP** (67).
3.	**[Notfy]**		Select Notification. • Alternately dial **N** (6).
4.	**[Email]**		Select Email. • Alternately dial **E** (6).
5.	Do one of the following:		
	a.	**[On]**	Select to turn email notification on. • Alternately dial **O** (6).
	b.	**[Off]**	Select to turn email notification off. • Alternately dial **O** (6).
	c.	**[Back]**	Select to exit without making any changes. • Alternately dial **#**.

Programming

Program Number	Program Name	Assigned Data
11-04-01	**Virtual Extension Numbering**	Up to eight digits Defaul: Not assigned
15-01-01	**Basic Extension Data Setup - Extension Name**	Up to 12 characters Default: No setting

Program Number	Program Name	Assigned Data
15-02-21	**Multiline Telephone Basic Data Setup - Virtual Extension Access Mode (when idle Virtual Extension key pressed)**	Virtual Extension Key Mode 0 = DSS 1 = OTG (Outgoing) 2 = Ignore (default = 2)

Setting Up the System SMTP Options

1. Enable SMTP Email Delivery System Wide.

Program Number	Program Name	Description
47-18-01	**Enable SMTP**	Enter 1 to enable SMTP email delivery system-wide. 🖉 *By default, SMTP email delivery is disabled (0).*
47-18-08	**SMTP Email Address**	Specify the email account that the SMTP server will use to process email sent from the SL1100 (e.g., yourname@emailserver.com). 🖉 *By default, there is no entry for this option.*

2. Specify the site's SMTP server name and port.

Program Number	Program Name	Description
90-11-11	**DNS Primary Address**	Enter the IP address of primary Domain Name Server (DNS). • The DNS (or name server) is the computer connected to the internet that converts a domain name (such as www.yahoo.com) to a specific IP address for routing on the internet. If you want to use a domain name to identify your SMTP server in the following option, you must make an entry for this option. The entry is the IP address of your name server. 🖉 *By default, there is no entry for this option.*
90-11-12	**DNS Secondary Address**	Enter the IP address of secondary Domain Name Server (if any). 🖉 *By default, there is no entry for this option.*
47-18-02	**SMTP Server Name**	Enter the name of the SMTP server that will handle email delivery for the installation site. The SMTP server name is typically similar to smtp.e-mailserver.com. • If you didn't make a name server entry in the previous entry, you must enter your SMTP server's IP address in this option (not its name). 🖉 *By default, there is no entry for this option.*
47-18-03	**SMTP Port Number**	Enter the port (logical connection) the installation site's email server uses for SMTP. Refer to Table 2-3 Common Email Notification SMTP Server Settings on page 2-72 for setting examples. 🖉 *By default, SMTP uses port 25.*

3. Does the site's SMTP email server require encryption?
   - If yes:

Program Number	Program Name	Description
47-18-04	SMTP Encryption	Enter 1. • The system negotiates "behind the scenes" to determine if encryption should be TLS or SSL, and then adjusts accordingly. 🖉 *By default, this option is disabled (0).*

   - If no:

Program Number	Program Name	Description
47-18-04	SMTP Encryption	Enter 0. • If encryption is disabled, all messaging is in plain text. 🖉 *By default, this option is disabled (0).*

4. Does the site's SMTP email server require account authentication?
   - If yes:

Program Number	Program Name	Description
47-18-05	SMTP Authentication	To enable SMTP Authentication, enter 1. • To enable POP3 Authentication, enter 2. Refer to Setting Up POP3 Login on the next page. 🖉 *By default, this option is disabled (0).*
47-18-06	SMTP User Name	Enter the user name of the account on the SMTP server that will process the email sent from the SL system. For example, if the subscriber's email address is yourname@emailserver.com, the User Name entry would be your name. Email Notification delivers all outbound email to this account. 🖉 *By default, there is no entry for this option.*
47-18-07	SMTP Password	Enter the password for the account specified in the previous option. When SMTP authentication is enabled, this password is required to log onto the email account. 🖉 *By default, there is no entry for this option.*

   - If no:

Program Number	Program Name	Description
47-18-05	SMTP Authentication	Enter 0. 🖉 *By default, this option is disabled (0).*

5. Enter the email reply data (i.e., the email account to which replies should be sent).

Program Number	Program Name	Description
47-18-09	SMTP Reply-to Address	Enter the email reply name. • This is a required entry. • Typically, this is the email account that handles inquiries and administration for the installation site. 📝 *By default, there is no entry for this option.*

E

Setting Up POP3 Login

1. Does the site's SMTP email server require POP3 Login?
    • If yes:

Program Number	Program Name	Description
47-18-05	SMTP Authentication	To enable POP3 Authentication, enter 2. 📝 *By default, this option is disabled (0)*
47-19-01	POP3 Server Name	Enter the name of the POP3 server that will handle email delivery for the installation site. The POP3 server name is typically similar to pop.e-mailserver.com. • If you didn't make an entry in the 90-11-11 and 90-11-12 DNS Server options, this entry must be the IP address of the POP3 server since there is no way to resolve a name. 📝 *By default, there is no entry for this option.*
47-19-02	POP3 Port Number	Specify the port (logical connection) the installation site's email server uses for POP3. Normally, this is port 110. 📝 *By default, this option is 110.*
47-19-03	POP3 Encryption Method	Enable or disable POP3 SSL encryption for the site's email server. The option you choose depends on the requirements of the POP3 email server. 📝 *By default, this option is disabled (0).*
47-19-04	POP3 User Name	Enter the POP3 account's user name. If the subscriber's email address is yourname@emailserver.com, the username would normally be your name. 📝 *By default, there is no entry for this option.*
47-19-05	POP3 Password	Enter the password for the account specified in the previous option. When authentication is enabled, this password is required to log onto the email account. 📝 *By default, there is no entry for this option.*

• If no:

Program Number	Program Name	Description
47-18-05	SMTP Authentication	To disable POP3 Authentication, enter either 0 (Authentication disabled) or 1 (SMTP Authentication enabled). ✎ *By default, this option is disabled (0).*

Setting Up the Subscriber Mailbox Options

1. Should email notification occur for new voice mail messages left in the Subscriber Mailbox?
    - If yes:

Program Number	Program Name	Description
47-02-20	Enable Email	Enter 1 (Yes). • The subscriber can also do this from their Mailbox Options Menu. ✎ *By default, this option is disabled (0).*
47-02-21	Email Address	Specify the email address to which the notification for this Subscriber Mailbox should be delivered. • If the voice message should be included in the email as a wav file attachment, in 47-02-22: MESSAGE AS ATTACHMENT, enter 1 (Yes). If not, enter 0 (No). ✎ *By default, there is no entry for this option.*

- If no:

Program Number	Program Name	Description
47-02-20	Enable Email	Enter 0 (No). • The subscriber can also do this from their Mailbox Options Menu. ✎ *By default, this option is disabled (0).*

Setting Up the Group Subscriber Mailbox Options

1. Should email notification occur for new voice mail messages left in a Group Subscriber Mailbox?
    - If yes:

Program Number	Program Name	Description
47-06-18	Enable Email	Enter 1 (Yes). • The subscriber can also do this from their Mailbox Options Menu. ✎ *By default, this option is disabled (0).*
47-06-19	Email Address	Specify the email address to which the notification should be delivered. • If the voice message should be included in the email as a wav file attachment, in 47-06-20: MESSAGE AS ATTACHMENT, enter 1 (Yes). If not, enter 0 (No). ✎ *By default, there is no entry for this option.*

- If no:

Program Number	Program Name	Description
47-06-18	**Enable Email**	Enter 0 (No). • The subscriber can also do this from their Mailbox Options Menu. ✎ *By default, this option is disabled (0).*

Operation

To answer a call ringing a Virtual Extension:

1. Press the flashing **Virtual Extension** key.
   - OR -
   Go off-hook.

   ✎ *Program 20-10-08 needs to be set to on (1) for extension Class of Service.*

Erasing All Messages

Description

The System Administrator can delete all messages in a Subscriber Mailbox. Erasing All Messages is an administrator's maintenance tool. The administrator may need to use this tool if an employee has left the company or has an excessive number of messages stored in their mailbox. By deleting the unwanted messages, the administrator can prevent the InMail recording capacity from being reached (which would disable many of the InMail messaging features).

Related Features

Message Delete on page 2-149

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

System Administrator on page 2-197

Only the System Administrator can delete messages in a coworker's mailbox.

Programming

No additional programming required.

Operation

Erasing All Messages System-Wide				
Log On to System Administrator's mailbox.				
SA (72)	Access System Administrator options. [Not applicable]			
	S (7)	Select Subscriber Mailbox Maintenance options. [Subs]		
		Enter the number of the Subscriber Mailbox you want to maintain.		
			DA (32)	Delete all Subscriber Mailbox messages. [Msgs]
			#	Go back to System Administrator options. [Exit]
0	Plays Help message.			

Exiting a Mailbox

Description

A Subscriber Mailbox user can dial a code; press a soft key or hang up to exit their mailbox. After exiting, the subscriber can use their extension for normal call processing.

Related Features

Not applicable.

E

Programming

No additional programming required.

Operation

Exiting a Mailbox	
To exit your mailbox:	
Log On to Subscriber Mailbox.	
XX (99)	Exit your mailbox. [Exit] + [Exit]
To exit and immediately return to your mailbox:	
Log On to Subscriber Mailbox.	
X# (9#)	Exit and return to your mailbox. [Exit] + [Return]
0	Plays Help message.

External Transfer

Description

External Transfer allows an Automated Attendant caller to automatically route to an outside telephone number. To set this up, assign a Dial Action Table action as a UTRF to a Common Abbreviated Dialing bin (e.g., #1000 + Pause for common bin 000). When the Automated Attendant answers, the caller dials the digit and InMail automatically routes them to the outside number contained in the bin. External Transfer allows your callers to easily reach branch offices and important off-site associates.

Related Features

Dial Action Table on page 2-49

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

Programming

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

Program Number	Program Name	Description
47-08-01	Dial Action Table	The Call Routing Mailbox uses the Dial Action Table assignment to provide dialing options to callers. *The default Call Routing Mailboxes (1 ~ 8) use Dial Action Table 1.*

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

Program Number	Program Name	Description
47-13-01	InMail Dial Action Tables - UTRF Action - Unscreened Transfer (2) (UTRF)	The corresponding Number option should be 2 followed by the Common Abbreviated Dialing bin, followed by two pauses (each pause entered by pressing **LK4**). • Add additional pauses if the entire common bin does not dial out. For example, to have External Transfer dial common bin 000, enter **2000 LK4 LK4**. *This ability is not assigned by default.*

3. Program the Common Abbreviated Dialing bin for External Transfer.

Program Number	Program Name	Description
13-04-01	Speed Dialing Number and Name - Speed Dialing Data	The bin should contain just the outside telephone number you want External Transfer to dial. Refer to the *Programming Manual* for more information. *No common Abbreviated Dialing numbers are stored by default.*

4. Enable Loop Supervision for the trunks you are going to use for External Transfer.

Program Number	Program Name	Description
14-01-13	Basic Trunk Data Setup - Loop Supervision	Enter 1 to enable Trunk-to-Trunk Transfer for each trunk to be used for External Transfer. 🖉 *By default, this option is enabled for all trunks.*

5. Enable Trunk-to-Trunk Transfer for all InMail extensions.

Program Number	Program Name	Description
20-11-14	Class of Service Options (Hold/Transfer Service) - Trunk-to-Trunk Transfer Restriction	For each InMail extension to be used for External Transfer, enter 0 to turn off Trunk-to-Trunk Transfer Restriction. (Entering 1 disables Trunk-to-Trunk Transfer). 🖉 *By default, Trunk-to-Trunk Transfer Restriction is Off (0) for all InMail extensions.*
20-06-01	Class of Service for Extensions	Assign Class of Service to extensions (1 ~ 15). 🖉 *By default, Extension 101 is Class 15 and other extension are Class 1.*

Operation

Operation is automatic once set up in programming.

Fax Detection

Description

The Automated Attendant can detect incoming fax calls and transfer them to a fax machine. With Fax Detection enabled, after the Automated Attendant answers a call it listens for incoming fax CNG tone. If it detects the tone, it does an unscreened transfer of the call to the specified company fax machine. The incoming fax then prints out on the company fax machine. If you disable Fax Detection, the Automated Attendant does not detect and route incoming fax calls.

Related Features

None

Programming

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

Program Number	Program Name	Description
47-08-04	Fax Detection	Enter **1** (Yes) to enable Fax Detection for the Call Routing Mailbox. 🖉 *By default, this option is **0** (No).*

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

Program Number	Program Name	Description
47-08-05	Fax Extension	Normally, this is the extension number of the analog port to which the fax machine is connected. 🖉 *By default, this option is undefined (entered by pressing Hold).*

Operation

Not applicable.

Find-Me Follow-Me

Description

Find-Me Follow-Me helps an outside caller locate an extension user who is not at their desk. If their call is unanswered and is picked up by voice mail, the caller has the option of dialing a digit to try up to three alternate Find-Me Follow-Me destinations. A destination can be an outside number (such as a cell phone or home office) or a co-worker's extension.

The Find-Me Follow-Me destinations are set up in the Find-Me Follow-Me schedule. Each of the three schedule entries can be individually enabled or disabled and provides options for Start Hour, End Hour, and destination number. If the caller chooses the Find-Me Follow-Me option, the system will try each enabled entry that is active for the current time (i.e., in-schedule). The system will not try any entries that are disabled or are not in-schedule.

When trying the destinations, Find-Me Follow-Me skips an active, in-schedule number that is busy, in DND, or is unanswered. When all active in-schedule destinations have been tried the caller can then choose to try Find-Me Follow-Me again or select another option.

You can set up Find-Me Follow-Me for an extension in system programming. In addition, an extension user can set up Find-Me Follow-Me from their Mailbox Options.

Conditions

- The features requires the SL-VM-ADVANCE LIC (1015).
- Find-Me Follow-Me settings can be changed using the Telephone Mailbox Option Interface only.
- Find-Me Follow-Me can be used for standard subscriber mailboxes and Group Mailboxes set to subscriber in PRG 47-03-03.
- Find-Me Follow-Me requires that Tandem Trunking be enabled on the line that rings into the Automated Attendant. If Tandem Trunking is not enabled, the Find-Me Follow-Me options are not available.
- Find-Me Follow-Me does not work for internal callers.

Related Features

Group Mailboxes

Programming

Program Number	Program Name	Assigned Data
14-01-13	**Basic Trunk Data Setup - Trunk-to-Trunk Transfer / Loop Disconnect Supervision**	0 = Disable 1 = Enable Default = 0
20-11-14	**Trunk-toTrunk Transfer Restriction**	0 = Disable 1 = Enable Default = 0
47-02-24	**InMail Station Mailbox Options - Enable Find-Me Follow-Me Option**	0 = Disable 1 = Enable Default = 0
47-06-22	**InMail Group Mailbox Options - Enable Find-Me Follow-Me Option**	0 = Disable 1 = Enable Default = 0

Program Number	Program Name	Assigned Data
47-21-01	InMail Station Mailbox Options - Enable/Disable Find-Me Follow-Me Destination	0 = Disable 1 = Enable Default = 0
47-21-02	InMail Station Mailbox Options - Find-Me Follow-Me Begin Hour	Two digit number using 24 hour clock. Default = 00
47-21-03	InMail Station Mailbox Options - Find-Me Follow-Me End Hour	Two digit number using 24 hour clock. Default = 00
47-21-04	InMail Station Mailbox Options - Find-Me Follow-Me Destination Phone Number	Up to 16 digit number. Default = Blank
47-23-01	InMail Group Mailbox Options - Enable/Disable Find-Me Follow-Me Destination	0 = Disable 1 = Enable Default = 0
47-23-02	InMail Group Mailbox Options - Find-Me Follow-Me Begin Hour	Two digit number using 24 hour clock. Default = 00
47-23-03	InMail Group Mailbox Options - Find-Me Follow-Me End Hour	Two digit number using 24 hour clock. Default = 00
47-23-04	InMail Group Mailbox Options - Find-Me Follow-Me Destination Phone Number	Up to 16 digit number. Default = Blank

Operation

Setting Up Find-Me Follow-Me				
Log On to Subscriber Mailbox.				
OP (67)	Access the Mailbox Options menu. [Setup]			
	CH (26)	Access the Call Handling Options Menu. [CallH]		
		(1)	Access the Find-Me Follow-Me Options Menu. [FMFM]	
		InMail states your Find-Me Follow-Me status: On or Off		
		O (6)	Turn Find-Me Follow-Me on or off. [On] [Off]	
		D (3)	Change your Find-Me Follow-Me destinations. [Dest]	
		#	Back up to the previous level without changing your entry. [Back]	
			(1) **(2)** **(3)**	Enter the destination number to change. [Dest1] [Dest2] [Dest3]
			#	Back up to the previous level without changing your entry. [Back]
			The system will provide the status of the destination selected.	
			E (3)	Enable selected destination. [Enbl]
			D (3)	Disable selected destination. [Disbl]
			C (2)	Change selected destination. [Chnge]

F

				Setting Up Find-Me Follow-Me	
				#	Back up to the previous level without changing your entry. [Back]
					Enter the hour you want Find-Me Follow-Me to begin for the selected destination. • Enter 2 digits for the hour. • Press ✱ or [Next] to skip to the next setting.
				A (2)	Select AM. [AM]
				P (7)	Select PM. [PM]
				#	Back up to the previous level without changing your entry. [Exit]
					Enter the destination phone or extension number, up to 16 digits.
				OK	Accept entered number.
				Clear	Clear entered number.
				Next	Skip to next setting.
				#	Back up to the previous level without changing your entry. [Back]
		#	Go back to the Mailbox Options menu. [Back]		
	#	Go back to the Main Menu. [Back]			
0	Plays Help message.				

Flexible Answering Schedules

Description

The Automated Attendant can answer outside calls with different announcements and dialing options, depending on the time of day and day of week. For example, a company can set up separate schedules for weekdays, evenings, weekends, and specific holidays. Each schedule can play a different announcement to callers, as well as provide them with unique dialing options. Once set up in programming, the schedule operation is automatic.

The Flexible Answering Schedules are determined by the set up of the InMail Answer Tables. See Answer Table on page 2-14 for more.

Related Features

Answer Table on page 2-14

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

Automated Attendant on page 2-25

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

Routing Mailbox on page 2-183

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

Dial Action Table on page 2-49

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

Programming

1. Determine which Answer Table answers each trunk.

Program Number	Program Name	Description
47-10-01	**Answer Table Assignment** (Answer Table)	For each trunk, enter the number of the Answer Table that handles that trunk's Automated Attendant calls. See Answer Table on page 2-14. *By default, all trunks use Answer Table 1.*

Operation

Not applicable.

Flexible Call Routing

Description

The Automated Attendant provides outside callers with a wide variety of dialing (routing) options, such as customized announcements. Use Flexible Call Routing to eliminate or minimize the need for an operator or receptionist to handle outside calls.

There are 3 components to Flexible Call Routing.

F

- Answer Table on page 2-14
  Determines how the Automated Attendant answers outside calls on each trunk according to the time of day and day of the week.
- Routing Mailbox on page 2-183
  The mailbox associated with an *Answer Table* that specifies which dialing options (*Dial Action Table*) and announcement are available to Automated Attendant callers.
- Dial Action Table on page 2-49
  Defines the dialing options for the *Call Routing Mailbox* chosen by the active *Answer Table*, which in turn provides those dialing options to Automated Attendant callers.

Related Features

Answer Table on page 2-14

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

Automated Attendant on page 2-25

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

Routing Mailbox on page 2-183

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

Dial Action Table on page 2-49

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

Programming

Refer to Automated Attendant on page 2-25 for more on how to set up your Flexible Answering Schedules.

Operation

Not applicable.

Flexible Mailbox Numbering Plan

Description

Flexible Mailbox Numbering Plan allows you to customize site extension numbers and be assured that InMail adapts to the new configuration. When you change a port extension number, you can change the number of the mailbox assigned to that port to match. There is no need to reprogram - all of the options remain intact.

Related Features

Dial Action Table on page 2-49

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

Programming

Flexible Numbering Plan Example

1. Optionally change the number of digits in extension numbers.

Program Number	Program Name	Description
11-01-01	System Numbering	Optionally change the number of digits required to reach each range of extensions. 🖉 *By default, 3-digit extension numbers are 101 ~ 184.*

2. Change the extension number associated with a port.

Program Number	Program Name	Description
11-02-01	Extension Numbering	Assign extension numbers to extension ports. The telephone programming identity follows the port number, not the extension number. 🖉 *By default, extension-to-port assignments are consecutive starting with 200 (e.g., port 1 = extensin 101, port 2 = extension 102, etc.)*

3. Change the mailbox number to match the new extension number.

Program Number	Program Name	Description
47-02-02	Mailbox Number	Change the mailbox number to match the number of the new extension. 🖉 *By default, mailbox numbers are consecutively assigned.* *Mailbox 1 = 101,* *mailboxes 2 ~ 64 = 102 ~ 164,* *mailboxes 65 ~ 84 = no entry*

4. Modify the Dial Action Tables to accommodate the new numbering.

   🖉 *Refer to TRF Action - Screened Transfer (1) (TRF).*

   Optionally modify the active Dial Action Table actions for the new extension numbers.
   For example, to allow Automated Attendant callers to dial extension 5000, for digit 5:
   - Change the Action to UTRF (2) or TRF (1).
   - Change the *Data* to XXXX.

✏️ *By default (in the above example), the digit 5 is undefined.*

2-Digit Extension Numbering Example

InMail Does Not Support 2-Digit Extension Numbers 10-16
When setting up 2-digit extension numbering in a SL1100 with InMail, do not use extensions 10 ~ 32. Although you can set up this application in 11-01-01 System Numbering and 11-02-01 Extension Numbering, Subscriber Mailboxes assigned in 47-02-02 Mailbox Number do not function. This is because mailboxes 1 ~ 32 are reserved for Routing Mailboxes and cannot be reassigned.

F

The following example assigns a 2-digit extension number (26) to station port 6 and enables the Subscriber Mailbox for extension 26. It also changes the ✱ and # digits in the active Dial Action Table to allow Quick Message and Remote Logon to the new 2-digit extension.

1. Enable 2-digit extension numbers 20 ~ 29.

Program Number	Program Name	Description
11-01-01	Extension Numbering	In 11-01-01 Digit for the digit 2x, enter 2. In 11-01-01 Type for the digit 2x, enter 2. ✏️ *By default, the digit 1 is set up as a 3-digit extension number (100 ~ 199).*

2. Change the extension number for port 6 to 26.

Program Number	Program Name	Description
11-02-01	Extension Numbering	For extension port 6, enter 26. ✏️ *By default, extension port 6 is assigned to extension 106.*

3. Change the mailbox number to match the new extension number.

Program Number	Program Name	Description
47-02-02	Mailbox Number	For mailbox 6, assign mailbox number 26. ✏️ *By default, mailbox 6 is assigned to mailbox number 106.*

4. Modify the Dial Action Tables to accommodate the new numbering.
   Make key 1 (digit 1) *Action* = UTRF (2) and *Data* = XX
   Make key 11 (✱) *Action* = REC1 (3) and *Data* = XX
   Make key 12 (#) *Action* = LOGON (5) and *Data* = IXX

✏️ *By default:*
Key 1 is UND to 0.
Key 11 is REC1 to IXXX.
Key 12 is LOGON to IXXX.

Operation

Not applicable.

Forced Unscreened Transfer

Description

A Subscriber can optionally convert Automated Attendant Screened Transfers to Unscreened Transfers by enabling this option in the Mailbox user interface.

- Calls from the Automated Attendant ring like other transferred calls and display the incoming Caller ID data (if provided by telco and enabled in programming) as the call is ringing.
- As with Screened Transfers, unanswered calls route to the subscriber's greeting (recorded or default) so the caller can leave a message. However, with Unscreened Transfer the caller cannot dial 2 to reach the Next Call Routing Mailbox options (if programmed).

F

Related Features

Dial Action Table on page 2-49

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

Screened Transfer on page 2-187

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

Unscreened Transfer on page 2-206

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

Programming

1. Enable Forced Unscreened Transfer for the Subscriber Mailbox.

Program Number	Program Name	Description
47-02-10	**Forced Unscreened Transfer** (Forced UTRF)	Enter **1** (Yes) to enable this option to automatically convert Automated Attendant Screened Transfers to Unscreened Transfers. 🖉 *By default, this option is disabled (**0**).*

Operation

Not applicable.

Getting Recorded Help

Description

If a Subscriber Mailbox user dials an incorrect code or forgets what to dial while in their mailbox, they can request help from the InMail voice prompts. Recorded Help provides the user with a built-in, inter-active user's guide. To get recorded help, the user dials 0.

G

Related Features

None

Programming

No additional programming required.

Operation

Getting Recorded Help	
Log On to your mailbox.	
0	Get recorded help. • Recorded help is always available from the Main Menu. • Recorded help may not be available at all levels.

Go To A Mailbox

Description

An Automated Attendant caller can dial a digit to route to a Call Routing or Announcement Mailbox. This is called the Go To (GOTO) action. The GOTO action can route directly to a specific Call Routing or Announcement Mailbox, or allow the Automated Attendant caller to go to a mailbox of their own choosing. Use the GOTO action to set up a "tree" of Automated Attendant options.

The block diagram below shows how the Automated Attendant can provide the caller with a tree of dialing options. Dialing 1 (GOTO 9) routes to Announcement Mailbox 9, which plays the company directions. Dialing 2 (GOTO 2) routes to Call Routing Mailbox 2, which is set up to give the caller single-digit dialing to Tech Service technicians.

- The Announcement Message for Announcement Mailbox 9 tells the caller how to locate the company.
- The Instruction Menu for Call Routing Mailbox 2 instructs the caller which digits to dial for each technician. The Dial Action Table for Call Routing Mailbox 2 contains the TRF or UTRF actions to each technician's extension.

G
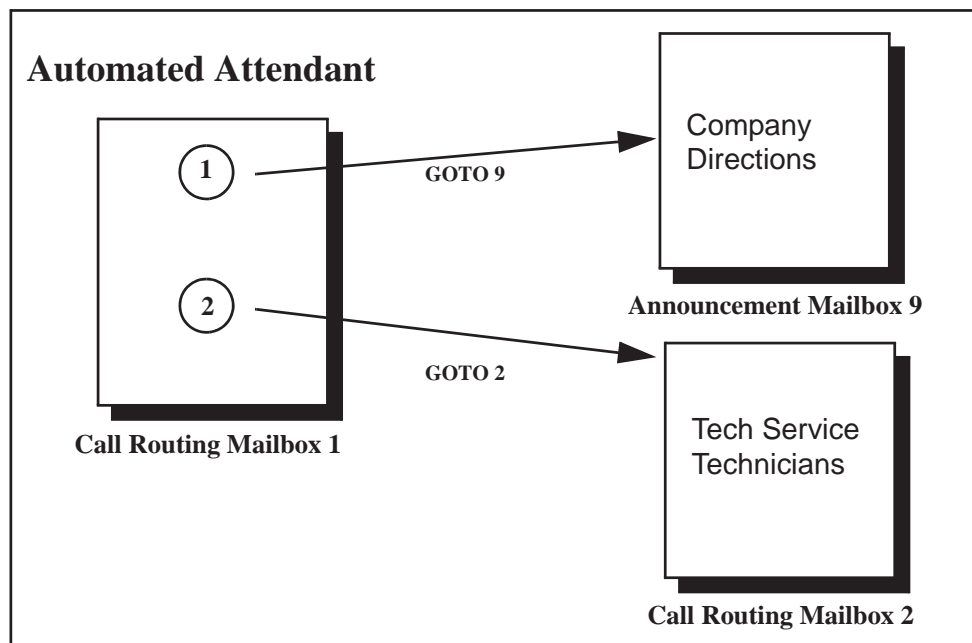
The GOTO action can also log on to a Subscriber Mailbox, although the LOGON action is normally reserved for this function.

Related Features

Automated Attendant on page 2-25

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

Dial Action Table on page 2-49

The GOTO action is a Dial Action Table option.

Instruction Menu on page 2-122

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

Programming

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

G

Program Number	Program Name	Description
47-13-01	**Dial Action Table Actions: GOTO Action - Go to Mailbox (7) (GOTO)**	To have Automated Attendant callers dial a single digit to go to a Call Routing or Announcement Mailbox, enter the mailbox number in the corresponding Number option. • For example, to have key 1 go to Call Routing Mailbox 2, for key 1 enter GOTO for the Action and 2 for the corresponding Number. To have InMail require Automated Attendant callers to enter a Call Routing or Announcement Mailbox to go to, enter XXX in the corresponding Number option. The key you choose must represent the first digit in the mailbox numbers. • For example, to allow callers to go to mailboxes 1 ~ 16, for key 0 enter GOTO for the Action and XXX for the corresponding Number. To log into any valid Call Routing or Subscriber Mailbox, enter IXXX in the corresponding Number option. • For example, to allow callers to dial 1 plus any Call Routing or Announcement Mailbox number to go to, for key 1 enter GOTO for the Action and IXXX for the corresponding Number. _By default, there are no GOTO actions assigned._

Operation

Using the Automated Attendant GOTO Action
For the outside caller: After Automated Attendant answers, the voice prompts will instruct you on which digits to dial.

Greeting

G

Description

A Subscriber Mailbox user can record a personalized greeting for his mailbox. After the greeting is recorded, callers hear a prerecorded personalized greeting rather than a default message.

The recorded message can include the following:

- Subscriber name
- Personal message (such as "Hello - I am on vacation this week")
- Instructions on leaving a message or using other mailbox options
- Next Call Routing Mailbox options, if available

While listening to a mailbox greeting, a caller can dial ∗ to immediately skip the message.

Remote Greetings

A Subscriber Mailbox user can call into the Automated Attendant, access their mailbox, and remotely record their mailbox greeting.

Following are two of the ways a user can do this:

- After the Automated Attendant answers, dial a digit (typically **#**) followed by their mailbox number. This method allows outside callers to log into their Subscriber Mailboxes from outside the company. After logging on to their mailbox, the user can dial G to record a greeting.
- If an extension has a Direct Inward Line that is forwarded to voice mail, the caller can dial **#** and log on to their mailbox (instead of leaving a message). After they log on to their mailbox, the user can dial G to record a greeting. This option must be set up in the Next Call Routing Mailbox. To allow this ability, for example:
  - Program the Next Call Routing Mailbox # digit as LOGON to IXXX.
  - While listening to their greeting, the subscriber can dial:
    # (to route to their Next Call Routing Mailbox), then
    # and their mailbox number to log on to their mailbox.
  - By default, this option is provided in Call Routing Mailbox 1. Additionally, the subscriber should enable a Security Code for their mailbox to prevent unauthorized logons.

Multiple Greetings

In systems with Multiple Greetings, the mailbox subscriber can record up to three separate greetings and make any one of the three active. When a caller leaves a message in the subscriber's mailbox, they hear the active greeting. This allows the subscriber, for example, to record separate greetings for work hours, after work, and during vacation. Instead of revising the recording when they leave the office, they can activate the after work greeting instead.

If an active greeting is not recorded, a caller hears, "At the tone, you can leave your message for (extension number or name)."

Related Features

Auto Attendant Direct to Voice Mail on page 2-20

Auto Attendant Direct to Voice Mail sends Automated Attendant calls directly to a subscriber's mailbox. Their phone does not ring for calls from the Automated Attendant.

Dial Action Table on page 2-49

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

Log On to Voice Mail on page 2-134

A Subscriber Mailbox user can record their greeting after remotely logging on to InMail.

Security Code on page 2-190

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

System Administrator on page 2-197

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

Programming

1. Set the maximum length of Subscribe Mailbox greetings.

Program Number	Program Name	Description
47-01-03	**Incoming Message Length** (Subs Msg Length)	Set the maximum length of Subscriber Mailbox greetings (1-4095 seconds). This option also sets the maximum length of recorded messages for the following: • Subscriber Mailbox users dialing RS to record and send a message. • Extension users leaving a message in a Subscriber Mailbox. • Outside Automated Attendant callers accessing a mailbox via a GOTO command and then dialing RS to record and send a message. • Announcement Messages. • **Call Routing Mailbox Instruction Menus.** 🖉 *By default, Subscriber Mailbox greetings are **120** seconds long maximum.*

2. Enable Remote Greeting by programming a LOGON action in the active Dial Action Table.

Program Number	Program Name	Description
47-13	**InMail Dial Action Tables**	To log directly into a specific Subscriber Mailbox, enter the mailbox number in the corresponding Number option. • For example, to have key 4 log directly into Subscriber Mailbox 305, for key 4 enter LOGON for the Action and 305 for the corresponding Number. To have InMail request Automated Attendant callers to select a Subscriber Mailbox to log on to, enter N in the corresponding Number option. The key you choose must represent the first digit in the Subscriber Mailbox numbers. • For example, to have the Automated Attendant request callers to enter the number of the Subscriber Mailbox into which they wish to log, for key 3 enter LOGON for the Action and N for the corresponding Number. When callers dial 3, they hear, "Please enter your mailbox number." To have InMail require Automated Attendant callers to enter a Subscriber Mailbox to log on to (without playing an announcement), enter XXX in the corresponding Number option. The key you choose must represent the first digit in the Subscriber Mailbox numbers. • For example, to allow callers to log on to mailboxes 101 ~ 184, for key 3 enter LOGON for the Action and XXX for the corresponding Number. To log into any valid Subscriber Mailbox, enter IXXX in the corresponding Number option. • For example, to allow callers to dial 1 plus any Subscriber Mailbox number to log on, for key 1 enter LOGON for the Action and IXXX for the corresponding Number. 🖉 *By default, key # Action = LOGON and Number = IXXX.*

Operation

	Recording a Multiple Greeting and Setting Up Auto Attendant Direct to Voice Mail					
Log On to Subscriber Mailbox.						

G (4)	Access the Mailbox Greeting options.
	[Greet]
	InMail does the following:
	• Plays a summary of your current settings.
	• Displays the status of your active Greeting (1-3).
	  [Greeting N: Recorded], or
	  [Greeting N: Not Rec]
	• Shows the Auto Attendant Direct to Voice Mail status.
	  [Auto-attendant Dnd: Off], or
	  [Auto-attendant Dnd: On]
	• Provides soft keys for each of the 3 greetings.
	  [Gr1]
	  [Gr2]
	  [Gr3]					

	Select a Greeting (which also makes it active).					
		(1) [Gr1] (2) [Gr2] (3) [Gr3]				
			L (5)	Listen to the active greeting (if recorded). [Lstn]		
			R (7)	Record a new greeting (if not recorded), or rerecord the current greeting. [Rec]		
				Record at the tone, then press **#** when done.		
					＊	Pause or restart recording. [Resume] [Pause]
					D (3)	Delete the greeting. [Del]
					#	End the recording. [Done]
				Delete the currently recorded greeting (if any). [Del]		
			#	Go back to the Mailbox Greeting options. [Exit]		
	Change Auto Attendant Direct to Voice Mail.					
		O (6)	Turn Auto Attendant Direct to Voice Mail off or on. [Auto-attendant Dnd: On] [Auto-attendant Dnd: Off]			
	#	Go back to mailbox Main Menu. [Exit]				
	0	Plays Help message.				

Group (Shared) Mailbox

Description

G

Department/Ring Group Mailbox

- **Group (Shared) Mailbox**

  A Group Mailbox is a Department Group Mailbox shared by a group of co-workers. It is normally a Subscriber Mailbox. If a caller leaves a message at any extension in the group that shares the mailbox, the system stores the message in the shared Group Mailbox. The voice mail key Message lamp at all keyset extensions in the group flashes to indicate that there is a new voice mail message waiting. Any extension user in the group can log onto their mailbox to hear and process the shared message. The message count on all keyset displays increments and decrements as group messages are received, listened to, or deleted.

  Any extension sharing a Group Mailbox can record and activate the Greeting. The system automatically uses the most recent Greeting, regardless of which member of the group recorded it.

  Group Mailboxes are helpful in both residential installations and larger business workgroups, since extensions share a common voice mailbox. Messages in the Group Mailbox can be listened to, forwarded, deleted, and otherwise processed by any member of the group.

  Group Mailbox uses Department/Ring Group programming. You can separately set up Department/Ring Group members to have the same Department/Ring Group Mailbox. Since the system provides 32 Department/Ring Groups, there are a total of 328 Ring Group Mailboxes available.

  The Department/Ring Group Mailbox can optionally be a Routing Mailbox. Refer to Understanding Group Mailbox Types on this page.

- **Mailbox for a Ring Group**

  A Ring Group Mailbox can also be the mailbox for a stand-alone Ring Group in which the members do not share the mailbox, but have personal mailboxes instead. The following types of unanswered calls route to this type of Ring Group Mailbox:

  - Outside calls transferred to the Ring Group master number.
  - Automated Attendant transfers (UTRF or STRF) to the Ring Group master number.
  - Direct Inward Lines to the Ring Group master number.

UCD Group Mailbox

If a UCD Group is set to overflow to voice mail, an unanswered call into the group is picked up by the UCD Group Mailbox. The UCD Group Mailbox can be a Subscriber Mailbox (to allow the caller to leave a message) or a Routing Mailbox (to provide additional dialing options or an announcement). Refer to Understanding Group Mailbox Types on this page.

Understanding Group Mailbox Types

- If the Group Mailbox is a Subscriber Mailbox (1):

  - The Group Mailbox has all the features of any other personal Subscriber Mailbox.

- If the Group Mailbox redirects to a Call Routing Mailbox (2):

  - A co-worker attempting to leave a message at an extension assigned to the Group Mailbox hears: "Your call cannot go through. Goodbye." InMail then hangs up.
  - An outside caller attempting to leave a message at an extension assigned to the Group Mailbox hears the pre-recorded Instruction Menu message and can dial options allowed by the associated Dial Action Table.
  - If the Group Mailbox user presses their voice mail key, they are asked to enter their mailbox number. After entering the number, they hear, "That mailbox does not exist."
  - An Automated Attendant caller attempting to leave a Quick Message or do a Remote Logon at an extension assigned to the Group mailbox hears, "That mailbox does not exist." They then return to the Auto-mated Attendant.

- If the Group Mailbox redirects to an Announcement Mailbox (2):

  - A co-worker attempting to leave a message at an extension assigned to the Group Mailbox hears: "Your call cannot go through. Goodbye." InMail then hangs up.
  - An outside caller attempting to leave a message at an extension assigned to the Group Mailbox hears the pre-recorded announcement and can use all other Announcement Mailbox features.
  - If the Group Mailbox user presses their voice mail key, they are asked to enter their mailbox number. After entering the number, they hear: "That mailbox does not exist."
  - An Automated Attendant caller attempting to leave a Quick Message or do a Remote Logon at an extension

assigned to the Group mailbox hears, "That mailbox does not exist." They then return to the Automated Attendant.

- If the Group Mailbox redirects to a Directory Dialing Mailbox (2):
  - A co-worker attempting to leave a message at an extension assigned to the Group Mailbox hears: "Your call cannot go through. Goodbye." InMail then hangs up.
  - An outside caller attempting to leave a message at an extension assigned to the Group Mailbox hears the Directory Dialing message and can use any of the options programmed for the Directory Dialing Mailbox.
  - If the Group Mailbox user presses their voice mail key, they are asked to enter their mailbox number. After entering the number, they hear: "That mailbox does not exist."
  - An Automated Attendant caller attempting to leave a Quick Message or do a Remote Logon at an extension assigned to the Group mailbox hears, "That mailbox does not exist." They then return to the Automated Attendant.

Related Features

Greeting on page 2-95

Any extension sharing a Department Group Mailbox can record and activate the Greeting. The system automatically uses the most recent Greeting, regardless of which member of the group recorded it.

Voice Mail Overflow on page 2-209

An unanswered DIL to the Department Group master number can be picked up by the Department Group Mailbox.

Programming

1. Assign extensions to the Department Group.

Program Number	Program Name	Description
11-07-01	Department Group Pilot Numbers	Assigns pilot numbers for Department Group. *By default, this entry is 0 (no pilot number assigned).*
16-02-01	Department Group Assignment for Extensions	Set up the Department Group called by the pilot number and the extension priority when a group is called. *By default, all extensions are assigned to Department Group 1.*

2. If co-workers should share this mailbox, enter Group as the mailbox type for each extension in the Department/Ring Group. This step should be skipped for a "stand-alone" Ring Group.

Program Number	Program Name	Description
47-02-01	Mailbox Type	Use this option to enable or disable the mailbox. An extension mailbox is not accessible when it is disabled (even though its stored messages and configuration are retained in memory.) If disabled, a user pressing **Voice Mail key** initiates a remote logon and is asked to enter their mailbox number. A voice prompt then announces: "*That mailbox does not exist.*" Options are: 0 (None), 1 (Personal), 2 (Group) *By default, station mailboxes are set to None.*

3. For the Department/Ring Group Mailbox that corresponds to the extension's Department/Ring Group, assign the mailbox type.
   For a Subscriber Mailbox:

Program Number	Program Name	Description
16-02-01	Department Group Assignment for Extensions	Set up the Department Group called by the pilot number and the extension priority when a group is called. ✏ *By default, all extensions are assigned to Department Group 1.*
11-07	Department Group Master Numbers	Check to see to which Department Group the extension belongs (1 ~ 32). ✏ *By default, Department Groups do not have master numbers assigned.*
47-03-02	Mailbox Number	The Group Mailbox Number is the same as the Department Group master (pilot) number. Use this option to select the Department Group master (pilot) number associated with the Group Mailbox you are programming. ✏ *By default, Department Group Mailbox Numbers are not assigned.*
47-03-03	Mailbox Type	Enter 1 to assign the mailbox as a Subscriber Mailbox. Use this option to set the Group Mailbox type. There are two types of InMail mailboxes: Subscriber (1) and Routing (2). ✏ *By default, Group Mailboxes are set as Subscriber Mailboxes.*

For a Routing Mailbox:

Program Number	Program Name	Description
47-02-01	Mailbox Type	Settings are: 0 (None), 1 (Personal), 2 (Group). Set to 2. ✏ *By default, station mailboxes are set to 0.*
16-02-01	Department Group Assignment for Extensions	Set up the Department Group called by the pilot number and the extension priority when a group is called. ✏ *By default, all extensions are assigned to Department Group 1.*
11-07-01	Department Group Master Numbers	Check to see to which Department Group the extension belongs (1 ~ 32). ✏ *By default, Department Groups do not have master numbers assigned.*
47-03-02	Mailbox Number	The Group Mailbox Number is the same as the Department Group master (pilot) number. Use this option to select the Department Group master (pilot) number associated with the Group Mailbox you are programming. ✏ *By default, Department Group Mailbox Numbers are not assigned.*
47-03-03	Mailbox Type	Enter 1 to assign the mailbox as a Subscriber Mailbox. Use this option to set the Group Mailbox type. There are two types of InMail mailboxes: Subscriber (1) and Routing (2). ✏ *By default, Group Mailboxes are set as Subscriber Mailboxes.*

Program Number	Program Name	Description
47-07	InMail Routing Mailbox Options	Set the type of Routing Mailbox and select the voice prompt language. ✏️ *By default, all Routing Mailboxes are Call Routing Mailboxes and use US English for the voice prompt language.*
47-08	Call Routing Mailbox Options	Set the Call Routing Mailbox Options.
47-09	Announcement Mailbox Options	Set the Announcement Mailbox Options.

G

4. Set up the Subscriber Mailbox options for the Department Group Mailbox.
   For Auto Attendant Direct to Voice Mail:

Program Number	Program Name	Description
47-06-07	Auto Attendant Direct to Voice Mail	Enable (Yes) or disable (No) Auto Attendant Direct to Voice Mail for the Group Mailbox. ✏️ *By default, this option is disabled.*
47-06-03	Auto Erase/Save of Messages	Set the auto save option for new messages (1 = Save, 0 = Erase). ✏️ *By default, this option is set to 1 (Save).*
47-06-09	Auto Time Stamp	Enable (Yes) or disable (No) Auto Time Stamp for the Group Mailbox. ✏️ *By default, this option is disabled.*
47-06-05	Recording Conversation Beep	Enable (Yes) or disable (No) the Conversation Recording Beep for the Group Mailbox. ✏️ *By default, this option is enabled.*
47-06-13	Directory List Number	Specify the Directory List number (**1~8**, **0** = None, **✱** = All lists) to which the Group Mailbox belongs. ✏️ *By default, this option is 0.*
47-06-08	Forced Unscreened Transfer (Forced UTRF)	Enable (Yes) or disable (No) Forced Unscreened Transfer for the Group Mailbox. ✏️ *By default, this option is disabled.*
47-06-02	Message Playback Order	Set the Group Mailbox message playback order (1 = LIFO, 0 = FIFO). ✏️ *By default, this option is set to 0.*
47-06-04	Message Retention	Set how long the Subscriber Mailbox will retain saved messages. ✏️ *By default, this option is 0 (indefinite).*
47-06-01	Number of Messages	Set the maximum number of messages (0 ~ 99) that can be left in the Group Mailbox. ✏️ *By default, this option is 20.*

Program Number	Program Name	Description
47-06-06	**Message Waiting Lamp** (Update MW Lamp)	Enable (Yes) Message Waiting lamping at the extensions sharing the Group Mailbox. *By default, this option is enabled.*
47-06-11	**Dialing Option**	Enable (Yes) or disable (No) additional dialing options for Next Call Routing Mailbox calls. *By default, this option is disabled.*
47-06-12	**Next Call Routing Mailbox** (Next CW Mbox)	Optionally assign a Next Call Routing Mailbox (0 ~ 32) to the Group Mailbox. *By default, this option is 1.*
47-06-10	**System Administrator** (System Admin)	Enter 1 (Yes) to optionally designate the Group Mailbox as a System Administrator. *By default, this option is disabled (0).*

G

Operation

Refer to the following features for operation of the specific Group Mailbox type:

Guest Mailbox

G

Description

An outside party can have their own Guest Mailbox mailbox for receiving and sending messages. A Guest Mailbox is a Subscriber Mailbox that does not have an extension associated with it. It is instead associated with a virtual extension. A Guest Mailbox has many of the InMail features of a Subscriber Mailbox. A company visitor with a Guest Mailbox could, for example:

- Go to any extension, press Speaker + Dial the InMail master number (e.g., 200), then dial their mailbox number.
- Review their messages, leave messages for associates, or record a new greeting for their mailbox.
- Use many other features available to a Subscriber Mailbox.

For a brief overview of the features available at a Guest Mailbox, review the *Related Features* below. Then, go to the individual feature to find out how it operates and any programming required to make it work.

Related Features

Automated Attendant on page 2-25

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

Auto Erase or Save on page 2-22

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

Greeting on page 2-95

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

Listening to Messages on page 2-129

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

Mailbox Name on page 2-138

A Guest Mailbox can have a recorded name.

Make Call on page 2-144

A Make Call callback to a Guest Mailbox is helpful only if an extension has a Call Coverage key for the virtual extension associated with the Guest Mailbox. Otherwise, the callback cannot be answered.

A Guest Mailbox user can use Make Call to return a call left in the Guest Mailbox.

Main Menu on page 2-142

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

Message Listen Mode on page 2-153

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

Message Notification on page 2-154

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

Message Playback Direction on page 2-160

Set the Guest Mailbox message playback order.

Message Record on page 2-161

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

Message Storage Limit on page 2-163

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

Next Call Routing Mailbox on page 2-167

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

Security Code on page 2-190

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

Transfer to a Mailbox on page 2-204

To transfer an outside call to a Guest Mailbox, the extension user presses Hold + Message (or the Voice Mail key) + Dials the Guest Mailbox number + Speaker to hang up.

Programming

1. Set up a virtual extension for the Guest Mailbox.

Program Number	Program Name	Description
11-04-01	Virtual Extension Numbering	Assign an unused extension number to an available virtual station port. For example, assign extension 400 to virtual station port 1.

2. Activate an unused mailbox for the virtual extension.

Program Number	Program Name	Description
47-02-01	Mailbox Type	Enter 1 to activate a personal mailbox for the virtual station port. Choose a mailbox that is not likely required for an installed extension (e.g., 128). ✎ *By default, all mailboxes are set to 1.*

3. Assign a mailbox number to the mailbox you activated for the virtual extension.

Program Number	Program Name	Description
47-02-02	**Mailbox Number**	The mailbox number you choose should be the same as the virtual extension number (e.g., 400). *By default, mailboxes 1 ~ 64 are assigned to extensions 101 ~ 164, mailboxes 65 ~ 84 no entry.*

4. Refer to Subscriber Mailbox on page 2-194 for additional details on Guest Mailbox setup and operation.

Operation

Logging On to a Guest Mailbox
To log on to a Guest Mailbox: 1. Press Speaker + Dial the InMail master number (e.g., 200). 2. When InMail answers, dial the Guest Mailbox number.

Logging On to a Guest Mailbox from the Automated Attendant
To log on to a Guest Mailbox from the Automated Attendant: 1. After the Automated Attendant answers, dial **#** + The Guest Mailbox number. • This ability may be disabled for the Automated Attendant. • Your automated attendant may have GOTO or LOGON actions assigned to the Guest Mailbox. Check with your Communications Manager.

Transferring your call to a Guest Mailbox
To transfer your active call to a coworker's mailbox: 1. Press Hold. 2. Press **Voice Mail key**. 3. Dial the Guest Mailbox number. 4. Press Speaker to hang up. • To transfer a call to a coworker's mailbox from a single line telephone, use the following procedure: Hookflash + Dial ✱8 **+ Dial the coworker's mailbox + Hang up.**

Hang Up

Description

Hang Up is an Automated Attendant option that immediately hangs up the outside call. When setting up a Dial Action Table, you may want to use Hang Up for unused actions (rather than the caller hearing the standard error message). You might also want to use the Hang Up action as the Timeout destination for callers that wait too long to dial after the Automated Attendant answers.

Related Features

Automated Attendant on page 2-25

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

Dial Action Table on page 2-49

The Hang Up action is a Dial Action Table option.

Programming

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

Program Number	Program Name	Description
47-13-01	**InMail Dial Action Table Actions:** **Hang Up Action (6) (HNGUP)**	When the outside caller dials the key programmed with the Hang Up action, the Automated Attendant immediately hangs up. *By default, the digit 9 is assigned as a Hang Up action.*

Operation

Not applicable.

Hotel Integration

Description

Hotel integration allows the SL1100 InMail to be used in a hotel environment. In addition to other InMail features it provides basic integration when used in conjunction with dial access codes from the front desk extension.

The table below shows the supported hotel messages and what if any action is taken for a subscriber mailbox. For more information on the Hotel Motel feature refer to the Features and Specifications Manual.

Operation	Action
Check-In	• Mailbox for the room is cleared of messages. • The Mailbox language goes back to default. • Mailbox for the room is cleared of greetings. • Name for the room is deleted. • Security code is deleted.
Check-Out	No action
Edit	No action

Conditions

- The SL1100 InMail language prompts installed on the CF must be version 2.10 or greater.
- This feature requires the SL1100 be licensed for Hotel/Motel (0007) and the InMail Advanced Features (1015).
- Wake up call greetings require VRS programming and licensing.
- Wake up call greetings are only provided to single line phones. Multiline phones will hear dial tone when answered.
- When a mailbox has a new message and the message is deleted upon check-in the MWI of the mailbox will NOT be cancelled.

Related Features

Mailboxes

Hotel Motel Services

Programming

Program Number	Program Name	Description/Comments	Assigned Data
40-07-01	Voice Prompt Language Assignment for VRS	This sets the default language for the system. This is the language a mailbox will be set to when a room is checked in.	Any valid language 1-23 Default = 1 (US English)
42-02-01	Hotel/Motel Telephone Setup - Hotel Mode	Use this option to set a phone to operate in the Hotel/Motel mode. Do not set the front desk phone for Hotel/Motel mode.	0 =Normal Mode 1 = Hotel Mode Default = 0
45-02-05	NSL Option Setup - Send 4PM Message	Use this option to turn off or on the Send 4PM Message option. If turned on, the system sends 4PM message to VoiceMail. This must be set to 1 (On) for InMail Hotel Integration to work.	0 = Disabled 1 = Enabled Default = 0

Operation

Check-In

To set a room as checked in from the front desk phone.

1. Lift the handset.

2. Dial 638.

3. Dial the extension number of the room you want to check in.

4. You hear confirmation tone.

5. Hang up.

Check-Out

To set a room as checked out from the front desk phone.

1. Lift the handset.

2. Dial 639.

3. Dial the extension number of the room you want to check out.

4. You hear confirmation tone.

5. Hang up.

InMail Upload Download Audio

Description

The InMail Upload Download Audio feature allows the upload of mailbox greetings up to 1MB in size, recorded on a PC or professionally, to any valid subscriber mailbox in the system. It also allows users to listen to, download and/or delete voice mail messages from callers. Access to the InMail compact flash drive is via the HTML User Pro (Web Pro).

The User Admin (UA Mode) can change Routing Mailbox greetings for the following Routing mailbox types: Instruction (Call Routing), Announcement and Group.

Audio Prompt Format:

In order for uploaded greetings to properly play on the InMail they must be in the proper format. Audio files not recorded in the proper format may not playback on the InMail. The proper format is:

- Bit Rate: 64 kbps
- Sampling Size: 8 bits
- Channel: 1 (Mono)
- Sampling Rate: 8 kHz
- Audio Format: CCiTT μ-law

User Pro Access Options:

There are two different User Pro login types available to make changes. To login, open an Internet browser and enter the IP of the SL1100 LAN port in the address line. At default the IP Address is 192.168.0.10.

1. User Admin Mode (UA Mode): This mode allows the user admin to access any telephone and mailbox in the system. This mode must be used to change VRS and Routing Mailbox greetings. At default the login ID is USER1 and the password is 1111.

2. User Mode (UB Mode): This mode allows a user to access only their own telephone and mailbox when logged in. They will not be able to change any other telephone, mailbox, VRS or Routing Mailbox. At default the login ID is the "Extension Number" and the password is 1111.

Below is the page layout diagram for the two different User Pro login IDs:
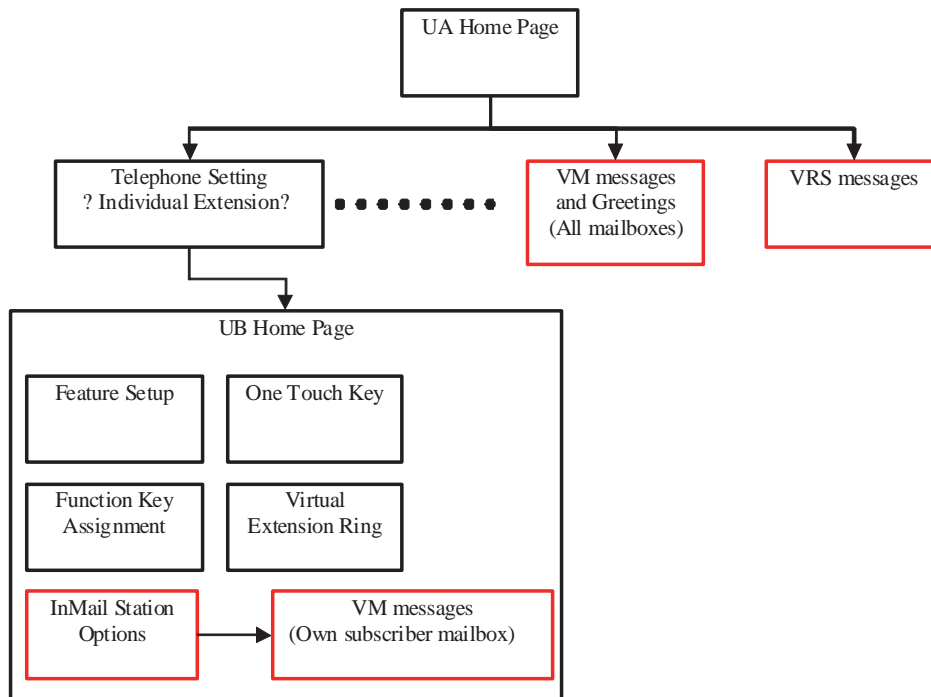
Message Name Format:

Downloaded messages are automatically assigned a name by the SL1100.

This name includes the mailbox number the message was left in, type of message, the message number, the date and time to the second the message was left. The table below shows how to interpret the message name to determine this information.

File name format:	BTNNN_YYYYMMDD_HHMMSS.wav (maximum 32 characters)
B	Mailbox number (max. 8 digit) or "VRS" for the VRS message
T	Message type " + ": Greeting or VRS message " - ": Recorded message
NNN	Message number (3 digits)
YYYY	Year
MM	Month (01 ~ 12)
DD	Day (01 ~ 31)
HH	Hour (00 ~ 23)
MM	Minute (00 ~ 59)
SS	Second (00 ~ 59)

Conditions

- Uploading audio files to any type of Call Routing box and Group mailboxes is supported. This means auto attendant and group mailbox greetings can be uploaded or deleted using End User Web Pro interface with the UA login.
- VRS and InMail messages are recorded in an ADPCM format which may not be easily opened on the support PC.
- It is not possible to upload/download/delete multiple files simultaneously.
- The mailbox will be inaccessible from the telephone under these conditions:

- Mailbox XXX will not be accessible when opening the telephone setup screen of extension XXX by UA or UB mode in User Pro.
- Mailbox XXX will not be accessible when selecting the extension XXX on the file upload/download screen of UA mode User Pro.
- Mailbox XXX will be inaccessible when logging in the UB mode User Pro for extension XXX.

- While uploading an audio file via User Pro the greeting is not accessible by telephone.

- When downloading/deleting an audio file via User Pro, the file is not accessible by another User Pro session or from the telephone.

- This feature is only supported using a LAN connection.

- When uploading an audio file the extension will be checked whether it is "WAV" or not however, the format of the uploaded file will not be checked. If the uploaded file is not in the proper format it may not playback properly.

- When a mailbox has a new message and the message is deleted using the User Pro interface the MWI of the mailbox will NOT be cancelled.

- The largest allowed upload file size is approximately 1 MB. Files larger than this cannot be uploaded.

- There is no size limitation when downloading audio files.

- User Pro does not check the uploaded file for correct naming format (i.e. BTNNN_YYYYMMDD_H-HMMSS.wav). The file name will be automatically changed when the file is written in the CF.

- The actual file name of the messages is not displayed in User Pro. The message number, modified date and file size are displayed instead. If there is not any message file, " - " will be displayed and the download/delete icon will not be displayed.

- The User Pro message page does not refresh automatically, to see new messages the page must be refreshed. For instance if a new message is received via regular operation on the system while a user is viewing the upload/download screen. The new message is not shown until the page is re-loaded by clicking the 🔄 icon.

- At default Microsoft Windows will automatically open and play the downloaded WAV. To make "Open" or "Save" selectable, following settings are required:

  - Windows XP:

    1. Choose file type from "Control Panel" → "Folder Options".

    2. Click on "File Types" tab.

    3. Select "WAV" extension from the list, then click "Advanced".

    4. Check "Confirm to open the file after download", then click "OK".

    5. Close the folder option by clicking "OK" again.

- Windows Vista: It is not possible to change the save to folder option. So the downloaded file is always automatically opened for playback.

Troubleshooting

The table below shows possible Error messages and their causes.

Error Message	Cause
VMDB is not attached.	The VMDB is not attached.
Mailbox "XXX" does not exist. (XXX = mailbox number)	The mailbox does not exist.
The mailbox is being used by another session.	When the mailbox is being used by another session, either PC or phone.
There is no available space in the CF.	When there is no available space in the CF.
The file is being used by another session. Please try again later.	When the file to be downloaded is being used by another session, either PC or phone.
The selected file has already been deleted.	When the file selected for download has already been deleted.
The file is being used by another session. Please try again later.	When the file selected for deletion is being used by another session.

| Error Message	Cause
The selected file has already been deleted.	When the file selected for deletion has already been deleted.
Cannot upload the file since the original file is being used by another session. Please try again later.	When the file to be replaced is being used when trying to upload the replacement.

Programming

Program Number	Program Name	Descirption
90-02-01	**Programming Password Setup - User Name**	Set the system user names. By default each mailbox can be accessed using the extension number as the user name. The User Administrator login user name of USER1.
90-02-02	**Programming Password Setup - Password**	The default password for the User Administrator and mailbox user login is 1111.
90-02-03	**Programming Password Setup - User Level**	Used to set the Set the system password user levels.

Operation

Listening to Voice Mail Messages using User Admin Mode (UA)

All messages stored on the InMail can be accessed via the Mailbox User Mode for playback, or deletion.

1. To log in, open an Internet browser and enter the IP of the SL1100 LAN port in the address line. At default the IP Address is 192.168.0.10.

2. At the login screen, enter username = **USER1** and password = **1111**.
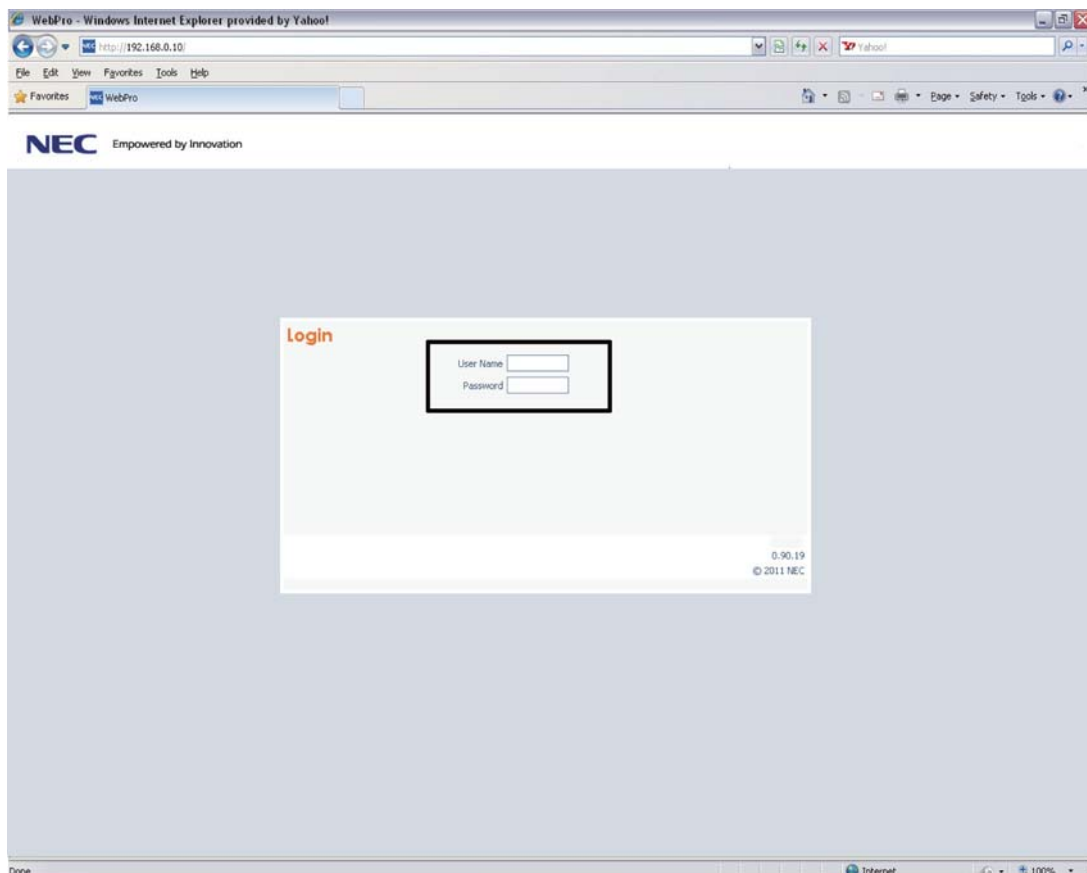
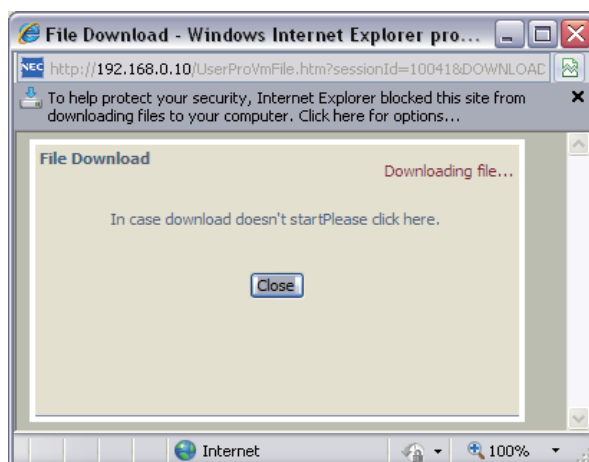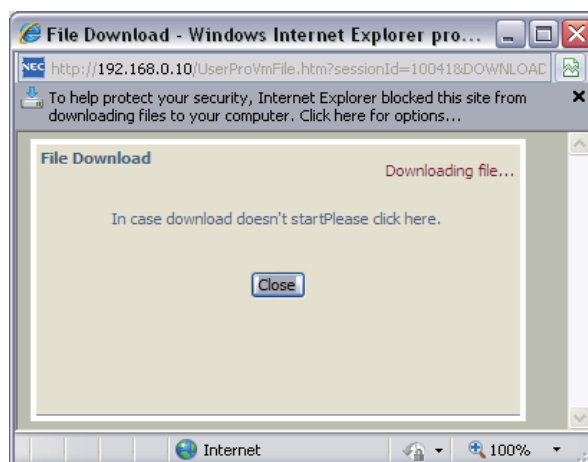3. At the main menu, click on the InMail Audio Up/Down Load icon.
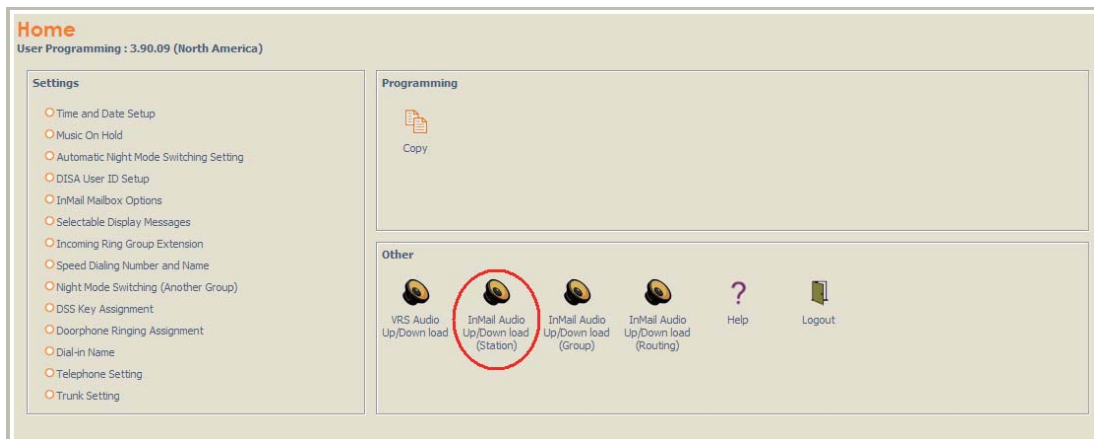
4. Choose the extension number to be changed, and make sure Audio Data is set to Incoming Messages.

The message numbers correspond to the same message number when accessed via the telephone. Message 1 is the first message, message 2 is the second message, etc.

5. To delete a message:
    • Click on the red X icon to the right of the appropriate message.

6. To listen to a message:
    • To the right of the message you want to hear, click on the download icon.
    • Depending on the settings of your browser, you may get a security prompt.

    • Click on the menu and choose to allow the file to download.
    • Depending on the Windows configuration, you may be prompted again to either **Open** or **Save** the message. If you want to listen to the message, click **Open** and the default .wav file player will play the message. If you want to save the message, click on the **Save** icon and you can browse

to the location you want the message saved on the local PC.

Listening to Voice Mail Messages using Mailbox User Mode (UB)

1. To log in, open an Internet browser and enter the IP of the SL1100 LAN port in the address line. At default the IP Address is 192.168.0.10.

2. At the login screen enter username = "The Extension Number" and password = **1111**.
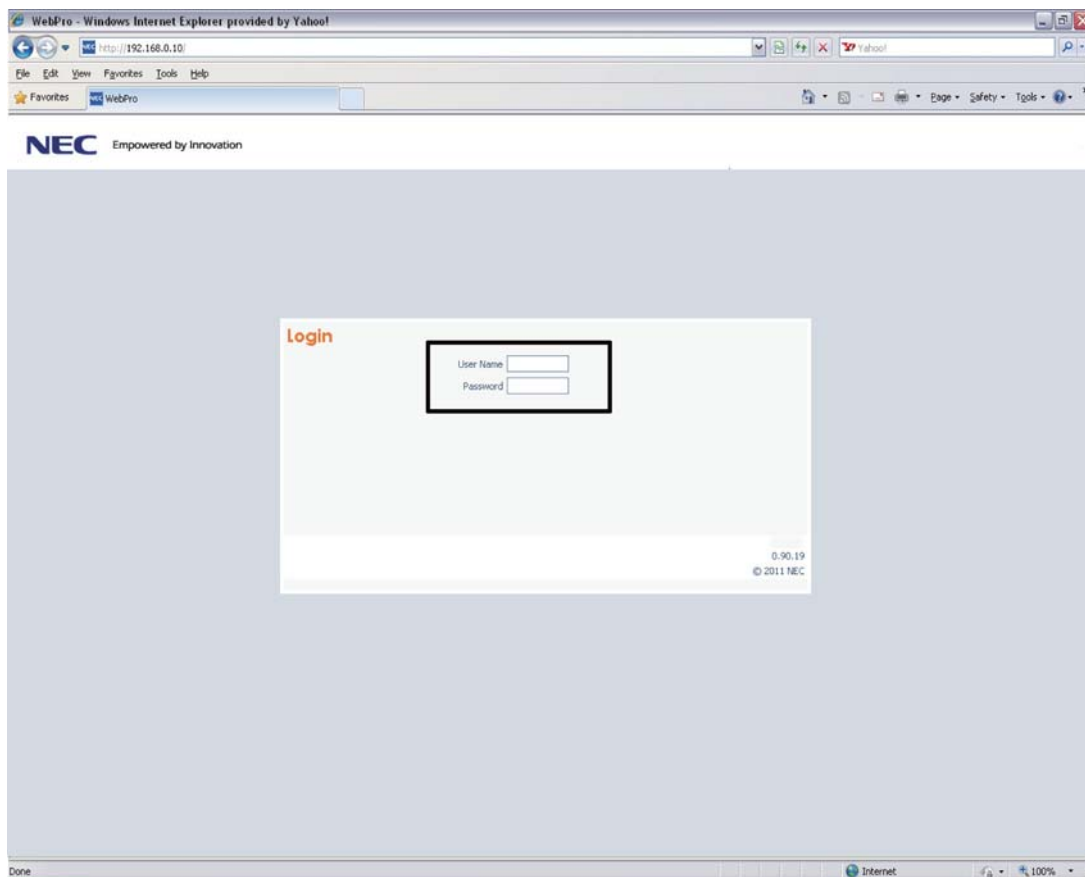
3. In the Main Menu, click on the InMail Audio Up/Down Load icon.

4. The message numbers correspond to the same message number when accessed via the telephone. Message 1 is the first message, Message 2 is the second message, etc.

5. To delete a message:
   - Click on the red X icon to the right of the appropriate message.

6. To listen to a message:
   - To the right of the message you want to hear, click on the download icon.
   - Depending on the settings of your browser, you may get a security prompt.

   - Click on the menu and choose to allow the file to download.
   - Depending on the Windows configuration, you may be prompted again to either **Open** or **Save** the message. If you want to listen to the message, click **Open** and the default .wav file player will play the message. If you want to save the message, click on the **Save** icon and you can browse

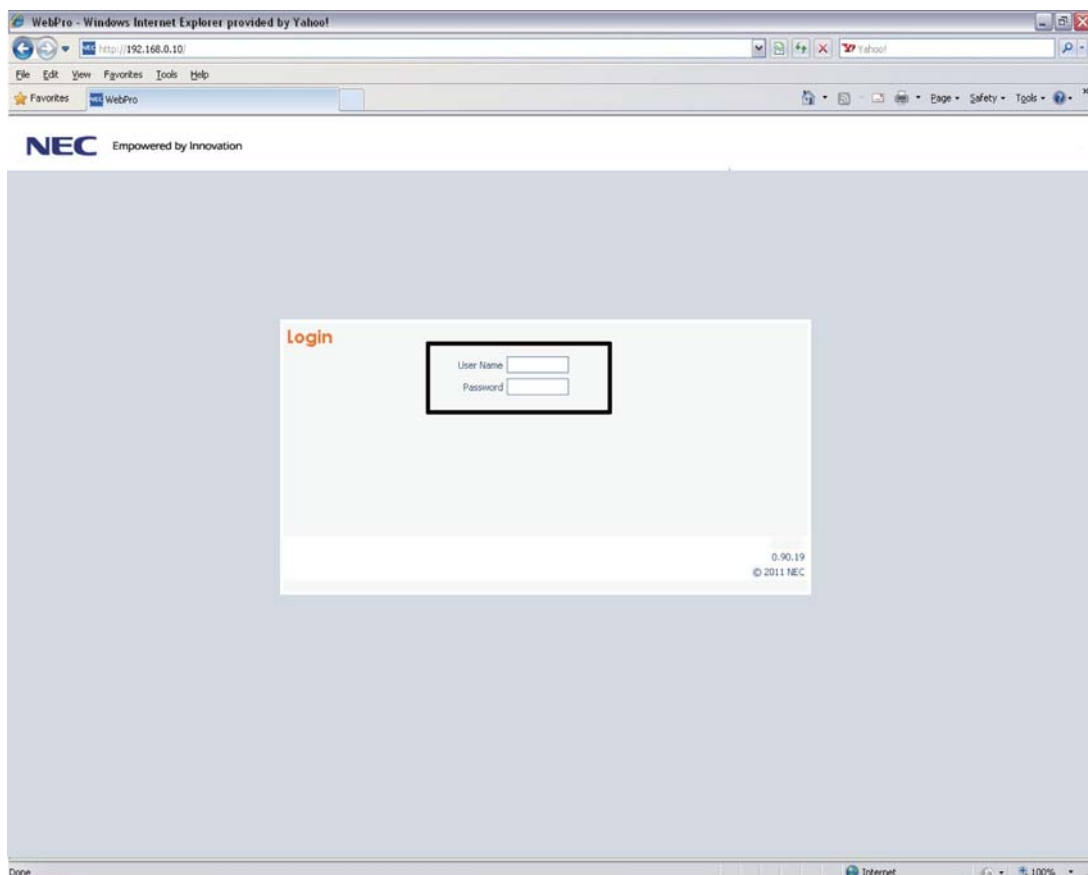to the location you want the message saved on the local PC.

Changing Mailbox Greetings using User Admin Mode (UA)

Audio files up to 1 MB may be uploaded to the InMail for any mailbox greeting. In order for uploaded greetings to properly play on the InMail they must be in the proper format. Audio files not recorded in the proper format may not playback on the InMail.
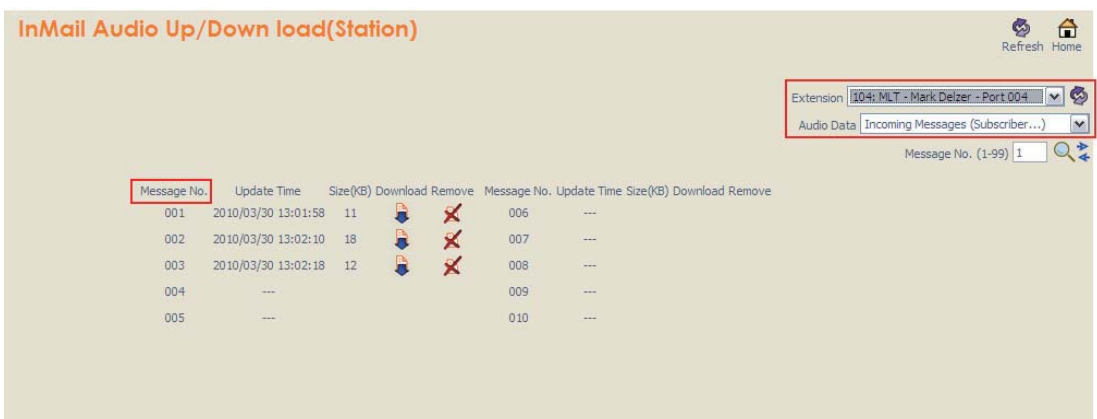
The proper format is:
- Bit Rate: 64 kbps
- Sampling Size: 8 bits
- Channel: 1 (Mono)
- Sampling Rate: 8 kHz
- Audio Format: CCiTT µ-law

1. To log in, open an Internet browser and enter the IP of the SL1100 LAN port in the address line. At default the IP Address is 192.168.0.10.

2. At the login screen, enter username = **user1** and password = **1111**.

3. At the main menu, click on the InMail Audio Up/Down Load icon.
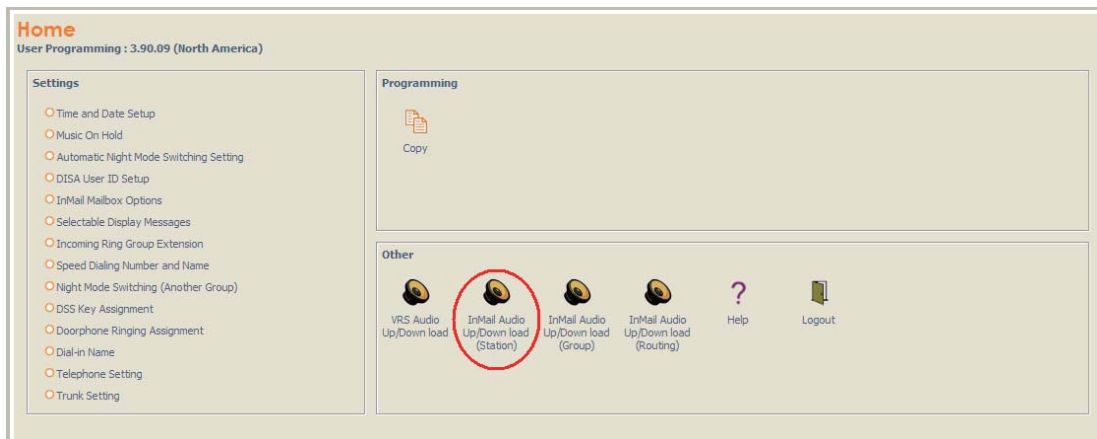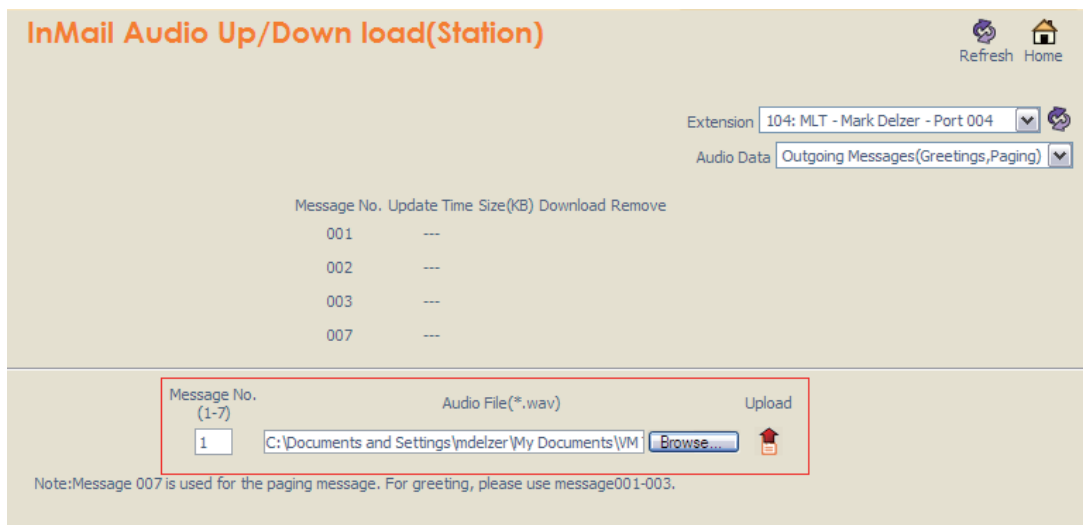

4. Choose the extension number to be changed, and make sure **Audio Data** is set to *Outgoing Messages*.
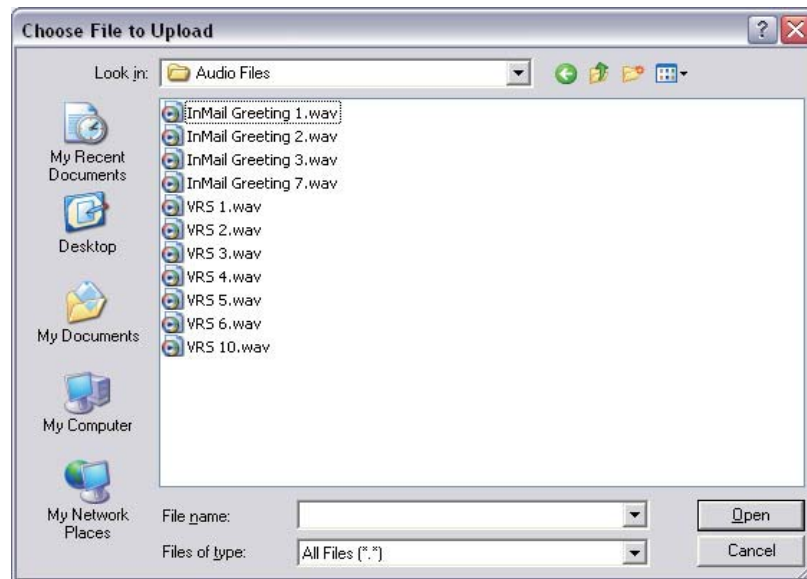

✎ *The greeting numbers correspond to the same greeting number when accessed via the telephone. Greeting 1 is GR1, Greeting 2 is GR2 and Greeting 3 is GR3. Greeting 7 is the paging greeting used with the Park and Page feature.*
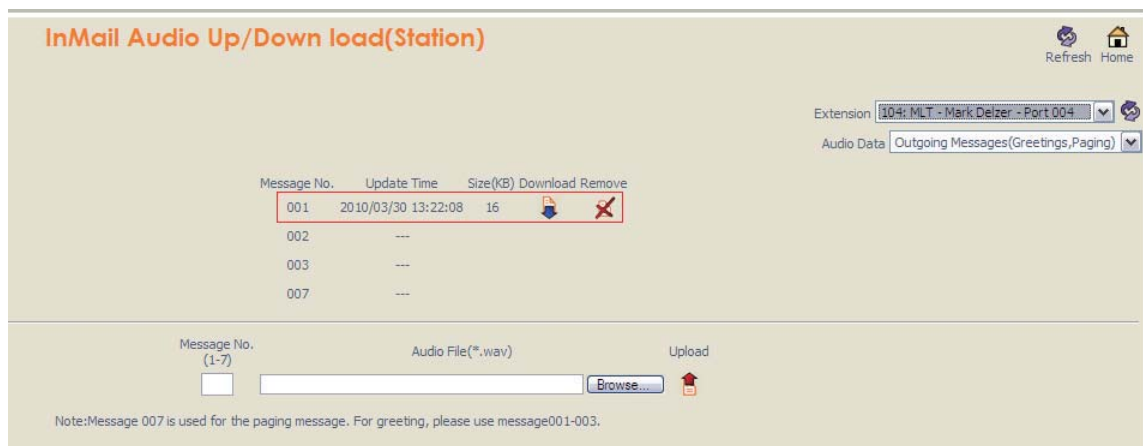
5. To delete a greeting:
    • Click on the red X icon to the right of the appropriate greeting.

6. To upload a greeting:
    • Under message number, enter the greeting number you want replaced on the VM.

- Browse to find the location on the PC where the greeting file is stored.

- Click on the upload icon to the right of the selected file name.
- Depending on the file size and LAN connection, it may take several minutes to upload the greeting.
- The uploaded greeting will appear in the assigned location.

Changing Mailbox Greetings using Mailbox User Mode (UB)

Audio files up to 1 MB may be uploaded to the InMail for any mailbox greeting. In order for uploaded greetings to properly play on the InMail they must be in the proper format. Audio files not recorded in the proper format may not playback on the InMail.

The proper format is:
- Bit Rate: 64 kbps
- Sampling Size: 8 bits
- Channel: 1 (Mono)
- Sampling Rate: 8 kHz
- Audio Format: CCiTT μ-law

1. To log in, open an Internet browser and enter the IP of the SL1100 LAN port in the address line. At default the IP Address is 192.168.0.10.

2. At the login screen, enter username = "**The Extension Number**" and password = **1111**.
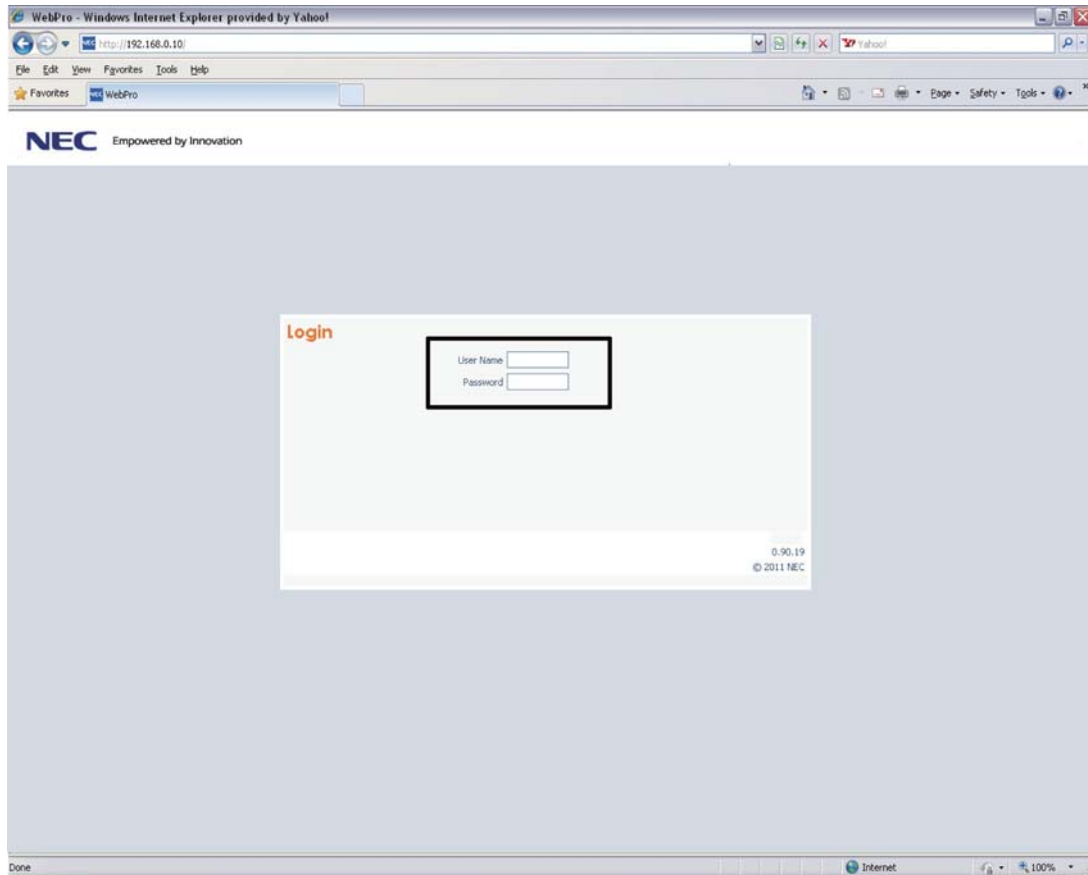
3. The main menu will display. Click on the InMail Audio Up/Down Load icon. At the main menu, click on the InMail Audio Up/Down Load icon.

✎ *The greeting numbers correspond to the same greeting number when accessed via the telephone. Greeting 1 is GR1, Greeting 2 is GR2 and Greeting 3 is GR3. Greeting 7 is the paging greeting used with the Park and Page feature.*

4. To delete a greeting:
    • Click on the red X icon to the right of the appropriate greeting.

5. To upload a greeting:
    • Under message number, enter the greeting number you want replaced on the VM.

- Browse to find the location on the PC where the greeting file is stored.

- Click on the upload icon to the right of the selected file name.
- Depending on the file size and LAN connection, it may take several minutes to upload the greeting.
- The uploaded greeting will appear in the assigned location.

Instruction Menu

Description

The Instruction Menu is the announcement that plays to Automated Attendant callers. Normally, the Instruction Menu greets callers and provides them with the Automated Attendant dialing options. The Instruction Menu is associated with the active Call Routing Mailbox. Normally, you should have the System Administrator customize (rerecord) the Instruction Menu to match the dialing options enabled in the site's Dial Action Table. If a custom Instruction Menu is not recorded, the Automated Attendant callers hear: "If you are calling from a touch tone phone, please dial the extension number you wish to reach, or dial 0 for assistance. If you are calling from a rotary dial phone, please stay on the line for assistance."

Related Features

Answer Table on page 2-14

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

Automated Attendant on page 2-25

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

Routing Mailbox on page 2-183

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

Dial Action Table on page 2-49

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

Single Digit Dialing on page 2-192

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

System Administrator on page 2-197

Only the System Administrator can record the Instruction Menu.

Programming

Not applicable.

Operation

Recording an Instruction Menu for a Call Routing Mailbox	
Log On to System Administrator's mailbox.	
SA (72)	Access System Administrator options. [Not applicable]

Recording an Instruction Menu for a Call Routing Mailbox						
	I (4)	Select Instruction Menus. [Instr]				
		Enter the Call Routing Mailbox number.				
			L (5)	Listen to the current Instruction Menu (if any). [Lstn]		
				#	Exit listen mode.	
			R (7)	Record a new Instruction Menu. [Rec]		
				Record message.		
				✱	Pause or restart recording. [Resume] [Pause]	
				D (3)	Delete recording. [Del]	
				#	Exit recording mode. [Done]	
			D (3)	Delete the Instruction Menu. [Del]		
			#	Go back to the System Administrator options. [Exit]		
		#	Go back to the System Administrator options. [Exit]			
0	Plays Help message.					

Language Setting

Description

The Language Setting feature allows the telephone display language and the InMail mailbox language to be changed from the telephone. This can be used to change either the user's phone or another specified telephones display and InMail language if allowed in system programming. Either a dial access code or Softkey operation is available.

L

Conditions

- The telephone display language can be changed using dial access codes or softkeys only.
- The InMail language can be changed using dial access codes, softkeys only or End User Web Pro.
- The ability to change other extensions language options is allowed on a class of server basis in PRG 20-13-53.
- All the supported Languages are initially available in the InMail CF.

Supported Languages

InMail Languages	Telephone Display Languages
• 01 (US English) • 02 (UK English) • 03 (Australian English) • 04 (French Canadian) • 05 (Dutch) • 06 (Mexican Spanish) • 07 (Latin America Spanish) • 08 (Italian) • 09 (German) • 10 (Madrid Spanish) • 11 (Norwegian) • 12 (Parisian French) • 13 (Brazilian Portuguese) • 14 (Japanese) • 15 (Mandarin Chinese) • 16 (Korean) • 17 (Iberian Portuguese) • 18 (Greek) • 19 (Danish) • 20 (Swedish) • 21 (Thai) • 22 (Taiwan) • 23 (Flemish) • 24 (Turkish)	• 1 (English) • 2 (German) • 3 (French) • 4 (Italian) • 5 (Spanish) • 6 (Dutch) • 7 (Portuguese) • 8 (Norwegian) • 9 (Danish) • 10 (Swedish) • 11 (Turkish) • 12 (Latin American Spanish) • 13 (Romanian) • 14 (Polish)

Related Features

Group Mailboxes

Programming

Program Number	Program Name	Assigned Data
11-11-13	Service Code Setup (for Setup/Entry Operation) - Display Language Selection for Keyset	Any valid service code Default = 678

Program Number	Program Name	Assigned Data
11-11-68	Service Code Setup (for Setup/Entry Operation) - IntraMail Language Selection for own extension	Any valid service code Default = 664
11-11-69	Service Code Setup (for Setup/Entry Operation) - IntraMail Language Selection for specific extension	Any valid service code Default = 665
20-13-53	Service Code Setup (for Setup/Entry Operation) - Language Selection for specific extension	0 = Disabled 1 = Enabled Default = 0

L

									Language Setting Operation (When set PRG15-02-60: 0)
From an Idle Display Phone									
	Prog								Press *Program* Softkey.
		Down							Press down arrow.
			Down						Press down arrow again.
				Lang					Press *Language* Softkey.
					Disp				To change telephone display language press *Display* Softkey.
						Own			To change your own extension display language press *Own* Softkey.
							Choose Lang		Select desired language, then press down arrow to advance to next page. Press Softkey for desired language.
							Press **Speaker** to Exit.		
						Other			To change another extension display language press *Other* Softkey.
							Ext #		Enter the extension number to be changed.
							Choose Lang		Select desired language, then press the down arrow to advance to the next page. Press Softkey for desired language.
							Press **Speaker** to Exit.		
						VMail			To change spoken InMail mailbox language, press *VMail* Softkey.
							Own		To change your own spoken mailbox language, press *Own* Softkey.
								Change Lang	Select desired language, then press down arrow to advance to the next page. Press Softkey for desired language.
								Press **Speaker** to Exit.	
							Other		To change another spoken mailbox language, press *Other* Softkey.
								Ext #	Enter the extension number to be changed.
								Choose Lang	Select desired language, then press down arrow to advance to the next page. Press Softkey for desired language.
								Press **Speaker** to Exit.	

Display Language Setting Operation (When set PRG15-02-60: 1or 2)							
From an Idle Display Phone							
Menu	Press Menu Softkey.						
	Next **7 times**	Press *Next* Softkey (**7 times**) or 82.					
		Select	Press *Select* Softkey.				
			Next	Press *Next* Softkey.			
				Select	Press *Select* Softkey.		
					<< >>	To change telephone display language press << >> Softkey to select desired language.	
						Save	To change your own extension display language press *Save* Softkey.
							Press **Speaker** to Exit.

Leaving a Message

Description

An extension user or outside caller can leave a voice message in a coworker's mailbox if that extension is busy, unanswered, or in Do Not Disturb. Leaving a voice message is a handy and efficient way to communicate with coworkers that avoids post-it notes, message pads, and unnecessary email.

Additional Options While Leaving a Message

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

<table>
<tr><td colspan="5" align="center">Dialing Options While Leaving a Message</td></tr>
<tr>
<td rowspan="2">47-02-14 Next Call Routing Mailbox</td>
<td rowspan="2">47-02-13 Dialing Option</td>
<td rowspan="2">Digit Dialed</td>
<td colspan="2" align="center">Action</td>
</tr>
<tr>
<td align="center">Trunk Call</td>
<td align="center">Intercom Call</td>
</tr>
<tr>
<td rowspan="4">Undefined</td>
<td rowspan="4">No</td>
<td>0</td>
<td colspan="2">Caller hears, "That is an invalid entry," and the greeting repeats.</td>
</tr>
<tr>
<td>1 ~ 9</td>
<td colspan="2"></td>
</tr>
<tr>
<td>#</td>
<td colspan="2">InMail hangs up.</td>
</tr>
<tr>
<td>*</td>
<td colspan="2">Caller skips greeting and can immediately start recording.</td>
</tr>
<tr>
<td rowspan="4">1 ~ 32 (valid Call Routing Mailbox)</td>
<td rowspan="4">No</td>
<td>0</td>
<td>Caller follows 0 action in Next Call Routing Mailbox.</td>
<td>Caller hears, "That is an invalid entry," and the greeting repeats.</td>
</tr>
<tr>
<td>1 ~ 9</td>
<td colspan="2">Caller hears, "That is an invalid entry," and the greeting repeats.</td>
</tr>
<tr>
<td>#</td>
<td>Caller routes to the Next Call Routing Mailbox and hears its Instruction Menu.</td>
<td>InMail hangs up.</td>
</tr>
<tr>
<td>*</td>
<td colspan="2">Caller skips greeting and can immediately start recording.</td>
</tr>
<tr>
<td rowspan="4">1 ~ 32 (Valid Call Routing Mailbox)</td>
<td rowspan="4">Yes</td>
<td>0</td>
<td rowspan="2">Caller follows key's action in Next Call Routing Mailbox.</td>
<td rowspan="2">Caller hears, "That is an invalid entry," and the greeting repeats.</td>
</tr>
<tr>
<td>1 ~ 9</td>
</tr>
<tr>
<td>#</td>
<td>Caller routes to the Next Call Routing Mailbox and hears its Instruction Menu.</td>
<td>InMail hangs up.</td>
</tr>
<tr>
<td>*</td>
<td colspan="2">Caller skips greeting and can immediately start recording.</td>
</tr>
</table>

Related Features

Next Call Routing Mailbox on page 2-167

The Next Call Routing Mailbox provides callers with additional dialing options after they leave a message in a mailbox (depending on the setting of the Dialing Option options).

Quick Message on page 2-178

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

Programming

No additional programming required.

Operation

Leaving a Message for a Coworker
To leave a message in the mailbox of an unanswered extension:
1. Press **Voice Mail key**.

2. Leave message and hang up.
   - OR -
   Leave message and dial **#**.

🖉 *Dialing # sends the message and hangs up.*

L

Leaving a Message from Outside the Company
To leave a message in a mailbox:

1. Leave message and hang up.
   - OR -
   Leave message and dial **#**.

🖉 *Dialing # may provide you with additional dialing options. This depends on how the called mailbox's Next Call Routing Mailbox is set up.*
To leave a message in an extension mailbox, you can be: • Transferred to an extension mailbox by another user. • Automatically routed to a mailbox when the called party does not answer or is unavailable. • Sent to the mailbox from the Automated Attendant after dialing ✱ plus the called party's mailbox number. • Routed from the Automated Attendant after dialing a uniquely programmed digit set up to send you to an extension's mailbox.

Listening to Messages

Description

While or after listening to a message, a Subscriber Mailbox user has many message handling options from which to choose. The listening options let you quickly and efficiently manage your voice mail messages, respond to the message sender, or forward the message to a coworker for additional handling. The following table shows these options.

Table 2-6 Message Listen Options

Option	Description
RE (73) [Not applicable]	Record a reply. See Message Reply on page 2-162.
MF (63) [Not applicable]	Forward the message to another mailbox. See Message Forward on page 2-150.
MC (62) [Not applicable]	Make a call to the message sender. See Make Call on page 2-144.
TI (84)	Hear the time and date the message was sent. See Time and Date on page 2-202.
SA (72)	Enter the System Administration menu if allowed.
D (3) [Del]	Delete the message. See Message Delete on page 2-149 for more.
L (5) [Next]	Listen to the next message.
B (2)	Back up a few seconds.
BB (22) [Rpt]	Back up to the beginning of the message.
G (4)	Go ahead a few seconds.
✳	Pause/resume recording.
1N (16) [Not applicable]	Select New Message List. See Message Listen Mode on page 2-153.
1S (17) [Not applicable]	Select Saved Message List. See Message Listen Mode on page 2-153.
1A (12) [Not applicable]	Select All Message List. See Message Listen Mode on page 2-153.
# [Exit]	Exit the listen mode.
X (9)	Exit your mailbox.
Dial **0** while listening to hear the list of options.	

🖉 *If a subscriber's mailbox is set to Auto Save messages, InMail archives partially listened-to messages but does not relamp the keyset for those messages. For example:*
- *A subscriber with new messages calls his mailbox.*
- *The subscriber presses **L** to listen to a portion of each message and then exits his mailbox.*
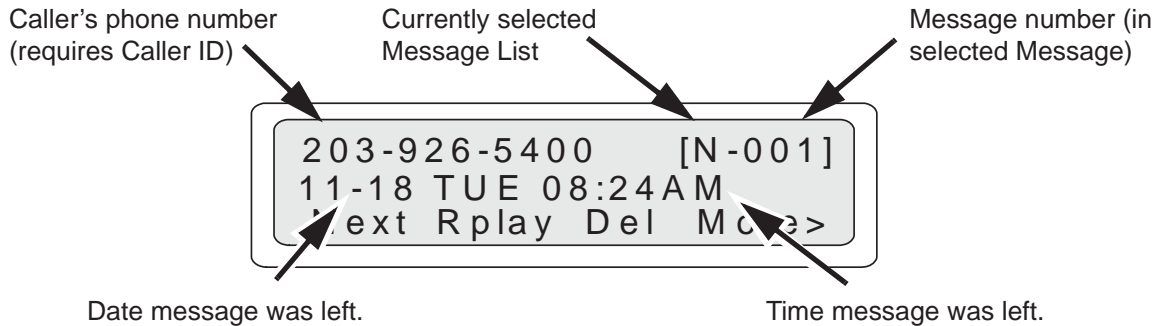- *InMail archives all the messages and turns off the message waiting lamp.*

🖉 *If you hang up before listening to the complete new message, InMail automatically retains the message as a new message.*

Telephone Display while Listening to a Message (3-line Display Telephone Only)

While listening to a message, your telephone display shows you important information about the message. This includes:

- The caller's telephone number (if available).
- The selected Message List.
- The message number in the selected list.
- The date and time the message was left.

Keyset Display (3-line Display Telephone Only)

Caller's phone number (requires Caller ID)

Currently selected Message List

Message number (in selected Message)

```
203-926-5400      [N-001]
11-18 TUE 08:24AM
Next Rplay Del More>
```

Date message was left.

Time message was left.

Related Features

Auto Erase or Save on page 2-22

When a mailbox user completely listens to a new message and then exits their mailbox, InMail either automatically archives or deletes the message.

Message Record on page 2-161

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

Programming

1. Set the Message Backup / Go Ahead Time.

Program Number	Program Name	Description
47-01-05	**Message Backup / Go Ahead Time** (Msg Bkup/Adv Time)	This interval sets how far InMail backs up (1 ~ 60 seconds) when a mailbox user dials B while recording or listening to their messages. This interval also sets how far InMail jumps ahead (1 ~ 60 seconds) when a user dials **G** while listening to messages. *By default, this interval is 5 seconds.*

Operation

Listening to Messages	
Log On to Subscriber Mailbox.	
L (5)	Access the Message Listen mode [Lstn] See Table 2-6 Message Listen Options on the previous page for an explanation of the available options.
0	Plays Help message.

Live Monitor

Description

Live Monitor lets Voice Mail screen their calls, just like their answering machine at home. If activated, the extension's incoming calls route to the user's subscriber mailbox. The Live Monitor feature is supported for External and Internal calls. Once the mailbox answers, the user hears the caller's incoming message. The multiline terminal user can then:

- Let the call go through to their mailbox.
- Intercept the call before it goes to their mailbox.

Related Features

Subscriber Mailbox on page 2-194

Subscriber Mailbox users can take advantage of Live Monitoring.

Programming

1. Assign a Live Monitoring Key to the extension.

Program Number	Program Name	Description
15-07-01	Programmable Function Keys	Assign a programmable key as a Live Monitoring Key (code 91). ✎ *By default, no Live Monitor Keys are assigned.*

- OR -

1. Press **Speaker**.
2. Dial **751**.
3. Press key to program.
4. Dial **91**.
5. Press **Speaker**.

Operation

Live Monitor
To enable Live Monitor: 1. While phone is idle, press Live Monitor One-Touch key.   2. The One-Touch key begins to flash.
To disable Live Monitor: 1. While phone is idle, press Live Monitor One-Touch key.   2. The One-Touch key stops flashing.
To use this feature: If enabled, when callers start leaving a message the phone display will show ANSW, MON and Exit soft keys, you can then: • Press MON to monitor the caller as they leave a message. While monitoring a caller you can press ANSW and lift the handset to take the call or EXIT to stop monitoring.   • Press EXIT not to monitor the caller as they leave a message.   • Press ANSW then lift the handset to take the call. Any message that the caller has left up to that point will be a new message.

Live Record

Description

Live Record allows a subscriber to record their active call as a new message in their mailbox, which they can review later on. Live Record can be helpful when an extension user is on a call that involves a lot of detail (such as a technical discussion or extensive directions). Rather than taking notes as the call progresses, the user can record the conversation and carefully review it later on. InMail broadcasts a beep and a voice prompt to the callers as Live Record begins. After calling their mailbox, the subscriber can archive, edit, or delete the recorded conversation.

Caution
The use of monitoring, recording, or listening devices to eavesdrop, monitor, retrieve, or record telephone conversations or other sound activities, whether or not contemporaneous with transmission, may be illegal in certain circumstances under federal or state laws. Legal advice should be sought prior to implementing any practice that monitors or records any telephone conversation. Some federal and state laws require some form of notification to all parties to a telephone conversation, such as using a beep tone or other notification methods or requiring the consent of all parties to the telephone conversation, prior to monitoring or recording the telephone conversation. Some of these laws incorporate strict penalties.

Related Features

Subscriber Mailbox on page 2-194

Live Record is available only to subscriber extensions.

Programming

1. Assign a Conversation Recording Key to the extension.

Program Number	Program Name	Description
15-07-01	**Programmable Function Keys**	Assign a programmable key as a Conversation Recording Key (code 78). ✏️ *By default, no Conversation Recording Keys are assigned.* Optionally assign a Live Record One-Touch key. • To assign the key: Speaker + Dial 751 + Press key + Dial 78 + Speaker. • To use the key: While on a call press the One-Touch key. ✏️ *By default, no Live Record One-Touch keys are assigned.*

2. Enable or disable the Live Record beep.

Program Number	Program Name	Description
47-02-07	**Recording Conversation Beep** (Rec Conv Beep)	Enable (1) the Live Record beep. ✏️ *By default, the beep is enabled (**1**).*

Program Number	Program Name	Description
45-01-06	**Record tone Alert Tone Interval**	Optionally set the repeat interval (0 ~ 64800 seconds) for the additional Live Record beep provided by the telephone system. Entering 0 disables the additional beep. ✎ *By default, the additional beep interval is 30 seconds (**30**).*

3. Set the maximum length of recorded conversations.

Program Number	Program Name	Description
47-01-03	**Incoming Message Length** (Subs Msg Length)	The length of a recorded conversation is 10 times this interval. The range for this option is 1 ~ 4095 seconds. Since the Live Record time cannot exceed 4095 seconds, any setting in this option larger than 4095 has no effect on the length of recorded conversations. ✎ *By default, this option is **120** seconds. This means the default length of recorded conversations is 1200 seconds (20 minutes).*

Operation

Live Record
To record your active call in your mailbox: 1. Press your Voice Mail Record key. • You hear beep and your Voice Mail Record key flashes. • The beeps periodically repeat to remind you that you are recording. • You and your caller hear the voice prompt "recording."   ✎ *Only one party on a call can use Live Record at any time. This includes Intercom calls and Conference calls.*
To turn live record off: 1. Press your Voice Mail Record key. • Recording stops. • No options are available while recording (such as pause, resume, and exit).

Log On to Voice Mail

Description

A subscriber can log on to their mailbox using a method that best suits their needs and location. While at their own phone, the subscriber just presses a single key to log on to their mailbox. To use their mailbox while at a co-worker's phone, the subscriber dials the InMail master number, followed by their mailbox number (which is normally the same as their extension number). If they are away from the office, the subscriber can still use their mailbox by calling in through the Automated Attendant.

L

Local (On-site) Logon

An extension user can log on to their mailbox in the following ways:

- Press their Voice Mail key to log on to their Subscriber Mailbox.
- Dial the InMail master number (e.g., 200), followed by their mailbox number. This method is typically used by Guest Mailbox users, as well as subscribers attempting to log into their Subscriber Mailbox from a coworker's phone.

Remote Log On

A Subscriber Mailbox user can call into the Automated Attendant and log on to their mailbox. Following are two of the ways a user can do this:

- After the Automated Attendant answers, dial a digit (typically **#**) followed by their mailbox number. This method allows outside callers to log into their mailboxes from outside the company. After they log on to their mailbox, they can use the allowed features in the mailbox main menu.

  ✎ *To avoid unauthorized access to their mailbox, the user can enable his own unique Security Code.*

- If an extension has a Direct Inward Line that voice mail picks up, the caller can dial **#** during their greeting to log on to their mailbox (instead of leaving a message). This method allows subscribers to dial their own number and then use the features of their mailbox. This ability must be set up in the user Next Call Routing Mailbox.
  For example:
  - Program the Next Call Routing Mailbox # digit as LOGON to IXXX.
  - While listening to their greeting, the subscriber can dial:
    # (to route to their Next Call Routing Mailbox), then
    # and their mailbox number to log on to their mailbox.

  ✎ *By default, this option is provided in Call Routing Mailbox 1. Additionally, the subscriber should enable a Security Code for their mailbox to prevent unauthorized logons.*

Related Features

Automated Attendant on page 2-25

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

Greeting on page 2-95

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

Guest Mailbox on page 2-103

A guest can log on to their mailbox by dialing the InMail master number followed by the Guest Mailbox number.

Security Code on page 2-190

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

Subscriber Mailbox on page 2-194

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

Programming

1. Log on to a mailbox through the Automated Attendant:

Program Number	Program Name	Description
47-13-01	**Dial Action Table Actions: LOGON Action - Log On to Voice Mail (5) (LOGON)**	To log directly into a specific Subscriber Mailbox, enter the mailbox number in the corresponding Number option. • For example, to have key 4 log directly into Subscriber Mailbox 305, for key 4 enter LOGON for the Action and 305 for the corresponding Number. To have InMail request Automated Attendant callers to select a Subscriber Mailbox to log into, enter N in the corresponding Number option. The key you choose must represent the first digit in the Subscriber Mailbox number. • For example, to allow callers to log on to mailboxes 101 ~ 184, for key 3 enter LOGON for the Action and XXX for the corresponding Number. • To enter an X, press LK2. To log into any valid Subscriber Mailbox, enter IXXX in the corresponding Number option. • For example, to allow callers to dial 1 plus any Subscriber Mailbox number to log on, for key 1 enter LOGON for the Action and IXXX for the corresponding Number. • To enter an I, press LK3.To enter an X, press LK2. See Automated Attendant on page 2-25 for more on how to set up InMail to answer outside calls. ✎ *By default, key # Action = LOGON and Number = None.*

Operation

Logging On to Your Mailbox
To log on to your Subscriber Mailbox: Press **Voice Mail key**. -OR- Press Voice mail key (PGM 15-07 or SC 751: 77 + Pilot e.g. 200). -OR- From an on-premise single line telephone, lift handset and dial **∗8**. To log on to your Guest Mailbox or your Subscriber Mailbox from a coworker's extension: Press the Speaker key + Dial the InMail master number (e.g., 200) + Dial your mailbox number. To log on to your Subscriber Mailbox from the Automated Attendant: 1. Wait for the Automated Attendant to answer. 2. Dial **#** and your mailbox number. ✎ *This option may be different in your system. Check with your Communications Manager.*

Mailbox Announcement Message

Description

The Mailbox Announcement Message is a message, recorded by the System Administrator, that plays to each subscriber when they log onto their mailbox. The message will play at each log on until it expires, is deleted, or made inactive by the System Administrator. Similar to the Broadcast Message, the Mailbox Announcement Message is also used for important company announcements such as weather-related schedule changes and personnel updates. Unlike the Broadcast Message, the Mailbox Announcement Message cannot be deleted, forwarded, or archived by the subscriber.

After recording the Mailbox Announcement Message, the System Administrator can choose how long they want the announcement to last. The choices are a specific number of days or indefinite. Once the specific number of days passes, the message expires (i.e., is made inactive but not deleted). The message can be reactivated later on if required. The System Administrator can also make the message inactive before it expires.

If a subscriber has a Security Code enabled for their mailbox, the Mailbox Announcement Message will play after they enter their security code.

Related Features

Security Code on page 2-190

The Mailbox Announcement Message will play *after* the subscriber enters their security code.

System Administrator on page 2-197

Only the System Administrator can record and set up a Mailbox Announcement Message.

Programming

Not applicable.

Operation

Recording a Mailbox Announcement Message				
To record a Mailbox Announcement Message:				
1.	Log onto System Administrator's Mailbox.			
2.	[System Admin] [Mgr]	Select the System Administrator Menu. • Alternately dial **SA** (72).		
3.	[MboxAn]	Select to go to the Mailbox Announcement Message Menu. • Alternately dial **3**.		
4.	Do one of the following:			
	a.	[Lstn]	Select to listen to the current Mailbox Announcement Message (if any). • Alternately dial **L** (5).	
			#	Exit the listen mode.
	b.	[Rec]	Select to record the Mailbox Announcement Message. • Alternately dial **R** (7).	
			[Cncl]	Select to delete the recording. • Alternately dial **E** (3).

				Recording a Mailbox Announcement Message	
			[Done]	Select to confirm the recording and exit the recording mode. • Alternately dial **#**. • If you don't set the *Days* in step c below, the message is automatically set to active (i.e., indefinite).
	c.		[Days]	Enter the number of days the Mailbox Announcement Message will be active (01 ~ 99, 00 for inactive). • Alternately dial **A** (2).
				[OK]	Select to confirm your entry. • Alternately dial **C** (2).
				[Clear]	Select to back up to the previous level without making any changes. • Alternately dial **I** (4).
				[Exit]	Select to return to the Mailbox Announcement Message Menu without making any changes. • Alternately dial **#**.
			[Reset]	Select to make the Mailbox Announcement Message active indefinitely. • Alternately dial **✱**.
				[OK]	Select to confirm your entry. • Alternately dial **C** (2).
				[Clear]	Select to back up to the previous level without making any changes. • Alternately dial **I** (4).
				[Exit]	Select to return to the Mailbox Announcement Message Menu without making any changes. • Alternately dial **#**.
		[Del]		Select to delete the Mailbox Announcement Message. • Alternately dial **D** (3).
	d.	[Exit]		Select to go back to the System Administrator Menu. • Alternately dial **#**.

	Listening to a Mailbox Announcement Message	
To listen to a Mailbox Announcement Message:		
1.	Log onto Subscriber Mailbox.	
2.	Enter your Security Code (if enabled).	
3.	You hear the Mailbox Announcement Message.	
	[Skip]	Optionally select to skip the Mailbox Announcement Message.
4.	When the Mailbox Announcement Message completes, you go to the Mailbox Main Menu.	

M

Mailbox Name

Description

A caller leaving a message in a Subscriber Mailbox can hear the mailbox's prerecorded name instead of the mailbox number. The prerecorded Mailbox Name gives the subscriber's mailbox that personal touch. Prior to leaving a message, callers hear the name instead of the default "extension xxx" prompt. The recorded name can be up to 10 seconds.

Related Features

Subscriber Mailbox on page 2-194

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

System Administrator on page 2-197

The System Administrator can record names for Subscriber Mailboxes.

Programming

Not applicable.

Operation

Recording Your Mailbox Name			
Log On to Subscriber Mailbox.			
RN (76)	Access the Mailbox Name Menu. [Not applicable]		
	L (5)	Listen to the currently recorded name (if any). [Lstn]	
		#	Exit listen mode.
	R (7)	Record a new name. [Rec]	
		Record message.	
		*	Pause or restart recording. [Resume] [Pause]
		D (3)	Delete recording. [Cncl]
		#	Exit recording mode. [Done]
	D (3)	Delete the currently recorded name. [Del]	
	#	Go back to the Mailbox Main Menu. [Exit]	
	0	Plays Help message.	

Recording or Erasing Co-worker's Names from a System Administrator's Mailbox						
Log On to System Administrator's Mailbox.						
SA (72)	Access System Administrator options. [Not applicable]					
	S (7)	Select Subscriber Mailbox Maintenance options. [Subs]				
		Enter the number of the Subscriber Mailbox you want to maintain.				
			D (3)	Delete the mailbox name. [Name]		
			N (6)	Record a new mailbox name. [Not applicable]		
				L (5)	Listen to currently recorded name (if any). [Lstn]	
					#	Exit listen mode.
				R (7)	Record a new name. [Rec]	
					Record message.	
					∗	Pause or restart recording. [Resume] [Pause]
					D (3)	Delete recording. [Cncl]
					#	Exit recording mode. [Done]
				D (3)	Delete the currently recorded name. [Delete]	
				#	Go back to Subscriber Maintenance Menu. [Exit]	
			#	Go back to System Administrator options. [Exit]		
0	Plays Help message.					

M

Mailbox Options Menu

Description

The Mailbox Options Menu is a sub-menu of a subscriber's Main Menu that provides access to the Auto Time Stamp, Mailbox Security Code Delete, and Message Notification features. The chart below summarizes these options. Auto Time Stamp helps if the subscriber needs to know the time and date of each message they receive without taking any extra steps. If mailbox security is not an issue, the subscriber can delete their security code to simplify logging on to their mailbox.

Mailbox Options Menu	
Option	**Description**
S (7) [Code]	Set or delete the mailbox's Security Code. See Mailbox Security Code Delete on the next page.
N (6) [Notif]	Set up Message Notification. See Message Notification on page 2-154.
AT (28) [Time]	Enable or disable Auto Time Stamp. See Auto Time Stamp on page 2-23.
To hear the list of Mailbox Options, dial **0**.	

Related Features

Auto Time Stamp on page 2-23

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

Mailbox Security Code Delete on the next page

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

Message Notification on page 2-154

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

Programming

No additional programming required.

Operation

Accessing the Mailbox Options Menu		
Log On to Subscriber Mailbox.		
OP (67)	Access the Mailbox Options Menu. [Not applicable]	
	0	Plays Help message.

Mailbox Security Code Delete

Description

The System Administrator can delete the security code for any Subscriber Mailbox. This effectively unlocks the mailbox. If mailbox security is not necessary, deleting a mailbox security code speeds up mailbox log on. Without a security code, the subscriber just presses their Message key to immediately log on to their mailbox.

M

Related Features

Mailbox Options Menu on the previous page

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

Security Code on page 2-190

Subscriber Mailboxes can have Security Codes.

System Administrator on page 2-197

The System Administrator can delete a mailbox security code.

Programming

No additional programming required.

Operation

Deleting a Mailbox Security Code				
Log On to System Administrator's Mailbox.				
SA (72)	Access System Administrator options. [Not applicable]			
	S (7)	Select Subscriber Mailbox Maintenance options. [Subs]		
		Enter the number of the Subscriber Mailbox you want to maintain.		
			＊ (7)	Delete the mailbox Security Code. [Not applicable]
			#	Go to the System Administrator Menu. [Exit]
	0	Plays Help message.		

Main Menu

Description

After a Subscriber Mailbox user logs into their mailbox, InMail provides them with the Main Menu of options. The Main Menu provides quick access to the most commonly used mailbox features in a central location. It includes listening and recording options, as well as additional selections for recording mailbox names and greetings. The chart below summarizes these options.

Table 2-7 Mailbox Main Menu

Option	Description
L (5) [Lstn]	Listen to messages. See Listening to Messages on page 2-129.
RS (77) [Rec]	Record and send a message. See Message Record on page 2-161.
G (4) [Greet]	Record a mailbox greeting. See Greeting on page 2-95.
RN (76) [Not applicable]	Record a mailbox name. See Mailbox Name on page 2-138.
1N (16) [Not applicable]	Select the New Message List. See Message Listen Mode on page 2-153.
1S (17) [Not applicable]	Select the Saved Message List. See Message Listen Mode on page 2-153.
1A (12) [Not applicable]	Select the All Message List. See Message Listen Mode on page 2-153.
OP (67) [Not applicable]	Use the Mailbox Options. See the following: See Security Code on page 2-190. See Message Notification on page 2-154. See Auto Time Stamp on page 2-23.
SA (72) [Not applicable]	Access the System Administrator options. See System Administrator on page 2-197.
TI (84)	Check the current time and date. See Time and Date on page 2-202.
X (9) [Exit]	Exit your mailbox. See Exiting a Mailbox on page 2-80.
To hear the complete Main Menu of options, dial **0** while in the Main Menu.	

Related Features

See the Mailbox Main Menu chart above.

Programming

No additional programming required.

Operation

Accessing the Mailbox Main Menu
Log On to Subscriber Mailbox. You automatically go to the mailbox Main Menu.

Accessing the Mailbox Main Menu		
	0	Plays Help message which summarizes the Main Menu options. See Table 2-7 Mailbox Main Menu on the previous page for the Main Menu options.

M

Make Call

Description

Make Call lets a Subscriber Mailbox user listen to a voice message and dial MC to return the call without knowing their caller's phone number. Make Call automates returning messages since you don't have to dial the message sender's telephone number. Make Call is always available for messages received from coworkers. Make call is available for messages received from outside callers if the system has Caller ID enabled (and provided by the connected telco).

M

While listening to a message, the telephone display shows the callers number (or extension) in addition to the date and time the message was left.

Automatic Route Selection

Since trunk Caller ID data is always received as 10 digits, you must set up Automatic Route Selection (ARS) to properly process the digits dialed during a Make Call callout. For example, it may be necessary to add a leading 1 for all long distance calls or strip the leading 1 and area code from all local calls. Refer to Automatic Route Selection in the Programming Manual for more information. Without ARS, all Make Call callouts are dialed exactly as the Caller ID data is received.

Related Features

Caller ID on page 2-36

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

Message Reply on page 2-162

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

Programming

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

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

Program Number	Program Name	Description
14-02-10	Analog Trunk Data Setup - Caller ID	Enable (**1**) a trunk's ability to receive Caller ID data. *By default, a trunk's ability to receive Caller ID data is disabled (**0**).*
14-01-22	Basic Trunk Data Setup - Caller ID to Voice Mail	Enter **1** (Yes) to enable this option. *By default, this option is disabled.*
20-09-02	Class of Service Options (Incoming Call Service) - Caller ID Display	Enter **1** (Yes) to enable the Caller ID display at an extension. *By default, this option is disabled.*

Program Number	Program Name	Description
20-06-01	Class of Service for Extensions	Assign Class of Service to extensions. 🖉 *By default, Extension 101 is Class 15 and other extension are Class 1.*

3. Set up Trunk Group Routing.
   Make Call callouts use Trunk Group Routing (dial **9**) when selecting outbound routes.

Program Number	Program Name	Description
47-08-02	Screened Transfer Timeout (Scrn Trf Timeout)	Set how long a Screened Transfer (TRF) from the Automated Attendant rings (0 ~ 255 seconds) an unanswered extension before recalling. Be sure that the 24-02-04 Transfer Recall Time is longer than the setting of this option. If the Transfer Recall is shorter, Screened Transfers recalls the same as Unscreened Transfers. 🖉 *By default, this option is 15 seconds.*
14-05-01	Trunk Groups	Assign trunks to trunk groups (**1** ~ **8**). 🖉 *By default, all trunks are in group **1**.*
14-06-01	Trunk Group Routing	Set up Trunk Group Routing. There are 8 routing tables, with 4 routes in each table. 🖉 *By default, the first route in routing table 1 is trunk group 1. No other entries are defined.* **This makes trunk group 1 the dial 9 route by default.** Refer to Trunk Group Routing in the InMail Programming Manual for more.

4. Enable Loop Supervision for the trunks on which you are going to allow remote logons to use Make Call.

Program Number	Program Name	Description
14-01-13	Basic Trunk Data Setup - Trunk-to-Trunk Transfer	Enter 1 to enable Loop Supervision for each trunk to be used for External Transfer. 🖉 *By default, this option is enabled for all trunks.*

5. If you are going to allow remote logon to use Make Call, enable Trunk-to-Trunk Transfer for all In-Mail extensions.

Program Number	Program Name	Description
20-11-14	Class of Service Options (Hold/Transfer Service) - Trunk-to-Trunk Transfer Restriction	For each InMail extension to be used for External Transfer, enter **0** to turn Off Trunk-to-Trunk Transfer Restriction. (Entering **1** disables Trunk-to-Trunk Transfer).
20-06-01	Class of Service for Extensions	Assign Class of Service to extensions (1-15).

Operation

Using Make Call from your Mailbox		
Log On to Subscriber Mailbox.		
L (5)	Listen to the message for which you want to make a return call. [Lstn]	
	MC (62)	Dial this code while listening to the message you want to return. [Not applicable] • Make Call automatically places a return call to the co-worker that left you the message. • If your system has Caller ID, Make Call can automatically place a return call to your outside caller. • If you hear "Your call cannot go through" your system's Caller ID is not properly set up. You go right back to the listen mode for the message you were listening to when you tried the Make Call.

M

Message Count Display

Description

The 3-line telephone display provides interactive status updates for the subscriber's mailbox. When initially logged on to the mailbox, the 3-line telephone display shows the number of new and archived messages. The message count automatically updates as the subscriber receives new messages and processes older messages.

3- Line Telephone Display

```
Vmail - Mailbox: 305
Msgs New: 3  Arch: 2
Lstn Greet LvMsg More>
```

If an extension Voice Mail key is optionally assigned as a Message Waiting key (see Programming below), the telephone display can show the number of new Voice Mail messages without the user logging on to their mailbox. If the user has 1 new Voice Mail message in their mailbox, for example, they see the following display:

```
        1 New Message
101
 Menu  Dir  VM:01 CL:00
```

- If a user has new voice mail messages waiting, pressing Message shows the number of waiting voice mail messages. Pressing Message a second time calls voice mail.
- If a user has new Message Waiting indications left, pressing Message shows the extension that left the Message Waiting. Pressing Message a second time places an Intercom call to the coworker that left the Message Waiting.
- If a user has both new Voice Mail messages and Messages Waiting:
  - Pressing **Voice Mail key** shows the number of new voice mail messages.
  - Pressing **Voice Mail key** a second time either calls Voice Mail or returns the Message Waiting call, depending on which count is displayed.

Related Features

Not applicable.

Programming

1. Optionally assign an extension's Voice Mail key as a Message key.

Program Number	Program Name	Description
15-07-01	**Programming Function Keys**	For one-button access to the Subscriber Mailbox, set up a Voice Mail key (code 77 + Mailbox Number). ✏️ *By default, no Voice Mail keys are assigned.*

Operation

Using the Message Count Display
Operation is automatic.

M

Message Delete

Description

A Subscriber Mailbox user can delete any message left in their mailbox. Message Delete lets the subscriber do their own mailbox maintenance. They can delete messages they no longer need and archive messages that contain essential information. With Message Delete, the subscriber doesn't have to rely on the System Administrator to perform these routine mailbox maintenance functions.

Related Features

Erasing All Messages on page 2-79

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

Subscriber Mailbox on page 2-194

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

Programming

No additional programming required.

Operation

Deleting a Message		
Log On to Subscriber Mailbox.		
L (5)	Access Message Listen mode (to listen to the message that you want to delete). [Lstn]	
	D (3)	Delete the message. [Del] • You automatically return to the Message Listen mode. • The message count updates after the user hangs up.

Message Forward

Description

A Subscriber Mailbox user can forward a message in their mailbox to a coworker or coworkers. Forwarding is helpful when a subscriber receives a message with which a coworker can assist them. Rather than sending a new message, the subscriber can just forward the message with which they need help. If needed, they can send the message to up to 10 other mailboxes. They can also optionally record a comment before the forwarded message. Typically, the comment would describe the reason for the message forwarding.

InMail deletes the message in the subscriber's mailbox after they forward it. The Message Forward destination receives the forwarded message as a new message.

Related Features

Call Forward to a Mailbox on page 2-34

An extension user can easily forward calls to their mailbox.

Programming

No additional programming required.

Operation

Forwarding a Message					
Log On to Subscriber Mailbox.					
L (5)	Access the Message Listen mode (to listen to the message that you want to forward). [Lstn]				
	MF (63)	Access the Message Forward Menu. [Not applicable]			
		Enter the number of the mailbox to which you want to forward the message.			
			#	Start recording. [Cont]	
				Record a comment that will precede the forwarded message, OR Dial **#** to forward without a comment.	
				While recording a comment for your forwarded message.	
				✱	Pause or restart recording. [Resume]
				E (3)	Cancel the forwarding and exit your mailbox. [Cncl]
				#	End the recording. [Done]
			✱	Back up and re-enter the mailbox number. [MBOX]	
		#	Go back to the Message Listen mode. [Exit]		
	#	Exit the Message Listen mode and go to the Mailbox Main Menu. [Exit]			

Forwarding a Message	
0	Plays Help message.

M

Message Length

Description

You can set the maximum message length that can be left in a Subscriber Mailbox. When a caller tries to leave a message that exceeds the limit, they hear, "You have reached the recording limit." InMail sends the portion of the message that fits within the allowed Message Length and hangs up. The Message Length option helps maximize the storage space reserved for messages. If you find that callers are leaving unusually long messages, shorten the Message Length. InMail cuts off the message when the caller reaches the Message Length limit. On the other hand, if you hear that InMail is cutting off caller's messages prematurely, increase the Message Length for more time.

M

Related Features

Not applicable.

Programming

1. Set the maximum length of recorded messages.

Program Number	Program Name	Description
47-01-03	**Incoming Message Length** (Subs Msg Length)	This option sets the maximum length (1 ~ 4095 seconds) of recorded messages for: • Subscriber Mailbox users dialing RS to record and send a message. • Extension users leaving a message in a Subscriber Mailbox. • Outside Automated Attendant callers accessing a mailbox via a GOTO command and then dialing RS to record and send a message. • Subscriber Mailbox Greetings. • Mailbox Names. • Announcement Messages. • Call Routing Mailbox Instruction Menus. ✎ *By default, these messages are a maximum of **120** seconds.*

2. Set the maximum length of recorded Quick Messages.

Program Number	Program Name	Description
47-01-04	**Outgoing Message Length** (Mbox Msg Length)	This option sets the maximum length (1 ~ 4095 seconds) of recorded messages for: • Automated Attendant callers leaving a message or Quick Message in a Subscriber Mailbox. • Outside callers transferred by an extension user to a Subscriber Mailbox. ✎ *By default, these messages are a maximum of **120** seconds.*

Operation

Not applicable.

Message Listen Mode

Description

After logging on to their mailbox, the subscriber can select the category of messages they want to hear. Then they can listen to just new messages, just archived messages, or all messages. Message Listen Mode lets the subscriber customize their mailbox to initially play just the list of messages they want to hear. For example, if a subscriber has many archived messages and just a few new messages, then can log on to their mailbox and dial **1N** to select the new message list. When they press **L**, they then cycle through just their new message.

Initially, a Subscriber Mailbox uses the All Message List. If they select a different message list, InMail reinstates the all Message List the next time they log on to their mailbox.

Related Features

Main Menu on page 2-142

The Message Listen mode options are mailbox Main Menu selections.

Programming

Not applicable.

Operation

Message Listen Mode			
Log On to Subscriber Mailbox.			
	[Not applicable]		
		1N (16)	Listen to new messages. [Not applicable]
		1S (17)	Listen to archived messages. [Not applicable]
		1A (12)	Listen to all messages. [Not applicable]
	0		Plays Help message.

Message Notification

Description

M

Once activated by the Subscriber Mailbox user, Message Notification alerts a telephone number to let the user know when there are new messages in their mailbox. With Message Notification, a subscriber who is out of the office does not have keep calling their mailbox remotely to find out if they have new messages. InMail lets them know automatically. Notification can call extensions, local numbers, long distance numbers and digital pagers. When a Subscriber Mailbox user sets up Message Notification, they choose from the following options:

- If Message Notification is enabled or disabled.
  (Message Notification can only occur if it is enabled.)
- The time of day Message Notification should begin and end.
  (Callouts only occur between the begin and end times.)
- The type of device Message Notification is calling.
  (Message Notification can call a normal telephone number or a digital pager.)
- The telephone or pager service phone number.

To protect your mailbox from unauthorized access, be sure to record a security code for your mailbox before enabling Message Notification.

How Message Notification Works to Normal Telephone Numbers

1. The subscriber activates Message Notification for their mailbox (see *Operation* below).

2. When the subscriber receives a new message, InMail immediately dials the destination that should receive the Message Notification.
   - InMail waits up to 30 seconds for ringback, reorder, busy or voice activity from the called number. If nothing is detected, the callout is considered unanswered.

3. If the recipient answers, InMail plays the notification message ("Hello, I have a message for") and asks the recipient to dial 1 to log on to their mailbox. The recipient hears the notification message if:
   - They say "Hello" after answering the callout.
     - OR -
   - The system receives answer supervision from the telco after the recipient answers the call.

   ✎ *The recipient can skip the announcement by dialing 1 to log on to their mailbox after answering the callout - without saying "Hello."*
   - The notification is to a system extension.

4. After the recipient logs on to the mailbox, the notification is considered acknowledged and does not reoccur until the subscriber receives new messages.

5. If the recipient doesn't answer, the system retries the callout number. After completing the programmed number of callout attempts, Message Notification stops.

6. After the notification process begins, a new message does not restart the process if it is already in progress. After the process ends (e.g., if the message is acknowledged or the maximum number of callout attempts is reached), the next new message restarts the process.

How Message Notification Works to Digital Pager Numbers

1. The subscriber activates Message Notification for their mailbox (see *Operation* below).

2. When subscriber receives a new message, InMail immediately dials the pager service.
   - InMail waits up to 30 seconds for ringback, reorder, busy or voice activity from the called number. If nothing is detected, the callout is considered unanswered.

3. After the pager service answers, InMail sends a dial string which causes the pager display to show the subscriber's mailbox number as well as the number of new messages in the mailbox.
   - The notification is considered acknowledged if the recipient logs on to the mailbox. Notification does not reoccur until the subscriber receives new messages.

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

Related Features

Security Code on page 2-190

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

Programming

Programming that Applies to All Types of Message Notification

1. Set up Trunk Group Routing.
   Message Notification callouts use Trunk Group Routing (dial **9**) when selecting outbound routes.

Program Number	Program Name	Description
14-05-01	**Trunk Groups**	Assign trunks to trunk groups (1 ~ 8). ✎ *By default, all trunks are in group 1.*
14-06-01	**Trunk Group Routing**	Set up Trunk Group Routing. There are 8 routing tables, with 4 routes in each table. ✎ *By default, the first route in routing table 1 is trunk group 1. No other entries are defined. This makes trunk group 1 the dial 9 route by default.* Refer to Trunk Group Routing in the Programming Manual for more.

2. Set the maximum number on incomplete callout attempts.

Program Number	Program Name	Description
47-01-14	**Number of Callout Attempts** (Notify Call Attmpt)	Set how many times (1 ~ 99 attempts) InMail retries an incomplete Message Notification callout. This total includes unacknowledged callouts, callouts to a busy destination, and callouts to an unanswered destination. This option applies to pager and non-pager callouts. ✎ *The default setting for this option is 1 attempt.*

3. Be sure Message Waiting lamp for Subscriber Mailboxes is on.

Program Number	Program Name	Description
47-02-08	**Message Waiting Lamp** (Update MW Lamp)	Enter 1 (Yes) to enable Message Waiting lamp. If Message Waiting lamp is disabled (0), Message Notification will not function. ✎ *By default, this option is 1 (Yes).*

Unique Programming for Non-Pager Message Notification

1. Set the intervals InMail waits between incomplete non-pager Message Notification callouts.

Program Number	Program Name	Description
47-01-10	**Wait Between Non-Pager Callout Attempts** (Notify N-Pgr Intvl)	Set the minimum time (1 ~ 255 minutes) between non-pager Message Notification callouts in which the destination answers, says "Hello," dials 1 to acknowledge and then enters the wrong security code. 🖉 *The default for this option is **20** minutes.*
47-01-11	**Wait Between Busy Non-Pager Callout Attempts** (Notify Busy Intvl)	Set how long InMail will wait (1 ~ 255 minutes), after it dials a busy non-pager callout destination, before retrying the callout number. 🖉 *The default for this option is **15** minutes.*
47-01-12	**Wait Between RNA Non-Pager Callout Attempts** (Notify RNA Intvl)	Set how long InMail will wait (1 ~ 255 minutes), after it dials an unanswered non-pager callout destination, before retrying the callout number. The default setting for this option is 30 minutes. There are three types of unanswered non-pager callouts: • If the callout rings the destination longer than the 47-01-13 Wait for Answer Non-Pager Callout Attempts option. • If the destination answers, says "Hello" (or the system detects answer supervision) and then hangs up without dialing 1 to log on to their mailbox. This typically happens if someone unfamiliar with notification answers the callout, or if the callout is picked up by an answering machine. • If the destination answers and then hangs up without saying "Hello." This typically happens if someone unfamiliar with the notification answers the callout (like the above example), or if the call is picked up by an answering machine which insufficient outgoing message volume. 🖉 *The default for this option is **30** minutes.*

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

Program Number	Program Name	Description
47-01-13	**Wait for Answer Non-Pager Callout Attempts** (Notify RNA Rings)	If a non-pager callout rings the destination longer than this option (1 ~ 99 rings), InMail marks the call as unanswered (Ring No Answer) and hangs up. 🖉 *The default for this option is **5** rings.*

Unique Programming for Digital Pager Message Notification

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

Program Number	Program Name	Description
47-01-07	**Digital Pager Callback Number** (Pager CBack)	Set the *Digital Pager Callback Number* portion of the Message Notification callout number for a digital pager. This is the portion of the callout number that is appended to the pager service telephone number. 🖉 *By default, this option is X✶M# where:* • *X is the number of the extension that generated the notification.* • *✶ is a visual delimiter (to make the pager display easier to read).* • *M is the number of new messages in the extension's mailbox.* • *# is the digit normally used by the pager service for positive disconnect.*

Program Number	Program Name	Description
47-01-08	**Delay in Dialing Digital Pager Callback Number** (Pager Dial Delay)	Set the delay (0 ~ 99 seconds) that occurs just before InMail dials the Digital Pager Callback Number portion of the Message Notification callout number for a digital pager. Set this delay so the pager service has enough time to connect to the digital pager before sending the callback number. Your pager service may be able to help you determine the best value for this option (0 ~ 99 seconds). When placing a digital pager notification, the system: • Seizes the trunk specified by the Trunk Group Routing setup. • Dials the user-entered notification number (in Message + OP + N). • Waits the 47-01-08 Delay in Dialing Digital Pager Callback Number interval. • Dials the number entered in 47-01-07 Digital Pager Callback Number. The system assumes that the notification number completes dialing approximately 4 seconds after trunk seizure. This means that, by default, the Digital Pager Callback Number is dialed into the pager service about 13 seconds after trunk seizure. Your pager service may be able to help you determine the best value for this option. 🖊 *By default, this option is **30** seconds.*

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

Program Number	Program Name	Description
47-01-09	**Wait Between Digital Pager Callout Attempts** (Notify Pager Intvl)	Set the minimum time (1 ~ 255 minutes) between unacknowledged or unanswered digital pager Message Notification callouts. (A subscriber acknowledges a digital pager notification by logging on to their mailbox.) After this interval expires, InMail tries the callout again (for up to the number of times set in 47-01-14 Number of Callout Attempts). If the system dials the callout number and the pager service is busy, it retries the number in one minute. 🖊 *By default, this option is **15** minutes.*
47-01-15	**Send Pager Callout Until Acknowledged** (Retry Until Ack)	When this option is enabled (1), InMail continues to retry a digital pager Message Notification callout until the notification is acknowledged. If this option is disabled (0), InMail retries a digital pager Message Notification the number of times specified in 47-01-14 Number of Callout Attempts. This option does not apply to Message Notification callouts to telephone numbers. A digital pager notification is acknowledged when the recipient logs on to the mailbox. 🖊 *By default, this option is **disabled** (0).*

Operation

Setting Up Message Notification		
Log On to Subscriber Mailbox.		
OP (67)	Access the Mailbox Options menu. [Not applicable]	
	N (6)	Access the Message Notification Options Menu. [Notif]

M

**Setting Up Message Notification**

			InMail plays a summary of your Message Notification settings. The your telephone display shows your current notification settings (see sample below). For telephone numbers Notify On 8am- 5pm Number: 12039265400 **- OR -** For Pager Numbers Notify On 8am- 5pm Pager: 12039265400
		O (6)		Turn Message Notification on or off. [On] [Off]
		C (2)		Change your Message Notification setup. [Chnge]
				When you see: Notification Begin
					Enter the hour you want Message Notification to begin. Enter 2 digits for the hour.
					A (2)		Select AM. [AM]
					P (7)		Select PM. [PM]
				✳		Skip this option without changing your entry. [Next]
				#		Back up to the previous level without changing your entry. [Exit]
				When you see: Notification End
					Enter the hour you want Message Notification to end. • Enter 2 digits for the hour. • For 24-hour notification, make the End Time the same as the Start Time.
					A (2)		Select AM. [AM]
					P (7)		Select PM. [PM]
				✳		Skip this option without changing your entry. [Next]
				#		Back up to the previous level without changing your entry. [Exit]
				When you see: Notify Via
				N (6)		The notification destination is a telephone number. [Num]
				D (3)		The notification destination is a digital pager. [Pager]
				✳		Skip this option without changing your entry. [Next]
				#		Back up to the previous level without changing your entry. [Exit]
				When you see: Number
					Enter the Message Notification callout number (16 digits max). • Enter the number exactly as you want the system to dial it (including a leading 1 for toll calls, if required). • If the number you enter is 4 digits or less, it is an Intercom call. If it is more than 4 digits, it is an outside call.
					#		Accept the number entered and back up to the previous level. [OK]
					[Clear]		Delete the number you just entered.

Setting Up Message Notification

				*	Skip this option without changing your entry. [Next]
				#	Back up to the previous level without changing your entry. [Exit]
		#	Go back to the Mailbox Options menu. [Exit]		
	#	Go back to the Main Menu. [Exit]			
0	Plays Help message.				

M

Answering a Message Notification Callout to a Telephone

To answer a Message Notification to a telephone:

1. Answer the callout at the programmed destination.
   - If InMail does not hear your voice (or you do not speak), go to the next step and dial **1** to proceed.

2. Dial **1** to accept the Message Notification.

   - OR -

   hang up to have the Message Notification call back later.

3. When you dial **1**, you automatically log on to the subscriber mailbox that left you the Message Notification.
   - If you do not log on to your mailbox, InMail resends your notification.

Answering a Digital Pager Message Notification Callout

To answer a Digital Pager notification:

1. Operation is automatic.
   - If you do not call and log on to your mailbox, InMail resends your pager notification.

Message Playback Direction

Description

When a user dials **L** (5) after logging on to their mailbox, InMail plays their messages in either LIFO (last-in-first-out) or FIFO (first-in-first-out) order. Since Message Playback Direction lets a subscriber listen to messages in the order they find most helpful, check with them to find out how they want this option set. If the subscriber prefers to hear their new messages first, enable LIFO (last-in-first-out) listening order. The newest (last-in) messages are at the top of the message list and the oldest messages are at the bottom of the list. If the subscriber wants to be reminded of their oldest messages first, enable FIFO (first-in-first-out) listening order. The oldest (first-in) messages are at the top of the message list and the newest messages are at the bottom.

M

Related Features

Listening to Messages on page 2-129

Programming

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

Program Number	Program Name	Description
47-02-04	**Message Playback Order**	The options are: **0** - FIFO (first-in-first-out, or oldest messages first). **1** - LIFO (last-in-first-out, or newest messages first). 🖉 *By default, this option is **0** (FIFO, or first-in-first-out).*

Operation

Not applicable.

Message Record

Description

See Record and Send a Message on page 2-180.

Related Features

See Record and Send a Message on page 2-180.

Programming

See Record and Send a Message on page 2-180.

Operation

See Record and Send a Message on page 2-180.

M

Message Reply

Description

A Subscriber Mailbox user can reply to a message from a coworker by dialing RE, without knowing the caller's extension or mailbox number. Message Reply saves the subscriber valuable time since they don't need to know the sender's extension number or send a separate message to respond. The subscriber can just listen to the coworker's message, dial a code, and record their answer. The message sender receives the reply as a new message.

M

Related Features

Make Call on page 2-144

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

Programming

No additional programming required.

Operation

Message Reply					
Log On to Subscriber Mailbox.					
L (5)	Listen to your messages. [Lstn]				
	While listening to a message.				
		RE (73)	Reply to the message. [Not applicable] If the mailbox does not exist, you are prompted to enter the mailbox number to receive the reply. This can occur if you dial RE while listening to a message from an outside caller.		
			#	Start recording. [Cont]	
				Options available while recording.	
				＊	Pause or restart recording. [Resume] [Pause]
				D (3)	Delete recording. [Cncl]
				#	End the recording. [Done]
			＊	Back up and re-enter the mailbox number. [MBOX]	
			[Exit]	Exit without recording and go back to the Message Listen menu.	
		#	Exit and go back to the mailbox Main Menu. [Exit]		
0	Plays Help message.				

Message Storage Limit

Description

Message Storage Limit sets how many messages can be left in a Subscriber Mailbox. Message Storage Limit is another invaluable tool for managing InMail's voice message storage space. To conserve storage space and make it available for new messages, decrease the Message Storage Limit. If storage space is not an issue, increase the Message Storage Limit so subscribers can store additional messages. Be sure to let the subscribers know how many messages their mailboxes can hold. By default, InMail can store up to 99 messages in System Admin mailbox 101 and 20 messages in all other Subscriber Mailboxes.

Related Features

Erasing All Messages on page 2-79

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

Message Delete on page 2-149

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

Programming

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

Program Number	Program Name	Description
47-02-03	**Number of Messages**	Enter the maximum number of messages the mailbox can store (**0 ~ 99**). If a caller tries to leave a message after the maximum number is reached, they hear: "That mailbox is full." InMail then hangs up. *By default, the maximum number of messages that can be left is 99 for extension 101 and 20 for all others.*

Operation

Not applicable.

Message Waiting Lamp

Description

An extension's Message Waiting (MSG) lamp flashes on the telephone to indicate that the user has new messages waiting in their mailbox. After InMail is properly installed and programmed, telephone Message Waiting Lamp operation is automatic. The lamp flashes fast when new messages are in the extension user's mailbox. The Message Waiting Lamp is a visual reminder of new messages. The subscriber does not have to call their mailbox and listen to the voice prompts to find out when they have new messages.

M

Related Features

None

Programming

1. Turn Message Waiting lamp for Subscriber Mailboxes on or off.

Program Number	Program Name	Description
47-02-08	**Message Waiting Lamp** (Update MW Lamp)	Enter **0** (No) to disable Message Waiting lamp. Enter **1** (Yes) to enable Message Waiting lamp. If Message Waiting lamp is disabled (0), Message Notification does not function. 🖊 *By default, this option is 1 (Yes).*

2. Select Message Waiting Lamp color.

Program Number	Program Name	Description
15-02-28	**Message Waiting LED Color**	Enter **0** = Flashes Green Enter **1** = Flashes Red 🖊 *By default, this option is set to 1 (Flashes Red).*

Operation

Not applicable.

Multiple Company Greetings

M

Description

The Automated Attendant can answer each individual trunk (outside line) with a unique greeting and unique set of dialing options. Since there are a total of 8 Answer Tables, this allows up to 8 companies or departments to share a single InMail. Callers to each company hear the company greeting (Instruction Menu) and can dial options that may be only available to that specific company. Set this up as follows:

• Assign a unique Answer Table (1 ~ 8) to each trunk that you want to have an individual greeting.
• For each Answer Table, assign the Call Routing Mailbox that handles the call.
• For each assigned Call Routing Mailbox, set up the dialing options (Dial Action Table) and record an Instruction Menu.

If multiple companies or departments share an InMail, messaging and calling between the workers of each company or department is not restricted.

Related Features

Answer Table on page 2-14

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

Automated Attendant on page 2-25

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

Routing Mailbox on page 2-183

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

Dial Action Table on page 2-49

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

Programming

1. Assign an Answer Table to each trunk.

Program Number	Program Name	Description
47-10-01	**Answer Table Assignment** (Answer Table)	Assign an Answer Table (1 ~ 8) to each trunk that the Automated Attendant should answer. *By default, all trunks are assigned to Answer Table 1.*

2. See the following features for more:
   Answer Table on page 2-14.
   Automated Attendant on page 2-25.
   Routing Mailbox on page 2-183.
   Dial Action Table on page 2-49.

Operation

Not applicable.

M

Next Call Routing Mailbox

Description

The Next Call Routing Mailbox provides callers with additional dialing options while listening to a Subscriber Mailbox recorded, or the default greeting. It also provides additional dialing options to callers routed to an Announcement Mailbox. Next Call Routing Mailbox lets the caller choose how InMail should handle their call. For example, if an Automated Attendant caller dials a subscriber's extension and hears the greeting, Next Call Routing Mailbox (if programmed) allows them to dial other options instead of hanging up.

N

Subscriber Mailbox Options

The following chart shows the additional dialing options a caller has while listening to a Subscriber Mailbox recorded or default greeting. The digits the caller can dial depends on the setting of the Next Call Routing Mailbox and Dialing Option options. For an explanation of the options a caller can dial while recording, see Record and Send a Message on page 2-180.

Dialing Options while Listening to a Subscriber Mailbox Greeting				
47-02-14 **Next Call Routing** **Mailbox**	**47-02-13** **Dialing Option**	**Digit Dialed**	**Action**	
			Trunk Call	**Intercom Call**
Undefined	No	**0**	Caller hears, "That is an invalid entry," and the greeting repeats.	
		1 ~ 9		
		#	InMail hangs up.	
		*	Caller skips greeting and can immediately start recording.	
1 ~ 32 (valid Call Routing Mailbox)	No	**0**	Caller follows 0 action in Next Call Routing Mailbox.	Caller hears, "That is an invalid entry," and the greeting repeats.
		1 ~ 9	Caller hears, "That is an invalid entry," and the greeting repeats.	
		#	Caller routes to the Next Call Routing Mailbox and hears its Instruction Menu.	InMail hangs up.
		*	Caller skips greeting and can immediately start recording.	
1 ~ 32 (valid Call Routing Mailbox)	Yes	**0**	Caller follows key action in Next Call Routing Mailbox.	Caller hears, "That is an invalid entry," and the greeting repeats.
		1 ~ 9		
		#	Caller routes to the Next Call Routing Mailbox and hears its Instruction Menu.	InMail hangs up.
		*	Caller skips greeting and can immediately start recording.	

Logging On to a Subscriber Mailbox while Listening to the Greeting

A subscriber who wishes to log on to their mailbox while listening to their greeting must have the option set in their Next Call Routing Mailbox. To allow this ability, for example:
- Program the Next Call Routing Mailbox **#** digit as LOGON to IXXX.
- While listening to their greeting, the subscriber can dial:
  - **#** (to route to their Next Call Routing Mailbox), then
  - **#** and their mailbox number to log on to their mailbox.

By default, this option is provided in Call Routing Mailbox 1. Additionally, the subscriber should enable a Security Code for their mailbox to prevent unauthorized logons.

Announcement Mailbox Options

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

The first chart explains what happens when the outside call is directly answered by the Announcement Mailbox. This happens when the Answer Table uses an Announcement Mailbox for routing instead of a Call Routing Mailbox.

The second chart explains what happens when the outside call is answered by a Call Routing Mailbox and then routed to the Announcement Mailbox. This can happen, for example, when a caller dials a digit to hear an announcement of company directions.

🖉 *For more information, see Answer Table on page 2-14.*

Direct Announcement Mailbox Routing (If the outside caller routes directly to the Announcement Mailbox)			
47-09-01 Next Call Routing Mailbox	**47-09-02 Repeat Count**	**47-09-03 Hang Up After**	**Action**
Undefined	0 (No repeats)	0 = None 1 = Goodbye 2 = Silent	• If the caller doesn't dial, after the announcement, InMail hangs up. • If the caller dials a digit during the announcement, InMail says "That is an invalid entry" and hangs up.
1 ~ 32 (valid Call Routing Mailbox)	0 (No repeats)	0 = None 1 = Goodbye 2 = Silent	• If the caller doesn't dial, after the announcement, they route to the Next Call Routing Mailbox. • If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.
		0 = None 1 = Goodbye 2 = Silent	• If the caller doesn't dial, after the announcement, InMail hangs up. • If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.
Undefined	x (x number of repeats)	0 = None 1 = Goodbye 2 = Silent	• If caller doesn't dial, they hear the announcement x number of times and then InMail hangs up. • If the caller dials a digit during the announcement, InMail says "That is an invalid entry" and aborts the announcement. The announcement repeats (if allowed by the Repeat Count) and then InMail hangs up.
1 ~ 32 (valid Call Routing Mailbox)	x (x number of repeats)	0 = None 1 = Goodbye 2 = Silent	• If caller doesn't dial, they hear the announcement x number of times and then route to the Next Call Routing Mailbox. • If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.
		0 = None 1 = Goodbye 2 = Silent	• If caller doesn't dial, they hear the announcement x number of times and then then InMail hangs up. • If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.

Routed Announcement Mailbox Routing
(If outside caller routes to Announcement Mailbox from Call Routing Mailbox)

47-09-01 Next Call Routing Mailbox	47-09-02 Repeat Count	47-09-03 Hang Up After	Action
Undefined	0 (No repeats)	0 = None 1 = Goodbye 2 = Silent	• If the caller doesn't dial, after the announcement, the caller goes back to the initial Call Routing Mailbox. • If the caller dials a digit during the announcement, InMail says "That is an invalid entry" and routes the caller goes back to the initial Call Routing Mailbox.
		0 = None 1 = Goodbye 2 = Silent	• If the caller doesn't dial, after the announcement, InMail hangs up. • If the caller dials a digit during the announcement, InMail says "That is an invalid entry" and hangs up.
1 ~ 32 (valid Call Routing Mailbox)	0 (No repeats)	0 = None 1 = Goodbye 2 = Silent	• If the caller doesn't dial, after the announcement, they route to the Next Call Routing Mailbox. • If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.
		0 = None 1 = Goodbye 2 = Silent	• If the caller doesn't dial, after the announcement, InMail hangs up. • If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.
Undefined	x (x number of repeats)	0 = None 1 = Goodbye 2 = Silent	• If caller doesn't dial, they hear the announcement x number of times and then go back to the initial Call Routing Mailbox. • If the caller dials a digit during the announcement, InMail says "That is an invalid entry" and aborts the announcement. The announcement repeats (if allowed by the Repeat Count) and then InMail routes back to the initial Call Routing Mailbox.
		0 = None 1 = Goodbye 2 = Silent	• If caller doesn't dial, they hear the announcement x number of times and then InMail hangs up. • If the caller dials a digit during the announcement, InMail says "That is an invalid entry" and aborts the announcement. The announcement repeats (if allowed by the Repeat Count) and then InMail hangs up.
1 ~ 32 (valid Call Routing Mailbox)	x (x number of repeats)	0 = None 1 = Goodbye 2 = Silent	• If caller doesn't dial, they hear the announcement x number of times and then route to the Next Call Routing Mailbox. • If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.
		0 = None 1 = Goodbye 2 = Silent	• If caller doesn't dial, they hear the announcement x number of times and then InMail hangs up. • If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.

N

Related Features

Call Forward to a Mailbox on page 2-34

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

Record and Send a Message on page 2-180

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

Programming

Programming Subscriber Mailboxes

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

Program Number	Program Name	Description
47-02-14	**Next Call Routing Mailbox** (Next CR Mbox)	Specify the Routing Mailbox (1 ~ 32) that should provide the caller leaving a message with additional dialing options. *By default, this option is 1 (Call Routing Mailbox 1). Call Routing Mailbox numbers are 1 ~ 8.*

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

Program Number	Program Name	Description
47-02-13	**Dialing Option**	Enter **1** to enable additional dialing options. *By default, this option is disabled (0).*

Programming Announcement Mailboxes

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

Program Number	Program Name	Description
47-09-01	**Next Call Routing Mailbox** (Next CR Mbox)	Specify the Routing Mailbox (1 ~ 32) to which the caller should route after hearing the Announcement Mailbox message. *By default, this option is 0 (Undefined).*

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

Program Number	Program Name	Description
47-09-02	**Repeat Count**	Specify the number of Announcement Mailbox message repeats (1 ~ 10, or 0 for no repeats). *By default, this option is 0 (no repeats).*

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

Program Number	Program Name	Description
47-09-03	**Hang Up After** (HangUp)	Enter 0 (None) to disable this option. *By default, this option is disabled (0).*

Operation

Not applicable.

Park and Page

Description

InMail Park and Page can automatically Park a call at an extension and Page the user with a recorded Paging Message announcing the parked call. The called extension user can then go to any telephone and implement Personal Park to pick up the call. With InMail Park and Page, InMail tries to locate the person instead of just sending the call to their mailbox. Additionally, there is no need for an operator or receptionist to manually answer the call, park it, and then try to track down the employee.

The Paging Message is usually recorded in the user's own voice and typically says something like, "Mike Smart, you have a call." If the Paging Message is not recorded for the extension, a built-in message announces the called party's name or extension number (if the name is not recorded).

InMail Park and Page is available for all trunk calls that are redirected to voice mail via forwarding or overflow, including transferred calls, Direct Inward Lines, and Direct Inward Dialing. Park and Page is also available for Automated Attendant Screened (STRF) and Unscreened (UTRF) Transfers. Option-ally, an extension can have calls from the Automated Attendant immediately Park and Page without trying their extension first.

When InMail Park and Page intercepts the call, it normally offers the caller three options:

1. Dial **1** to leave a message in the called extension's mailbox.

    (The caller hears the mailbox Greeting, if recorded.)

2. Dial **2** to Park and Page.

    (The caller returns to these options if the Park is not picked up.)

3. Dial **4** for other options.

    (Normally, this routes to the extension's Next Call Routing Mailbox.)

InMail Park and Page is available at Personal and Group Subscriber Mailboxes, and can be enabled through system programming or via the subscriber's Mailbox Options Menu. InMail Park and Page is not applicable to Intercom calls.

Automated Attendant Direct to Voice Mail (DVM)

When an extension has Automated Attendant Direct to Voice Mail (DVM) enabled, all calls from the Automated Attendant go directly to the subscriber's mailbox. The extension does not ring for Auto-mated Attendant calls. The caller hears the mailbox greeting and can leave a message, but unlike Park and Page is not normally offered any other routing options. A subscriber typically turns on DVM when they need to work at their desk undisturbed by outside calls from the Automated Attendant.

DVM can be enabled by the installer from system programming or by the extension user from their Mailbox Options Menu.

Keep in mind that DVM does not block Intercom calls from co-workers or any other outside call not routed through the Automated Attendant. For example, with DVM enabled, Direct Inward Lines and transferred outside calls to an extension work normally.

Conditions
- The Park and Page feature uses the extensions personal park location only.
- Enabling Automated Attendant Direct to Voice Mail (DVM) for a mailbox bypasses the Park and Page feature.
- The Park and Page feature uses Combined Internal/External paging only; this cannot be changed or configured.

Default Settings

Park and Page and Automated Attendant Direct to Voice Mail are disabled.

For transferred outside calls, direct inward lines and direct inward dialing refer to Table 2-8 Park and Page Call Handling on the previous page.

Table 2-8 Park and Page Call Handling

Park and Page (Call Handling) For Transferred Outside Calls, Direct Inward Line and Direct Inward Dialing			
47-02-14 Next Call Routing Mailbox	**47-02-13 Dialing Option**	**47-02-17 Enable Park and Page**	**Result**
Undefined	0 (No)	0 (No)	If unanswered, caller hears greeting and can leave a message.
Undefined	0 (No)	1 (Yes)	If unanswered, caller can dial **1** to leave a message or **2** to Park and Page.
Undefined	1 (Yes)	0 (No)	If unanswered, caller hears greeting and can leave a message.
Undefined	1 (Yes)	1 (Yes)	If unanswered, caller can dial **1** to leave a message or **2** to Park and Page.
Defined	0 (No)	0 (No)	If unanswered, caller hears greeting and can leave a message.
Defined	0 (No)	1 (Yes)	If unanswered, caller can dial **1** to leave a message, **2** to Park and Page, and **3** for other options (from the Next Call Routing Mailbox).
Defined	1 (Yes)	0 (No)	If unanswered, caller hears greeting, can leave a message, and dial options (from the Next Call Routing Mailbox).
Defined	1 (Yes)	1 (Yes)	If unanswered, caller can dial **1** to leave a message, **2** to Park and Page, and **3** for other options (from the Next Call Routing Mailbox).

For automated attendant unscreened (UTRF) and screened (STRF) transfers refer to Table 2-9 Park and Page Call Handling on this page.

Table 2-9 Park and Page Call Handling

Park and Page (Call Handling) For Automated Attendant Unscreened (UTRF) and Screened (STRF) Transfers			
47-02-17 Enable Park and Page	**47-02-18 Paging Option**	**47-02-09 Auto Att Direct to VM**	**Result**
0 (No)	0 (RNA)	0 (No)	If unanswered, caller hears greeting and can leave a message.[*1]
0 (No)	0 (RNA)	1 (Yes)	Caller immediately hears greeting and can leave a message.
0 (No)	1 (IMM)	0 (No)	If unanswered, caller hears greeting and can leave a message. [*1]
0 (No)	1 (IMM)	1 (Yes)	Caller immediately hears greeting and can leave a message.
1 (Yes)	0 (RNA)	0 (No)	STRF: If unanswered, caller hears greeting and can leave a message. [*1] UTRF: If unanswered, caller can dial **1** to leave a message or **2** to Park and Page. [*2]
1 (Yes)	0 (RNA)	1 (Yes)	Caller immediately hears greeting and can leave a message.
1 (Yes)	1 (IMM)	0 (No)	Park and Page occurs immediately.

*1. For a Screened Transfer (STRF) with a Next Call Routing Mailbox assigned, caller can dial 1 to leave a message or 2 for other options.

*2. For an Unscreened Transfer (UTRF) with a Next Call Routing Mailbox assigned, caller can dial 1 to leave a message, 2 to Park and Page, and 3 for other options.

Park and Page (Call Handling) For Automated Attendant Unscreened (UTRF) and Screened (STRF) Transfers			
47-02-17 Enable Park and Page	**47-02-18 Paging Option**	**47-02-09 Auto Att Direct to VM**	**Result**
1 (Yes)	1 (IMM)	1 (Yes)	Caller immediately hears greeting and can leave a message.

System Availability

Terminals

All Terminals

Required Component(s)

CPU with PZ-VM21 Daughter Board

InMail CompactFlash

Related Features

Park

Paging, Internal

Guide to Feature Programming
Setting Up Park and Page for Extension:

Program Number	Program Name	Assigned Data
24-02-04	**Transfer Recall Time**	0 ~ 64800 (sec) Default = 30
47-02-09	**InMail Station Mailbox Options - Auto Attendant Direct to Voice Mail**	0 = Disable 1 = Enable (default = 0)
47-02-14	**InMail Station Mailbox Options - Next Call Routing Mailbox**	1 ~ 32 (default = 1) By default, Call Routing Mailboxes numbers are 01 ~ 08.
47-02-17	**InMail Station Mailbox Options - Enable Paging**	0 = Disabled 1 = Enabled (default = 0)
47-02-18	**InMail Station Mailbox Options - Paging Option**	0 = RNA (Ring No Answer) 1 = Immediately (default = 0)

Setting Up Park and Page for a Group Mailbox:

Program Number	Program Name	Assigned Data
47-06-07	**Group Mailbox Subscriber Options - Auto Attendant Direct to Voice Mail**	0 = Disable 1 = Enable (default = 0)

Program Number	Program Name	Assigned Data
47-06-12	Group Mailbox Subscriber Options - Next Call Routing Mailbox	1 ~ 32 (default = 1) By default, Call Routing Mailbox numbers are 01 ~ 16.
47-06-15	Group Mailbox Subscriber Options - Enable Paging	0 = Disable (No) 1 = Enable (Yes) (default = 0)
47-06-16	Group Mailbox Subscriber Options - Paging Option	0 = RNA (Ring No Answer) 1 = Immediate (default = 0)

P

Operation

To record your paging message refer to .

Table 2-10 Recording Your Paging Message

Recording Your Paging Message			In these Instructions: [Telephone Softkey]	
To record your Paging Message:				
1.	Log onto your Subscriber Mailbox.			
2.	**[More> + More> + Page]**	Select Paging Message. • Alternately dial **PG** (74).		
3.	Do one of the following:			
	a.	**[Lstn]**	Select to listen to the current Paging Message (if any). • Alternately dial **L** (5).	
			#	Exit the listen mode.
	b.	**[Rec]**	Select to record the Paging Message. • Alternately dial **R** (7).	
			[Pause]	Select to pause recording. • Alternately dial ✱.
			[Resume]	Select to resume recording (if paused). • Alternately dial ✱.
			[Cncl]	Select to delete the recording. • Alternately dial **E** (3).
			[Done]	Select to confirm the recording and exit the recording mode. • Alternately dial **#** .
	c.	**[Del]**	Select to delete the Paging Message. • Alternately dial **E** (3).	
	d.	**[Back]**	Select to go back to the Mailbox Main Menu. • Alternately dial **#**.	

To set your call handling options refer to .

Table 2-11 Setting the Call Handling Options

Setting the Call Handling Options		In these Instructions: [Telephone Softkey]
To set your Call Handling options: • This includes Automated Attendant Direct to Voice Mail as well as Park and Page.		
1.	Log onto your Subscriber Mailbox.	
2.	**[More> + Setup]**	Select Mailbox Options. (You are at the Mailbox Options Menu). • Alternately dial **OP** (67).

Setting the Call Handling Options			In these Instructions: [Telephone Softkey]
	[CallH]		Select Call Options. (You are at the Call Handling Options Menu). • Alternately dial **CO** (26).
3.	Do one of the following:		
	a.	[DVM]	Select to turn Automated Attendant Direct to Voice Mail on or off. • Alternately dial **O** (6).
		[Paging]	Select to turn Park and Page on or off. • Alternately dial **E** (3).
		[Back]	Select to go back to the Mailbox Options Menu.

To retrieve a call parked in a personal parked orbit refer to .

Table 2-12 Picking Up a Parked Call

Picking Up a Parked Call		In these Instructions: [Telephone Softkey]
To retrieve a call parked in a Personal Orbit:		
1.	Dial ✻✻.	
2.	Dial the number of the extension at which the call is parked.	

P

Programming Voice Mail

Description

You can program (customize) InMail using the PCPro and WebPro programming applications. You can also do limited programming from the System Administrator's mailbox.

Related Features

System Administrator on page 2-197

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

Programming

See Description at the beginning of this feature.

Operation

See Description at the beginning of this feature.

P

Quick Message

Description

Quick Message is a Dial Action Table action that allows Automated Attendant callers to dial a digit (normally ∗) followed by a mailbox number to leave a message in a Subscriber Mailbox. Since Quick Message is enabled by default, it is an efficient way for experienced Automated Attendant callers to leave messages. There is no need to dial an extension first. To make this option more readily available to all Automated Attendant callers, consider having the active Instruction Menu describe how to use the Quick Message option.

There are two Quick Message Dial Action Table actions:
- **Quick Message with Greeting** (REC1)
  The caller hears the mailbox greeting followed by a beep and can leave message. If the greeting is not recorded, the caller hears, "At the tone, you can leave your message for extension xxx (or name if recorded). Start recording at the tone. When you are done, press the **#** key or hang up."
- **Quick Message without Greeting** (REC2)
  The caller bypasses the mailbox greeting (hearing "Recording" and a beep instead) and can leave a message. This is typically used with a Next Call Routing Mailbox when the caller is asked to dial a digit (e.g., 1) to leave a message. Otherwise, the mailbox greeting (if recorded) is heard again.

Related Features

Dial Action Table on page 2-49

After the Automated Attendant answers, the Dial Action Table provides the dialing options to callers. Each digit a caller can dial is assigned a specific action (function) in the Dial Action Table. The dial action used depends on the setting in the active Call Routing Mailbox, which in turn depends on the Answer Table setup.

Next Call Routing Mailbox on page 2-167

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

Programming

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

Program Number	Program Name	Description
47-13-01	**Dial Action Tables: REC1 Action - Quick Message With Greeting (3) (REC1)**	To have the caller leave a Quick Message at a specific extension, the corresponding Number option should be the extension number. To have the caller leave a Quick Message at any caller-dialed extension, the corresponding Number option should be IXXX. To have the caller leave a Quick Message at a caller-dialed extension in a specific range, the corresponding Number option should be XXX. • For example, to allow callers to leave a Quick Message extensions 101 ~ 184, for key **3** enter REC1 for the Action and XXX for the corresponding Number. 🖉 *By default, key **3** Action is REC1 and Number is IXXX.*

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

Program Number	Program Name	Description
47-13-01	**Dial Action Tables: REC2 Action - Quick Message Without Greeting (4) (REC2)**	To have the caller leave a Quick Message at a specific extension, the corresponding Number option should be the extension number. To have the caller leave a Quick Message at any caller-dialed extension, the corresponding Number option should be IXXX. To have the caller leave a Quick Message at a caller-dialed extension in a specific range, the corresponding Number option should be XXX. • For example, to allow callers to leave a Quick Message extensions 101 ~ 184, for key **3** enter REC2 for the Action and XXX for the corresponding Number. 🖉 *By default, key **3** Action is REC1 and Number is IXXX.*

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

Program Number	Program Name	Description
47-01-04	**Non-Subscriber Message Length** (Mbox Msg Length)	Set the maximum length (1 ~ 4095 seconds) of recorded messages for: • Automated Attendant callers leaving a message or Quick Message in a Subscriber Mailbox. • Outside callers transferred by an extension user to a Subscriber Mailbox. 🖉 *By default, this option is 120 seconds.*

Q

Operation

Leaving a Quick Message

To leave a Quick Message after the Automated Attendant answers:
1. Dial ✱.
2. Dial the Subscriber Mailbox number.
3. Leave message and hang up.
    - OR -
    Leave message and dial **#**.
• Dialing **#** may provide you with additional dialing options. This depends on how the called mailbox Next Call Routing Mailbox is set up.

Record and Send a Message

Description

A Subscriber Mailbox user can record and send a message to any other Subscriber Mailbox. Record and Send a Message is the heart of the InMail voice messaging system. It allows coworkers to efficiently stay in touch and exchange essential information without relying on message slips, memos, or email.

Recording Options

While recording a message, a Subscriber Mailbox user has many recording options from which to choose. The following table shows these options.

Message Recording Options	
Option	**Description**
Options available while recording:	
*	Pause/resume recording.
D (3)	Delete the recording.
#	End recording.
Dial **0** while recording to hear the list of options.	

Related Features

Listening to Messages on page 2-129

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

Programming

Not applicable.

Operation

Record and Send a Message				
Log On to Subscriber Mailbox.				
RS (77)	Record and send a message. [Rec]			
	Enter the number of the mailbox to receive the message.			
		#	Start recording. [Contd]	
		Options available while recording.		
			*	Pause or restart recording. [Resume] [Pause]
			D (3)	Delete recording. [Cncl]

Record and Send a Message

			#	End the recording. [Done]
		*		Back up and re-enter the mailbox number. [MBOX]
		[Exit]		Exit without recording and go back to the Mailbox Main Menu.
	#			Exit without recording and go back to the Mailbox Main Menu. [Exit]

R

Remote Programming

Description

You can remotely program (customize) InMail using the PCPro and WebPro programming applications. You can also do limited remote programming from the System Administrator's mailbox. Refer to InMail system documentation for more information.

R

Related Features

None

Programming

None

Operation

None

Routing Mailbox

Description

The Call Routing Mailbox, associated with an Answer Table, specifies which dialing options (Dial Action Table) and announcements are available to Automated Attendant callers. By default, InMail provides 32 Call Routing Mailboxes (1 ~ 32). However, you can assign any Routing Mailboxes as a Call Routing Mailbox. The Call Routing Mailbox is an integral part of the Automated Attendant. The Automated Attendant can automatically answer the telephone system incoming calls, play an Instruction Menu message, and provide dialing options to callers. There are three major Automated Attendant components:

- Answer Table on page 2-14
  The Answer Table determines how the Automated Attendant answers outside calls on each trunk, according to the time of the day and day of the week that the call is ringing. The Answer Table divides the time of day and day of the week into individual schedules, which in turn assign a Call Routing Mailbox to each call. When a specific schedule is not in effect, the Answer Table uses its Default Mailbox to determine routing.

  > *By default, all trunks use Answer Table 1. Answer Table 1 has a single schedule that runs Monday through Friday from 8:30 AM to 5:00 PM.*

- Routing Mailbox on this page
  A Call Routing Mailbox is a mailbox associated with an individual Answer Table schedule or the Default Mailbox. It specifies which dialing options (Dial Action Table) are available to callers. It also provides the Instruction Menu to callers which typically greets the callers and describes the dialing options.

  > *By default, Answer Table 1 has a single schedule that runs Monday through Friday from 8:30 AM to 5:00 PM. This schedule and the Default Mailbox both use Call Routing Mailbox 531.*

- Dial Action Table on page 2-49
  After the Automated Attendant answers, the Dial Action Table provides the dialing options to callers. Each digit a caller can dial is assigned a specific action (function) in the Dial Action Table. The dial action used depends on the setting in the active Call Routing Mailbox, which in turn depends on the Answer Table setup.

  > *By default, Call Routing Mailbox 1 uses Dial Action Table 1.*

The block diagram below shows the default InMail Automated Attendant configuration.

R

DIL to Voice Mail Master (200)
22-02-01 Incoming Call Trunk Setup
22-07-01 DIL Setup

InMail
Default
Automated Attendant Answering

Trunks Route to Answer Table 1
47-10-01 Answer Table Assignment

Answer Table 1
47-11 Answer Table Options

Schedule 1 or Default Mailbox
47-12 Answer Schedules
47-11-03 Default Mailbox

All calls route to Call Routing Mailbox 1
  Schedule 1 active M-F 8:30 AM - 5:00 PM
  Default Mailbox active all other times

Call Routing Mailbox 1
47-08 Call Routing Mailbox Options

From a System Administrator mailbox,
record an Instruction Menu (SA + I) for
the active Call Routing Mailbox.

Dial Action Table 1
47-13 Dial Action Tables

Dial Action Table 1 Dialing Options:
  Dial an extension number, or
  O for the operator.
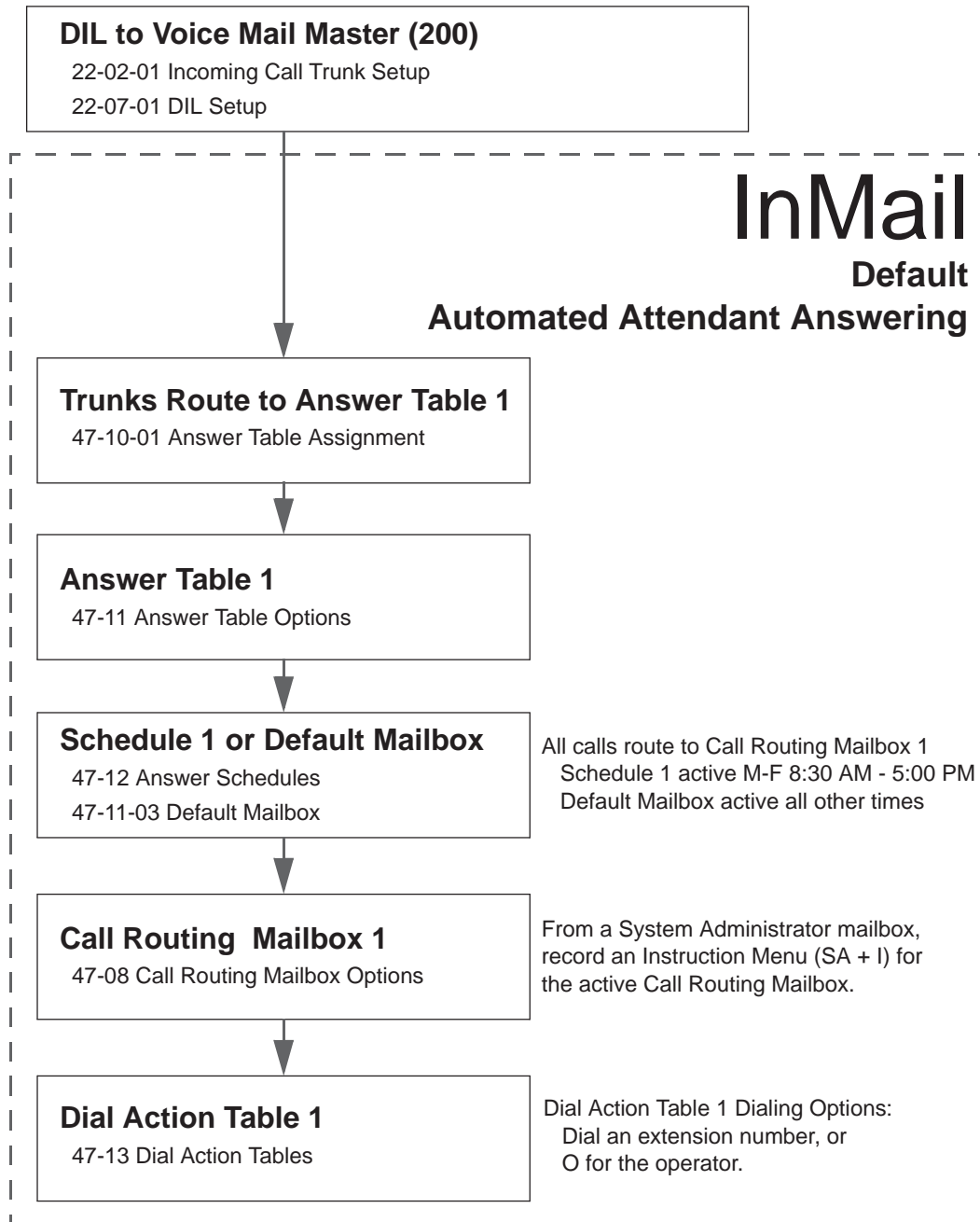
Related Features

Answer Table on page 2-14

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

Automated Attendant on page 2-25

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

Routing Mailbox on the previous page

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

Dial Action Table on page 2-49

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

System Administrator on page 2-197

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

R

Programming

1. Set up the Call Routing Mailbox.

Program Number	Program Name	Description
47-07-02	**Routing Mailbox Type** (Mailbox Type)	Enter **1** to assign the mailbox as a Call Routing Mailbox. ✏ *By default, Routing Mailboxes 1-8 are Call Routing Mailboxes and 9-32 are Announcement Mailboxes.*

2. Record an Instruction Menu for the Call Routing Mailbox:
   See Operation on the next page.

   ✏ *The default Instruction Menu is: "If you are calling from a touch tone phone..."*

3. Assign Dial Action Table to provide dialing options for this Call routing Mailbox:

Program Number	Program Name	Description
47-08-01	**Dial Action Table**	Enter the Dial Action Table (e.g., 1) that provides the dialing options. ✏ *By default, all Call Routing Mailboxes use Dial Action Table 1.*

4. Change the amount of time Automated Attendant callers have to dial options:

   ✏ *See Automated Attendant on page 2-25 for more.*

Program Number	Program Name	Description
47-08-03	**Time Limit for Dialing Commands** (Dialing Timeout)	Enter the new timeout duration (0-99 seconds). ✏ *By default, Automated Attendant callers have 5 seconds to dial commands.* When the timeout duration is exceeded or is not programmed, the following actions occur: • When a Timeout action is programmed, the call routes to that destination. • When a Timeout action is not programmed, the Instruction Menu repeats 3 times and then InMail hangs up.

5. Set the Maximum Length of Instruction Menus:

Program Number	Program Name	Description
47-01-03	**Incoming Message Length** (Subs Msg Length)	This sets the maximum message length (1-4095 seconds) for Instruction Menus. 🖉 *The default setting is **120** seconds.*

Operation

Recording an Instruction Menu for a Call Routing Mailbox					
Log On to System Administrator's mailbox.					
SA (72)	Access System Administrator options. [Not applicable]				
	I (4)	Select Instruction Menus. [Instr]			
		Enter the Call Routing Mailbox number (001 ~ 008).			
			L (5)	Listen to the current Instruction Menu (if any). [Lstn]	
				#	Exit listen mode.
			R (7)	Record a new Instruction Menu. [Rec]	
				Record message.	
				∗	Pause or restart recording. [Resume] [Pause]
				D (3)	Delete recording. [Cncl]
				#	Exit recording mode. [Done]
			D (3)	Delete the Instruction Menu. [Del]	
			#	Go back to the System Administrator options. [Exit]	
		#	Go back to the System Administrator options. [Exit]		
0	Plays Help message.				

Screened Transfer

Description

Screened Transfer is an Automated Attendant option that allows callers to directly dial system extensions. Screened Transfer (and its related feature Unscreened Transfer) allows the InMail Automated Attendant to transfer outside calls to system extensions without the need for a live receptionist or operator. It is similar to telephone system screened transfers in which the transferring party controls the transfer. After an Automated Attendant caller dials an extension, InMail calls (screens) the destination extension to see if the transfer can go through.

- If the destination is busy or in DND, the Automated Attendant doesn't extend the call and immediately provides the caller with additional options.
- If the destination is available, the Automated Attendant rings it. If the destination answers, the call goes through. If the destination doesn't answer within a preset interval, the Automated Attendant does not extend the call and provides the caller with additional options.

Screened vs. Unscreened Transfer

Both Screened and Unscreened Transfers allow Automated Attendant callers to directly dial system extensions. The following summarizes the differences between these two types of Automated Attendant transfer.

- With Unscreened Transfer, calls from the Automated Attendant ring like other transferred calls and display the incoming Caller ID data (if provided by telco and enabled in programming). Screened Transfers ring like Intercom calls and do not display Caller ID until the call is answered.
- Both Screened and Unscreened Transfers route unanswered calls to the subscriber's greeting (recorded or default) so the caller can leave a message. However, only Screened Transfer allows the caller to dial 2 to reach the Next Call Routing Mailbox options (if programmed).

Screened Transfer and Inactive Mailboxes

Screened Transfer to an extension can occur only if the destination extension has an active mailbox. If the extension's mailbox is inactive, the Automated Attendant caller hears: "That is an invalid entry*,"* and returns to the Automated Attendant.

Screened Transfer (TRF) Operation			
Call = Call answered by the Automated Attendant Extension = Extension dialed by Automated Attendant caller			
If Auto Attendant Direct to Voice Mail is off, see Auto Attendant Direct to Voice Mail on page 2-20 for more information.			
	Extension Idle	Extension Busy	Extension in DND
With Active Greeting Recorded	1. Places a screened (Intercom) call to extension. • If answered, transfers call. 2. If unanswered[*1] • With no Next Call Routing Mailbox, caller hears greeting and can leave a message. • With a Next Call Routing Mailbox, caller can dial **1** to leave a message or **2**[*2] for other options.	When busy: • With no Next Call Routing Mailbox, caller hears greeting and can leave a message. • With a Next Call Routing Mailbox, caller can dial **1** to leave a message or **2**[*2] for other options.	When in DND: • With no Next Call Routing Mailbox, caller hears greeting and can leave a message. • With a Next Call Routing Mailbox, caller can dial **1** to leave a message or **2**[*2] for other options.

*1. After 47-08-02 Screened Transfer Timeout interval.

*2. Dialing 2 routes the call to the Next Call Routing Mailbox for additional dialing options. See Next Call Routing Mailbox on page 2-167.

Screened Transfer (TRF) Operation			
With Active Greeting Not Recorded	1. Places a screened (Intercom) call to extension. • If answered, transfers call. 2. If unanswered[*1] : • With no Next Call Routing Mailbox, InMail prompts caller to leave a message. • With a Next Call Routing Mailbox, caller can dial **1** to leave a message or **2**[*2] for other options.	When busy: • With no Next Call Routing Mailbox, InMail prompts caller to leave a message. • With a Next Call Routing Mailbox, caller can dial **1** to leave a message or **2**[*2] for other options.	When in DND: • With no Next Call Routing Mailbox, caller hears greeting and can leave a message. • With a Next Call Routing Mailbox, caller can dial **1** to leave a message or **2**[*2] for other options.
If Auto Attendant Direct to Voice Mail is on, see Auto Attendant Direct to Voice Mail on page 2-20 for more information.			
	Extension Idle	Extension Busy	Extension in DND
With Active Greeting Recorded or not recorded	1. Sends call immediately to mailbox: • Plays greeting. • Prompts caller to start recording.		

Related Features

Answer Table on page 2-14

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

Automated Attendant on page 2-25

The Answer Table determines how the Automated Attendant answers calls.

Routing Mailbox on page 2-183

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

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

Caller ID on page 2-36

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

Dial Action Table on page 2-49

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

Forced Unscreened Transfer on page 2-91

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

Unscreened Transfer on page 2-206

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

Programming

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

Program Number	Program Name	Description
47-13-01	**Dial Action Tables: TRF Action - Screened Transfer (1) (TRF)**	Normally, the corresponding Number option should be XXX. Note the key you choose for this action is the first digit of the called extension. • For example, to allow callers to place Screened Transfers to extensions 101 ~ 184, for key 3 enter TRF for the Action and XXX for the corresponding Number. To have Screened Transfer call a specific extension, the corresponding Number option should be that extension number. The caller then dials that single digit to reach the extension. • For example, to have callers dial 8 to reach extension 303, for key 8 enter TRF for the *Action* and 303 for the corresponding Number. 🖉 *By default, key 1 Action is UTRF and Number is XXX. This means that Automated Attendant callers can place Unscreened Transfers to extensions 101 ~ 184.*

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

Program Number	Program Name	Description
47-08-02	**Screened Transfer Timeout** (Scrn Trf Timeout)	Set how long a Screened Transfer (TRF) from the Automated Attendant rings (0 ~ 255 seconds) an unanswered extension before recalling. Be sure that the 24-02-04 Transfer Recall Time is longer than the setting of this option. If the Transfer Recall is shorter, Screened Transfers recalls the same as Unscreened Transfers. 🖉 *By default, this option is **15** seconds.*

Operation

Not applicable.

Security Code

Description

A mailbox can have a security code to protect it from unauthorized access. A Security Code must have 4 digits, using 0 ~ 9. If a subscriber wants to keep their mailbox private, they can enter a Security Code. No one else can use the subscriber's mailbox, unless they know the code.

After a subscriber sets their Security Code, they can choose to make it required for all logons or just remote logons. When enabled for all logons the subscriber must always enter their Security Code to access voice mail, even from their own extension. If enabled just for remote logons, the subscriber can go right into voice mail from their own telephone. However, the Security Code is still required from another extension or from outside the system.

The Security Code logon option is a convenience for those who normally leave their office locked or otherwise secure. Those who work in open areas should normally set their mailbox to always require a Security Code.

S

Conditions

- The new Security Code setting requires the SL-VM-ADVANCE LIC license (1015).
- Security Code settings can be changed using the Telephone Mailbox Option Interface or via End User Web Pro.

Related Features

System Administrator on page 2-197

The System Administrator can delete a mailbox security code.

Programming

Not applicable.

Program Number	Program Name	Assigned Data
47-02-25	**InMail Station Mailbox Options - Security Code Option**	0 = Always 1 = Remote Logon only Default = 0
47-06-23	**InMail Group Mailbox Options - Security Code Option**	0 = Always 1 = Remote Logon only Default = 0

Operation

Changing or Deleting a Security Code (From your Subscriber Mailbox)		
Log On to Subscriber Mailbox.		
OP (67)	Access the Mailbox Options Menu. [Not applicable]	
	S (7)	Access the Security Code options. [Sec]

S

Changing or Deleting a Security Code (From your Subscriber Mailbox)				
			Enter new Security Code (4 digits).	
			C (2)	Accept Security Code entry and go back to the Mailbox Options Menu. [OK]
			I (4)	Do not accept Security Code entry and go back to the Security Code options Menu. [Clear]
			N (6)	Accept security code and require security code entry for remote log only.
			R (7)	Accept security code and require security code entry for both internal and remote log on.
			[Exit]	Exit to the Mailbox Options menu without changing your Security Code.
		✱	Optionally delete your Security Code and go back to the Mailbox Options Menu. [Del]	
		#	Exit to the Mailbox Options Menu without making any changes to your Security Code. [Exit]	
0	Plays Help message.			

Deleting a Security Code (From your System Administrator's Mailbox)				
Log On to System Administrator's mailbox.				
SA (72)	Access System Administrator options. [Not applicable]			
	S (7)	Select Subscriber Mailbox Maintenance options. [Subs]		
		Enter the number of the Subscriber Mailbox you want to maintain.		
			✱	Delete mailbox Security Code. [Del]
			#	Go back to System Administrator options. [Exit]
0	Plays Help message.			

Single Digit Dialing

Description

An Automated Attendant caller can press a single key to route to an extension, route to another desti-
nation, or use an InMail feature. Single Digit Dialing simplifies the Automated Attendant since the caller
dials a single digit to reach an extension or use an option. If you set up Single Digit Dialing, be sure to
customize the active Instruction Menu so it describes which digits the caller should dial to use the
available options.

S

All of the features in the following Dial Action Table Key Action Summary table are accessible from a
single Dial Action Table digit.

Table 2-13 Dial Action Table Key Action Summary

Action	Description	Feature Reference
TRF	**Screened Transfer (1)** Allows an Automated Attendant caller to place a Screened Transfer to an extension. InMail calls (screens) the destination to see if the call can go through.	Screened Transfer on page 2-187
UTRF	**Unscreened Transfer (2)** Allows an Automated Attendant caller to place an Unscreened Transfer to an exten- sion. InMail transfers the call the destination and then hangs up.	Unscreened Transfer on page 2-206
REC1	**Quick Message with Greeting (3)** Allows an Automated Attendant caller to leave a Quick Message at an extension. The caller hears the extension personal greeting.	Quick Message on page 2-178
REC2	**Quick Message without Greeting (4)** Allows an Automated Attendant caller to leave a Quick Message at an extension. The caller *does not* hear the extension personal greeting.	Quick Message on page 2-178
LOGON	**Log On to Voice Mail (5)** Allows an Automated Attendant caller to log on to a mailbox, either directly or one of their choosing.	Log On to Voice Mail on page 2-134
Hang Up	**Hang Up (6)** InMail says "Goodbye" and hangs up.	Hang Up on page 2-106
GOTO	**Go to a Mailbox (7)** Allows an Automated Attendant caller to route to another mailbox.	Go To A Mailbox on page 2-93
UND	**Undefined Routing (0)** This action provides no routing.	Not applicable

Related Features

Instruction Menu on page 2-122

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

Also refer to Table 2-13 Dial Action Table Key Action Summary on this page.

Programming

Refer to Table 2-13 Dial Action Table Key Action Summary on this page.

Operation

Refer to Table 2-13 Dial Action Table Key Action Summary on this page.

Station Mailbox

Description

Station Mailbox is one of three mailbox categories: Personal, Group and Undefined. Personal Mailbox is the category of mailboxes assigned to stations (extensions). All Personal Mailboxes are Subscriber Mailboxes.

For more on the options available to Station Mailboxes, see Subscriber Mailbox on the next page.

Related Features

Group (Shared) Mailbox on page 2-98

Group Mailbox is a category of mailboxes normally used for Department Group overflow.

Programming

See Subscriber Mailbox on the next page.

Operation

See Subscriber Mailbox on the next page.

S

Subscriber Mailbox

Description

A Subscriber Mailbox is the mailbox assigned to a telephone system extension. The telephone assigned to the Subscriber Mailbox is called the subscriber's extension. When an extension user accesses their voice mail, they are using their Subscriber Mailbox. It provides the InMail voice messaging services. For a brief overview of the features available at a Subscriber Mailbox, review the *Related Features* below. Then, go to the individual feature to find out how it operates and what programming is required to make it work.

At system startup, InMail automatically assigns a Subscriber Mailbox to extensions 101 ~ 164. All other extensions do not have Subscriber Mailboxes automatically assigned. Refer to .

Related Features

Automated Attendant on page 2-25

The Automated Attendant can route callers to a Subscriber Mailbox.

Auto Attendant Direct to Voice Mail on page 2-20

Auto Attendant Direct to Voice Mail sends Automated Attendant calls directly to a subscriber's mailbox. Their phone does not ring for calls from the Automated Attendant.

Auto Erase or Save on page 2-22

After a subscriber listens to a message in their Subscriber Mailbox, InMail can automatically delete or archive the message.

Live Monitor on page 2-131

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

Greeting on page 2-95

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

Listening to Messages on page 2-129

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

Make Call on page 2-144

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

Main Menu on page 2-142

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

Message Listen Mode on page 2-153

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

Message Notification on page 2-154

After activation, Message Notification dials up to 3 telephone numbers to let the user know they have new Mailbox messages.

Message Playback Direction on page 2-160

Set the subscriber Mailbox message playback order.

Message Record on page 2-161

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

Message Storage Limit on page 2-163

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

Next Call Routing Mailbox on page 2-167

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

Security Code on page 2-190

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

System Administrator on page 2-197

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

Unscreened Transfer on page 2-206

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

Programming

1. Set up a Subscriber Mailbox.

Program Number	Program Name	Description
47-02-01	**Mailbox Type**	Activate (1) the Personal Mailbox. *By default, Personal Mailboxes 1 ~ 8 are active (**1**). All other Station Mailboxes are inactive (**0**).*
47-02-02	**Mailbox Number**	Assign the mailbox number to each active Subscriber mailbox. Normally, the mailbox number is the same as the extension number. *By default, mailboxes 1 ~ 64 correspond to mailbox numbers 101 ~ 164. Mailboxes 65 ~ 84 = No entry.*

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

Program Number	Program Name	Description
47-02-08	**Message Waiting Lamp** (Update MW Lamp)	Enter 1 (Yes) to enable Message Waiting lamp for each Subscriber Mailbox. 🖊 *By default, this option is **1** (Yes).*

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

Program Number	Program Name	Description
47-01-03	**Incoming Message Length** (Subs Msg Length)	Set the maximum length (1 ~ 4095 seconds) of recorded messages for: • Subscriber Mailbox users dialing RS to record and send a message. • Extension users leaving a message in a Subscriber Mailbox. • Outside Automated Attendant callers accessing a mailbox via a GOTO command and then dialing RS to record and send a message. • Subscriber Mailbox Greetings. • Announcement Messages. • Call Routing Mailbox Instruction Menus. 🖊 *By default, these messages are a maximum of **120** seconds.*

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

Program Number	Program Name	Description
47-01-04	**Outgoing Message Length** (Mbox Msg Length)	Set the maximum length (1 ~ 4095 seconds) of recorded messages for: • Automated Attendant callers leaving a message or Quick Message in a Subscriber Mailbox. • Outside callers transferred by an extension user to a Subscriber Mailbox. 🖊 *By default, these messages are a maximum of **120** seconds.*

Operation

Not applicable.

System Administrator

Description

The System Administrator is a Subscriber Mailbox that has unique system administration features such as recording Menus and deleting messages in a coworker's mailbox. The System Administrator features are an essential part of InMail setup since they allow the recording of the system-wide messages and provide Subscriber Mailbox maintenance. After logging on to their Subscriber Mailbox, the System Administrator can use all of the features in the SA menu. The System Administrator Options table below shows these options.

Table 2-14 System Administrator Options

Menu Option	1st Sub Menu	2nd Sub Menu	Description	For more, see:
SA (72) [N/A]			Access the System Administration Options.	
	I (4) [Instr]		Record, listen to or delete an Instruction Menu.	Instruction Menu on page 2-122 .
	A (2) [Annc]		Record, listen to or delete an Announcement Menu.	Announcement Message on page 2-11.
	S (7) [Subs]		Access the Subscriber Maintenance Menu.	
		DA (32) [Msgs]	Delete all messages in a mailbox.	Erasing All Messages on page 2-79.
		DG (34) [Greet]	Delete the Greeting.	Greeting on page 2-95.
		DN (36) [Name]	Delete the Mailbox name.	Mailbox Name on page 2-138.
		S (7) [Sec]	Delete the Mailbox security code.	Mailbox Security Code Delete on page 2-141.
		N (6) [RcNam]	Record, listen to or delete the mailbox name.	Mailbox Name on page 2-138.
	V (8) [Info]		Hear InMail prompt version number.	
	O (6) [Sched]		To change the Answering Schedule Override for a table.	Answer Schedule Override on page 2-12.
	L (5) [Dlist]		Create, delete and edit Message Distribution Lists.	Distribution List on page 2-63.
	3 [MboxAn]		Record, listen to or delete a Mailbox Announcement message.	Mailbox Announcement Message on page 2-136.

Related Features

Subscriber Mailbox on page 2-194

Only a Subscriber Mailbox can be a System Administrator.

Programming

1. Designate a Subscriber Mailbox as a System Administrator.

Program Number	Program Name	Description
47-02-12	System Administrator	Enter **1** (Yes) to designate the Subscriber Mailbox as a System Administrator. *By default, this option is 1 (Yes) at extension 101 and **0** (No) at all other extensions.*

Operation

Refer to the individual features referenced in the *Table 2-14 System Administrator Options* on the previous page.

Table 2-15 Accessing the System Administrator Options

Log On to System Administrator's Mailbox.	
SA (72)	Access the System Administrator Menu. [Not applicable] • Turn to *Table 2-14 System Administrator Options* on the previous page for more.
0	Plays Help message.

System Administrator Mailbox

Description

A System Administrator Mailbox is a Subscriber Mailbox in which you have enabled the System Administrator option. This provides the subscriber with system administration abilities. InMail can have multiple System Administrator Mailboxes. Turn to System Administrator on page 2-197 for more.

Related Features

Subscriber Mailbox on page 2-194

Only a Subscriber Mailbox can be a System Administrator.

System Administrator on page 2-197

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

Programming

1. Designate a Subscriber Mailbox as a System Administrator.

Program Number	Program Name	Description
47-02-12	**System Administrator**	Enter **1** (Yes) to designate the Subscriber Mailbox as a System Administrator. 🖉 *By default, this option is 1 (Yes) at extension 101 and **0** (No) at all other extensions.*

2. Refer to System Administrator on page 2-197 for more programming details.

Operation

See Table 2-15 Accessing the System Administrator Options on the previous page.

System Re-initialization

Description

Initializing the telephone system automatically initializes all InMail programming. You may want to do this if the site requirements significantly change and it is easier to start over from default than remove all your custom programming. Re-initializing InMail returns all programmed options to their default values.

> **Re-initializing the telephone system returns all programmed options to their factory set (default) values. Any site specific programming you have done is erased following re-initialization.**

To initialize (erase) Subscriber Mailbox Security Codes and all recordings, use a System Administrator Mailbox.

Related Features

System Administrator on page 2-197

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

Programming

To initialize (Cold Start) the telephone system:

1. Make sure the system (not InMail) CompactFlash card is not installed.

   ✎ *The system does not boot correctly if the system CompactFlash card is installed.*

2. Push the power button to **Off**.

3. Wait 10 seconds before going to the next step.

   ✎ *This gives the system time to complete the shutdown process.*

4. Press and hold the **Load** button (S1), then turn the power switch to **On**.

5. Continue to hold down the **Load** button (S1) for at least 3 seconds.

6. Release the **Load** button (S1).

   ✎ *The system restarts in about 2 minutes.*

   ✎ *When the system restarts, the RUN LED flashes Blue.*

   ✎ *To delete recorded messages and Subscriber Mailbox Security Code refer to System Administrator on page 2-197.*
   The recorded messages include:
   * *Instruction Menus*
   * *Announcement Mailbox messages*
   * *Messages left in a Subscriber Mailbox*
   * *Subscriber Mailbox greetings*
   * *Subscriber Mailbox names*

Operation

Not applicable.

S

Time and Date

Description

Since InMail is completely integrated with the telephone system software, the InMail time and date is the same as the phone system time and date. Since time and date is used on telephone displays and with the Auto Time Stamp and Time and Date Stamp features, be sure to set it accurately. To change the time and date, use the system programmable options. See Programming below. The Time and Date is retained if the telephone system power should fail or the system resets.

In addition, a Subscriber Mailbox user can hear the time and date when they call their mailbox.

Related Features

Auto Time Stamp on page 2-23

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

Time and Date Stamp on the next page

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

Programming

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

Program Number	Program Name	Description
10-01-01	Time and Date	Set the system Time and Date.

2. To set the system time from a system telephone:
   - Press Speaker.
   - Dial 728.
   - Dial two digits for the hour (24 hour clock, 13 = 1:00 PM).
   - Dial two digits for the minutes (00-60).
   - Press Speaker to hang up.

Operation

Hearing the Current Time and Date	
Log On to Subscriber Mailbox.	
TI (84)	Access the Time and Date option. • InMail plays the time and date, and then returns you to the mailbox Main Menu.
0	Plays Help message.

Time and Date Stamp

Description

While listening to a message, a Subscriber Mailbox user can dial **TI** to hear the Time and Date when the message was left. This is a handy option while reviewing messages. The subscriber can just dial a code to find out when the message arrived.

Time and Date Stamp with Caller ID

With Caller ID installed, a mailbox user can dial TI while listening to a message to hear the time when the message was sent, as well as the caller's number.

Related Features

Auto Time Stamp on page 2-23

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

Caller ID on page 2-36

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

Listening to Messages on page 2-129

Turn to this feature for additional listening options.

Time and Date on the previous page

You can set the system time from system programming or from a system extension. You can set the date only from system programming.

Programming

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

Operation

Hearing the Time and Date when a Message was Left		
Log On to Subscriber Mailbox.		
L (5)	Access the Message Listen mode. [Lstn]	
	TI (84)	Hear the time and date when the message was sent. • Turn to Listening to Messages on page 2-129 for more on your listening options.
0	Plays Help message.	

Transfer to a Mailbox

Description

An extension user can transfer their active call to a coworker's mailbox. This lets the caller leave a personal message for the coworker. Transfer to a Mailbox is one of the big conveniences of InMail since the caller can state their business and not have to call back later. It saves the caller time and cuts down on unnecessary telephone system call processing. Transfer to a Mailbox is frequently used by attendants and receptionists as well as other coworkers.

Related Features

Auto Attendant Direct to Voice Mail on page 2-20

When enabled, Auto Attendant Direct to Voice Mail automatically sends all calls from the Automated Attendant to the subscriber's mailbox.

Screened Transfer on page 2-187

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

Unscreened Transfer on page 2-206

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

Programming

Not applicable.

Operation

Transferring your call to a Coworker's Mailbox

To transfer your active call to a coworker's mailbox:
 	
1. Press **Transfer**.
 	
2. Press **Voice Mail key**.
 	
3. Dial your coworker's mailbox number (e.g., 201 for extension 201).
 	
4. Press Speaker to hang up.
  • To optionally transfer a call to coworker mailbox without first ringing their phone, press **Voice Mail key** before dialing their mailbox number. (This is the only procedure you can use to transfer to a Guest Mailbox.)
  • To transfer a call to a coworker mailbox from a single line telephone, use the following procedure:
   Hookflash + Dial ✱**8** + Dial the coworker's mailbox + Hang up.
To transfer your active call and leave a message:
 	
1. Press **Transfer**.
 	
2. Dial your coworker's mailbox number (e.g., 201 for extension 201).
 	
3. Dial **8**.
 	
4. Leave a message and hang up.
 	
  🖉 *This procedure can be used for any telephone.*

Undefined Routing

Description

An Automated Attendant Undefined Routing is a Dial Action Table key assignment for which there is no routing defined. When an Automated Attendant caller dials a digit and no routing is assigned, InMail plays: "That is an invalid entry." InMail then repeats the dialing options (Instruction Menu) to the caller. If a Dial Action Table key assignment has no function, you should normally leave it undefined. By default, keys 2, 4, 5, 6, 7, and 8 have Undefined Routing.

Related Features

Dial Action Table on page 2-49

Undefined Routing is a Dial Action Table Action.

Instruction Menu on page 2-122

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

Programming

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

Program Number	Program Name	Description
47-13-01	Dial Action Tables: **UND Action - Undefined Routing (0) (UND)**	For a key that should have an Undefined Routing, the Action entry should be UND. There is no corresponding Number option entry. 🖉 *By default, keys 2, 4, 5, 6, 7 and 8 have Undefined Routing.*

Operation

Not applicable.

Unscreened Transfer

Description

Unscreened Transfer is an Automated Attendant option that allows callers to directly dial system extensions. Unscreened Transfer (and its related feature Screened Transfer) allows the InMail Automated Attendant to transfer outside calls to system extensions without a live receptionist or operator. It is similar to telephone system unscreened transfers in which the transferring party immediately extends the call. After an Automated Attendant caller dials an extension, InMail transfers the call to the destination and hangs up. Any recalls or additional routing are handled by the telephone system - just as with any other unscreened transfer.

Screened vs. Unscreened Transfer

Both Screened and Unscreened Transfers allow Automated Attendant callers to directly dial system extensions. The following summarizes the differences between these two types of Automated Attendant transfer.

- With Unscreened Transfer, calls from the Automated Attendant ring like other transferred calls and display the incoming Caller ID data (if provided by telco and enabled in programming). Screened Transfers ring like Intercom calls and do not display Caller ID until the call is answered.
- Both Screened and Unscreened Transfers route unanswered calls to the subscriber's greeting (recorded or default) so the caller can leave a message. However, only Screened Transfer allows the caller to dial 2 to reach the Next Call Routing Mailbox options (if programmed).

Unscreened Transfer and Inactive Mailboxes

An Unscreened Transfer goes through to the destination extension even if the destination doesn't have an active mailbox. If the Unscreened Transfer is unanswered at the destination, the call returns to the Automated Attendant.

Unscreened Transfer (UTRF) Operation			
• *Call* = Call answered by the Automated Attendant • *Extension* = Extension dialed by Automated Attendant caller			
If Auto Attendant Direct to Voice Mail is off, see Auto Attendant Direct to Voice Mail on page 2-20.			
	Extension Idle	Extension Busy	Extension in DND
With Active Greeting Recorded	Transfers call to extension. • *If answered*, connects call (just like a phone system transfer). • *If unanswered*[1] in a default phone system, plays greeting (so caller can start recording).[2]	1. Transfers call to extension. 2. Retrieves call. 3. *If unanswered*[1] in a default phone system, plays greeting (so caller can start recording).[2]	1. Transfers call to extension. 2. Retrieves call. 3. *If unanswered*[1] in a default phone system, plays greeting (so caller can start recording).[2]
With Active Greeting Not Recorded	Transfers call to extension. • *If answered*, connects call (just like a phone system transfer). • *If unanswered*[1] in a default phone system, plays name (if recorded) or extension number. InMail then prompts caller to leave a message.[2]	Transfers call to extension. • *If answered*, connects call (just like a phone system transfer). • *If unanswered*[1] in a default phone system, plays name (if recorded) or extension number. InMail then prompts caller to leave a message.[2]	Transfers call to extension. • *If answered*, connects call (just like a phone system transfer) • *If unanswered*[1] in a default phone system, plays name (if recorded) or extension number. InMail then prompts caller to leave a message.[2]
If Auto Attendant Direct to Voice Mail is on, see Auto Attendant Direct to Voice Mail on page 2-20.			
	Extension Idle	Extension Busy	Extension in DND

[1]. After 24-02-04 Transfer Recall Time.

[2]. Custom phone system programming may redirect the unanswered call (for example, to a hunt group or another extension).

Unscreened Transfer (UTRF) Operation	
With Active Greeting Recorded	Sends call immediately to mailbox: • Plays greeting. • Prompts caller to start recording.
With Active Greeting Not Recorded	

Related Features

Answer Table on page 2-14

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

Automated Attendant on page 2-25

The Answer Table determines how the Automated Attendant answers calls.

Routing Mailbox on page 2-183

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

Caller ID on page 2-36

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

Dial Action Table on page 2-49

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

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

Forced Unscreened Transfer on page 2-91

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

Next Call Routing Mailbox on page 2-167

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

Screened Transfer on page 2-187

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

Programming

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

Program Number	Program Name	Description
47-13-01	**Dial Action Tables: UTRF Action - Unscreened Transfer (2) (UTRF)**	Normally, the corresponding Number option should be XXX. Note that the key you choose for this action is the first digit of the called extension number. • For example, to allow callers to place Unscreened Transfers to extensions 101 ~ 184, for key 3 enter UTRF for the Action and XXX for the corresponding Number. To have Unscreened Transfer call a specific extension, the corresponding Number option should be that extension's number. The caller then dials that single digit to reach the extension. • For example, to have callers dial 8 to reach extension 303, for key 8 enter UTRF for the Action and 303 for the corresponding Number. ✎ *By default, key 0 and TIMEOUT are both UTRF actions to 101. In addition, key 3 is a UTRF action to XXXX.*

2. Optionally set the telephone system Transfer Recall interval.

Program Number	Program Name	Description
24-02-04	**Transfer Recall Time**	Unanswered Unscreened Transfers route to the extension mailbox after this interval (0 ~ 64800 seconds). ✎ *By default, this interval is 30 seconds.*

Operation

Not applicable.

Voice Mail Overflow

V

Description

The telephone system can automatically reroute unanswered outside calls to the InMail Automated Attendant. Voice Mail Overflow ensures that InMail picks up calls that do not go through. This allows callers to leave a message rather than having to call back later. Voice Mail can be the overflow destination for the following types of calls:

- Direct Inward Line (DIL) Overflow
  A trunk that directly rings an extension can overflow to that extension's mailbox if not answered.
- Incoming Ring Groups
  A trunk ringing an extension's line keys can overflow to the InMail Automated Attendant.
- Department Calling Groups
  A call to a Department Group master (pilot) number can overflow to InMail if unanswered. The overflow destination is the Group Mailbox assigned to the Department Group. The Group Mailbox can be a:
  - Call Routing Mailbox
    This gives the Department Group caller additional dialing options if their call is unanswered.
  - Announcement Mailbox
    This plays a prerecorded announcement to the Department Group caller if their call is unanswered. The Announcement Mailbox can then hang up or provide additional dialing options.
  - Subscriber Mailbox
    The Department Group caller can leave a message in the group master mailbox. A Member of the group can then retrieve the message later on.
  The call into the Department Group can be one of the following:
  - A Direct Inward Line to the Department Group master (pilot) number.
  - A Screened Transfer from the InMail Automated Attendant to the Department Group master (pilot) number.
  - An Unscreened Transfer from the InMail Automated Attendant to the Department Group master (pilot) number.

Related Features

Answer Table on page 2-14

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

Automated Attendant on page 2-25

The Answer Table determines how the Automated Attendant answers calls.

Routing Mailbox on page 2-183

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

Dial Action Table on page 2-49

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

Group (Shared) Mailbox on page 2-98

Use Group Mailboxes for:

Department Calling Group Overflow.

Screened Transfer on page 2-187

A Screened Transfer from the InMail Automated Attendant to a Department Group master number can overflow to the group Mailbox.

An Unscreened Transfer from the InMail Automated Attendant to a Department Group can overflow to the group Mailbox.

Programming

Programming DIL Overflow

1. Set up Direct Inward Lines.

Program Number	Program Name	Description
22-02-01	Incoming Call Trunk Setup	Assign Service Type 4 to each trunk you want to be a DIL. Make a separate entry for each Night Service mode. *By default, trunks are Service Type 0 (Normal).*
22-07-01	DIL Assignment	For each trunk designated as a DIL above, enter the extension number of the DIL destination (e.g., 306). Make a separate entry for each Night Service mode. *By default, no DIL destinations are programmed.*

2. Assign InMail as the overflow (no answer) destination.

Program Number	Program Name	Description
22-08-01	DIL/IRG No Answer Destination	For each trunk assigned as a DIL above, enter the InMail Department Group pilot number to make InMail the overflow (no answer) destination. *By default, the overflow (no answer) destination is Incoming Ring Group 1.*

3. Set the interval after which unanswered calls should route to the overflow destination.

Program Number	Program Name	Description
22-01-04	DIL No Answer Recall Time	Enter the interval (0 ~ 64800 seconds) after which unanswered calls should overflow to the programmed overflow (no answer) destination. *By default, this interval is 0 (no overflow).*

Programming Incoming Ring Group Overflow

1. Set up the Incoming Ring Group trunks.

Program Number	Program Name	Description
22-02-01	Incoming Call Trunk Setup	Assign Service Type 0 (Normal) to each Incoming Ring Group trunk. Make a separate entry for each Night Service mode. *By default, trunks are Service Type 0 (Normal).*

2. Assign InMail as the overflow (no answer) destination.

Program Number	Program Name	Description
22-08-01	DIL/IRG No Answer Destination	For each trunk assigned as an Incoming Ring Group trunk above, enter the InMail Department Group pilot number to make InMail the overflow (no answer) destination. *By default, the overflow (no answer) destination is Incoming Ring Group 1.*

3. Set the interval after which unanswered calls should route to the overflow destination.

Program Number	Program Name	Description
22-01-04	DIL No Answer Recall Time	Enter the interval after which unanswered calls should overflow to the programmed overflow (no answer) destination. *By default, this interval is **0** (no overflow).*

Programming DID Overflow

1. Set up the Incoming Ring Group trunks.

Program Number	Program Name	Description
22-02-01	Incoming Call Trunk Setup	Assign Service Type 3 (DID) to each Incoming trunk. Make a separate entry for each Night Service mode. *By default, trunks are Service Type 0 (Normal).*

2. Assign InMail as the overflow (no answer) destination.

Program Number	Program Name	Description
22-11-04	DID Transfer Operation Mode	For each DID required to step over to voice mail, enter the status taht the call will step over: *1 = Busy* *2 = No Answer* *3 = Both* *By default, the DID transfer operation mode is set to **0** - **No transfer**.*
22-11-05 22-11-06	DID No Answer Destination	For each DID required to step over to voice mail, enter the InMail Ring Group code (102) to make InMail the overflow (no answer) destination. *By default, the overflow (no answer) destination is Incoming Ring Group 0.*

3. Set the interval after which unanswered calls should route to the overflow destination.

Program Number	Program Name	Description
22-01-07 22-01-08	DID No Answer Recall Time	Enter the interval after which unanswered calls should overflow to the programmed overflow (no answer) destination. 🖊 *22-01-07 = DID no answer timer for Incoming ring groups which by default is set to 20.* 🖊 *22-01-08 = DID no answer timer for Department groups which by default is set to 60.*

Programming Department Calling Group Overflow for Screened Transfers (TRFs)

1. Set up the Department Group.

Program Number	Program Name	Description
16-02-01	Department Group Assignment for Extensions	Assign telephone extensions to a Department Group. 🖊 *By default, telephone extensions are assigned to Department Group 1* Assign the InMail extensions to a unique Department Group (e.g., 2). No other extensions should be in this group. These extensions are the extensions the system assigns to the InMail.
	Do not use Department Group 1	Be sure to set up the Department Group in order. (For example, the first extension should be order 1, the second order 2, etc.)
11-07-01	Department Group Pilot Numbers	Assign master (pilot) numbers to Department Groups.

2. In the active Dial Action Table, assign a Screened Transfer (TRF) Action to the Department Group master number.

Program Number	Program Name	Description
47-13-01	Dial Action Tables: TRF Action - Screened Transfer (1) (TRF)	The corresponding *Number* option should be the Department Group master number. For example, to allow callers to place Screened Transfers to Department Group 1 (600), enter TRF for the *Action* and 600 for the corresponding *Number*. 🖊 *By default, two TRF actions are assigned to Department Groups.*

3. Set how long the call will ring in the Department Group before overflow occurs.

Program Number	Program Name	Description
47-08-02	Screened Transfer Timeout (Scrn Trf Timeout)	For the active Call Routing Mailbox, set how long (**0 ~ 255** seconds) the Screened Transfer from the InMail Automated Attendant rings in the Department Group before overflow occurs. 🖊 *By default, this interval is **15** seconds.*

4. Set up the Department Group Mailbox.

Program Number	Program Name	Description
47-03-02	Mailbox Number	The Group Mailbox number must be the same as the Department Group master number. ✏ *By default, no Group Mailbox numbers are assigned.*
47-03-03	Mailbox Type	Assign the Group Mailbox category (**2** = Routing, **1** = Subscriber, **0** = Undefined). ✏ *By default, the Group Mailbox type is 1 (Subscriber).*

5. Set up the options for the Group Mailbox used for Department Group overflow.
   If you entered **2** (Call Routing) for *47-03-03 Group Mailbox Type:*
   - 47-07 InMail Routing Mailbox Options
   - 47-08 Routing Mailbox Call Routing Options
   - 47-09 Announcement Mailbox Options

   If you entered **1** (Subscriber) for *47-03-03 Group Mailbox Type:*
   - 47-06-01 Number of Messages
   - 47-06-02 Message Playback
   - 47-06-03 Auto Erase/Save of Messages
   - 47-06-05 Recording Conversation Beep (Rec Conv Beep)
   - 47-06-06 Message Waiting Lamp (Update MW Lamp)
   - 47-06-07 Auto Attendant Direct to Voice Mail
   - 47-06-08 Forced Unscreened Transfer (Forced UTRF)
   - 47-06-09 Auto Time Stamp
   - 47-06-10 System Administrator (System Admin)
   - 47-06-11 Dialing Option on page
   - 47-06-12 Next Call Routing Mailbox (Next CR Mbox)
   - 15-07-01 Programming Function Keys

   For each Department Group member, assign a Voice Mail key (code 77) for the group master number. This allows group members to easily retrieve the overflow messages.

Programming Department Calling Group Overflow for Unscreened Transfers (UTRFs)

1. Set up the Department Group.

Program Number	Program Name	Description
16-02-01	Department Group Assignment for Extensions	Assign telephone extensions to a Department Group. Assign the InMail extensions to a unique Department Group (e.g., 2). No other extensions should be in this group. These extensions are the extensions the system assigns to the InMail. **Do not use Department Group 1.** Be sure to set up the Department Group in order. (For example, the first extension should be order 1, the second order 2, etc.)
11-07-01	Department Group Pilot Numbers	Assign master (pilot) numbers to Department Groups.

2. In the active Dial Action Table, assign an Unscreened Transfer (UTRF) Action to the Department Group master number.

Program Number	Program Name	Description
47-13-01	Dial Action Tables: UTRF Action - Unscreened Transfer (2) (UTRF)	The corresponding Number option should be the Department Group master number. • For example, to allow callers to place Screened Transfers to Department Group 1 (600), enter UTRF for the *Action* and 600 for the corresponding *Number*. ✎ *By default, two UTRF actions are assigned to Department Groups.*

3. Set how long the call will ring in the Department Group before overflow occurs.

Program Number	Program Name	Description
24-02-04	Transfer Recall Time	Set how long (0 ~ 64800 seconds) the Unscreened Transfer from the InMail Automated Attendant rings in the Department Group before overflow occurs. ✎ *By default, this interval is 30 seconds.*

4. Set up the Department Group Mailbox.

Program Number	Program Name	Description
47-03-02	Mailbox Number	The Group Mailbox number must be the same as the Department Group master number. ✎ *By default, no Group Mailbox numbers are assigned.*
47-03-03	Mailbox Type	Assign the Group Mailbox category (**2** = Routing, **1** = Subscriber, **0** = None). ✎ *By default, the Group Mailbox type is 1 (Subscriber).*

5. Set up the options for the Group Mailbox used for Department Group overflow.
   If you entered **2** (Call Routing) for *47-03-03 Group Mailbox Type:*
   • 47-07 InMail Routing Mailbox Options
   • 47-08 Routing Mailbox Call Routing Options
   • 47-09 Announcement Mailbox Options
   If you entered **1** (Subscriber) for *47-03-03 Group Mailbox Type:*
   • 47-06-01 Number of Messages
   • 47-06-02 Message Playback
   • 47-06-03 Auto Erase/Save of Messages
   • 47-06-05 Recording Conversation Beep (Rec Conv Beep)
   • 47-06-06 Message Waiting Lamp (Update MW Lamp)
   • 47-06-07 Auto Attendant Direct to Voice Mail
   • 47-06-08 Forced Unscreened Transfer (Forced UTRF)
   • 47-06-09 Auto Time Stamp
   • 47-06-10 System Administrator (System Admin)
   • 47-06-11 Dialing Option
   • 47-06-12 Next Call Routing Mailbox (Next CR Mbox)

Programming Department Calling Group Overflow for a DIL to the Master Number

1. Set up the Department Group.

Program Number	Program Name	Description
16-02-01	Department Group Assignment for Extensions	Assign telephone extensions to a Department Group. Assign the InMail extensions to a unique Department Group (e.g., 2). No other extensions should be in this group. These extensions are the extensions the system assigns to the InMail. **Do not use Department Group 1.** Be sure to set up the Department Group in order. (For example, the first extension should be order 1, the second order 2, etc.)
11-07-01	Department Group Pilot Numbers	Assign master (pilot) numbers to Department Groups.

2. Set up a DIL for the Department Group.

Program Number	Program Name	Description
22-02-01	Incoming Call Trunk Setup	Assign Service Type **4** to each trunk you want to be a DIL. Make a separate entry for each Night Service mode. 🖊 *By default, trunks are Service Type 0 (Normal).*
22-07-01	DIL Assignment	For each DIL you want to ring the Department Group directly, enter the Department Group master number. 🖊 *By default, no DIL destinations are programmed.*
22-08-01	DIL/IRG No Answer Destination	For each DIL to the Department Group master number, enter **102** to make InMail the overflow (no answer) destination. 🖊 *By default, the overflow (no answer) destination is Incoming Ring Group 1.*

3. Set how long a DIL rings in the Department Group before overflow occurs.

Program Number	Program Name	Description
22-01-04	DIL No Answer Recall Time	Set how long (**0 ~ 64800** seconds) the DIL rings in the Department Group before overflow occurs. 🖊 *By default, this interval is 0 (no overflow).*

4. Set up the Department Group Mailbox.

Program Number	Program Name	Description
47-03-02	Group Mailbox Number (Mailbox Number)	The Group Mailbox number must be the same as the Department Group master number. 🖊 *By default, no Group Mailbox numbers are assigned.*
47-03-03	Group Mailbox Type (Mailbox Type)	Assign the Group Mailbox category (**2** = Routing, **1** = Subscriber, **0** = None). 🖊 *By default, the Group Mailbox type is 1 (Subscriber).*

5. Set up the options for the Group Mailbox used for Department Group overflow.
    If you entered **2** (Call Routing) for *47-03-03 Group Mailbox Type:*
    - 47-07 InMail Routing Mailbox Options
    - 47-08 Routing Mailbox Call Routing Options
    - 47-09 Announcement Mailbox Options

    If you entered **1** (Subscriber) for *47-03-03 Group Mailbox Type:*
    - 47-06-01 Number of Messages
    - 47-06-02 Message Playback
    - 47-06-03 Auto Erase/Save of Messages
    - 47-06-05 Recording Conversation Beep (Rec Conv Beep)
    - 47-06-06 Message Waiting Lamp (Update MW Lamp)
    - 47-06-07 Auto Attendant Direct to Voice Mail
    - 47-06-08 Forced Unscreened Transfer (Forced UTRF)
    - 47-06-09 Auto Time Stamp
    - 47-06-10 System Administrator (System Admin)
    - 47-06-11 Dialing Option
    - 47-06-12 Next Call Routing Mailbox (Next CR Mbox)

V

Operation

Not applicable.

Volume Control

Description

Since InMail is completely integrated with the telephone system software, Volume Control is available at a subscriber's keyset any time while listening to a message, greeting, or prerecorded voice prompt. Volume Controls let the user interactively adjust the loudness of the InMail messages and prompts to a comfortable level.

Related Features

Not applicable.

Programming

No additional programming required.

Operation

Volume Control
To adjust the volume while using any mailbox feature:
1. Press **VOL Up** or **VOL Down.**

V

Memo

InMail Utility

SECTION 1 INMAIL UTILITY

This chapter introduces the InMail Utility which allows the user to do the following:

- Determine the version of system voice prompts currently installed on the InMail CompactFlash card. Refer to Selecting the CompactFlash Card on page 3-6.
- Back up the system voice prompts and recorded names, messages and greetings stored on the In-Mail CompactFlash card to your PC hard disk. Refer to Backing Up the InMail CompactFlash Card on page 3-7.
- Restore the system voice prompts and recorded names, messages, and greetings stored on the your PC hard disk to the InMail CompactFlash card. Refer to Restoring a Backed-up Database to the In-Mail CompactFlash Card on page 3-8.
- Update the system voice prompts stored on the InMail CompactFlash Card (required for feature up-grades). Refer to Initializing the InMail CompactFlash Card on page 3-11.
- Optionally, initialize (completely erase) the InMail CompactFlash card and load the latest system voice prompts. Refer to Initializing the InMail CompactFlash Card on page 3-11.
- Optionally add or remove any of the supported language prompt sets. Refer to Managing Language Prompt Sets on SL1100 InMail on page 3-10.

WARNING

> ! *The SL1100 system must be powered off and the InMail drive must be removed from the system when using this utility. The telephone system and InMail are inoperable during this time.*

SECTION 2 REQUIREMENTS

When installing the InMail utility, the following minimum requirements apply:
- Pentium® 330 MHz with 128 MB RAM, 256 Color 800 x 600 display, USB port.
- Windows XP (32-bit), or Windows Vista (32-bit), Windows 7 (32-bit).
- CompactFlash Card Reader (SimpleTech STI-UCF-100 or equivalent), or, if your PC has a PCMCIA slot, PC Card Adapter for Type I CompactFlash Cards (SimpleTech STI-CFAD or equivalent).

SECTION 3 INSTALLING RELIANT FILE SYSTEM DRIVER
Attention:

The InMail Utility requires that a driver for the Reliance file system be installed <u>before</u> the utility has been installed. Currently, only **Windows XP**, **Windows Vista** and **Windows 7** drivers are available.

1. Download the Reliance driver for the appropriate Windows Operating System:
   - Windows XP = "reliance.windows.xp.driver.3.1.2.1352AM.msi"
   - Windows Vista and Windows 7 = "Win7-reliance.windows.driver.v3.2.9.1376JE.msi"

---

2. To Install the Reliance driver, go to the location where the driver installation file was saved.

3. Double click on the install "MSI" file.
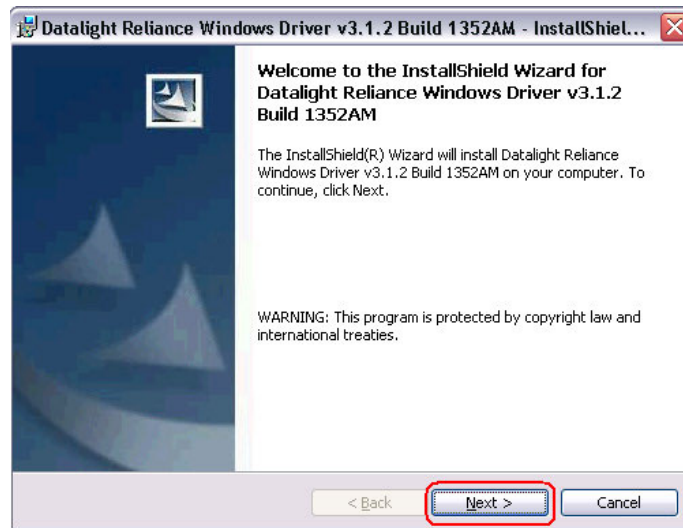
4. When prompted, choose **Next** to continue.

Figure 3-1 Install Wizard for Datalight Reliance Windows Driver

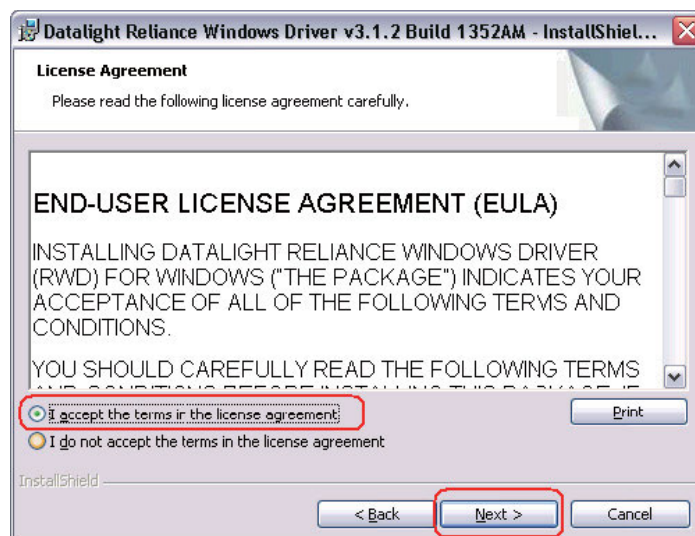5. Accept the license agreement and choose **Next** to continue installation.

Figure 3-2 EULA Agreement Screen

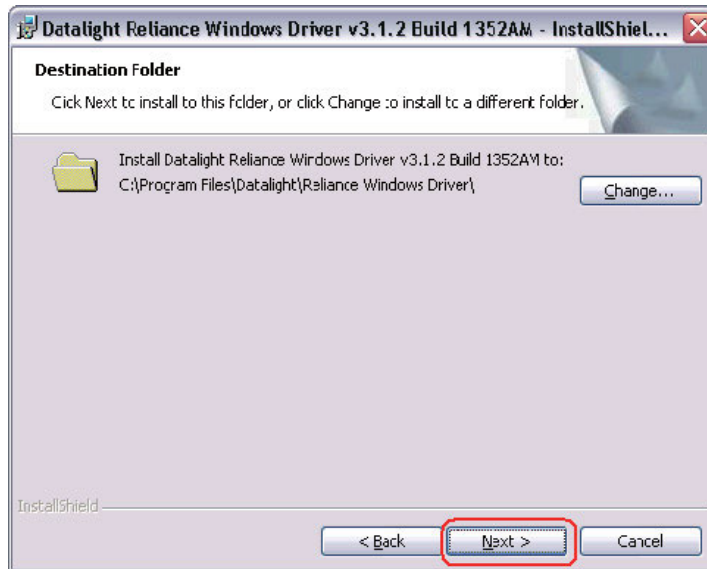6. Click **Next** to use the default installation directory (Recommended).

Figure 3-3 Destination Folder Screen
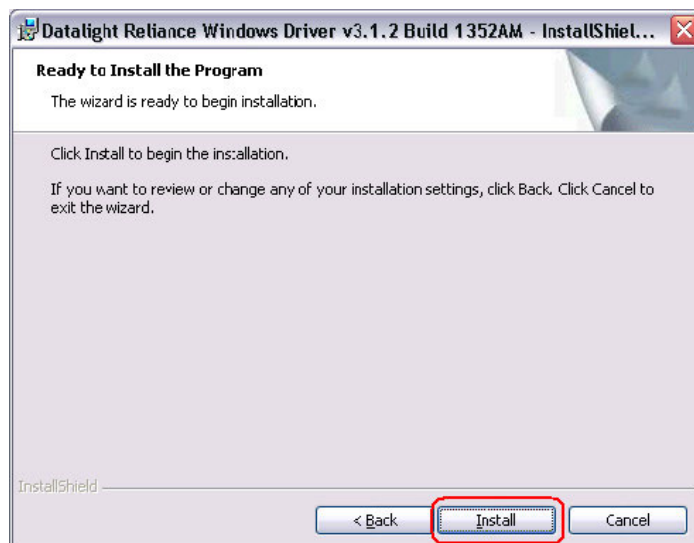
7. Click **Install**.

Figure 3-4 Begin Installation Screen

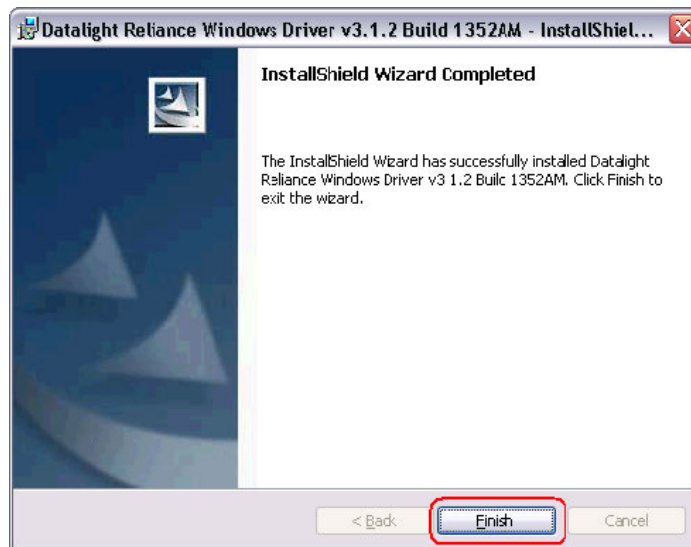8. Click **Finish** to complete the installation.

Figure 3-5 Finish Installation Screen

9. To finish the install, the PC <u>must</u> be rebooted. This can be done now or later, but it must be done before using the InMail Utility.
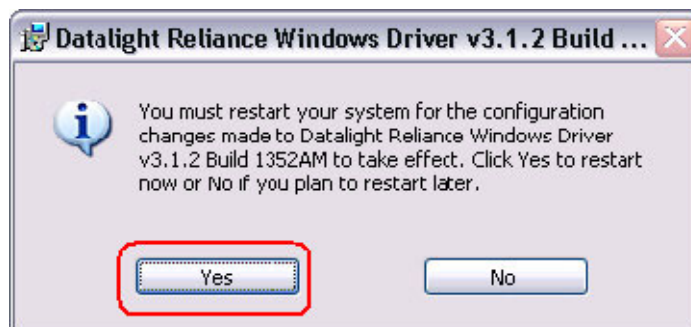

Figure 3-6 Reboot PC Screen

Starting the InMail Utility

1. Turn off the telephone system and access the InMail blade. (Refer to the Quick Setup on page 1-1 that came with In-Mail for additional instructions, if required.)

2. Following proper anti-static precautions, remove the InMail CompactFlash Card from the In-Mail blade. (Refer to Figure 3-7 Removing the CompactFlash Card from the Blade on this page.)
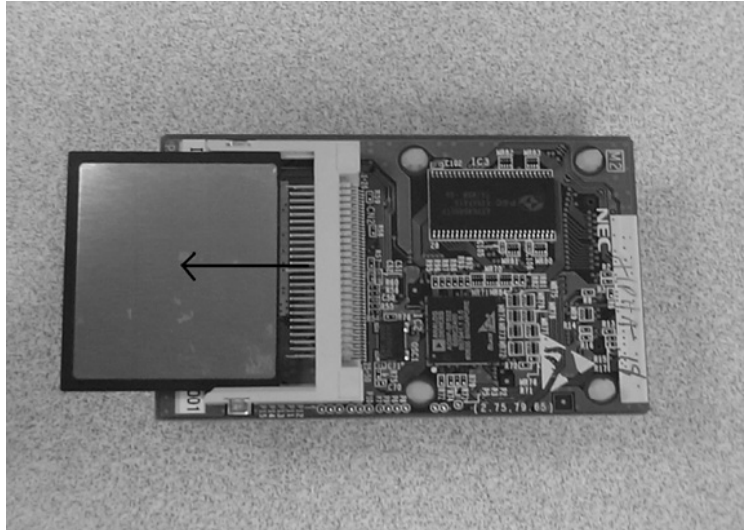

Figure 3-7 Removing the CompactFlash Card from the Blade

3. Insert the InMail CompactFlash Card in the PC CompactFlash Card reader.

4. Double-click the InMail Utility shortcut on the PC desktop. The InMail Utility Main Screen is displayed. (Refer to Figure 3-8 InMail Utility Main Screen on this page.)
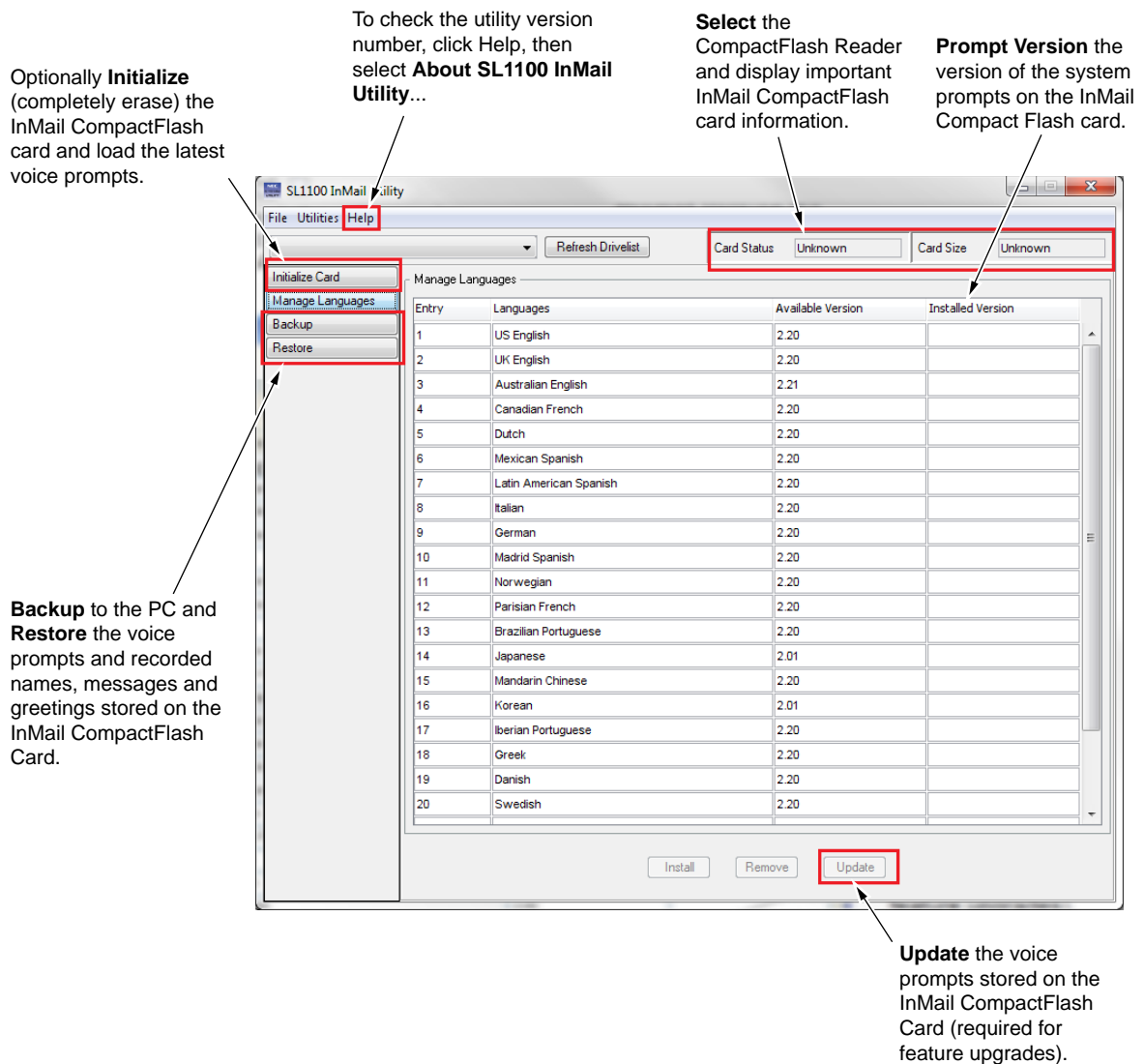
To check the utility version number, click Help, then select **About SL1100 InMail Utility**...

Select the CompactFlash Reader and display important InMail CompactFlash card information.

Prompt Version the version of the system prompts on the InMail Compact Flash card.

Optionally **Initialize** (completely erase) the InMail CompactFlash card and load the latest voice prompts.

Backup to the PC and **Restore** the voice prompts and recorded names, messages and greetings stored on the InMail CompactFlash Card.

Entry	Languages	Available Version	Installed Version
1	US English	2.20	
2	UK English	2.20	
3	Australian English	2.21	
4	Canadian French	2.20	
5	Dutch	2.20	
6	Mexican Spanish	2.20	
7	Latin American Spanish	2.20	
8	Italian	2.20	
9	German	2.20	
10	Madrid Spanish	2.20	
11	Norwegian	2.20	
12	Parisian French	2.20	
13	Brazilian Portuguese	2.20	
14	Japanese	2.01	
15	Mandarin Chinese	2.20	
16	Korean	2.01	
17	Iberian Portuguese	2.20	
18	Greek	2.20	
19	Danish	2.20	
20	Swedish	2.20	

Update the voice prompts stored on the InMail CompactFlash Card (required for feature upgrades).

Figure 3-8 InMail Utility Main Screen

Selecting the CompactFlash Card

After inserting the InMail CompactFlash card into the reader, it must be selected.

1. From the Figure 3-8 InMail Utility Main Screen on this page, click on the drop-down box. Figure 3-9 Utility Select InMail Card Screen on this page is displayed.
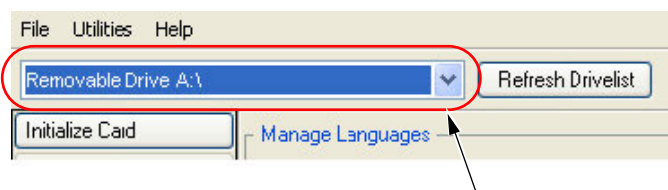
Device Select the InMail card from the drop-down box.

Figure 3-9 Utility Select InMail Card Screen

> *If the InMail CompactFlash Card is changed in the middle of an InMail Utility session, click Refresh, then Select to read the new card.*

2. The Language Prompt portion of the Main Screen updates with the prompt version information. Refer to Figure 3-8 InMail Utility Main Screen on the previous page.
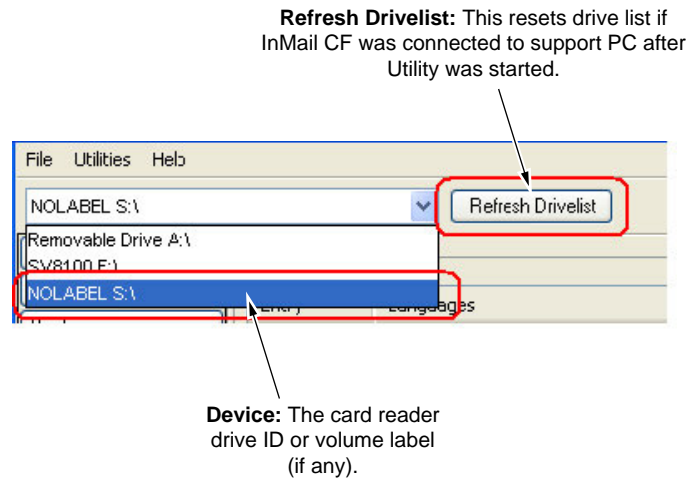
Refresh Drivelist: This resets drive list if InMail CF was connected to support PC after Utility was started.

Device: The card reader drive ID or volume label (if any).

Figure 3-10 Updated InMail Portion of InMail Utility Main Screen

Backing Up the InMail CompactFlash Card

The voice prompts, and the recorded names, messages and greetings stored on the InMail Compact-Flash Card can be backed up to the hard drive on the PC.

1. To back up the InMail CompactFlash Card, click Backup on the InMail Utility Main Screen (refer to Figure 3-8 InMail Utility Main Screen on the previous page).

   You can choose to backup any or all of the following:
   - Extension Mailboxes
   - Group Mailboxes
   - Routing Mailboxes
   - System Mailboxes
   - VRS Mailboxes
   - Outgoing Messages (Greetings, Instructions...)
   - Incoming Messages (Subscriber...)

   The Save As (Backup) Screen is displayed. (Refer to Figure 3-11 InMail Utility Save As (Backup) Screen on this page.)
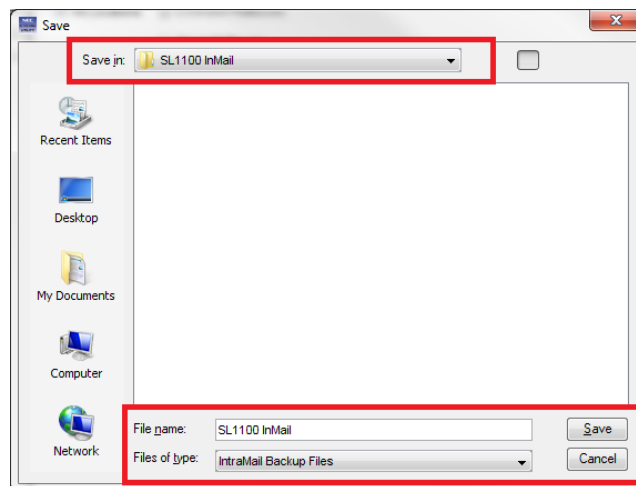

Figure 3-11 InMail Utility Save As (Backup) Screen

The default backup directory is C:\NEC\In-Mail\Backup.

A directory for the backup hard drive of the PC. If maintaining several customer sites, consider making a separate folder for each site.

Caller ID data, stored as part of an incoming voice message, are not retained during the backup. This information is lost.

After the backup, messages stored in Subscriber Mailboxes may be restored as new messages.

2. Select the location (**Save in:**) on the hard drive of the PC where the backup files are stored and click **Save**. The backup may take several minutes.

3. When the backup completes, either click on **Finish** to exit or click on **Report** to see how many messages were backed up for each mailbox.
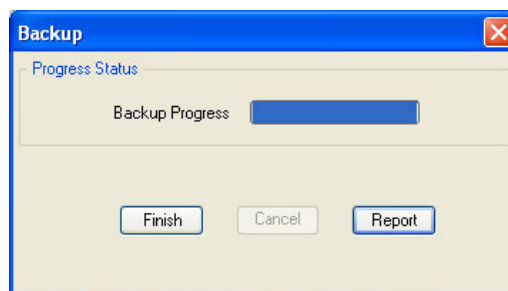

Figure 3-12 Backup Progress Status Screen

Figure 3-13 Restore Data Report Screen

Restoring a Backed-up Database to the InMail CompactFlash Card

System voice prompts, and the recorded names, messages and greetings backed-up on hard drive of the PC can be restored to the InMail CompactFlash Card.

1. To restore backed-up data to the InMail CompactFlash Card, click Restore on the InMail Utility Main Screen (Figure 3-8 InMail Utility Main Screen on page 3-6).
   Dependant on what items are in the backup you can choose to restore any or all of the following:
   - Extension Mailboxes
   - Group Mailboxes
   - Routing Mailboxes

- System Mailboxes
- VRS Mailboxes
- Outgoing Messages (Greetings, Instructions...)
- Incoming Messages (Subscriber...)

2. On the InMail Utility Database Restore Screen, choose the database to be restored to the card (**Look In: File name:**) and click **Open**. (Refer to Figure 3-14 InMail Utility Database Restore on this page)
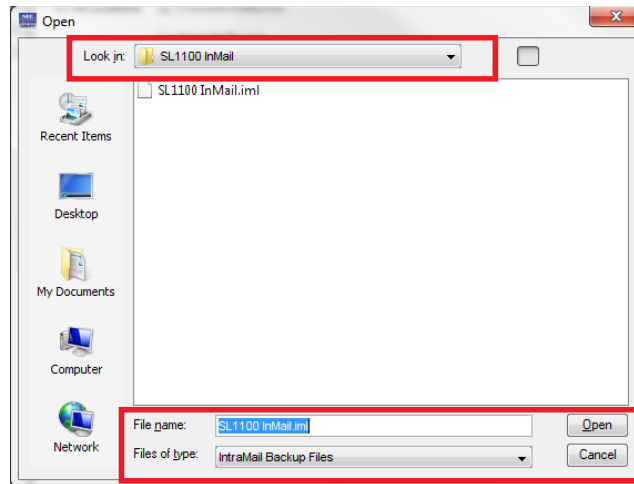

Figure 3-14 InMail Utility Database Restore

Restoring a database to an In-Mail CompactFlash card erases all the data currently stored on the card.

The restore takes several minutes.

3. Choose the message to be restored, then click **Restore**.

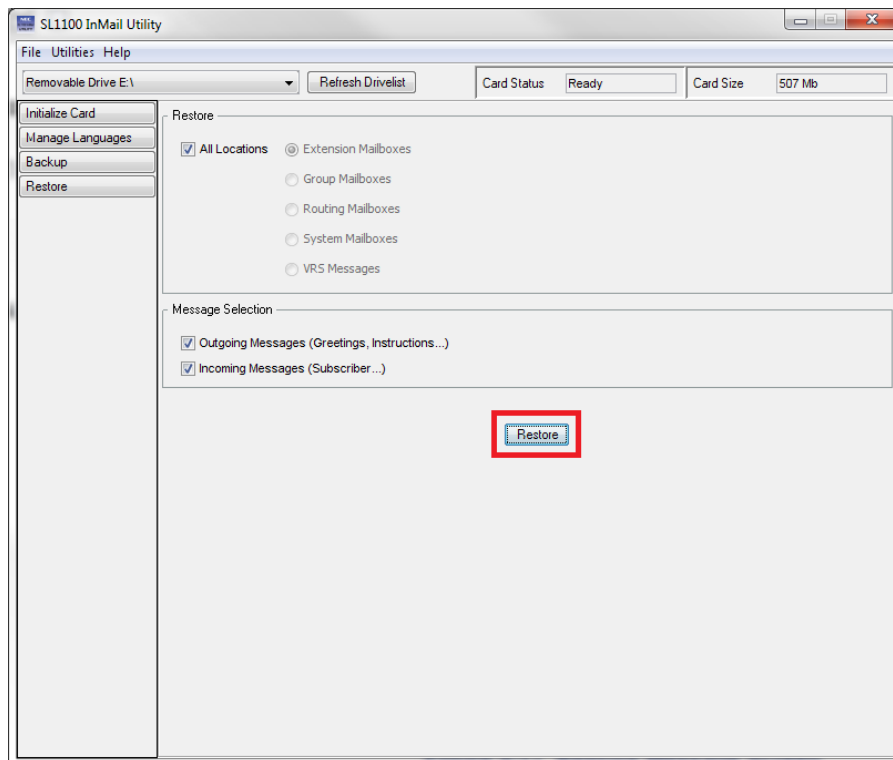4. Once the InMail Utility Restore has completed click **Finish** to close the progress window.

**Figure 3-15 Restore Message Screen**

Managing Language Prompt Sets on SL1100 InMail

Depending on SL1100 licensing the InMail can support up to 20 languages at the same time. At default, all InMail drives come with United States English, Canadian French and Mexican Spanish loaded on them. The SL1100 also supports three concurrent languages on the InMail, at default.

The SL1100 InMail Utility includes all supported language prompt sets. If desired default language prompt sets can be deleted to increase available recording time or changed to a different language prompt set. This is done using the **Manage Languages** selection from the Main Screen (refer to Figure 3-8 InMail Utility Main Screen on page 3-6).

Removing a Language Prompt

1. From the Main Screen click on **Manage Languages**.
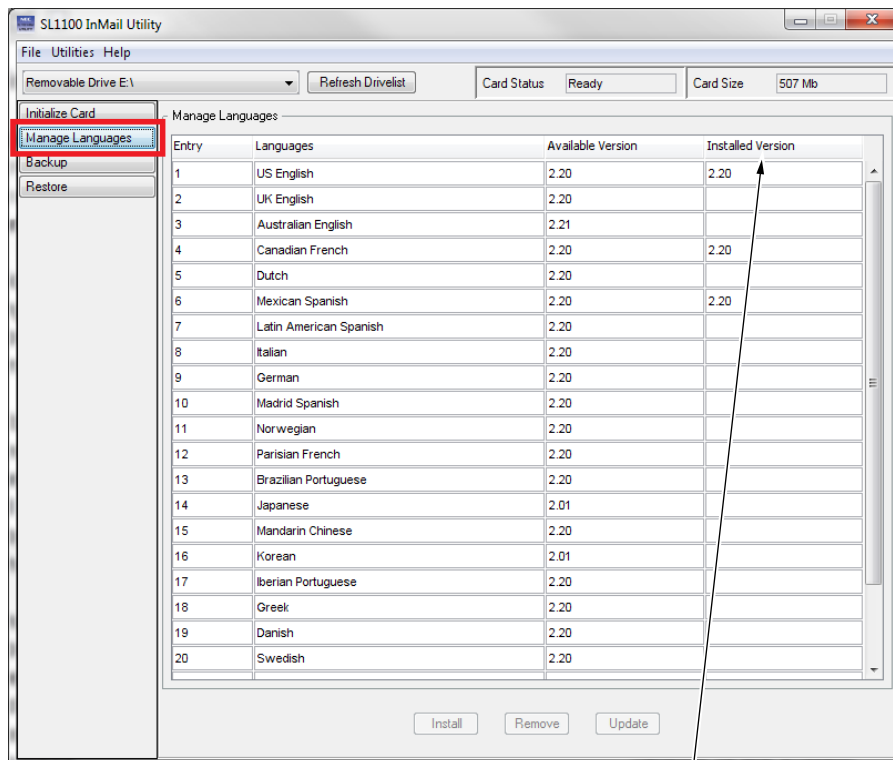
Prompt Version the
version of the system
prompts on the InMail
Compact Flash card.

Figure 3-16 Manage Languages Screen

2. Click on the language prompt set to be removed.

3. At bottom of the screen, click on **Remove**. You will get a progress window.

4. Once the prompt set has been removed, click **Finish** to close the progress window.

Adding a language prompt

1. From the Main Screen click on **Manage Languages**.

2. Click on the language prompt set to be added.

3. At bottom of screen click on **Install**. You will get a progress window.

4. Once the prompt set has been added, click **Finish** to close progress window.

Initializing the InMail CompactFlash Card

The InMail Utility provides the option of initializing (reformatting) the InMail Compact Flash drive. Initial-
izing *completely erases* the card and loads the default prompt set for the chosen market. For North
America the prompt set is US English, Mexican Spanish and Canadian French. All recorded names,
messages and greetings are permanently erased during initialization.

Initialization of the InMail CF takes approximately 15 minutes using a USB 1.0 port.

1. To initialize (reformat) the InMail CompactFlash Card, click **Initialize** on the InMail Utility Main Screen (Figure 3-8 InMail Utility Main Screen on page 3-6).
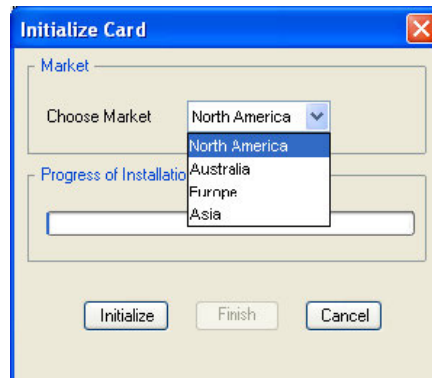Figure 3-17 InMail Utility Initialize Confirmation Screen on this page is displayed.

Figure 3-17 InMail Utility Initialize Confirmation Screen

2. On the InMail Utility Initialize Screen, choose the market the InMail CF should be initialized for. Then, click **Initialize** and the progress screen will appear. As each language prompt set is installed, it will have a progress window.
Tips:
- Click **Cancel** on the Initialization progress window to stop the initialization.
- Click **Cancel** on any language install progress window to stop installation of that language prompt set. The Utility will automatically move to the next prompt set.

3. Once the InMail CF has been initialized, click on **Finish** to exit the progress window.
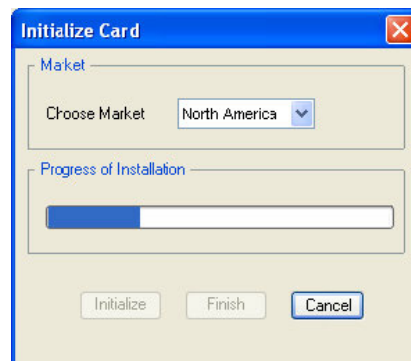

Figure 3-18 InMail Utility Initialization Progress Screen

SECTION 4   INSTALLING THE INMAIL UTILITY

Attention:

The InMail Utility requires that a driver for the Reliance file system be installed <u>before</u> the utility is installed. Currently, only **Windows XP** and **Windows Vista** and **Windows 7** drivers are available.

Installation

1. If the PC has an older version of the InMail Utility, un-install it first. If the PC does not have an older version of the InMail Utility, proceed to step 2.

2. Double-click the installer (e.g., InMailUtilitySet up_v1.00.exe). After the installer starts, Figure 3-19 InMail Utility Install Wizard Welcome Screen on this page is displayed.
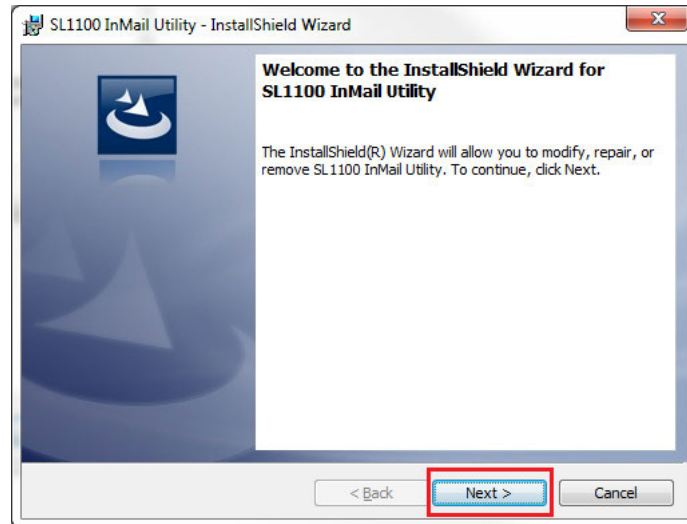

Figure 3-19 InMail Utility Install Wizard Welcome Screen

3. Click **Next**, on the Install Wizard Welcome Screen.

4. On the Install Wizard Completion Screen (Figure 3-20 InMail Utility Install Wizard Install Completion Screen on this page), click **Finish**. This completes the installation.
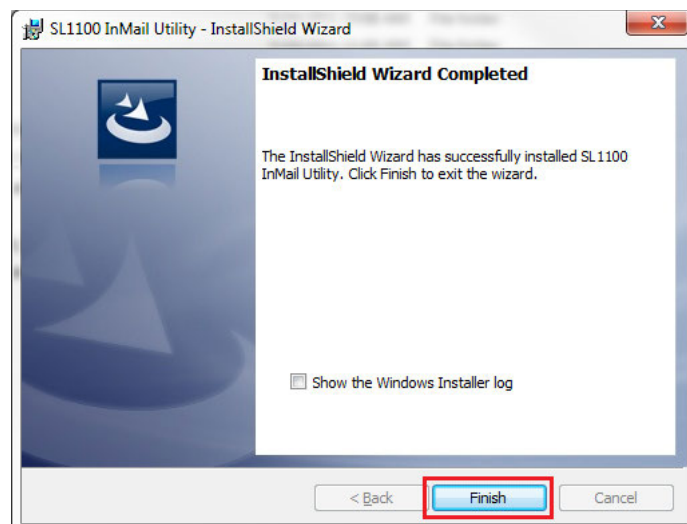

Figure 3-20 InMail Utility Install Wizard Install Completion Screen

Memo

Soft Key Glossary

Following is an alphabetical index of the InMail soft keys (available for SL1100 Multiline terminals and IP Multiline terminal only). Also see the Operation section of each feature.

Soft Key	Feature		Definition
AM	Message Notification		When programming a Message Notification time, press to indicate that the entered time is AM.
Annc	Announcement Mailbox System Administrator		Press to access the Announcement Mailbox message options.
ATime	Auto Time Stamp		Press to select the Auto Time Stamp feature.
Back	Answer Schedule Override Announcement Mailbox Auto Attendant Direct to Voice Mail Auto Time Stamp Call Routing Mailbox Erasing All Messages Exiting a Mailbox Greeting Instruction Menu	Listening to Messages Mailbox Name Mailbox Security Code Delete Main Menu Message Forward Message Notification Message Reply Record and Send a Message Security Code	Press to go back to the previous menu level or exit your mailbox.
CallH	Auto Attendant Direct to Voice Mail		Press to access Call Handling options, Auto Attendant Direct to Voice Mail and Paging.
Cancel **Cncl**	Announcement Mailbox Auto Attendant Direct to Voice Mail Call Routing Mailbox Conversation Record Greeting	Instruction Menu Mailbox Name Message Forward Message Reply Record and Send a Message	Press to erase the current message, name, or greeting.
Chnge	Message Notification		Change the Message Notification setup.
Code	Security Code		Press to access the Security Code options.
Cont	Message Forward Message Reply	Record and Send a Message	Press to begin recording.
Del	Announcement Mailbox Auto Attendant Direct to Voice Mail Call Routing Mailbox Greeting Instruction Menu	Listening to Messages Mailbox Name Message Delete Security Code	Press to delete the currently accessed message, name, greeting, or Security Code.
DList	Distribution List System Administrator		Press to access Distribution List setup.
Done	Announcement Mailbox Auto Attendant Direct to Voice Mail Call Routing Mailbox Conversation Record Greeting	Instruction Menu Mailbox Name Message Forward Message Reply Record and Send a Message	Press to exit the recording mode while recording a message, name, or greeting.
DVM	Auto Attendant Direct to Voice Mail		Press to enable or disable the Auto Att. Do Not Disturb option.

Soft Key	Feature		Definition
Greet	System Administrator		Press to erase a subscriber's greeting from the System Administrator Mailbox.
	Auto Attendant Direct to Voice Mail Greeting	Main Menu	Press to access the Mailbox Greeting options.
Gr1 Gr2 Gr3	Auto Attendant Direct to Voice Mail Greeting		Press to select a Greeting.
Instr	Call Routing Mailbox Instruction Menu	System Administrator	Press to access the Instruction Menu options.
Lstn	Announcement Mailbox Auto Attendant Direct to Voice Mail Call Routing Mailbox Caller ID with Return Call Greeting Instruction Menu Listening to Messages	Mailbox Name Main Menu Make Call Message Delete Message Forward Message Reply Time and Date Stamp	Press to listen to message, name or greeting.
MBOX	Answer Schedule Override Message Forward	Message Reply Record and Send a Message	Select another mailbox.
Msgs	Erasing All Messages System Administrator		Press to erase all messages in the selected Subscriber Mailbox.
Next	Message Notification		Press to skip to the next option without changing your entry.
	Listening to Messages		While listening to a message, press to listen to the next message.
Notfy	Message Notification		Press to access the Message Notification Options Menu.
Num	Message Notification		Press to program a telephone number as the notification destination.
Off	Answer Schedule Override Auto Time Stamp	Message Notification	Press to turn the selected feature off.
OK	Message Notification		Accept the notification number entered and back up to the previous level.
On	Answer Schedule Override Auto Time Stamp	Message Notification	Press to turn the selected feature on.
PM	Message Notification		When programming a Message Notification time, press to indicate that the entered time is PM.
Pager	Message Notification		Press to program a pager number as the notification destination.
Paging	Park and Page		Press to enable or disable the Park and Page option.
Pause	Announcement Mailbox Auto Attendant Direct to Voice Mail Call Routing Mailbox Conversation Record Greeting Instruction Menu	Listening to Messages Mailbox Name Message Forward Message Reply Record and Send a Message	Press to pause while recording a message, name or greeting.
Phone	Message Notification		Press to select using a telephone number as the notification destination.

Soft Key	Feature		Definition
Rec	Announcement Mailbox Auto Attendant Direct to Voice Mail Call Routing Mailbox Greeting	Instruction Menu Mailbox Name Main Menu Record and Send a Message	Press to record a message, name or greeting.
Rpt	Listening to Messages		Go back to the beginning of the message.
Resume	Announcement Mailbox Auto Attendant Direct to Voice Mail Call Routing Mailbox Conversation Record Greeting	Instruction Menu Mailbox Name Message Forward Message Reply Record and Send a Message	Press to resume while recording a message, name or greeting.
Return	Exiting a Mailbox		Press to return to your mailbox.
Subs	Erasing All Messages Mailbox Name Mailbox Security Code Delete	Security Code System Administrator	Press to select the Subscriber Mailbox maintenance options.

Memo

Memo

SL1100

InMail Feature Manual