

DSX Version 3

IntraMail

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IntraMail Features

Announcement Mailbox

Play a prerecorded announcement to callers.

Description

An Announcement Mailbox plays a prerecorded announcement to Automated Attendant callers without providing dialing options. The Announcement Mailbox is typically set up to provide information to callers (such as company directions) and then route back to the Automated Attendant. For example:

- The Automated Attendant instructs the caller to dial a digit (e.g., 1) for company directions.
 - Record this in the Instruction Menu message for the active Call Routing Mailbox. See [Instruction Menu](#) on page 150 for more.
 - Set the dialing options in the Dial Action Table associated with the active Call Routing Mailbox. See [Dial Action Table](#) for more.
- The caller dials the digit and listens to the prerecorded Announcement Mailbox message for directions.
- After playing the directions, the caller routes back to the Automated Attendant for additional dialing options.
 - See the *Hang Up* and *Next Call Routing Mailbox* options in *Programming*.

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.

Conditions and Defaults

Conditions

- None.

Default Setting

- There are 8 Announcement Mailboxes (9-16).

Other Related Features

Features

- None.

IntraMail Features

Automated Attendant

- The Automated Attendant can route callers to an Announcement Mailbox.

Call Routing Mailbox

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

Next Call Routing Mailbox on page 210

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

System Administrator on page 236

- The System Administrator can record the Announcement Mailbox message.

Automated Attendant Routes Directly to Announcement Mailbox

Direct Announcement Mailbox Routing Table

This table 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.

Direct Announcement Mailbox Routing			
<u>4223-03: Next Call Routing Mailbox [Voice Mail: Routing Mailboxes: Routing Mailbox: Announcement Options (4223): Next Call Routing Mailbox]</u>	<u>4223-01: Repeat Count [Voice Mail: Routing Mailboxes: Routing Mailbox: Announcement Options (4223): Number of Repeats]</u>	<u>4223-02: Hang Up After [Voice Mail: Routing Mailboxes: Routing Mailbox: Announcement Options (4223): Hang Up After Announcement]</u>	Action
Undefined	0 (No repeats)	Yes or No	<ul style="list-style-type: none"> • <u>If the caller doesn't dial</u>, after the announcement IntraMail hangs up. • <u>If the caller dials a digit</u> during the announcement, IntraMail says "<i>That is an invalid entry</i>" and hangs up.
1-16 (valid Call Routing Mailbox)	0 (No repeats)	No	<ul style="list-style-type: none"> • <u>If the caller doesn't dial</u>, after the announcement they route to the Next Call Routing Mailbox. • <u>If the caller dials a digit</u> during the announcement, they route to the Next Call Routing Mailbox.
		Yes	<ul style="list-style-type: none"> • <u>If the caller doesn't dial</u>, after the announcement IntraMail hangs up. • <u>If the caller dials a digit</u> during the announcement, they route to the Next Call Routing Mailbox.

Undefined	x (x number of repeats)	Yes or No	<ul style="list-style-type: none"> • <u>If caller doesn't dial</u>, they hear the announcement repeats x number of times and then IntraMail hangs up. • <u>If the caller dials a digit</u> during the announcement, IntraMail says "<i>That is an invalid entry</i>" and aborts the announcement. The announcement repeats (if allowed by the Repeat Count) and then IntraMail hangs up.
1-16 (valid Call Routing Mailbox)	x (x number of repeats)	No	<ul style="list-style-type: none"> • <u>If caller doesn't dial</u>, they hear the announcement x number of times and then route to the Next Call Routing Mailbox. • <u>If the caller dials a digit</u> during the announcement, they route to the Next Call Routing Mailbox.
		Yes	<ul style="list-style-type: none"> • <u>If caller doesn't dial</u>, they hear the announcement x number of times and then IntraMail hangs up. • <u>If the caller dials a digit</u> during the announcement, they route to the Next Call Routing Mailbox.

Automated Att. Routes to Announcement Mailbox from Call Routing Mailbox

Routed Announcement Mailbox Routing Table

This table 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.

Routed Announcement Mailbox Routing			
<u>4223-03: Next Call Routing Mailbox [Voice Mail: Routing Mailboxes: Routing Mailbox: Announcement Options (4223): Next Call Routing Mailbox]</u>	<u>4223-01: Repeat Count [Voice Mail: Routing Mailboxes: Routing Mailbox: Announcement Options (4223): Number of Repeats]</u>	<u>4223-02: Hang Up After [Voice Mail: Routing Mailboxes: Routing Mailbox: Announcement Options (4223): Hang Up After Announcement]</u>	Action
Undefined	0 (No repeats)	No	<ul style="list-style-type: none"> 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, IntraMail says "That is an invalid entry" and routes the caller goes back to the initial Call Routing Mailbox.
		Yes	<ul style="list-style-type: none"> If the caller doesn't dial, after the announcement IntraMail hangs up. If the caller dials a digit during the announcement, IntraMail says "That is an invalid entry" and hangs up.
1-16 (valid Call Routing Mailbox)	0 (No repeats)	No	<ul style="list-style-type: none"> 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.
		Yes	<ul style="list-style-type: none"> If the caller doesn't dial, after the announcement IntraMail 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)	No	<ul style="list-style-type: none"> • <u>If caller doesn't dial</u>, they hear the announcement repeats x number of times and then go back to the initial Call Routing Mailbox. • <u>If the caller dials a digit</u> during the announcement, IntraMail says "<i>That is an invalid entry</i>" and aborts the announcement. The announcement repeats (if allowed by the Repeat Count) and then IntraMail routes back to the initial Call Routing Mailbox.
		Yes	<ul style="list-style-type: none"> • <u>If caller doesn't dial</u>, they hear the announcement repeat x number of times and then IntraMail hangs up. • <u>If the caller dials a digit</u> during the announcement, IntraMail says "<i>That is an invalid entry</i>" and aborts the announcement. The announcement repeats (if allowed by the Repeat Count) and then IntraMail hangs up.
1-16 (valid Call Routing Mailbox)	x (x number of repeats)	No	<ul style="list-style-type: none"> • <u>If caller doesn't dial</u>, they hear the announcement repeat x number of times and then route to the Next Call Routing Mailbox. • <u>If the caller dials a digit</u> during the announcement, they

			route to the Next Call Routing Mailbox.
		Yes	<ul style="list-style-type: none"> • <u>If caller doesn't dial</u>, they hear the announcement repeat x number of times and then IntraMail hangs up. • <u>If the caller dials a digit</u> during the announcement, they route to the Next Call Routing Mailbox.

Programming Announcement Mailbox

Setting Up an Announcement Mailbox

1. Set the mailbox type.

1. 4221-01: Routing Mailbox Type [Voice Mail: Routing Mailboxes: Routing Mailbox: Setup (4221): Mailbox Type]

Use this option to set the mailbox type (2) for the Announcement Mailbox.

Options	Description
0	None.
1	Call Routing Mailbox
2	Announcement Mailbox
3	Directory Dialing Mailbox
4	Distribution Mailbox

[Default] Routing Mailboxes 801-808 are Call Routing Mailboxes (1).

[Default] Routing Mailboxes 809-832 are Announcement Mailboxes (2).

2. Record the Announcement Message for the mailbox (see *Operation*).

2. Set the Hang Up and Repeat options.

1. 4223-02: Hang Up After [Voice Mail: Routing Mailboxes: Routing Mailbox: Announcement Options (4223): Hang Up After Announcement]

You can set up the Announcement Mailbox to:

- Hang up quietly.
- Play "Goodbye" before hanging up.
- Provide additional dialing options to the caller.

Options	Description
0	[Default] Disabled (provides additional dialing options). <ul style="list-style-type: none"> See Next Call Routing Mailbox on page 210 for more on setting up the dialing options.
1	IntraMail will play "Goodbye" and then hang up.
2	IntraMail will hang up without playing "Goodbye."

2. [4223-01: Repeat Count \[Voice Mail: Routing Mailboxes: Routing Mailbox: Announcement Options \(4223\): Number of Repeats\]](#)

Use this option to determine the number of times the recorded announcement should repeat to outside callers.

Options	Description
0	[Default] Announcement plays once but does not repeat.
1-10	Announcement plays once and then repeats the number of times specified.

3. [4201-01: Outgoing Message Length \[Voice Mail: IntraMail: Config: Messages \(4201\): OGM Message Length\]](#)

This option sets the maximum duration of the Announcement Mailbox message.

Options	Description
1-4095	Seconds. [Default] 120 seconds.

Announcement Mailbox

Recording an Announcement Mailbox Message

To record an Announcement Mailbox message at a keyset:

Recording an Announcement Mailbox Message (Keyset)	
Next: Go to next selection. Prev: Go to previous selection. Select: Select current Option. Back: Back out of current option. Exit: Exit Menu setup.	
V-MAIL: Log onto System Administrator's mailbox.	
SA (72)	Access the System Administrator Menu.
A (2) [Annc]	Select Announcement Mailbox message.
Enter the Announcement Mailbox number.	
L (5) [Lstn]	Listen to current Announcement Mailbox message.
#	Go back to the System Administrator Menu.
R (7) [Rec]	Record a new Announcement Mailbox message.
Record message.	

Recording an Announcement Mailbox Message (Keyset)		
	* [Resume] [Pause]	Pause or restart recording.
	E (3) [Cncl]	Erase recording.
	# [Done]	Exit recording mode.
	E (3) [Erase]	Erase the Announcement Mailbox message.
	# [Back]	Go back to the System Administrator Menu.
	# [Back]	Go back to the Main Menu.
0		Plays Help message.

To record an Announcement Mailbox message at a Super Display:

Recording an Announcement Mailbox Message (Super Display)		
Next: Go to next selection. Prev: Go to previous selection. Select: Select current Option. Back: Back out of current option. Exit: Exit Menu setup.		
V-MAIL: Log onto System Administrator's mailbox.		
SA (72) [System Admin]	Access the System Administrator Menu.	
	A (2) [Announcement]	Select Announcement Mailbox message.
Enter the Announcement Mailbox number.		
	L (5) [Listen]	Listen to current Announcement Mailbox message.
	#	Exit to the System Administrator Menu.
	R (7) [Record]	Record a new Announcement Mailbox message.
Record message.		
	* [Resume] [Pause]	Pause or restart recording.
	E (3) [Cancel]	Erase recording.
	# [Done]	Exit recording mode.
	E (3) [Erase]	Erase the Announcement Mailbox message.
	# [Back]	Go back to the System Administrator Menu.
	# [Back]	Go back to the Main Menu.
0		Plays Help message.

Announcement Message

This is the message that the System Administrator records for an Announcement Mailbox.

Description

The Announcement Message is the voice message that the System Administrator records for a specific Announcement Mailbox. See [Announcement Mailbox](#) on page 15 for more.

Conditions and Defaults

Conditions

- None.

Default Setting

- None.

Other Related Features

Features

- None.

IntraMail Features

- [Announcement Mailbox](#) on page 15.

Answer Schedule Override

Enables an alternate greeting and alternate dialing options for callers.

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, Directory Dialing, 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 will hear the recorded announcement. Depending on how the Announcement Mailbox is programmed, IntraMail will then hang up, reroute the call, or provide additional dialing options.
- If the Override Mailbox is a Call Routing Mailbox, the outside caller will hear the instruction menu and can dial any options allowed by the associated Dial Action Table.
- If the Override Mailbox is a Subscriber Mailbox, the outside caller hears the mailbox greeting (if recorded) and can leave a message.

Conditions and Defaults

Conditions

- None.

Default Setting

- Disabled.

Other Related Features

Features

- None.

IntraMail Features

- Announcement Mailbox on page 15
 - The Override Mailbox can be an Announcement Mailbox.
- Call Routing Mailbox
 - The Override Mailbox can be a Call Routing Mailbox.
- Subscriber Mailbox on page 233
 - The Override Mailbox can be a Subscriber Mailbox.
- System Administrator on page 236
 - Optionally enable Answer Schedule Override from the System Administrator Mailbox.

Programming Answer Schedule Override

Setting Up Answer Schedule Override Answer Schedule Override Setup.

1. 4211-01: Override [Voice Mail: IntraMail: Mailbox Override: Schedule Override (4211): Override]

Use this option to enable Answer Schedule Override.

- You can also enable Answer Schedule Override from the System Administrator's Mailbox.

Options	Description
No (0)	[Default] Disabled.
Yes (1)	Enabled.

2. 4211-02: Override Mailbox [Voice Mail: IntraMail: Mailbox Override: Schedule Override (4211): Mailbox]

Use this option to specify the Answer Schedule Override mailbox number.

Options	Description
UND	[Default] Undefined (entered by dialing 0).
Digits	Override mailbox number: <ul style="list-style-type: none"> Announcement Mailbox number (801-832). Call Routing Mailbox number (801-832). Department Group Mailbox number (601-630). Subscriber Mailbox number (301-427).

Answer Schedule Override

Enabling Answer Schedule Override

- Answer Schedule Override will only intercept calls answered by the Automated Attendant.

To set up Answer Schedule Override at a keyset:

Enabling Answer Schedule Override (Keyset)	
Next: Go to next selection. Prev: Go to previous selection. Select: Select current Option. Back: Back out of current option. Exit: Exit Menu setup.	
V-MAIL: Log onto System Administrator's mailbox.	
SA (72)	Access the System Administrator Menu.
O (6)	Access Answer Schedule Override.
1-8	Enter the number of the Line Schedule you want to override. <ul style="list-style-type: none"> You go to the Answer Schedule Override Menu.

Enabling Answer Schedule Override (Keyset)		
	O (6) [On] [Off]	Turn Answer Schedule Override on or off.
	C (2) [Mbox]	Select the Override Mailbox.
		Enter the Override Mailbox number. <ul style="list-style-type: none"> The Override Mailbox can be an Announcement, Call Routing, Directory Dialing, or Subscriber Mailbox. If you make an incorrect entry, you can back up to the previous step.
	# [Back]	Go back to the Answer Schedule Override Menu without entering an Override Mailbox.
	0	Plays Answer Schedule Override Menu Help message.
	# [Back]	Go back to the System Administrator Menu.
	# [Back]	Go back to the Main Menu.
# [Back]		Go back to the Main Menu.
0		Plays Help Message

To set up Answer Schedule Override at a Super Display:

Enabling Answer Schedule Override (Super Display)		
<p>Next: Go to next selection. Prev: Go to previous selection. Select: Select current Option. Back: Back out of current option. Exit: Exit Menu setup.</p>		
<p>V-MAIL: Log onto System Administrator's mailbox.</p>		
SA (72) [System Admin]	Access System Administrator Options.	
	O (6) [Answer Schedule]	Access Answer Schedule Override.
	1-8	Enter the number of the Line Schedule (1-8) you want to override. <ul style="list-style-type: none"> You go to the Answer Schedule Override Menu.
	O (6) [On] [Off]	Turn Answer Schedule Override on or off.
	C (2) [Mailbox]	Select the Override Mailbox.
		Enter the Override Mailbox number. <ul style="list-style-type: none"> The Override Mailbox can be an Announcement, Call Routing, Directory Dialing, or Subscriber Mailbox.

Enabling Answer Schedule Override (Super Display)			
		<ul style="list-style-type: none"> If you make an incorrect entry, you can back up to the previous step. 	
		# [Back]	Go back to the Answer Schedule Override Menu without entering an Override Mailbox.
		0	Plays Answer Schedule Override Menu Help message.
		# [Back]	Go back to the System Administrator Menu.
	# [Back]	Go back to the Main Menu.	
0	Plays Help Message		

Answering Machine Emulation

A keyset on the connected telephone system can work like a home answering machine.

Description

A user's keyset can work like a home answering machine. This lets IntraMail screen their calls, just like their answering machine at home. If activated, the extension's incoming calls route to the user's Subscriber Mailbox. Once the mailbox answers, the user hears two alert tones followed by the caller's incoming message. The keyset user can then:

- Let the call go through to their mailbox, or
- Intercept the call.

Conditions and Defaults

Conditions

- None.

Default Setting

- Available, but not enabled at any telephones.

Other Related Features

Features

- None.

IntraMail Features

- [Subscriber Mailbox](#) on page 233
 - Subscriber Mailbox users can take advantage of Answering Machine Emulation.

Answering Machine Emulation

Setting Up and Using Personal Answering Machine Emulation

- Answering Machine Emulation is a unique type of Call Forwarding. You activate it through the Call Forwarding sub-menu.

To set up Answering Machine Emulation at a keyset:

Setting Up Answering Machine Emulation (Keyset)

Next: Go to next selection. **Prev:** Go to previous selection. **Select:** Select current Option. **Back:** Back out of current option. **Exit:** Exit Menu setup.

Setting Up Answering Machine Emulation (Keyset)		
Menu + 60	Select the Call Forwarding sub-menu	
	Select	Enter the Call Forwarding setup mode.
	On	Turn Call Forwarding on (if set up and disabled).
	Off	Turn Call Forwarding off (if set up and enabled).
	Edit	Set up your Call Forwarding options.
		62: Call Forwarding Type Select the Call Forwarding Type and enter the options.
		None Remove your Call Forwarding setup.
		Immediate N/A
		Ring No Ans N/A
		Busy No Ans N/A
		Off Premise Speed Dial N/A
		Off Premise Speed Number N/A
	AME.	Answering Machine Emulation
		Select Select Answering Machine Emulation. <ul style="list-style-type: none"> • <- ->: Scroll through the AME options (<i>All Calls and Line Only</i>). • Save: Save the displayed option. • Cancel: Cancel your selection without saving.
		Display Message N/A

To set up Answering Machine Emulation at a Super Display:

Setting Up Answering Machine Emulation (Super Display)
Next : Go to next selection. Prev : Go to previous selection. Select : Select current Option. Back : Back out of current option. Exit : Exit Menu setup.

Setting Up Answering Machine Emulation (Super Display)	
Menu + Call Forward	Select the Call Forwarding sub-menu
On	Turn Call Forwarding on (if set up and disabled).
Off	Turn Call Forwarding off (if set up and enabled).
Edit	Set up your Call Forwarding type and options.
	Immediate N/A
	Ring No Answer N/A
	Busy No Answer N/A
	Off-Premise N/A
	Display Message N/A
AME	Select Answering Machine Emulation. <ul style="list-style-type: none"> • <- ->: Scroll through the AME options (<i>All Calls</i> and <i>Line Only</i>). • Save: Save the displayed option. • Cancel: Cancel your selection without saving.
	None Remove your Call Forwarding setup.

To quickly turn off Call Forwarding and clear your Call Forwarding (Answering Machine Emulation) setup:

1. Press **CLEAR**.
2. Push **Call Forward (Cfwd)**.
3. Push **Yes** to clear Call Forwarding or **Cancel** to quit the procedure without clearing.

When Personal Answering Machine Emulation broadcasts your caller's voice:

1. Do one of the following.
 - a) Do nothing to have the caller's message automatically recorded in your mailbox as it broadcasts over your phone.
 - b) Press **SPEAKER** or lift the handset to intercept the call.
If your extension is in the headset mode, you can only press **SPEAKER**.
 - c) Press **V-MAIL** to stop the broadcast and send the call directly to your mailbox.
2. If Call Screening is enabled, pressing **V-MAIL** switches to the Call Screening mode.
 - a) See [Call Screening](#) for more.

Auto Erase or Save

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

Description

When a mailbox user completely listens to a new message and then exits their mailbox, IntraMail will either automatically save or erase the message. The setting of this option depends on how the subscriber would prefer their mailbox to operate. When set to *erase*, the subscriber can review their messages and retain only those they specifically save using the **SA** option. This is a good choice for a subscriber that receives frequent unessential messages. When set to *save*, the subscriber has the assurance of knowing that every message they listened to was saved in their mailbox. This is a good choice for those that must carefully review and consider each new message.

Handling Partially Reviewed Messages

When listening to multiple new messages when Auto Erase or Save is set to *Save*:

- Any message to which you *partially listen* is automatically saved.
- Any message to which you *hang up during* or *do not listen* is retained as a new message.

For example, if you have three new messages, listen to part of message 1, dial **L** to hear part of message 2 and then hang up, IntraMail automatically:

- Saves message 1.
- Retains messages 2 and 3 as new messages.
- Restarts the flashing ring/message lamp.
- Resets the telephone display to **V-MAIL 02 (VM02)**.

When listening to multiple new messages when Auto Erase or Save is set to *Erase*:

- Any message to which you *partially listen* is automatically erased.
- Any message to which you *hang up during* or *do not listen* is retained as a new message.

For example, if you have three new messages, listen to part of message 1, dial **L** to hear part of message 2 and then hang up, IntraMail automatically:

- Erases message 1.
- Retains messages 2 and 3 as new messages.
- Restarts the flashing ring/message lamp.
- Resets the telephone display to **V-MAIL 02 (VM02)**.

Conditions and Defaults

Conditions

- None.

Default Setting

- Subscriber Mailboxes set to save.

Other Related Features

- N/A

Programming Auto Erase or Save

Setting up Auto Erase or Save Auto Erase or Save Setup

1. 2143-02: Auto Erase/Save of Messages Stations: Config: IntraMail: Options (2143): Auto Save/Eraser]

Use this option to set reviewed messages to either automatically save or erase.

Options	Description
1	[Default] Auto Save.
2	Auto Erase.

2. This option is for completely reviewed messages.

Auto Time Stamp

Automatically hear the time and date a message was left.

Description

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

Conditions and Defaults

Conditions

- None.

Default Setting

- Disabled.

Other Related Features

Features

- None.

IntraMail Features

- [Mailbox Options Menu](#) on page 166
 - Auto Time Stamp is available on the Mailbox Options Menu.
- [Time and Date with Voice Mail](#) on page 243
 - IntraMail uses the telephone system Time and Date.
- [Time and Date Stamp](#) on page 242
 - An extension can listen to a message and dial a code to hear the time the message was sent.

Programming Auto Time Stamp

Setting Up Auto Time Stamp Auto Time Stamp Setup

1. [2143-03: Auto Time Stamp Stations: Config: IntraMail: Options \(2143\): Auto Time Stamp\]](#)

Use this option to enable or disable Auto Time Stamp.

Options	Description
No (0)	[Default] Disabled.
Yes (1)	Enabled.

2. A subscriber can also enable or disable Auto Time Stamp through the Mailbox Options Menu.

Auto Time Stamp

Turning Auto Time Stamp On or Off

To set up Auto Time Stamp at a keyset:

Turning Auto Time Stamp On or Off (Keyset)	
Next: Go to next selection. Prev: Go to previous selection. Select: Select current Option. Back: Back out of current option. Exit: Exit Menu setup.	
V-MAIL: Log onto Subscriber Mailbox.	
OP (67)	Access the Mailbox Options Menu.
AT (28)	Access Auto Time Stamp.
	Intramail plays a summary of your Auto Time Stamp setting. <ul style="list-style-type: none"> By default, Auto Time Stamp is turned off.
	O (6) [On] [Off] Turn Auto Time Stamp on or off.
	# [Back] Go back to the Mailbox Options Menu.
	# [Back] Go back to the Main Menu.
0	Plays Help message.

To set up Auto Time Stamp at a Super Display:

Turning Auto Time Stamp On or Off (Super Display)	
Next: Go to next selection. Prev: Go to previous selection. Select: Select current Option. Back: Back out of current option. Exit: Exit Menu setup.	
V-MAIL: Log onto Subscriber Mailbox.	
OP (67) [MBOX Options]	Access the Mailbox Options Menu.
AT (28) [Time Stamp]	Access Auto Time Stamp.
	Intramail plays a summary of your Auto Time Stamp setting. <ul style="list-style-type: none"> By default, Auto Time Stamp is turned off.
	O (6) [On] [Off] Turn Auto Time Stamp on or off.

Turning Auto Time Stamp On or Off (Super Display)		
	# [Back]	Go back to the Mailbox Options Menu.
	# [Back]	Go back to the Main Menu.
0		Plays Help message.

Automated Attendant

- **Automatically answers the telephone system's incoming calls, plays an Instruction Menu message, and provides dialing options to callers.**
 - The Automated Attendant features described on this page are available in software versions 3.01 or higher.
- **For a built-in call answering capability when IntraMail is not installed, see [Automated Attendant, Built-In on page 38](#).**

Description

The Automated Attendant answers outside calls on each line, according to the time of the day and day of the week that the call is ringing. 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 components:

- [Line Schedules](#)
 - The Line Schedules, when enabled, set how the system answers outside calls according to the time of day and day of week the call is ringing. If the active Line Schedule routes a call to an IntraMail Call Routing Mailbox, the Automated Attendant picks up.
 - By default, Line Schedules do not route calls to the Automated Attendant.
- [Call Routing Mailbox on page 52](#)
 - A Call Routing Mailbox (32 maximum) is a mailbox associated with an individual Line Schedule entry. 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, Line Schedules do not route calls to the Automated Attendant.
- [Dial Action Table on page 66](#)
 - Once the Automated Attendant answers, the Dial Action Table (16 maximum) 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 Line Schedule setup.
 - By default, Call Routing Mailboxes 1-8 use Dial Action Table 1.

Upgrading from the Built-In Automated Attendant

To upgrade to IntraMail from the Built-In Automated Attendant:

1. Plug the IntraMail CompactFlash card into the system.
 - See your system's *Hardware Manual* for more.
2. Reset the system. IntraMail automatically installs.
3. Rerecord your Instruction Menu Messages.
 - Your Line Schedule and Dial Action Table programming remain intact.

Conditions and Defaults

Conditions

- None.

Default Setting

- See *Description* above.
-

Other Related Features

Features

- Line Schedules
 - If enabled, sets how the system answers outside calls.

IntraMail Features

- Call Routing Mailbox on page 52
 - The mailbox that specifies the dialing options (Dial Action Table) and Instruction Menu that announcements are available to Automated Attendant callers.
- Dial Action Table on page 66
 - Defines the dialing options for the Call Routing Mailbox.
- Fax Detection on page 109
 - The Automated Attendant can route outside calls to the company fax machine.
- Multiple Company Greetings on page 209
 - One IntraMail system can provide individual greetings and dialing options for several companies.

Automated Attendant

Using the Automated Attendant

To use the Automated Attendant (for an outside caller):

1. After the Automated Attendant answers, the voice prompts will instruct you on which digits to dial.
2. If you make a mistake, the Automated Attendant will repeat its instructions or route you to an alternate destination.

Automated Attendant, Built-In

- **Provides built-in call answering capability when IntraMail is not installed.**
 - The Built-In Automated Attendant features described on this page are available in software versions 3.01 or higher.
- **For the full-featured IntraMail Automated Attendant that automatically answers incoming calls, plays an Instruction Menu message, and provides dialing options to callers, see [Automated Attendant](#) on page 36 .**

Description

The Built-In Automated Attendant gives the system call answering and routing capabilities when IntraMail is not installed. The Built-In Automated Attendant can use any of the first eight Call Routing Mailboxes (801-808) for call handling, and each of these eight Routing Mailboxes can have a 30 second Instruction Menu message (Attendant Greeting). The Routing Mailboxes must be Call Routing Mailboxes, and all other Routing Mailbox types are ignored. Additionally, the Built-In Automated Attendant provides two voice mail ports, allowing it to process two calls simultaneously.

The Built-In Automated Attendant does not provide voice mail.

Just like the full-featured Automated Attendant, the Built-In Automated Attendant answers outside calls on each line, according to the time of the day and day of the week that the call is ringing. After answering, the Built-In Automated Attendant plays an Instruction Menu message (greeting) to the caller and provides them with dialing options.

There are 3 major components:

- [Line Schedules](#)
 - The Line Schedules, when enabled, set how the system answers outside calls according to the time of day and day of week the call is ringing. If the active Line Schedule routes a call to an IntraMail Call Routing Mailbox, the Built-In Automated Attendant picks up.
 - By default, Line Schedules do not route calls to the Built-In Automated Attendant.
- [Call Routing Mailbox](#) on page 52
 - A Call Routing Mailbox is a mailbox associated with an individual Line Schedule entry. 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, Line Schedules do not route calls to the Built-In Automated Attendant.
- [Dial Action Table](#) on page 66
 - Once the Built-In 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 Line Schedule setup. The valid Dial Action Table actions for the Built-In Automated Attendant are:
 - UTRF (Unscreened Transfer)
 - GOTO (Go to a Mailbox)
 - Hang Up

- By default, Call Routing Mailboxes 1-8 use Dial Action Table 1.

 **Note:** To record an Attendant Greeting (Instruction Menu Message) for the Built-In Automated Attendant:

1. Dial **#AG (#24)**.
 - Your extension must have access level 5 in order for you to use this option.
2. Enter the Call Routing Mailbox Number (801-808).
3. Follow the voice prompts and record your Attendant Greeting.

Upgrading from the Built-In Automated Attendant

To upgrade to IntraMail from the Built-In Automated Attendant:

1. Plug the IntraMail CompactFlash card into the system.
 - See your system's *Hardware Manual* for more.
2. Reset the system. IntraMail automatically installs.
3. Rerecord your Instruction Menu Messages.
 - Your Line Schedule and Dial Action Table programming remain intact.

Conditions and Defaults

Conditions

- None.

Default Setting

- See *Description* above.

Other Related Features

Features

- Line Schedules
 - If enabled, sets how the system answers outside calls.

IntraMail Features

- Call Routing Mailbox on page 52
 - The mailbox that specifies the dialing options (Dial Action Table) and Instruction Menu that announcements are available to Built-In Automated Attendant callers.
- Dial Action Table on page 66
 - Defines the dialing options for the Call Routing Mailbox.
- Fax Detection on page 109
 - The Automated Attendant can route outside calls to the company fax machine.
- Multiple Company Greetings on page 209

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

Programming Unique Built-In Automated Attendant Options

Setting Up the Built-In Automated Attendant Basics Built-In Automated Attendant Setup

1. 4101-01: Voice Mail Type [System: Voice Mail: Setup: Type (4101): Type]

Use this option to designate the voice mail type as the Built-In Automated Attendant (1).

Options	Description
No (0)	[Default] Disabled.
0	None. [Default] when no voice mail is installed.
1	Built-In Automated Attendant.
2	Intramail. [Default] when IntraMail is installed.
3	Ultramail (DSX-80/160 only). [Default] when UltraMail is installed).
4	External.

2. 2102-04: User Programming Access Level [Stations: Config: Setup: Access (2102): Program Level]

To be able to record the Built-In Automated Attendant Instruction Menu, the user must have access level 5.

Options	Description
1-5	Access level. [Default] = 5 for extension 300 and 1 for all others.

Automated Attendant, Built-In

Using the Built-In Automated Attendant Setup Menu To use the Built-In Automated Attendant setup menu at a keyset:

Setting Up Built-In Automated Attendant (Keyset)	
Push V-MAIL	Select the Built-In Automated Attendant setup menu.
	MOH Select the Message On Hold option.
	Lstn Listen to the currently recorded Message On Hold.
	Rec Record a new Message On Hold.
	Erase Erase the currently recorded Message On Hold.
	Exit Exit the setup menu.
	Instr Select the Attendant Greeting (Instruction Menu) option.

Setting Up Built-In Automated Attendant (Keyset)		
	Mailbox Number	Enter the Call Routing Mailbox number (801-808) that will store the Attendant Greeting. <ul style="list-style-type: none"> Normally you should select 801, but ask your communications manager to be sure.
	Lstn	Listen to the currently recorded Attendant Greeting.
	Rec	Record a new Attendant Greeting.
	Erase	Erase the currently recorded Attendant Greeting.
	Exit	Exit the setup menu.
	Exit	Exit the setup menu.
	Exit	Exit the setup menu.

To use the Built-In Automated Attendant setup menu at a Super Display:

Setting Up Built-In Automated Attendant (Super Display)		
Push V-MAIL		Select the Built-In Automated Attendant setup menu.
	Message On Hold	Select the Message On Hold option.
	Listen	Listen to the currently recorded Message On Hold.
	Record	Record a new Message On Hold.
	Erase	Erase the currently recorded Message On Hold.
	Exit	Exit the setup menu.
	Instruction Menu	Select the Attendant Greeting (Instruction Menu) option.
	Mailbox Number	Enter the Call Routing Mailbox number (801-808) that will store the Attendant Greeting. <ul style="list-style-type: none"> Normally you should select 801, but ask your communications manager to be sure.
	Listen	Listen to the currently recorded Attendant Greeting.
	Record	Record a new Attendant Greeting.
	Erase	Erase the currently recorded Attendant Greeting.
	Exit	Exit the setup menu.
	Exit	Exit the setup menu.
	Exit	Exit the setup menu.

Automated Attendant Transfer

While on an outside call, an extension user can transfer their call to the Automated Attendant for additional dialing options.

Description

An extension user can transfer their outside call to the Automated Attendant so the outside caller can use the Automated Attendant dialing options. This helps an outside caller, for example, that wants to return to the Automated Attendant so they can dial another co-worker or use a different Automated Attendant option.

Conditions and Defaults

Conditions

- Extensions cannot call or be transferred to the IntraMail Automated Attendant.

Default Setting

- Enabled.

Other Related Features

Features

- None.

IntraMail Features

- [Automated Attendant](#) on page 36
 - The Automated Attendant can automatically answer the telephone system's incoming calls, play an Instruction Menu message, and provide dialing options to callers.

Automated Attendant Transfer

Using Automated Attendant Transfer

To transfer an outside call to the Automated Attendant:

1. While on the call, press **V-MAIL**.
2. Hang up.
 - a) Your caller hears the Automated Attendant greeting (Instruction Menu Message) and can dial additional options.

Automatic Routing for Rotary Dial Callers

Automatically route Automated Attendant callers that don't dial any digits to a specified option.

Description

If an Automated Attendant caller doesn't dial any digits, IntraMail will automatically route them to a specified option (such as the operator or a mailbox). This lets rotary telephone users stay on the line to leave a message or have their call processed. Without Automatic Routing for Rotary Dial Callers, rotary callers would not be able to use the Automated Attendant.

Conditions and Defaults

Conditions

- None.

Default Setting

- Callers that don't dial go to extension 300.

Other Related Features

Features

- None.

IntraMail Features

- [Guest Mailbox](#) on page 145
 - Consider routing rotary dial callers to a Guest Mailbox to collect messages.

Programming Automatic Routing for Rotary Dial Callers

Setting Up Automatic Routing for Rotary Dial Callers Timeout Function Setup

1. [4231-xx: Digit 01-13 Action \[Voice Mail: Dial Actions: Dial Action Table: Dial Assignment \(4231\): Action\]](#)

If you want the Automated Attendant to reroute callers that don't dial to a preset destination, be sure the active Dial Action Table has an action and data assigned to Timeout.

2. By default, in Dial Action Table 1 Timeout is a UTRF to extension 300. No other Dial Action Tables have Timeout defined.

Broadcast Message

A unique message, recorded by the System Administrator, that is automatically sent as a new message to all subscribers.

Description

A Broadcast Message is a voice message recorded by the System Administrator that is automatically distributed to all active Subscriber Mailboxes. A Broadcast Message is typically used for important company announcements. For example, the personnel manager could record a Broadcast Message announcing an important promotion or a weather-related schedule change. When a subscriber logs onto their mailbox, they hear the announcement as a new message in their mailbox. They can then save, forward, or delete the Broadcast Message as they would any other new message in their mailbox.

Conditions and Defaults

Conditions

- None.

Default Setting

- No Broadcast Messages recorded.

Other Related Features

Features

- None.

IntraMail Features

- [Mailbox Announcement Message](#) on page 164
 - The Mailbox Announcement Message plays to each subscriber when they log onto their mailbox until the message expires, is deleted, or made inactive by the System Administrator.
- [System Administrator](#) on page 236
 - Only the System Administrator can record a Broadcast Message.

Broadcast Message

Recording a Broadcast Message for all Co-workers To Record and Send a Broadcast Message at a keyset:

Record and Send a Broadcast Message (Keyset)

Next: Go to next selection. **Prev:** Go to previous selection. **Select:** Select current Option. **Back:** Back out of current option. **Exit:** Exit Menu setup.

Record and Send a Broadcast Message (Keyset)		
V-Mail: Log onto System Administrator Mailbox.		
	RS (77) [Rec]	Start recording the Broadcast Message. While recording:
	* [Resume] [Pause]	Pause or restart recording.
	E(3) [Cncl]	Erase the recording.
	# [Done]	Complete and save the recording.
When asked for the recipient's mailbox number, dial * .		
	[Send]	Send your Broadcast Message to all mailboxes.
	[Mbox]	Back up to the previous level and reenter the recipients mailbox number.
	[Cncl]	Cancel the recording and return to the Main Menu.

To Record and Send a Broadcast Message at a Super Display:

Record and Send a Broadcast Message (Super Display)		
Next: Go to next selection. Prev: Go to previous selection. Select: Select current Option. Back: Back out of current option. Exit: Exit Menu setup.		
V-Mail: Log onto System Administrator Mailbox.		
	RS (77) [Record]	Start recording the Broadcast Message. While recording:
	* [Resume] [Pause]	Pause or restart recording.
	E(3) [Cancel]	Erase the recording.
	# [Done]	Complete and save the recording.
When asked for the recipient's mailbox number, dial * .		
	[Send Msg]	Send your Broadcast Message to all mailboxes.
	[Mailbox]	Back up to the previous level and reenter the recipients mailbox number.
	[Cancel]	Cancel the recording and return to the Main Menu.

Call Forward to a Mailbox

An extension user can forward their calls to their mailbox.

Description

A subscriber can easily forward calls to their Subscriber Mailbox. Instead of dialing an extension as the forwarding destination, the user just presses their **V-MAIL** key instead. With Call Forward to a Mailbox, the subscriber is assured that their calls don't get forgotten when they are busy or unavailable. Unlike with Extension Hunting to Voice Mail, forwarding lets the subscriber choose when and how they want their unanswered calls to go to voice mail (rather than have the telephone system reroute their calls automatically).

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

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

Dialing Options while Listening to a Subscriber Mailbox Greeting			
<u>2144-04: Next Call Routing Mailbox Stations: Config: IntraMail: Auto Attendant (2144): Next Call Routing Mailbox]</u>	<u>2144-03: Dialing Option Stations: Config: IntraMail: Auto Attendant (2144): Dialing Option]</u>	Digit Dialed	Action
Undefined	No	0	Caller hears, " <i>That is an invalid entry,</i> " and the greeting repeats, and the caller is prompted to leave a message.
		1-9	
		#	IntraMail hangs up.
		*	Caller skips greeting and can immediately start recording.
1-16 (valid Call Routing Mailbox)	No	0	Caller follows 0 action in Next Call Routing Mailbox.
		1-9	Caller hears, " <i>That is an invalid entry,</i> " the greeting repeats, and the caller is prompted 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.
1-16 (valid Call Routing Mailbox)	Yes	0	Caller follows key's action in Next Call Routing Mailbox.
		1-9	
		#	Caller routes to the Next Call Routing Mailbox and hears its Instruction Menu.
		*	Caller skips greeting and can immediately start recording.

Logging Onto a Subscriber Mailbox while Listening to the Greeting

A subscriber who wishes to log onto their mailbox while listening to their greeting must have the option set in their Next Call Routing Mailbox. To allow this capability, for example:

1. Program the Next Call Routing Mailbox # digit as LOGON to IXXX.
2. While listening to their greeting, the subscriber can dial: # (to route to their Next Call Routing Mailbox), then # and their mailbox number to log onto their mailbox.

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

Conditions and Defaults

Conditions

- None.

Default Setting

- Call Forwarding is allowed, but not set up for any extensions.
- Ring No Answer Call Forward occurs after 10 seconds.

Other Related Features

Features

- None.

IntraMail Features

- [Extension Hunting to Voice Mail](#) on page 101
 - Extension Hunting to Voice Mail automatically sends calls to an extension's mailbox without the user having to set up Call Forwarding.
- [Message Forward](#) on page 176
 - A subscriber can forward a message in their Subscriber Mailbox to a co-worker.
- [Next Call Routing Mailbox](#) on page 210

- 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.
- [Park and Page \(Automated Attendant Direct to Voice Mail\)](#) on page 212
- When enabled, Auto Attendant Direct to Voice Mail automatically sends all calls from the Automated Attendant to the subscriber’s mailbox.

Programming Call Forwarding to a Mailbox

Setting the Call Forward Ring No Answer Timer Call Forward RNA Timer Setup

1. [1601-03: Call Forward No Answer Timer \[System: Timers: Features: Incoming \(1601\): CFWD No Answer\]](#)

Use this option to set how long an unanswered call will ring before forwarding.

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

Options	Description
1-9999	Seconds. [Default] = 10 seconds.
Yes (1)	Enabled.

2. For more on timers that may affect Call Forwarding, see [Call Forwarding](#).

Call Forwarding to your Mailbox

Setting Up Call Forwarding to your Mailbox To set up Call Forwarding at a keyset:

Setting Up Call Forwarding (Keyset)	
Next: Go to next selection. Prev: Go to previous selection. Select: Select current Option. Back: Back out of current option. Exit: Exit Menu setup.	
Menu + 60	Select the Call Forwarding sub-menu
Select	Enter the Call Forwarding setup mode.
On	Turn Call Forwarding on (if set up and disabled).
Off	Turn Call Forwarding off (if set up and enabled).
Edit	Set up your Call Forwarding options.
	62: Call Forwarding Type Select the Call Forwarding Type and enter the options.
	None Remove your Call Forwarding setup.

Setting Up Call Forwarding (Keypad)	
	<p>Immediate</p> <p>Immediately forward your calls to an extension, group, or voice mail (by pressing V-MAIL).</p> <p>Enter the destination, then:</p> <ol style="list-style-type: none"> 1. Push All to forward all calls, or Line to forward just outside calls. 2. Push Save to save your setup or Cancel to quit without saving.
	<p>Ring No Ans</p> <p>Forward your unanswered calls to an extension, group, or voice mail (by pressing V-MAIL).</p> <p>Enter the destination, then:</p> <ol style="list-style-type: none"> 1. Push All to forward all calls, or Line to forward just outside calls. 2. Push Save to save your setup or Cancel to quit without saving.
	<p>Busy No Ans</p> <p>Forward your unanswered calls and calls when you are busy on the phone to an extension, group, or voice mail (by pressing V-MAIL).</p> <p>Enter the destination, then:</p> <ol style="list-style-type: none"> 1. Push All to forward all calls, or Line to forward just outside calls. 2. Push Save to save your setup or Cancel to quit without saving.
	<p>Off Premise Speed Dial</p> <p>See Call Forwarding Off Premises for more.</p>
	<p>Off Premise Speed Number</p> <p>See Call Forwarding Off Premises for more.</p>
	<p>AME</p> <p>See Answering Machine Emulation on page 28 for more.</p>
	<p>Display Message</p> <p>See Selectable Display Messaging for more.</p>

To set up Call Forwarding at a Super Display:

Setting Up Call Forwarding (Super Display)
<p>Next: Go to next selection. Prev: Go to previous selection. Select: Select current Option. Back: Back out of current option. Exit: Exit Menu setup.</p>

Setting Up Call Forwarding (Super Display)	
Menu + Call Forward	Select the Call Forwarding sub-menu
On	Turn Call Forwarding on (if set up and disabled).
Off	Turn Call Forwarding off (if set up and enabled).
Edit	Set up your Call Forwarding type and options.
	<p>Immediate</p> <p>Immediately forward your calls to an extension, group, or voice mail (by pressing V-MAIL).</p> <p>Enter the destination, then:</p> <ol style="list-style-type: none"> 1. Push All to forward all calls, or Line Only to forward just outside calls. 2. Push Save to save your setup or Cancel to quit without saving.
	<p>Ring No Answer</p> <p>Forward your unanswered calls to an extension, group, or voice mail (by pressing V-MAIL).</p> <p>Enter the destination, then:</p> <ol style="list-style-type: none"> 1. Push All to forward all calls, or Line Only to forward just outside calls. 2. Push Save to save your setup or Cancel to quit without saving.
	<p>Busy No Answer</p> <p>Forward your unanswered calls and calls when you are busy on the phone to an extension, group, or voice mail (by pressing V-MAIL).</p> <p>Enter the destination, then:</p> <ol style="list-style-type: none"> 1. Push All to forward all calls, or Line Only to forward just outside calls. 2. Push Save to save your setup or Cancel to quit without saving.
	<p>Off-Premise</p> <p>See <u>Call Forwarding Off Premises</u> for more.</p>
	<p>Display Message</p> <p>See <u>Selectable Display Messaging</u> for more.</p>
	<p>AME</p> <p>See <u>Answering Machine Emulation</u> on page 28 for more.</p>
	<p>None</p> <p>Remove your Call Forwarding setup.</p>

To quickly turn off Call Forwarding and clear your Call Forwarding setup:

1. Press **CLEAR**.
2. Push **Call Forward (Cfwd)**.
3. Push **Yes** to clear Call Forwarding or **Cancel** to quit the procedure without clearing.

Clear All Call Forward Using the Menu Soft Key

- This operation clears all Call Forwarding system-wide and requires access level 4 or 5.

To clear all Call Forwarding using the Menu Soft Key on your keyset:

Clearing All Call Forwarding (Keyset)		
Next: Go to next selection. Prev: Go to previous selection. Select: Select current Option. Back: Back out of current option. Exit: Exit Menu setup.		
Menu + 05	Select the Clear All Call Forwarding sub-menu.	
	Yes	Clear all Call Forwarding system-wide.
	Cancel	Cancel without clearing the system-wide forwarding.

To clear all Call Forwarding using the Menu Soft Key on your Super Display:

Clearing All Call Forwarding (Super Display)		
Next: Go to next selection. Prev: Go to previous selection. Select: Select current Option. Back: Back out of current option. Exit: Exit Menu setup.		
Menu + Admin + Clear All Call Fwd	Select the Clear All Call Forwarding sub-menu.	
	Yes	Clear all Call Forwarding system-wide.
	Cancel	Cancel without clearing the system-wide forwarding.
	Back	Cancel and go back to the previous level.
	Exit	Exit to the idle menu display.

Call Routing Mailbox

The mailbox associated with an Answer Table that specifies the dialing options and announcements for Automated Attendant callers.

- The Call Routing Mailbox features described on this page are available in software versions 3.01 or higher.

Description

The Call Routing Mailbox specifies which dialing options (Dial Action Table) and announcements are available to Automated Attendant callers. By default, IntraMail provides 8 Call Routing Mailboxes (801-808). However, you can assign any of the 32 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's incoming calls, play an Instruction Menu message, and provide dialing options to callers. There are 3 major Automated Attendant components:

- Line Schedules
 - The Line Schedules, when enabled, set how the system answers outside calls according to the time of day and day of week the call is ringing. If the active Line Schedule routes a call to an IntraMail Call Routing Mailbox, the Automated Attendant picks up.
 - By default, Line Schedules do not route calls to the Automated Attendant.
- Call Routing Mailbox
 - A Call Routing Mailbox (32 maximum) is a mailbox associated with an individual Line Schedule entry. 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, Line Schedules do not route calls to the Automated Attendant.
- Dial Action Table on page 66
 - Once the Automated Attendant answers, the Dial Action Table (16 maximum) 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 Line Schedule setup.
 - By default, Call Routing Mailboxes 1-8 use Dial Action Table 1.

Conditions and Defaults

Conditions

- None.

Default Setting

- See *Description* above.

Other Related Features

Features

- Line Schedules

- If enabled, sets how the system answers outside calls.

IntraMail Features

- [Automated Attendant](#) on page 36
 - 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 66
 - Defines the dialing options for the Call Routing Mailbox chosen by the active Answer Table.
- [Next Call Routing Mailbox](#) on page 210
 - Provides callers with additional dialing options after they leave a message in an extension's mailbox.
- [System Administrator](#) on page 236
 - The System Administrator can record the Instruction Menu for a Call Routing Mailbox. See *Operation* below.

Programming Call Routing Mailboxes

Setting Up Call Routing Mailboxes Set up the Call Routing Mailbox options.

1. [4221-01: Routing Mailbox Type \[Voice Mail: Routing Mailboxes: Routing Mailbox: Setup \(4221\): Mailbox Type\]](#)

Use this option to assign a Routing Mailbox as a Call Routing Mailbox (1).

Options	Description
No (0)	[Default] Disabled.
0	None.
1	Call Routing Mailbox ([Default] for 801-808)
2	Announcement Mailbox ([Default] for 809-832)
3	Directory Dialing Mailbox
4	Distribution Mailbox

2. Record an Instruction Menu message for the Call Routing Mailbox.
3. [4222-01: Dial Action Table \[Voice Mail: Routing Mailboxes: Routing Mailbox: Routing Options \(4222\): Dial Action Table\]](#)

Use this option to assign a Dial Action Table to the Call Routing Mailbox.

- The Dial Action Table provides the options.

Options	Description
1-16	Dial Action Tables 1-16. [Default] = Dial Action Table 1 for all Call Routing Mailboxes.

4. [4222-02: Time Limit \[Voice Mail: Routing Mailboxes: Routing Mailbox: Routing Options \(4222\): Dialing Timeout\]](#)

This timer sets how long Automated Attendant callers have to dial a command.

If the caller waits too long to dial:

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

Options	Description
0	The Automated Attendant immediately routes callers to the Timeout destination.
1-99	Seconds. [Default] = 5 seconds.

5. 4201-01: Outgoing Message Length [Voice Mail: IntraMail: Config: Messages (4201): OGM Message Length]

This timer sets the maximum length of Instruction Menu messages.

Options	Description
1-4095	Seconds. [Default] = 120 seconds.
Yes (1)	Enabled.

Call Routing Mailbox

Recording an Instruction Menu Message

To record an Instruction Menu Message at a keyset:

Recording an Instruction Menu Message for a Call Routing Mailbox (Keyset)	
Next: Go to next selection. Prev: Go to previous selection. Select: Select current Option. Back: Back out of current option. Exit: Exit Menu setup.	
V-MAIL: Log onto the System Administrator's Mailbox.	
SA (72)	Access the System Administrator options.
1 (4) [Instr]	Select Instruction Menus.
801-832	Enter the Call Routing Mailbox number.
L (5) [Lstn]	Listen to the current Instruction Menu (if any).
R (7) [Rec]	Record a new Instruction Menu.
	Start recording the Instruction Menu Message.
* [Resume] [Pause]	Pause or restart recording.
E (3) [Cncl]	Erase the recording.

Recording an Instruction Menu Message for a Call Routing Mailbox (Keyset)			
			# [Done] Save the recording and exit the recording mode.
		E(3) [Erase]	Erase the Instruction Menu.
		# [Back]	Go back to the System Administrator options.
		# [Back]	Go back to the System Administrator options.
		# [Back]	Go back to the Main Menu.
0	Plays Help message.		

To record an Instruction Menu Message at a Super Display:

Recording an Instruction Menu Message for a Call Routing Mailbox (Super Display)			
<p>Next: Go to next selection. Prev: Go to previous selection. Select: Select current Option. Back: Back out of current option. Exit: Exit Menu setup.</p>			
<p>V-MAIL: Log onto the System Administrator's Mailbox.</p>			
	SA (72) [System Admin]	Access the System Administrator options.	
	I (4) [Instruction]	Select Instruction Menus.	
	801-832	Enter the Call Routing Mailbox number.	
	L (5) [Listen]	Listen to the current Instruction Menu (if any).	
	R (7) [Record]	Record a new Instruction Menu.	
			Start recording the Instruction Menu Message.
			* [Resume] [Pause] Pause or restart recording.
			E (3) [Cancel] Erase the recording.
			# [Done] Save the recording and exit the recording mode.
		E(3) [Erase]	Erase the Instruction Menu.
		# [Back]	Go back to the System Administrator options.
		# [Back]	Go back to the System Administrator options.
		# [Back]	Go back to the Main Menu.
0	Plays Help message.		

Call Screening

Turn to Live Call Screening on page 157.

Caller ID and Voice Mail

A telephone company service that provides a caller's number and optional name.

Description

Caller ID is a telephone company service that provides an extension with a caller's number and optional name. With Caller ID, the keyset user knows who's calling before they pick up the call. Caller ID Logging stores a record of the call on the user's telephone which they can review and use to easily return the call. When used with IntraMail, Caller ID enables the Make Call feature for outside calls. After listening to a voice message, the subscriber can dial **MC** to return the call without knowing the callers phone number.

Conditions and Defaults

Conditions

- None.

Default Setting

- Caller ID is disabled in the telephone system programming.

Other Related Features

Features

- [Caller ID](#) and [Caller ID Logging](#)
 - Review these features for additional information.

IntraMail Features

- [Make Call](#) on page 171
 - An extension user can listen to a voice message and dial a code to return the call without knowing the caller's phone number. Make call to an outside telephone number requires Caller ID.
- [Screened Transfer](#) on page 226
 - Screened Transfers from the Automated Attendant provide Caller ID data only after the user answers the call.
- [Unscreened Transfer](#) on page 248
 - Unscreened Transfers from the Automated Attendant provide Caller ID data while the call is ringing.

Caller ID with Return Call

Available. See [Make Call](#) on page 171 for more.

Calling the Automated Attendant

Outside callers can return to the Automated Attendant for additional dialing options.

Description

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

- [Automated Attendant Transfer](#) on page 42
 - An extension user can transfer their outside call to the Automated Attendant so the outside caller can use the Automated Attendant dialing options.
- [Next Call Routing Mailbox](#) on page 210
 - 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).

Conditions and Defaults

Conditions

- None.

Default Setting

- Enabled.

Other Related Features

Features

- None.

IntraMail Features

- Turn to [Automated Attendant Transfer](#) on page 42 and [Next Call Routing Mailbox](#) on page 210.

Centrex Transfer

The Automated Attendant can transfer a caller from a Centrex line to an outside number using the features of that Centrex line.

Description

Centrex Transfer is a Dial Action Table option that can transfer an Automated Attendant call from a Centrex line to an outside number using the features of that Centrex line. With Centrex Transfer, the Automated Attendant answers an outside call and then transfers the caller back to the telco using the same line on which the call initially rang. To set this up, assign a Dial Action Table action as a UTRF to a System Speed Dial number (e.g., #201P). The number should contain the complete dial string (preceded by a Flash command) required to initiate the Centrex Transfer. When the Automated Attendant answers, the caller dials the digit and IntraMail automatically routes them to the outside number.

Centrex Transfer is only available if the telephone system connects to Centrex lines that provide the features required to complete the transfer. Similar to External Transfer, Centrex Transfer allows your callers to easily reach branch offices and important off-site associates. Unlike External Transfer, Centrex Transfer *requires* unique telco features.

Conditions and Defaults

Conditions

- None.

Default Setting

- Disabled.

Other Related Features

Features

- None

IntraMail Features

- Dial Action Table
 - Centrex Transfer uses the active Dial Action Table to route transfer an Automated Attendant caller back to the telco using the same Centrex line.
- External Transfer on page 107
 - External Transfer allows an Automated Attendant caller to automatically route to an outside telephone number.

Programming Centrex Transfer

Setting Up Centrex Transfer

1. Set up a Dial Action Table for Centrex Transfer.

1. 4221-01: Routing Mailbox Type [Voice Mail: Routing Mailboxes: Routing Mailbox: Setup (4221): Mailbox Type]

Use this option to assign a Dial Action Table to the Call Routing Mailbox that should have the Centrex Transfer command.

Options	Description
1-16	Dial Action Tables 1-16. [Default] = 1 for all Call Routing Mailboxes.

2. 4231-xx: Digit 01-13 Action [Voice Mail: Dial Actions: Dial Action Table: Dial Assignment (4231): Action]

Use this option to assign the action and data you need for Centrex Transfer.

- Assign the action as a UTRF (2).
- The corresponding Routing option should be # followed by the System Speed Dial number, followed by a pause. (The pause gives the system time to dial the stored number.)
- To enter a pause for the Routing option, press Feature Key 4.
- For example, to have Centrex Transfer dial System Speed Dial number 201, enter #201P.

2. Program the System Speed Dial number for Centrex Transfer.

1. 1702-[001-999]: Select System Speed Dial number to Program [N/A]

(Option 1) Use this option to set up the Centrex Transfer Speed Dial number from system programming.

- The stored number should flash the Centrex line and dial the number required to initiate the transfer.
- The stored number should be in the format FXXX (Flash + Number), and contain the complete dial string required to process a Centrex Transfer.
- Press Feature Key 1 to enter a Flash.
- Number is the number you want the system to dial into the Centrex to initiate the transfer.
- Use number type 2 (line) or 3 (line group), not 1 (Intercom) or 4 (extend).

2. (Option 2) Use the **#SP** User-Programmable Feature to set up the Centrex Transfer System Speed Dial number.

When setting up the bin:

- The stored number should be in the format FXXX (Flash + Number), and contain the complete dial string required to process a Centrex Transfer.
- Press **FLASH** to enter a Flash.
- Number is the number you want the system to dial into the Centrex to initiate the transfer.
- The Line/Group/Intercom entry should be line (1-64) or Line Group (90-98), not Intercom.

3. Check some additional Centrex Transfer requirements.

1. 1612-04: PBX/Centrex Flash Timer [System: Timers: CO Interface Card: Outgoing (1612): Loop Flash Time]

Use this option to set the Flash timer for compatibility with the connected Centrex lines.

Options	Description
16-4080	mS. [Default] = 800 mS.

2. 1602-04: Dial Pause Timer [System: Timers: Features: Outgoing (1602): Dial Pause]

Use this option to set the Pause timer for compatibility with the Centrex Transfer feature.

Options	Description
0	Disabled.
1-9999	Seconds. [Default] = 1 second.

3. 3103-04: Tandem Calls [Lines: Config: Setup: Settings (3103): Tandem Calls]

Use this option to enable Tandem Calls for the Centrex line.

Options	Description
No (0)	[Default] Disabled.
Yes (1)	Enabled.

Conversation Record

Allows an extension user to record their active call as a message in their mailbox.

- Pushing the **Record (Rec)** soft key to turn recording on and off is available in software versions 3.09 and higher.

Description

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

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

Conversation Record Key for a Co-worker's Mailbox

Your extension or DSS Console can have Conversation Record keys for co-worker's mailboxes. While on a call, you can press the key to record your conversation directly into a co-worker's mailbox. You can set up the key to record into any valid Subscriber Mailbox (including Group Mailboxes programmed as Subscriber Mailboxes). This could help a dispatcher, for example, that wants to record a conversation with a client right into the responsible technician's mailbox.

Your extension can have multiple Conversation Record keys, each associated with a different mailbox.

Conditions and Defaults

Conditions

- None.

Default Setting

- Disabled.

Other Related Features

Features

- None.

IntraMail Features

- [Subscriber Mailbox](#) on page 233
 - Conversation Record is only available to subscriber extensions.

Programming Conversation Record Keys

Setting Up a Conversation Record Key

1. Assign a Record key to an extension.

1. [2121-\[01 to 24\]: Feature Key Codes Stations: Config: Feature Keys: Assignment \(2121\): Function Type](#)

Use this option to assign a Record key (17) to an available Feature Key on an extension.

Options	Description
17	Conversation Record. [Default] = no Record keys defined.

2. [2121-\[01 to 24\]: Feature Key Data Stations: Config: Feature Keys: Assignment \(2121\): Function Type](#)

Use this option to enter the number of the extension whose conversation the user wants to record.

- It can be the user's own extension number or a co-worker's extension number.

Options	Description
Digits	Extension number.
-	[Default] = no data assigned.

2. Assign a Record key to a DSS Console.

1. [2402-\[01-60\]: DSS Console Key Codes \[Stations: DSS Consoles: DSS1: Assignment \(2402\): Function Type\]](#)

Use this option to assign a Record key (17) to an available Feature Key on a DSS Console.

Options	Description
17	Conversation Record. [Default] = no Record keys defined.

2. [2402-\[01-60\]: DSS Console Key Data \[Stations: DSS Consoles: DSS1: Assignment \(2402\): Function Type\]](#)

Use this option to enter the number of the extension whose conversation the user wants to record.

- It can be the user's own extension number or a co-worker's extension number.

Options	Description
Digits	Extension number. [Default] = not assigned.
-	[Default] = no data assigned.

Conversation Record

Using Conversation Record

- Only one party on a call can use Conversation Record at any one time. This includes Intercom calls and Conference calls.

To record a conversation:

1. While on an outside call, do one of the following:
 - a) Push **Record** [**More** + **Rec**].
 - b) Press a Conversation Record key for your own mailbox or a co-worker's mailbox.
While recording, the key flashes fast green.
2. Once recording begins:
 - a) You and your caller hear the voice prompt "*Recording*" followed by a beep.
 - b) Your display shows into which mailbox the call is recording.

To turn Conversation Record on and off while on a call:

1. Press the active Conversation Record key.
2. The portion of the call already recorded is sent to your mailbox as a new message.

To assign a Conversation Record key:

1. Push **Menu**.
 - *Super Display*: Push **Key Assignment** + **Feature Keys**.
 - *Keyset*: Dial **51**.
2. You can set up a Conversation Record key to record into your mailbox or a co-worker's mailbox.
3. See Feature Keys for more.

Dial Action Table

Defines the dialing options for Automated Attendant callers.

- The Dial Action Table features described on this page are available in software versions 3.01 or higher.

Description

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

- Line Schedules
 - The Line Schedules, when enabled, set how the system answers outside calls according to the time of day and day of week the call is ringing. If the active Line Schedule routes a call to an IntraMail Call Routing Mailbox, the Automated Attendant picks up.
 - By default, Line Schedules do not route calls to the Automated Attendant.
- Call Routing Mailbox on page 52
 - A Call Routing Mailbox (32 maximum) is a mailbox associated with an individual Line Schedule entry. 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, Line Schedules do not route calls to the Automated Attendant.
- Dial Action Table
 - Once the Automated Attendant answers, the Dial Action Table (16 maximum) 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 Line Schedule setup.
 - By default, Call Routing Mailboxes 1-8 use Dial Action Table 1.

Conditions and Defaults

Conditions

- None.

Default Setting

- See Dial Action Table Default Settings on page 68.

Other Related Features

Features

- [Line Schedules](#)
 - If enabled, sets how the system answers outside calls.

IntraMail Features

- [Automated Attendant](#) on page 36
 - The Automated Attendant can automatically answer the telephone system's incoming calls, play an Instruction Menu message, and provide dialing options to callers.
- [Call Routing Mailbox](#) on page 52
 - The mailbox associated with an Answer Table that specifies which dialing options (Dial Action Table) and announcement are available to Automated Attendant callers.

Programming Dial Action Tables

Setting Up Dial Action Tables

1. Basic Dial Action Table Setup

1. [4222-01: Dial Action Table \[Voice Mail: Routing Mailboxes: Routing Mailbox: Routing Options \(4222\): Dial Action Table\]](#)

Use this option to assign a Dial Action Table to a Call Routing Mailbox.

Options	Description
1-16	Dial Action Tables 1-16. [Default] = 1 for all Call Routing Mailboxes.

2. [4222-02: Time Limit \[Voice Mail: Routing Mailboxes: Routing Mailbox: Routing Options \(4222\): Dialing Timeout\]](#)

Use this timer to set how long Automated Attendant callers have to dial commands.

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

Options	Description
0	The Automated Attendant to immediately route callers to the Timeout destination.
1-99	Seconds. [Default] = 5 seconds.

2. Entering Dial Action Table actions and routing data.

1. [4231-xx: Digit 01-13 Action \[Voice Mail: Dial Actions: Dial Action Table: Dial Assignment \(4231\): Action\]](#)

Use this option to assign the Dial Action Table actions.

- See [Dial Action Table Actions and Routing Options](#) on page 69 for more.
2. [4231-xx: Digit 01-13 Routing Data \[Voice Mail: Dial Actions: Dial Action Table: Dial Assignment \(4231\): Routing\]](#)

Use this option to assign the Dial Action Table routing data.

- See [Dial Action Table Actions and Routing Options](#) on page 69 for more.

Dial Action Table Default Settings

Default Settings Table

Dial Action Table Default Settings		
Key	Dial Action Table 1	Dial Action Tables 2-16
0	UTRF to 301	UND
	(Unscreened Transfer to 301)	(Undefined)
1	UND	UND
	(Undefined)	(Undefined)
2	UND	UND
	(Undefined)	(Undefined)
3	UTRF to XXX	UND
	(Unscreened Transfer to user-dialed extension)	(Undefined)
4	DSX-80/160: UTRF to XXX	UND
	Unscreened Transfer to user-dialed extension	(Undefined)
	DSX-40: UND	
	(Undefined)	
5	UND	UND
	(Undefined)	(Undefined)
6	UND	UND
	(Undefined)	(Undefined)
7	UND	UND
	(Undefined)	(Undefined)
8	UND	UND

	(Undefined)	(Undefined)
9	HNGUP	UND
	(Hangup)	(Undefined)
*	REC1 to IXXX	UND
	(Quick Message with Greeting to user-dialed extension)	(Undefined)
#	LOGON to IXXX	UND
	(Logon to user-dialed mailbox)	(Undefined)
Timeout	UTRF to 301	UND
	(Unscreened Transfer to 301)	(Undefined)

Dial Action Table Actions and Routing Options

Dial Action Table Actions

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
STRF	<u>Screened Transfer (1)</u> <ul style="list-style-type: none"> Allows an Automated Attendant caller to place a Screened Transfer to an extension. IntraMail calls (screens) the destination to see if the call can go through. 	<u>Screened Transfer on page 226</u>
UTRF	<u>Unscreened Transfer (2)</u> <ul style="list-style-type: none"> Allows an Automated Attendant caller to place an Unscreened Transfer to an extension. IntraMail transfers the call the destination and then hangs up. 	<u>Unscreened Transfer on page 248</u>
REC1	<u>Quick Message with Greeting (3)</u> <ul style="list-style-type: none"> Allows an Automated Attendant caller to leave a Quick Message at an extension. The caller <i>will</i> hear the extension's personal greeting. 	<u>Quick Message on page 219</u>

REC2	<u>Quick Message without Greeting (4)</u> <ul style="list-style-type: none"> Allows an Automated Attendant caller to leave a Quick Message at an extension. The caller <i>will not</i> hear the extension's personal greeting. 	<u>Quick Message</u> on page 219
LOGON	<u>Log Onto Voice Mail (5)</u> <ul style="list-style-type: none"> Allows an Automated Attendant caller to log onto a mailbox, either directly or one of their choosing. 	<u>Log Onto Voice Mail</u> on page 162
Hang Up	<u>Hang Up (6)</u> <ul style="list-style-type: none"> IntraMail says "Goodbye" and hangs up. 	<u>Hang Up</u> on page 148
GOTO	<u>Go to a Mailbox, (7)</u> <ul style="list-style-type: none"> Allows an Automated Attendant caller to route to another mailbox. 	<u>Go to a Mailbox</u> on page 126
UND	<u>Undefined Routing (0)</u> <ul style="list-style-type: none"> This action provides no routing. 	<u>Undefined Routing</u> on page 247

Dial Action Table Routing Options

Dial Action Table Routing Options Table		
Description	System Administrator Option	Telephone Programming Option
<u>Extension Number</u>	Using 0-9, # and *	
<u>No Routing</u>	N	Feature Key 1
<u>Ignore Caller-Dialed Digit</u>	I	Feature Key 2
<u>Caller Dialed Digit</u>	X	Feature Key 3
<u>Pause</u>	P	Feature Key 4

Directory Dialing

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

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's how Directory Dialing works:

1. When the Automated Attendant answers, it sends the call to a Directory Dialing Mailbox. (Optionally, the caller may be asked to dial a digit to access Directory Dialing.)
2. The Directory Dialing Mailbox plays the Directory Dialing Message (recorded by the System Administrator) which asks the caller to dial letters for the name of the person they wish to reach.
3. The caller dials the letters for the person's name plus #. They can dial by first name or last name, depending on how the Directory Dialing Message was recorded and the Directory Dialing Mailbox was set up.
4. IntraMail searches the list of programmed extension names for a match of the caller-entered letters.
5. Voice prompts announce the first three matches, and allow the caller to dial a digit (1-3) to reach one of the announced matches. Additionally, the caller can dial 4 to hear additional matches (if any).
6. The caller dials the digit for the extension they wish to reach, and IntraMail sends the call to that extension. The call is sent as a Screened or Unscreened transfer, depending on programming.

For callers to use Directory Dialing, the system must have a name programmed for each extension (up to 18 characters, A-Z, using upper and lower case letters). Each extension should also have a name recorded in their Subscriber Mailbox. In addition, each extension used by Directory Dialing must be installed and must have their Subscriber Mailbox active (Personal or Group).

Conditions and Defaults

Conditions

- None.

Default Setting

- Disabled.

Other Related Features

Features

- None.

IntraMail Features

- [Directory Dialing Mailbox](#) on page 78
 - A Directory Dialing Mailbox is the type of mailbox required to implement Directory Dialing.
- [Fax Detection](#) on page 109
 - A Directory Dialing Mailbox can detect and route incoming faxes.

- System Administrator on page 236
 - Only the System Administrator can record the Directory Dialing Message.

Directory Dialing Basic Programming

Setting Up Directory Dialing

1. Set up the Directory Dialing Basics.

1. 4221-01: Routing Mailbox Type [Voice Mail: Routing Mailboxes: Routing Mailbox: Setup (4221): Mailbox Type]

Use this option to assign an available Routing Mailbox as a Directory Dialing Mailbox (3).

- By default, there are no Directory Dialing Mailboxes assigned.

Options	Description
0	None.
1	Call Routing Mailbox (Default for Routing Mailboxes 801-808).
2	Announcement Mailbox (Default for Routing Mailboxes 809-832).
3	Directory Dialing Mailbox.
4	Distribution Mailbox.

2. 4224-01: Directory List Number to Use [Voice Mail: Routing Mailboxes: Routing Mailbox: Directory Options (4224): Directory List]

For the Directory Dialing Mailbox assigned in the previous step, use this option to enter the number of the Directory List to which the Directory Dialing Mailbox can route calls.

Options	Description
0	No list.
1-8	Directory Lists 1-8. [Default] = Directory List 1.

3. 2144-05: Directory List Number Stations: Config: IntraMail: Auto Attendant (2144): Directory List]

In this option, select the Directory List to which the extension belongs.

- If the Directory Dialing Mailbox can access the list to which the extension belongs, the call can go through.

Options	Description
0	[Default] No list.
1-8	Directory Lists 1-8.
*	All lists.

4. Record the Directory Dialing message.

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.*”

5. 4202-01: Wait Between Non-Pager Callout Attempts [Voice Mail: IntraMail: Config: Notification (4202): Notification Interval]

Use this option to limit the outgoing message length.

- The Directory Dialing Message is an outgoing message.

Options	Description
1-4095	Seconds. [Default] = 120 seconds.
Yes (1)	Enabled.

Programming the Directory Dialing Name Routing Options

Setting Up the Name Options

1. Set up the name programming and enter names.

1. Set how names should be entered into the system (first name first or last name first.

See [Programming Names](#) for more.

2. Enter names for extensions, Ring Groups, and UCD Groups.

See [Programming Names](#) for more.

3. 4224-04: Extension Name Match [Voice Mail: Routing Mailboxes: Routing Mailbox: Directory Options (4224): Name Match]

Use this option to select the portion of the extension name on which the Directory Dialing Mailbox should route.

This option allows for dial-by-first-name and dial-by-last-name Directory Dialing.

Options	Description
1	[Default] Route by first name.
2	Route by last name.

2. Set up the name routing options.

1. 4224-05: Minimum Number of Letters Required [Voice Mail: Routing Mailboxes: Routing Mailbox: Directory Options (4224): Minimum Letters]

This option lets you determine how many letters of the employee's name the caller must dial (1-3).

- If the caller dials less than the specified minimum number of letters, IntraMail cannot route the call.

Options	Description
---------	-------------

1-3	Minimum number of letters to dial. [Default] = 1.
-----	---

2. 4224-06: Transfer Options [Voice Mail: Routing Mailboxes: Routing Mailbox: Directory Options (4224): Transfer Option]

When Directory Dialing finds a name match, use this option to determine if it should route the call as a Screened (STRF) or Unscreened (UTRF) Transfer.

Options	Description
---------	-------------

1	[Default] STRF.
---	-----------------

2	UTRF.
---	-------

3. 4224-03: Screened Transfer Timeout [Voice Mail: Routing Mailboxes: Routing Mailbox: Directory Options (4224): STRF Timeout]

If Directory Dialing will route via Screened Transfer, use this option to set how long a Screened Transfer from the Directory Dialing Mailbox will ring an unanswered extension before recalling.

Options	Description
---------	-------------

0	Immediate recall.
---	-------------------

1-255	Seconds. [Default] = 15 seconds.
-------	----------------------------------

4. 4224-02: Time Limit for Dialing Commands [Voice Mail: Routing Mailboxes: Routing Mailbox: Directory Options (4224): Dialing Timeout]

This option sets how long Automated Attendant callers have to dial digits.

- If the caller waits too long to dial, the Directory Dialing Message repeats.
- This option affects all Automated Attendant callers.

Options	Description
---------	-------------

0	Immediate recall.
---	-------------------

1-99	Seconds. [Default] = 5 seconds.
------	---------------------------------

Programming Additional Directory Dialing Options

Setting Up Fax and Other Options

1. Set up fax detection and routing.

1. 4224-08: Fax Detection [Voice Mail: Routing Mailboxes: Routing Mailbox: Directory Options (4224): Fax Detection]

Use this option to enable or disable fax detection for the Directory Dialing Mailbox.

- If enabled, the Directory Dialing Mailbox can detect fax CNG tone.

Options	Description
No (0)	[Default] Disabled.
Yes (1)	Enabled.

2. 4224-09: Fax Transfer Extension [Voice Mail: Routing Mailboxes: Routing Mailbox: Directory Options (4224): Fax Transfer Extension]

When fax detection is enabled in the previous step, use this option to enter the extension to which an incoming fax should route.

- When the Directory Dialing Mailbox detects fax CNG tone, it routes the call to this extension.

Options	Description
Digits	Extension number. [Default] = no destination defined.
Yes (1)	Enabled.

2. Optionally enable the Next Call Routing Mailbox.

1. 4224-07: Next Call Routing Mailbox [Voice Mail: Routing Mailboxes: Routing Mailbox: Directory Options (4224): Next Call Routing Mailbox]

This option assigns a Next Call Routing Mailbox to the Directory Dialing Mailbox.

If assigned, Directory Dialing Mailbox callers can dial 0 for other options or # to go to another routing mailbox.

- Once assigned, dialing # routes to the Next Call Routing Mailbox and plays its message. Dialing 0 follows the 0 action of the Next Call Routing Mailbox.

Options	Description
0	[Default] Undefined.
801-832	Routing Mailboxes 801-832.

2. The Next Call Routing Mailbox is handy to give the caller an option to dialing-by-name.

3. Consider additional Automated Attendant options.

1. Outside calls can be directly answered by a Directory Dialing Mailbox.

Make sure the active Answer Table uses the Call Routing Mailbox programmed as a Directory Dialing Mailbox.

- See [Answer Tables](#) for more.

2. Outside callers can 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](#) for more.

Directory Dialing

Recording a Directory Dialing Message

To record a Directory Dialing Message at a keyset:

Recording a Directory Dialing Message (Keyset)		
Next: Go to next selection. Prev: Go to previous selection. Select: Select current Option. Back: Back out of current option. Exit: Exit Menu setup.		
V-MAIL: Log onto System Administrator's mailbox.		
SA (72)	Access the System Administrator Menu.	
	I (4) [Instr]	Select the Instruction Menu message.
Enter the number of the Call Routing Mailbox assigned as the Directory Dialing Mailbox.		
	L (5) [Lstn]	Listen to current Instruction Menu message.
	#	Go back to the System Administrator Menu.
	R (7) [Rec]	Record a new Instruction Menu message.
Record message.		
	* [Resume] [Pause]	Pause or restart recording.
	E (3) [Cncl]	Erase recording.
	# [Done]	Exit recording mode.
	E (3) [Erase]	Erase the Instruction Menu message.
	# [Back]	Go back to the System Administrator Menu.
	# [Back]	Go back to the Main Menu.
0	Plays Help message.	

To record a Directory Dialing message at a Super Display:

Recording a Directory Dialing Message (Super Display)		
Next: Go to next selection. Prev: Go to previous selection. Select: Select current Option. Back: Back out of current option. Exit: Exit Menu setup.		
V-MAIL: Log onto System Administrator's mailbox.		
SA (72) [System Admin]	Access the System Administrator Menu.	
	I (4) [Instruction]	Select the Instruction Menu message.

Recording a Directory Dialing Message (Super Display)	
	Enter the number of the Call Routing Mailbox assigned as the Directory Dialing Mailbox.
L (5) [Listen]	Listen to current Instruction Menu message.
	# Exit to the System Administrator Menu.
R (7) [Record]	Record a new Instruction Menu message.
	Record message.
	* [Resume] [Pause] Pause or restart recording.
	E (3) [Cancel] Erase recording.
	# [Done] Exit recording mode.
	E (3) [Erase] Erase the Instruction Menu message.
	# [Back] Go back to the System Administrator Menu.
	# [Back] Go back to the Main Menu.
0	Plays Help message.

Directory Dialing Mailbox

The mailbox type required for Directory Dialing.

Description

A Directory Dialing Mailbox is the Routing Mailbox type required to implement Directory Dialing. See [Directory Dialing](#) on page 71 for more on how to set up a Directory Dialing Mailbox.

Conditions and Defaults

Conditions

- None.

Default Setting

- No Directory Dialing Mailboxes assigned.

Other Related Features

Features

- None.

IntraMail Features

- [Directory Dialing](#) on page 71
 - 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 236
 - Only the System Administrator can record the Directory Dialing Message.

Directory Dialing Basic Programming

Setting Up Directory Dialing

1. Set up the Directory Dialing Basics.

1. [4221-01: Routing Mailbox Type \[Voice Mail: Routing Mailboxes: Routing Mailbox: Setup \(4221\): Mailbox Type\]](#)

Use this option to assign an available Routing Mailbox as a Directory Dialing Mailbox (3).

- By default, there are no Directory Dialing Mailboxes assigned.

Options	Description
0	None.

Options	Description
1	Call Routing Mailbox (Default for Routing Mailboxes 801-808).
2	Announcement Mailbox (Default for Routing Mailboxes 809-832).
3	Directory Dialing Mailbox.
4	Distribution Mailbox.

2. 4224-01: Directory List Number to Use [Voice Mail: Routing Mailboxes: Routing Mailbox: Directory Options (4224): Directory List]

For the Directory Dialing Mailbox assigned in the previous step, use this option to enter the number of the Directory List to which the Directory Dialing Mailbox can route calls.

Options	Description
0	No list.
1-8	Directory Lists 1-8. [Default] = Directory List 1.

3. 2144-05: Directory List Number Stations: Config: IntraMail: Auto Attendant (2144): Directory List]

In this option, select the Directory List to which the extension belongs.

- If the Directory Dialing Mailbox can access the list to which the extension belongs, the call can go through.

Options	Description
0	[Default] No list.
1-8	Directory Lists 1-8.
*	All lists.

4. Record the Directory Dialing message.

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.”*

5. 4202-01: Wait Between Non-Pager Callout Attempts [Voice Mail: IntraMail: Config: Notification (4202): Notification Interval]

Use this option to limit the outgoing message length.

- The Directory Dialing Message is an outgoing message.

Options	Description
1-4095	Seconds. [Default] = 120 seconds.
Yes (1)	Enabled.

Distribution List

Send a message to a single Distribution Mailbox and have IntraMail automatically distribute it to multiple co-workers.

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.

Conditions and Defaults

Conditions

- None.

Default Setting

- Distribution Lists are not set up and there are no Distribution Mailboxes.

Other Related Features

Features

- None.

IntraMail Features

- [Distribution Mailbox](#) on page 82
 - A Distribution Mailbox is the type of Routing Mailbox that handles Distribution List messages.
- [System Administrator](#) on page 236
 - You can edit the members of a Distribution List from a System Administrator Mailbox. You can also record a name for the list.

Programming Distribution List

Setting Up a Distribution List

Assign a Distribution Mailbox and set up a list.

1. 4221-01: Routing Mailbox Type [Voice Mail: Routing Mailboxes: Routing Mailbox: Setup (4221): Mailbox Type]

Use this option to assign an available Routing Mailbox as a Distribution Mailbox (4).

- By default, there are no Distribution Mailboxes defined.

Options	Description
0	None.
1	Call Routing Mailbox (Default for Routing Mailboxes 801-808).
2	Announcement Mailbox (Default for Routing Mailboxes 809-832).
3	Directory Dialing Mailbox.
4	Distribution Mailbox.

2. 4225-01: Distribution List [Voice Mail: Routing Mailboxes: Routing Mailbox: Distribution List (4225): Extension]

If a Routing Mailbox is assigned as a Distribution Mailbox, use this option to enter member extensions into the Distribution List. The list can have 20 (01-20) member extensions.

You can also create a Distribution List from the System Administrator's Mailbox.

Options	Description
Digits	Extension number (up to 20 per list).
UND	[Default] Undefined (entered by pressing CLEAR).

Distribution Mailbox

A Distribution Mailbox is the type of Routing Mailbox used to set up Distribution Lists.

Description

A Distribution Mailbox is a unique type of Routing Mailbox used to set up and manage a Distribution List. The Distribution Mailbox contains Distribution List member extensions. These extensions each receive a message sent to the Distribution Mailbox. 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.

Conditions and Defaults

Conditions

- None.

Default Setting

- No Distribution Mailboxes enabled.

Other Related Features

Features

- None.

IntraMail Features

- [Distribution List](#) on page 80
 - A Distribution Mailbox is the type of Routing Mailbox that handles Distribution List messages.
- [System Administrator](#) on page 236
 - Only the System Administrator can delete messages in a co-worker's mailbox.

Email Integration

Receive an email notification when a new message is left in your mailbox.

- Email Integration requires one of the following:
 - IntraMail Pro 4 Port x 16 Hour (P/N 1091051).
 - IntraMail Pro 8 Port x 32 Hour (P/N 1091053).
- Caller ID Name display from an outside caller is available in software versions 3.01 or higher.

Description

Email Integration 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).

Email Integration uses SMTP (Simple Mail Transfer Protocol) 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 Integration does not provide synchronization - the email account and the voice mailbox operate independently. For example, deleting the voice mail message does not automatically delete the email and visa-versa.

If Email Integration 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 Integration cancels the delivery. Email deliveries that fail because authentication fails or the encryption mode is incorrect are immediately cancelled.

POP3 Login

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

Conditions and Defaults

Conditions

- None.

Default Setting

- Email Integration disabled.

Other Related Features

Features

- None.

IntraMail Features

- DHCP Support
 - The site DHCP server can automatically provide the DSX with an IP address and other important net- work settings.

Collecting Email Integration Data

DSX System's Email Account Information

In order for the installation site's DSX system 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.

Email Account Information		
Item	Description	System's Email Account Data
SMTP Email Account	The email account that will handle notifications sent from the DSX system (e.g., yourname@emailserver.com)	
SMTP Server Name	The SMTP server (email provider) that 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.	

The Message Sender (From) Field

An Explanation of the Message Sender (From) Field

Like any other email client, Email Integration 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* data from 1105-09: Email Reply To [System: Config: Communication: SMTP (1105): Reply To],
 - The *Email* data from 1105-08: SMTP Email Account [System: Config: Communication: SMTP (1105): Email].

For messages left by outside callers:

- *Name* is always the text "Outside Caller."
- *Reply To*¹ is:
 - The *Reply To* data from 1105-09: Email Reply To [System: Config: Communication: SMTP (1105): Reply To],
 - The *Email* data from 1105-08: SMTP Email Account [System: Config: Communication: SMTP (1105): Email].

¹ The recipient's inbox only shows the *Name* portion of the *From* field. The *Reply To* portion is not included.

Email from Intercom Caller with Programmed Name

Message Left from Extension with Programmed Name

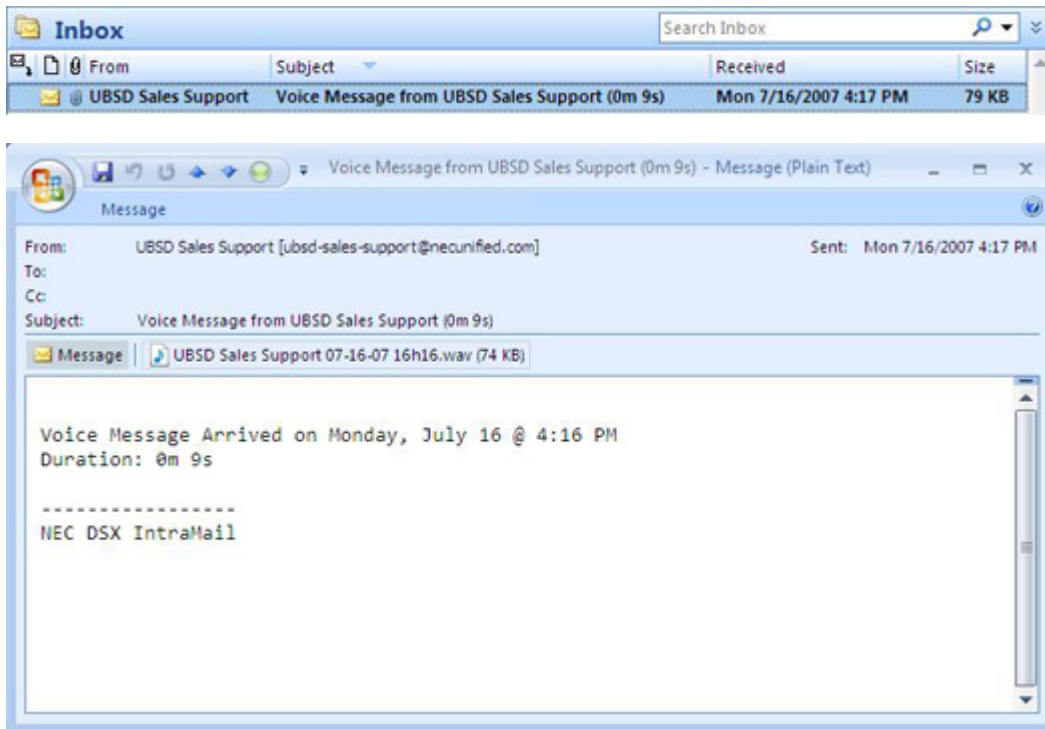
When a voice message is left from an extension with a programmed name, Outlook 2007 shows the following:

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,
 - *UBSD Sales Support* is the name of the extension that left the message.
 - *07-16-07* is the date the message was left.
 - *16h16* is the time the attachment was created (e.g., 4:16 PM).
- *Body text* - Includes the date and time the voice message was received and the message length.



Email from Intercom Caller without Programmed Name

Message Left from Extension without Programmed Name

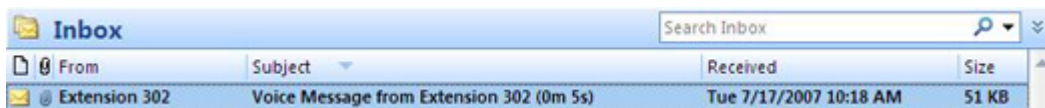
When a voice message is left from an extension without a programmed name, Email Integration substitutes the extension number for the name. In this example, Outlook 2007 shows the following:

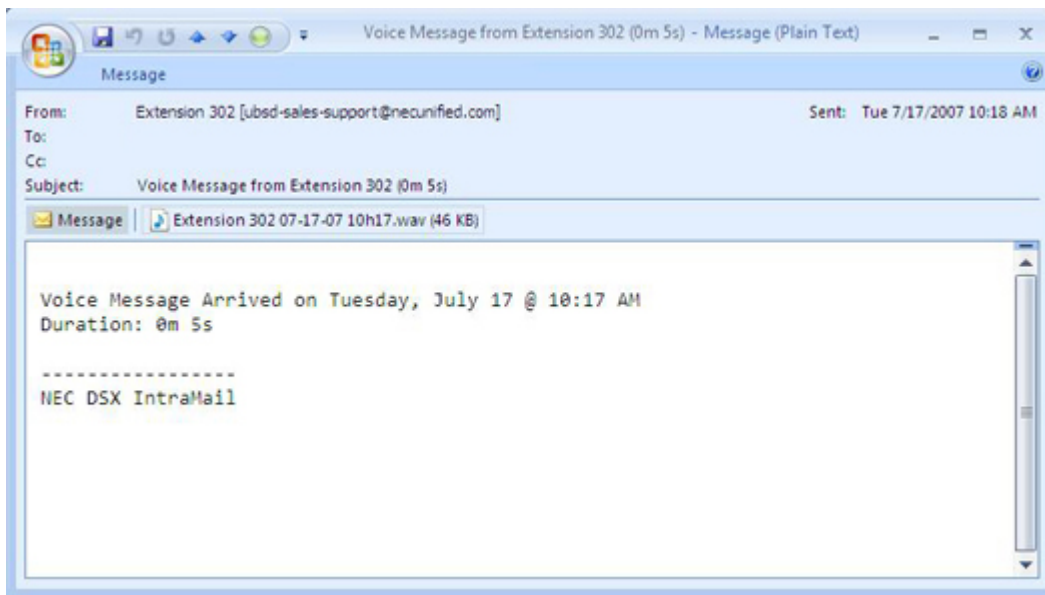
Inbox

- *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 302* is the number of the extension that left the message.
 - *07-17-07* is the date the message was left.
 - *10h17* is the time the attachment was created (e.g., 10:17 AM).
- *Body text* - Includes the date and time the voice message was received and the message length.





Email from Outside Caller with Caller ID

Message Left by Outside Caller with Caller ID

[3.01] When a voice message is left by an outside caller and Caller ID was provided, Outlook 2007 shows the Caller ID number *and* name.

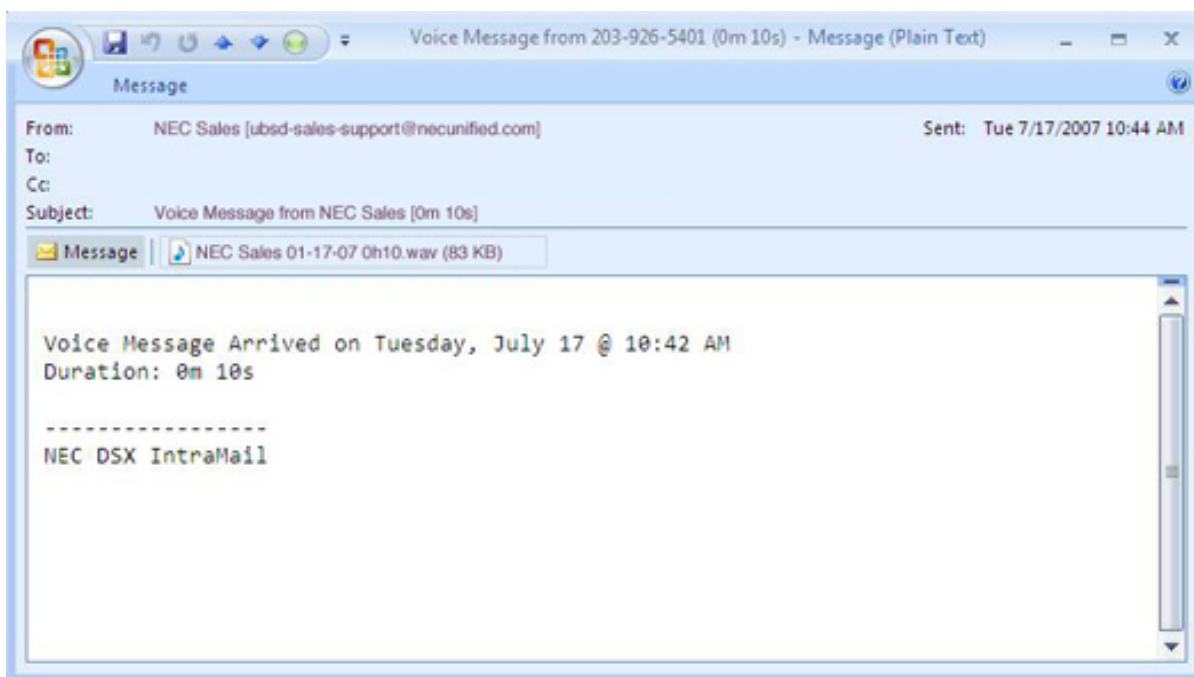
Inbox

- *From* - Shows the Caller ID name.
- *Subject* - The text “Voice Message from” followed by the caller’s name (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 the senders Caller ID name, followed by the programmed *Reply To* information.
- *Sent* - The date and time the message was sent.
- *Subject* - The same subject information shown in the inbox.
- *Message* - The wav file attachment name and the attachment size. In the example below,
 - *NEC Sales* is the caller’s name (provided by Caller ID).
 - *07-17-07* is the date the message was left.
 - *10h42* is the time the attachment was created (e.g., 10:42 AM).
- *Body text* - Includes the date and time the voice message was received and the message length.

Inbox				
From	Subject	Received	Size	
NEC Sales	Voice Message from NEC Sales (0h10.wav)	Tue 7/17/2007 10:44 AM	88 KB	



Email from Outside Caller without Caller ID

Message Left by Outside Caller without Caller ID

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

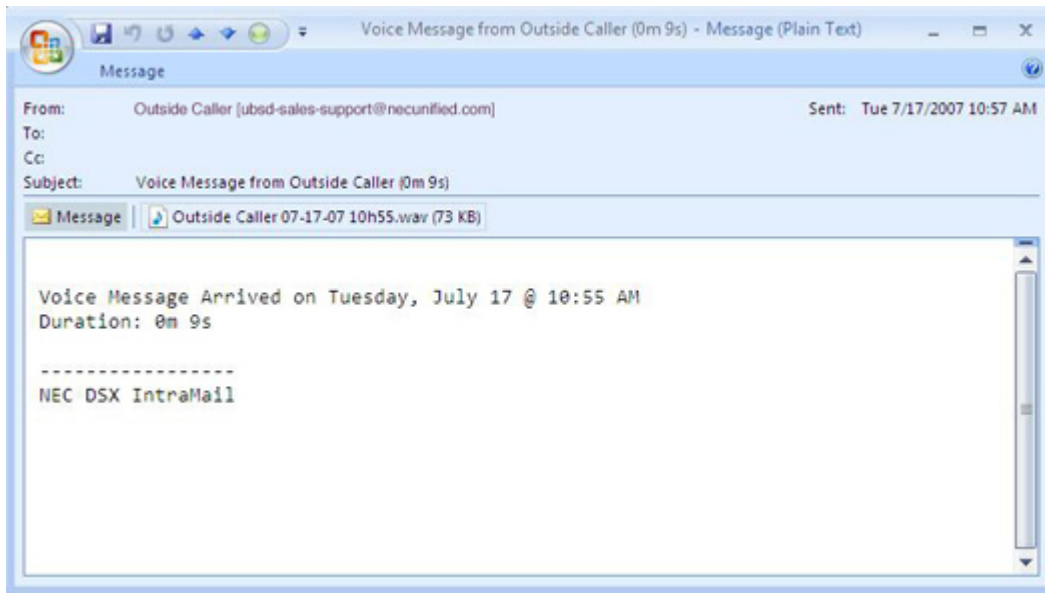
Inbox

- *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).
 - *07-17-07* is the date the message was left.
 - *10h55* is the time the attachment was created (e.g., 10:55 AM).
- *Body text* - Includes the date and time the voice message was received and the message length.

Inbox			
From	Subject	Received	Size
Outside Caller	Voice Message from Outside Caller (0m 9s)	Tue 7/17/2007 10:57 AM	77 KB



SMS Text Message Delivery to a Cell Phone

Email Integration and SMS Text Message Delivery

The table below shows the basic format of a DSX 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 DSX system programming.

Important

An extension set up for notification via SMS Text Messaging should have the 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 table a typical SMS Text Message when the DSX 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.

Typical SMS Text Notification (No Wav File)	
Description	Text
Text Message for Message Header	

Text Message Inbox:	INTRAMAIL [2 OF 2]
Text Message Body: ¹	MESSAGE FROM: DSX INTRAMAIL [2 OF 2] SENT: 3:51PM 9/17
Text Message for Message Body	
Text Message Inbox:	SBJ:VOICE MESSAGE
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
¹ Your cell phone display will automatically break the text lines to best fit the screen.	

Programming System SMTP Options

Setting Up the System-Side SMTP Options

1. Enable SMTP email delivery system-wide.

1. 1105-01: Enable SMTP [System: Config: Communication: SMTP (1105): Enable]

Use this option to enable SMTP email delivery for the system.

Options	Description
No (0)	Disabled.
Yes (1)	[Default] Enabled.

2. 1105-08: SMTP Email Account [System: Config: Communication: SMTP (1105): Email]

Use this option to specify the email account that the SMTP server will use to process email sent *from* the DSX system. Email Integration delivers all outbound email to this account, which in turn delivers it to the email recipient. This is the account's entire email address (e.g., *yourname@emailserver.com*).

Options	Description
Alphanumeric	48 characters maximum. See Name Programming Chart for more. [Default] = no entry.

3. 1105-09: Email Reply To [System: Config: Communication: SMTP (1105): Reply To]

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.
- For the email recipient, this is the email address shown in the *From* field. If the message recipient replies to the email, it is sent to this email address.

Options	Description
Alphanumeric	48 characters maximum. See Name Programming Chart for more. [Default] = no entry.

2. Specify the SMTP server name and port.

1. 1105-02: SMTP Server Name [System: Config: Communication: SMTP (1105): 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.emailserver.com*.

Options	Description
Alphanumeric	48 characters maximum. See Name Programming Chart for more. [Default] = no entry.

2. 1105-03: SMTP Port Number [System: Config: Communication: SMTP (1105): SMTP Port]

Enter the port (logical connection) the installation site's email server uses for SMTP.

- For help, see [Some Common SMTP Settings](#) on page 95

Options	Description
Digits	4 digits max using 0-9. [Default] = 25.

3. Set the encryption and authentication options.

1. 1105-04: SMTP Encryption [System: Config: Communication: SMTP (1105): Encryption]

Use this option to enable or disable SMTP encryption.

- For help, see [Some Common SMTP Settings](#) on page 95.
- The system negotiates “behind the scenes” to determine if encryption should be TLS or SSL, and then adjusts accordingly.

Options	Description
No (0)	[Default] Disabled.
Yes (1)	Enabled.

2. 1105-04: SMTP Authentication [System: Config: Communication: SMTP (1105): Authentication]

Use this option to enable or disable SMTP Authentication (also called SMTP AUTH).

- For help, see [Some Common SMTP Settings](#) on page 95.
- If you enable authentication, you must also enter a user name and password in the following options.

Options	Description
No (0)	Disabled.
Yes (1)	[Default] Enabled.
2	POP3 Authentication enabled. (If you choose this option, set <i>1106-01</i> through <i>1106-05</i> also.)

3. 1105-06: SMTP User Name [System: Config: Communication: SMTP(1105): User Name]

If Authentication is enabled, you must enter the email account's user name in this option.

If the email address is *yourname@emailserver.com*, the user name entry would be *yourname*.

- Email Integration processes all outbound email through this account.

Options	Description
Alphanumeric	48 characters maximum. See Name Programming Chart for more. [Default] = no entry.

4. 1105-07: SMTP Password [System: Config: Communication: SMTP (1105): Password]

If Authentication is enabled, you must enter the email account's password in this option. This is the password required to log into the email account.

Options	Description
Alphanumeric	48 characters maximum. See Name Programming Chart for more. [Default] = no entry.

Programming POP3 Authentication

Setting Up the POP3 Authentication Options

1. POP3 Authentication setup.

1. 1105-04: SMTP Authentication [System: Config: Communication: SMTP (1105): Authentication]

To use POP3 Authentication, be sure this option is set to 2.

Options	Description
No (0)	Disabled.
Yes (1)	[Default] Enabled.
2	<i>POP3 Authentication enabled.</i>

2. The following options are active only when POP3 Authentication is enabled.

2. Specify the POP3 server name and port.

1. 1106-01: POP3 Server Name [System: Config: Communication: POP3 (1106): 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.emailserver.com*.

Options	Description
Alphanumeric	48 characters maximum. See Name Programming Chart for more. [Default] = no entry.

2. 1106-02: POP3 Port [System: Config: Communication: POP3 (1106): Port]

Enter the port (logical connection) the installation site's email server uses for POP3.

Options	Description
Digits	4 digits max using 0-9. [Default] = 110.

3. Set the POP3 encryption and authentication options.

1. 1106-03: POP3 Encryption (SSL) Enabled [System: Config: Communication: POP3 (1106): Encryption]

Use this option to enable or disable POP3 SSL encryption for the site's email server.

Options	Description
No (0)	[Default] Disabled.
Yes (1)	Enabled.

2. 1106-04: POP3 User ID [System: Config: Communication: POP3 (1106): User Name]

Enter the POP3 account's user name. If the subscriber's email address is *yourname@emailserver.com*, the user name would normally be *yourname*.

Options	Description
Alphanumeric	48 characters maximum. See Name Programming Chart for more. [Default] = no entry.

3. 1106-05: POP3 Password [System: Config: Communication: POP3 (1106): Password]

Enter the password for the account specified in the previous option. This password is required to log onto the email account.

Options	Description
Alphanumeric	48 characters maximum. See Name Programming Chart for more. [Default] = no entry.

Programming the Subscriber Mailbox Email Options

Setting Up the Subscriber Email Options Set up the Subscriber Mailbox email options.

1. 2146-01: Email Enabled [Stations: Config: IntraMail: Email (2146): Enable Email Notification]

Use this option to enable Email Integration for the Subscriber Mailbox.

- The subscriber can also do this from their Mailbox Options Menu.

Options	Description
No (0)	[Default] Disabled.
Yes (1)	Enabled.

2. 2146-02: Email Address [Stations: Config: IntraMail: Email (2146): Address]

When a subscriber with Email Notification enabled receives a voice message, use this option to enter the address to which the email should be sent.

Options	Description
Alphanumeric	48 characters maximum. See <u>Name Programming Chart</u> for more. [Default] = no entry.

3. 2146-03: Attach Message [Stations: Config: IntraMail: Email (2146): Message as Attachment]

If a subscriber has Email Integration set up, use this option to include the voice message as a wav file attachment in the email.

- When you disable this option, the recipient receives the email notification *without* voice message.

Options	Description
No (0)	Disabled.
Yes (1)	[Default] Enabled.

Programming the Department Group Subscriber Mailbox Email Options

Setting Up the Department Group Subscriber Email Options Set up the Department Group Subscriber Mailbox email options.

1. 2316-01: Email Enabled [Stations: Department Groups: IntraMail Pro: Email (2316): Enable Email Notification]

Use this option to enable Email Integration for the Department Group Subscriber Mailbox.

- The subscriber can also do this from their Mailbox Options Menu.

Options	Description
No (0)	[Default] Disabled.
Yes (1)	Enabled.

2. 2316-02: Email Address [Stations: Department Groups: IntraMail Pro: Email (2316): Address]

When a Department Group Subscriber Mailbox with Email Notification enabled receives a voice message, use this option to enter the address to which the email should be sent.

Options	Description
Alphanumeric	48 characters maximum. See <u>Name Programming Chart</u> for more. [Default] = no entry.

3. 2316-03: Attach Message [Stations: Department Groups: IntraMail Pro: Email (2316): Message as Attachment]

If a Department Group Subscriber Mailbox has Email Integration set up, use this option to include the voice message as a wav file attachment in the email.

- When you disable this option, the recipient receives the email notification *without* voice message.

Options	Description
No (0)	Disabled.
Yes (1)	[Default] Enabled.

Some Common SMTP Settings

List of Common SMTP Settings

Common Email Integration SMTP Server Settings					
Provider	Server Name and Account (1105-02, 08)	SMTP Port (1105-03)	Encryption (1105-04)	Authentication (1105-05, 06, 07)	Comments
Yahoo	smtp.mail.yahoo.com	25	Yes	Yes	Requires POP Yahoo! Mail Plus
GMail	smtp.gmail.com	465	Yes	Yes	-
Optimum Online	mail.optonline.net	587	Yes	Yes	-
AOL	smtp.aol.com	587	Yes	Yes	-
Updated 12/17/08					

Common SMS Portals**List of Some Common SMS Portals**

Some Common Mobile Telephone Service Provider SMS Portals	
Provider	Email Address for SMS Text Message
Some Popular Provider-Specific SMS Portals	
Alltel	number@message.alltel.com
AT&T Wireless	number@txt.att.net
Boost Mobile	number@myboostmobile.com
Nextel	number@messaging.nextel.com
Sprint PCS	number@messaging.sprintpcs.com
Sprint PCS Short Mail	number@sprintpcs.com
T-Mobile	number@tmomail.net
Verizon	number@vtext.com
Virgin Mobile	number@vmobl.com
A Universal SMS Portal	
Teleflip	number@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	
Updated 12/17/2008	

Erasing All Messages

Lets the System Administrator delete mailbox messages system-wide.

Description

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

Conditions and Defaults

Conditions

- None.

Default Setting

- Enabled.

Other Related Features

Features

- None

IntraMail Features

- [Message Delete](#) on page 175
 - A Subscriber Mailbox user can delete any messages left in their mailbox.
- [System Administrator](#) on page 236
 - Only the System Administrator can delete messages in a co-worker's mailbox.

Erasing All Messages

How to Erase All Messages in a Subscriber's Mailbox

To Erase All Messages at a keyset:

Erasing All Messages in a Subscriber's Mailbox (Keyset)	
Next: Go to next selection. Prev: Go to previous selection. Select: Select current Option. Back: Back out of current option. Exit: Exit Menu setup.	
V-MAIL: Log onto System Administrator's Mailbox.	
SA (72)	Access System Administrator options.

Erasing All Messages in a Subscriber's Mailbox (Keyset)		
	S (7) [Subs]	Select Subscriber Mailbox Maintenance options.
		Enter the number of the Subscriber Mailbox you want to maintain.
	EA (32) [Msgs]	Erase all Subscriber Mailbox messages.
	# [Back]	Go back to System Administrator options.
0	Plays Help message.	

To Erase All Messages at a Super Display:

Erasing All Messages in a Subscriber Mailbox (Super Display)		
Next: Go to next selection. Prev: Go to previous selection. Select: Select current Option. Back: Back out of current option. Exit: Exit Menu setup.		
V-MAIL: Log onto System Administrator's Mailbox.		
SA(72) [System Admin]	Access System Administrator options.	
	S(7) [Subscriber]	Select Subscriber Mailbox Maintenance options.
		Enter the number of the Subscriber Mailbox you want to maintain.
	EA(32) [Erase All Messages]	Erase all Subscriber Mailbox messages.
	# [Back]	Go back to System Administrator options.
0	Plays Help message.	

Exiting a Mailbox

Exit your mailbox by dialing a code, pushing a soft key, or by hanging up.

Description

A Subscriber Mailbox user can exit their mailbox by dialing a code, pushing a soft key, or by hanging up. After exiting, the subscriber can use their extension for normal call processing.

Conditions and Defaults

Conditions

- None.

Default Setting

- Enabled.

Other Related Features

N/A

Exiting a Mailbox

Exiting Your Mailbox

To Exit a Mailbox from your keyset:

Exiting a Mailbox (Keyset)	
Next: Go to next selection. Prev: Go to previous selection. Select: Select current Option. Back: Back out of current option. Exit: Exit Menu setup.	
To exit your Mailbox:	
V-MAIL: Log onto your Subscriber Mailbox.	
	XX (99) [Exit + Exit] Exit your mailbox.
To exit and immediately return to your mailbox:	
V-Mail: Log onto your Subscriber Mailbox.	
	X# (9#) [Exit + Return] Exit and return to your mailbox.
0	Plays Help message.

To Exit a Mailbox from your Super Display:

Exiting a Mailbox (Super Display)	
Next: Go to next selection. Prev: Go to previous selection. Select: Select current Option. Back: Back out of current option. Exit: Exit Menu setup.	

Exiting a Mailbox (Super Display)		
To exit your Mailbox:		
V-MAIL: Log onto your Subscriber Mailbox.		
	XX (99) [Exit + Exit]	Exit your mailbox.
To exit and immediately return to your mailbox:		
V-Mail: Log onto your Subscriber Mailbox.		
	X# (9#) [Exit + Return]	Exit and return to your mailbox.
0		Plays Help message.

Extension Hunting to Voice Mail

Automatically sends unanswered calls to an extension's mailbox.

Description

Extension Hunting to Voice Mail automatically sends calls to an extension's mailbox without the user having to set up Call Forwarding. For example, Extension Hunting to Voice Mail can send unanswered transferred calls to an extension's mailbox rather than recalling the transferring party. In addition, Extension Hunting to Voice Mail can send an unanswered Direct Inward Line to the extension's mailbox instead of diverting to Key Ring. Hunting can also reroute calls from the Automated Attendant as well as ringing Intercom calls (depending on the hunt type). Unlike Call Forwarding, Extension Hunting to Voice Mail requires no action by the extension user to redirect calls; the system reroutes them automatically.

There are 4 types of Extension Hunting to Voice Mail:

- **Ring No Answer Line (Type 1)**
 - Type 1 hunting reroutes outside calls to the extension's mailbox after a preset interval. Type 1 hunting reroutes outside calls when the extension is idle, busy, or in Do Not Disturb but does not reroute ringing or voice-announced Intercom calls. See the Routing Charts for more.
- **Ring No Answer / Busy Line (Type 2)**
 - Type 2 hunting also reroutes outside calls to the extension user's mailbox. When the extension is idle, Type 2 hunting reroutes calls after an interval. Type 2 hunting reroutes outside calls immediately while the extension is busy or in Do Not Disturb. Like Type 1 hunting, Type 2 hunting does not reroute ringing or voice-announced Intercom calls. See the Routing Charts below for more.
- **Ring No Answer / Busy All (Type 3)**
 - Type 3 hunting reroutes outside calls *and* ringing Intercom calls. If the extension is idle, calls reroute to the user's mailbox after an interval. Type 3 hunting reroutes calls immediately when the extension is busy or in Do Not Disturb. It does not reroute voice-announced Intercom calls. See the Routing Charts for more.
- **Busy Line (Type 4)**
 - Type 4 hunting is similar to Type 2 hunting except that transferred outside calls to an idle extension do not reroute. Transferred outside calls, Direct Inward Lines, and calls from the Automated Attendant go immediately to the mailbox when the extension is busy or in Do Not Disturb. This type of hunting never reroutes ringing or voice-announced Intercom calls. See the Routing Charts for more.

Conditions and Defaults

Conditions

- None.

Default Setting

- Disabled.

Other Related Features

Features

- Intercom
 - Extension Hunting to Voice Mail does not reroute voice-announced Intercom calls
- Key Ring
 - Extension Hunting to Voice Mail does not reroute Key Ring calls.

IntraMail Features

- Call Forward to a Mailbox on page 46
 - A subscriber can forward calls to their mailbox so calls don't go unanswered when they are unavailable.
- Voice Mail Overflow on page 251
 - The telephone system can automatically reroute unanswered outside calls to the IntraMail Automated Attendant.

Extension Hunting to Voice Mail Routing Charts

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

Type 1: Ring No Answer Line Routing Chart

Ring No Answer Line (Type 1) Hunting to Voice Mail			
Call Type	Extension Idle	Extension Busy	Extension in DND
Ringing Intercom Call	Does not hunt (use Call Forwarding instead).		
Transferred Outside Call	Rings for <u>1603-01: Transfer Recall Timer [System: Timers: Features: Recall (1603): Transfer Recall]</u> , then routes to mailbox.	Flashes line key for <u>1601-03: Call Forward No Answer Timer [System: Timers: Features: Incoming (1601): CFWD No Answer]</u> , then routes to mailbox.	
UTRF from Automated Attendant			
STRF from Automated Attendant ¹	Rings for <u>4222-03: Screened Transfer Timeout [Voice Mail: Routing Mailboxes: Routing Mailbox: Routing Options (4222): STRF Timeout]</u> , then Automated Attendant prompts caller to leave a message.	Automated Attendant immediately prompts caller to leave a message.	
Direct Inward Line	Rings for <u>1601-02: DIL No Answer Timer [System: Timers: Features: Incoming (1601): DIL No Answer]</u> , then routes to mailbox.	Follows night route for the line.	

¹ See [Screened Transfer](#) on page 226 for more.

Type 2: Ring No Answer/Busy Line Routing Chart

Ring No Answer / Busy Line (Type 2) Hunting to Voice Mail			
Call Type	Extension Idle	Extension Busy	Extension in DND
Intercom	Does not hunt (use Call Forwarding instead).		
Transferred Outside Call	Rings for 1603-01: Transfer Recall Timer [System: Timers: Features: Recall (1603): Transfer Recall], then routes to mailbox.	Call goes immediately to mailbox.	
UTRF from Automated Attendant			
STRF from Automated Attendant ¹	Rings for 4224-03: Screened Transfer Timeout [Voice Mail: Routing Mailboxes: Routing Mailbox: Directory Options (4224): STRF Timeout], then Automated Attendant prompts caller to leave a message.	Automated Attendant immediately prompts caller to leave a message.	
Direct Inward Line	Rings for 1601-02: DIL No Answer Timer [System: Timers: Features: Incoming (1601): DIL No Answer], then routes to mailbox.	Call goes immediately to mailbox.	Follows night route for the line.

¹ See [Screened Transfer](#) on page 226 for more.

Type 3: Ring No Answer/Busy All Routing Chart

Ring No Answer / Busy All (Type 3) Hunting to Voice Mail			
Call Type	Extension Idle	Extension Busy	Extension in DND
Intercom	Ringing Intercom call rings for 1601-03: Call Forward No Answer Timer [System: Timers: Features: Incoming (1601): CFWD No Answer], then routes to mailbox. Voice-announced Intercom calls do not hunt.	Call goes immediately to mailbox.	
Transferred Outside Call	Rings for 1603-01: Transfer Recall Timer		

UTRF from Automated Attendant	[System: Timers: Features: Recall (1603): Transfer Recall], then routes to mailbox.		
STRF from Automated Attendant ¹	Rings for 4224-03: Screened Transfer Timeout [Voice Mail: Routing Mailboxes: Routing Mailbox: Directory Options (4224): STRF Timeout] , then Automated Attendant prompts caller to leave a message.	Automated Attendant immediately prompts caller to leave a message.	
Direct Inward Line	Rings for 1601-02: DIL No Answer Timer [System: Timers: Features: Incoming (1601): DIL No Answer] , then routes to mailbox.	Call goes immediately to mailbox.	Follows night route for the line.
¹ See Screened Transfer on page 226 for more.			

Type 4: Busy Line Routing Chart

Busy Line (Type 4) Hunting to Voice Mail			
Call Type	Extension Idle	Extension Busy	Extension in DND
Intercom	Does not hunt (use Call Forwarding instead).		
Transferred Outside Call	Does not hunt (use Call Forwarding instead).	Call goes immediately to mailbox.	
UTRF from Automated Attendant	Rings for 1603-01: Transfer Recall Timer [System: Timers: Features: Recall (1603): Transfer Recall] , then routes to mailbox.		
STRF from Automated Attendant ¹	Rings for 4224-03: Screened Transfer Timeout [Voice Mail: Routing Mailboxes: Routing Mailbox: Directory Options (4224): STRF Timeout] , then Automated Attendant prompts caller to leave a message.	Automated Attendant immediately prompts caller to leave a message.	
Direct Inward Line	Does not hunt (use Call Forwarding instead).	Call goes immediately to mailbox.	Follows night route for the line.
¹ See Screened Transfer on page 226 for more.			

Programming Extension Hunting to Voice Mail

Setting Up Extension Hunting to Voice Mail

1. Set the hunt type and destination.

1. 2115-01: Hunt Type Stations: Config: Options: Hunt/Overflow (2115): Hunt Type:

Use this option to set the extension's hunt type.

Options	Description
0	[Default] None.
1	Ring No Answer Line.
2	Busy/Ring No Answer Line.
3	Busy/Ring No Answer All Calls.
4	Busy Line.
5	Uniform Call Distribution (UCD) (Not used for this feature.)

2. 2115-01: Hunt Destination Stations: Config: Options: Hunt/Overflow (2115): Hunt Master/Destination:

Use this option to assign the hunt destination for the extension.

- The hunt destination should be the IntraMail master number (700).

Options	Description
None	[Default] None (entered by pressing CLEAR).
Digits	Extension number.

2. Check the following timers that affect Extension Hunting to Voice Mail.

1. 1603-01: Transfer Recall Timer [System: Timers: Features: Recall (1603): Transfer Recall]

This timer sets how long a transferred outside call or a UTRF from the Automated Attendant rings an idle extension before routing to the extension's mailbox.

Options	Description
0	Disabled.
1-9999	Seconds. [Default] = 20 seconds.

2. 1601-02: DIL No Answer Timer [System: Timers: Features: Incoming (1601): DIL No Answer]

This timer sets how long a DIL waits at an extension before routing to the extension's mailbox.

- This timer does not apply to hunt type 4.

Options	Description
0	Disabled.

Options	Description
1-9999	Seconds. [Default] = 15 seconds.

3. 1601-03: Call Forward No Answer Timer [System: Timers: Features: Incoming (1601): CFWD No Answer]

This timer sets how long a transferred outside call or UTRF from the Automated Attendant waits at a busy or DND extension before routing to the extension's mailbox.

- This timer does not apply to hunt types 2 and 4.

Options	Description
0	Disabled.
1-9999	Seconds. [Default] = 10 seconds.

4. 4224-03: Screened Transfer Timeout [Voice Mail: Routing Mailboxes: Routing Mailbox: Directory Options (4224): STRF Timeout]

This timer sets how long an STRF from the Automated Attendant rings an idle extension before prompting the caller to leave a message.

Options	Description
0	Immediate recall..
1-255	Seconds. [Default] = 15 seconds.

External Transfer

An Automated Attendant caller can automatically route to an outside telephone number.

Description

External Transfer allows an Automated Attendant caller to automatically route to an outside telephone number. To set this up, assign a Dial Action Table action as a UTRF to a System Speed Dial number (e.g., #201 + Pause for system number 201). When the Automated Attendant answers, the caller dials the digit and IntraMail automatically routes them to the outside number contained in the bin. Similar to Centrex Transfer, External Transfer allows your callers to easily reach branch offices and important off-site associates. Unlike Centrex Transfer, External Transfer *does not* require unique telco features.

Conditions and Defaults

Conditions

- None.

Default Setting

- Disabled.

Other Related Features

Features

- None.

IntraMail Features

- [Centrex Transfer](#) on page 60
 - Centrex Transfer allows the Automated Attendant to transfer a caller over a Centrex line using the features of that Centrex line.
- [Dial Action Table](#)
 - External Transfer uses the active Dial Action Table to route an Automated Attendant caller to an outside telephone number.

Programming External Transfer

Setting Up External Transfer

1. Set up a Dial Action Table for External Transfer.

1. [4221-01: Routing Mailbox Type \[Voice Mail: Routing Mailboxes: Routing Mailbox: Setup \(4221\): Mailbox Type\]](#)

Use this option to assign a Dial Action Table to the Call Routing Mailbox that should have the External Transfer command.

Options	Description
---------	-------------

1-16	Dial Action Tables 1-16. [Default] = 1 for all Call Routing Mailboxes.
------	--

2. 4231-xx: Digit 01-13 Action [Voice Mail: Dial Actions: Dial Action Table: Dial Assignment (4231): Action]

Use this option to assign the action and data you need for External Transfer.

- Assign the action as a UTRF (2).
- The corresponding Routing option should be # followed by the System Speed Dial number, followed by a pause. (The pause gives the system time to dial the stored number.)
- To enter a pause for the Routing option, press Feature Key 4.
- For example, to have External Transfer dial System Speed Dial number 201, enter #201P.

2. Program the System Speed Dial number for External Transfer.

1. 1702-[001-999]: Select System Speed Dial number to Program [N/A]

(Option 1) Use this option to set up the External Transfer Speed Dial number from system programming.

- The stored number should be just the outside telephone number you want External Transfer to dial.

2. (Option 2) Use the **#SP** User-Programmable Feature to set up the External Transfer System Speed Dial number.

When setting up the bin:

- The stored number should be just the outside telephone number you want External Transfer to dial.

3. 3103-04: Tandem Calls [Lines: Config: Setup: Settings (3103): Tandem Calls]

Use this option to enable Tandem Calls for the incoming line.

Options	Description
---------	-------------

No (0)	[Default] Disabled.
--------	---------------------

Yes (1)	Enabled.
---------	----------

Fax Detection

Automatically transfer incoming fax calls to a fax machine.

Description

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

Conditions and Defaults

Conditions

- None.

Default Setting

- Disabled.

Other Related Features

- None.

Programming Fax Detection

Setting Up Fax Detection for a Call Routing Mailbox

Set up fax detection and routing.

1. [4222-04: Fax Detection \[Voice Mail: Routing Mailboxes: Routing Mailbox: Routing Options \(4222\): Fax Detection\]](#)

Use this option to enable or disable fax detection for the Call Routing Mailbox.

- If enabled, the Call Routing Mailbox can detect fax CNG tone.

Options	Description
No (0)	[Default] Disabled.
Yes (1)	Enabled.

2. [4222-05: Fax Extension \[Voice Mail: Routing Mailboxes: Routing Mailbox: Routing Options \(4222\): Fax Transfer Extension\]](#)

When fax detection is enabled in the previous step, use this option to enter the extension to which an incoming fax should route.

- When the Call Routing Mailbox detects fax CNG tone, it routes the call to this extension.

Options	Description
Digits	Extension number. [Default] = no destination defined.
Yes (1)	Enabled.

Setting Up Fax Detection for a Directory Dialing Mailbox

Set up fax detection and routing.

1. 4224-08: Fax Detection [Voice Mail: Routing Mailboxes: Routing Mailbox: Directory Options (4224): Fax Detection]

Use this option to enable or disable fax detection for the Directory Dialing Mailbox.

- If enabled, the Directory Dialing Mailbox can detect fax CNG tone.

Options	Description
No (0)	[Default] Disabled.
Yes (1)	Enabled.

2. 4224-09: Fax Transfer Extension [Voice Mail: Routing Mailboxes: Routing Mailbox: Directory Options (4224): Fax Transfer Extension]

When fax detection is enabled in the previous step, use this option to enter the extension to which an incoming fax should route.

- When the Directory Dialing Mailbox detects fax CNG tone, it routes the call to this extension.

Options	Description
Digits	Extension number. [Default] = no destination defined.
Yes (1)	Enabled.

Find Me Follow Me

Locate an extension user who is not at their desk.

- Available in software versions 3.01 and higher.
- Requires IntraMail Pro.

Description

Find Me Follow Me helps a 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 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. The caller can then choose to try Find Me Follow Me again or select another Automated Attendant 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.

 **Note:** Find Me Follow Me requires that Tandem Calls be enabled on the line that rings into the Automated Attendant. If Tandem Calls is not enabled, the Find Me Follow Me options for outside calls are unavailable.

Find Me Following Interactions with other Call Handling Options

You can combine Find Me Follow Me with other call handling options like Park and Page and Next Call Routing Mailbox. For example, if an extension with all these options enabled simultaneously is unanswered, the caller can:

- Dial **1** to leave a message.
- Dial **2** to Park and Page.
- Dial **3** for Find Me Follow Me.
- Dial **4** for the Next Call Routing Mailbox options.

If Park and Page Immediate is enabled, Find Me Follow Me and the other call handling options occur if the initial Page is unanswered.

Conditions and Defaults

Conditions

- None.

Default Setting

- Disabled.

Other Related Features

Features

- [Tandem Calls / Unsupervised Conference](#)
 - Find Me Follow Me requires that Tandem Calls be enabled for the line on which the call is answered.

IntraMail Features

- [Group Mailbox](#) on page 132
 - Find Me Follow Me is also available for Department Group Mailboxes.

Programming Find Me Follow Me

Find Me Follow Me Setup

1. Enable Tandem Calls for the incoming line.

1. [3103-04: Tandem Calls \[Lines: Config: Setup: Settings \(3103\): Tandem Calls\]](#)

Enable Tandem Calls for the line on which the call is answered.

Options	Description
No (0)	[Default] Disabled.
Yes (1)	Enabled.

2. If Tandem Calls is not enabled, the Find Me Follow Me options will not be available to the caller.

2. Set up the station mailbox Find Me Follow Me Options

1. [2147-\(01-03\): Find Me Follow Me Enable \[Stations: Config: IntraMail Pro: Find Me Follow Me \(2147\): Entry \(1-3\) Enable\]](#)

For the selected entry (1-3), use this option to enable or disable Find Me Follow Me. If enabled, Find Me Follow Me will occur according to the settings for Start Hour, End Hour, and Find Me Follow Me Phone Number. If disabled, Find Me Follow Me will not occur.

- There are three separately-programmed Find Me Follow Me entries for each Subscriber Mailbox.

Options	Description
No (0)	[Default] Disabled.
Yes (1)	Enabled.

2. [2147-\(01-03\): Start Hour \[Stations: Config: IntraMail Pro: Find Me Follow Me \(2147\): Entry \(1-3\) Start Hour\]](#)

For the selected entry (1-3), use this option to set the hour when Find Me Follow Me will start. Find Me Follow Me will occur only between this setting and the End Hour setting. This entry is in 24-hour (military time). For example, 08 is 8:00 AM and 20 is 8:00 PM. For 24-hour Find Me Follow Me, make the Start Hour the same as the End Hour.

- There are three separately-programmed Find Me Follow Me entries for each Subscriber Mailbox.

Options	Description
0	[Default] Midnight.
1-23	1:00 AM to 11:00 PM (using a 24-hour clock).

3. 2147-(01-03): End Hour [Stations: Config: IntraMail Pro: Find Me Follow Me (2147): Entry (1-3) End Hour]

For the selected entry (1-3), use this option to set the hour when Find Me Follow Me will end. Find Me Follow Me will occur only between this the Start Hour and this setting. This entry is in 24-hour (military time). For example, 08 is 8:00 AM and 20 is 8:00 PM. For 24-hour Find Me Follow Me, make the Start Hour the same as the End Hour.

- There are three separately-programmed Find Me Follow Me entries for each Subscriber Mailbox.

Options	Description
0	[Default] Midnight.
1-23	1:00 AM to 11:00 PM (using a 24-hour clock).

4. 2147-(01-03): Number [Stations: Config: IntraMail Pro: Find Me Follow Me (2147): Entry (1-3) Phone]

For the selected entry (1-3), use this option to set the telephone number (16 digits maximum) Find Me Follow Me will dial. Enter the number exactly as you want the system to dial it (including a leading 1 for toll calls, if required), but do not include a line access code (such as 9). If the number you enter is 3 digits or less, it will be an Intercom call. If it is more than 3 digits, it will be an outside call.

- There are three separately-programmed Find Me Follow Me entries for each Subscriber Mailbox.

Options	Description
Digits	Find Me Follow Me number (16 digits maximum). [Default] = no entry.

5. 2147-04: Allow Find Me Follow Me [Stations: Config: IntraMail Pro: Find Me Follow Me (2147): Allow Find Me Follow Me]

Use this option to enable or disable Find Me Follow Me for the extension. If disabled, enabling the individual Find Me Follow Me entries has no effect.

Options	Description
No (0)	[Default] Disabled.
Yes (1)	Enabled.

2. Set up the Department Group Mailbox Find Me Follow Me options.

1. See [Group Mailbox](#) on page 132 for more.
2. Find Me Follow Me is available to both *Ring Group* and *UCD Group* Department Group mailboxes.

Find Me Follow Me

Setting Up Find Me Follow Me

- Find Me Follow Me requires Tandem Calls capability. Check with your communications manager.

To set up Find Me Follow Me at a keyset:

Setting Up Find Me Follow Me (Keyset)		
<p>Next: Go to next selection. Prev: Go to previous selection. Select: Select current Option. Back: Back out of current option. Exit: Exit Menu setup.</p>		
V-MAIL + OP (67)	Select the Mailbox Options sub-menu	
	CO (26) [CallH]	Select the Call Handling sub-menu.
	(1) [FMFM]	Select the Find Me Follow Me options.
		O (6) [On] Turn Find Me Follow Me on (if it is off).
		O (6) [Off] Turn Find Me Follow Me off (if it is on).
		D (3) [Dest] Set up the Find Me Follow Me destinations.
		Select the Find Me Follow Me destination: (1) [Dest1]: Select destination 1. (2) [Dest2]: Select destination 2. (3) [Dest3]: Select destination 3.
	E (3) [Enbl]	Enable the selected destination. If the destination is not programmed, follow the same options as for Chnge below.
	D (3) [Disbl]	Disable the selected destination.
	C (2) [Chnge]	For the selected destination, change the start time, stop time and destination number.

Setting Up Find Me Follow Me (Keyset)		
	Start Time	Enter the Find Me Follow Me start time (00-12) (2) [AM] or (7) [PM]: Select AM or PM for the start time entered. (*) [Next]: Go to the next option. (The entry is automatically saved if you changed it.) [Exit]: Back up to the previous level without saving.
	Stop Time	Enter the Find Me Follow Me stop time (00-12) (2) [AM] or (7) [PM]: Select AM or PM for the stop time entered. (*) [Next]: Go to the next option. (The entry is automatically saved if you changed it.) [Exit]: Back up to the previous level without saving.
	Number	Enter the Find Me Follow Me destination number (co-worker's extension or outside number). (#) OK: Save the displayed number. Clear: Erase the displayed number. (*) Next: Go back to the previous level without saving the number. (*) Exit: Go back to the previous level without saving the number.
		(#) Back Back up to the previous level.
		(#) [Back] Back up to the previous level.
	(#) [Back]	Back up to the previous level.

To set up Find Me Follow Me at a Super Display:

Setting Up Find Me Follow Me (Super Display)	
<p>Next: Go to next selection. Prev: Go to previous selection. Select: Select current Option. Back: Back out of current option. Exit: Exit Menu setup.</p>	
<p>V-MAIL + OP (67) [Mbox Options]</p>	<p>Select the Mailbox Options sub-menu</p>
<p>CO (26) [Call Options]</p>	<p>Select the Call Handling sub-menu.</p>
<p>(1) [Find-Me Follow-Me]</p>	<p>Select the Find Me Follow Me options.</p>
	<p>O (6) [On] Turn Find Me Follow Me on (if it is off).</p>
	<p>O (6) [Off] Turn Find Me Follow Me off (if it is on).</p>
	<p>D (3) [Destinations] Set up the Find Me Follow Me destinations.</p>
	<p>Select the Find Me Follow Me destination: (1) [Destination 1]: Select destination 1. (2) [Destination 2]: Select destination 2. (3) [Destination 3]: Select destination 3.</p>
	<p>E (3) [Enable] Enable the selected destination. If the destination is not programmed, follow the same options as for Change below.</p>
	<p>D (3) [Disable] Disable the selected destination.</p>
	<p>C (2) [Change] For the selected destination, change the start time, stop time and destination number.</p>
	<p>Start Time Enter the Find Me Follow Me start time (00-12) (2) [AM] or (7) [PM]: Select AM or PM for the start time entered. (*) [Next]: Go to the next option. (The entry is</p>

Setting Up Find Me Follow Me (Super Display)		
		<p>automatically saved if you changed it.)</p> <p>[Exit]: Back up to the previous level without saving.</p>
	Stop Time	<p>Enter the Find Me Follow Me stop time (00-12)</p> <p>(2) [AM] or (7) [PM]: Select AM or PM for the stop time entered.</p> <p>(*) [Next]: Go to the next option. (The entry is automatically saved if you changed it.)</p> <p>[Exit]: Back up to the previous level without saving.</p>
	Number	<p>Enter the Find Me Follow Me destination number (co-worker's extension or outside number).</p> <p>(#) OK: Save the displayed number.</p> <p>Clear: Erase the displayed number.</p> <p>(*) Next: Go back to the previous level without saving the number.</p> <p>(*) Exit: Go back to the previous level without saving the number.</p>
		(#) Back Back up to the previous level.
		(#) [Back] Back up to the previous level.
	(#) [Back]	Back up to the previous level.
	(#) [Back]	Back up to the previous level.

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.

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.

[3.01] The Flexible Answering Schedules are determined by the set up of the Line Schedules. See [Line Schedules](#) for more.

Conditions and Defaults

Conditions

- None.

Default Setting

- Disabled.

Other Related Features

Features

- [Line Schedules](#)
 - If enabled, sets how the system answers outside calls.

IntraMail Features

[3.01]

- [Automated Attendant](#) on page 36
 - The Automated Attendant can automatically answer the telephone system's incoming calls, play an Instruction Menu message, and provide dialing options to callers.
- [Call Routing Mailbox](#) on page 52
 - The mailbox associated with an Line Schedule entry that specifies which dialing options (Dial Action Table) and announcements are available to Automated Attendant callers.
- [Dial Action Table](#) on page 66
 - Defines the dialing options for the Call Routing Mailbox chosen by the active Answer Table.

Flexible Call Routing

Provides outside callers with a wide variety of dialing (routing) options.

Description

The Automated Attendant can provide outside callers with a wide variety of dialing (routing) options. You can customize the announcements and routing options to exactly meet the site requirements. Use Flexible Call Routing to eliminate or minimize the need for an operator or receptionist to handle outside calls.

There are 3 components to Flexible Call Routing.

- Line Schedules
 - The Line Schedules, when enabled, set how the system answers outside calls according to the time of day and day of week the call is ringing. If the active Line Schedule routes a call to an IntraMail Call Routing Mailbox, the Automated Attendant picks up.
 - By default, Line Schedules do not route calls to the Automated Attendant.
- Call Routing Mailbox on page 52
 - A Call Routing Mailbox (32 maximum) is a mailbox associated with an individual Line Schedule entry. 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, Line Schedules do not route calls to the Automated Attendant.
- Dial Action Table on page 66
 - Once the Automated Attendant answers, the Dial Action Table (16 maximum) 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 Line Schedule setup.
 - By default, Call Routing Mailboxes 1-8 use Dial Action Table 1.

Conditions and Defaults

Conditions

- None.

Default Setting

- Options are available by default.

Other Related Features

Features

- Line Schedules
 - If enabled, sets how the system answers outside calls.

IntraMail Features

- Call Routing Mailbox on page 52
 - The mailbox that specifies the dialing options (Dial Action Table) and Instruction Menu that announcements are available to Automated Attendant callers.
- Dial Action Table on page 66
 - Defines the dialing options for the Call Routing Mailbox.

Flexible Mailbox Numbering Plan

If telephone extension numbers are customized, set up IntraMail mailbox numbers to match.

Description

If the telephone system extension numbers are changed or swapped, IntraMail will automatically change the Subscriber Mailbox numbers to match. There is no extensive reprogramming required. After the swap, all of the subscriber's messages and options are available at their new extension number. Flexible Mailbox Numbering Plan lets you customize a site's extension numbers and be assured that IntraMail will automatically adapt to the new configuration.

Conditions and Defaults

Conditions

- Two-digit mailboxes are not supported in IntraMail.

Default Setting

- Available.

Other Related Features

Features

- None.

IntraMail Features

- [Dial Action Table](#) on page 66
 - Be sure the Dial Action Table actions accommodate the revised telephone system numbering.

Flexible Numbering Plan Example

Setting Up the Example

1. Accommodate extension number 800 assigned to station number 2 (for example):

1. [1301-\[01-10\]: Function Type \[System: Numbering: Dialing Plan: Numbering \(1301\): Function Type\]](#)

Be sure the digit 8 is type 2 (extension access).

- This is the default setting.

2. [1301-\[01-10\]: Expected Number of Digits \[System: Numbering: Dialing Plan: Numbering \(1301\): Expected Digits\]](#)

Be sure the expected digits option for the digit 8 is 3.

- This is the default setting.

3. 1311-01: Station Extension Number [System: Numbering: Stations: Assignments (1311): Extension]

Change the extension number for station 2 to 800.

- By default, station 2 is extension 301.

2. Allow outside Automated Attendant callers to dial the new extension.

1. 4231-xx: Digit 01-13 Action [Voice Mail: Dial Actions: Dial Action Table: Dial Assignment (4231): Action]

For the digit 8, change the Action to UTRF (or TRF).

- By default, the digit 8 is undefined.

2. 4231-xx: Digit 01-13 Routing Data [Voice Mail: Dial Actions: Dial Action Table: Dial Assignment (4231): Routing]

For the digit 8, change the Routing to XXX.

Forced Unscreened Transfer

Automatically converts Automated Attendant Screened Transfers to Unscreened Transfers.

Description

A Subscriber Mailbox can optionally convert Automated Attendant Screened Transfers to Unscreened Transfers. Enable this option for a mailbox if the subscriber prefers to receive all calls sent by the Automated Attendant as Unscreened Transfers. With Unscreened Transfers:

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

Conditions and Defaults

Conditions

- None.

Default Setting

- Disabled.

Other Related Features

Features

- None.

IntraMail Features

- [Dial Action Table](#) on page 66
 - If enabled in the Subscriber Mailbox, IntraMail automatically converts any Screened Transfers (STRFs) to the subscriber's extension to Unscreened Transfers (UTRFs).
- [Screened Transfer](#) on page 226
 - After the Automated Attendant caller dials an extension, IntraMail calls (screens) the destination extension to see if the transfer can go through.
- [Unscreened Transfer](#) on page 248
 - After an Automated Attendant caller dials an extension, IntraMail immediately transfers the call to the extension and hangs up.

Programming Forced Unscreened Transfer

Setting Up Forced Unscreened Transfer

Enable the Forced Unscreened Transfer option.

1. 2144-02: Forced Unscreened Transfer Stations: Config: IntraMail: Auto Attendant (2144): Force Unscreened Transfer

Use this option to enable Forced Unscreened Transfer for the extension.

Options	Description
No (0)	[Default] Disabled.
Yes (1)	Enabled.

2. All Automated Attendant Screened Transfers to the extension are converted to Unscreened Transfers.

Getting Recorded Help

Request help from the IntraMail voice prompts.

Description

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

Conditions and Defaults

Conditions

- None.

Default Setting

- Enabled.

Other Related Features

Features

- None.

IntraMail Features

- [Voice Prompting Messages](#) on page 253
 - Voice Prompts provide real-time instructions on how to use the IntraMail features.

Getting Recorded Help

How to Get Recorded Help

To Get Recorded Help:

Getting Recorded Help	
<p>Next: Go to next selection. Prev: Go to previous selection. Select: Select current Option. Back: Back out of current option. Exit: Exit Menu setup.</p>	
<p>V-MAIL: Log onto your Mailbox.</p>	
0	<p>Get recorded help.</p> <ul style="list-style-type: none"> • Recorded help is always available from the Main Menu. • Recorded help may not be available at all levels.

Go to a Mailbox

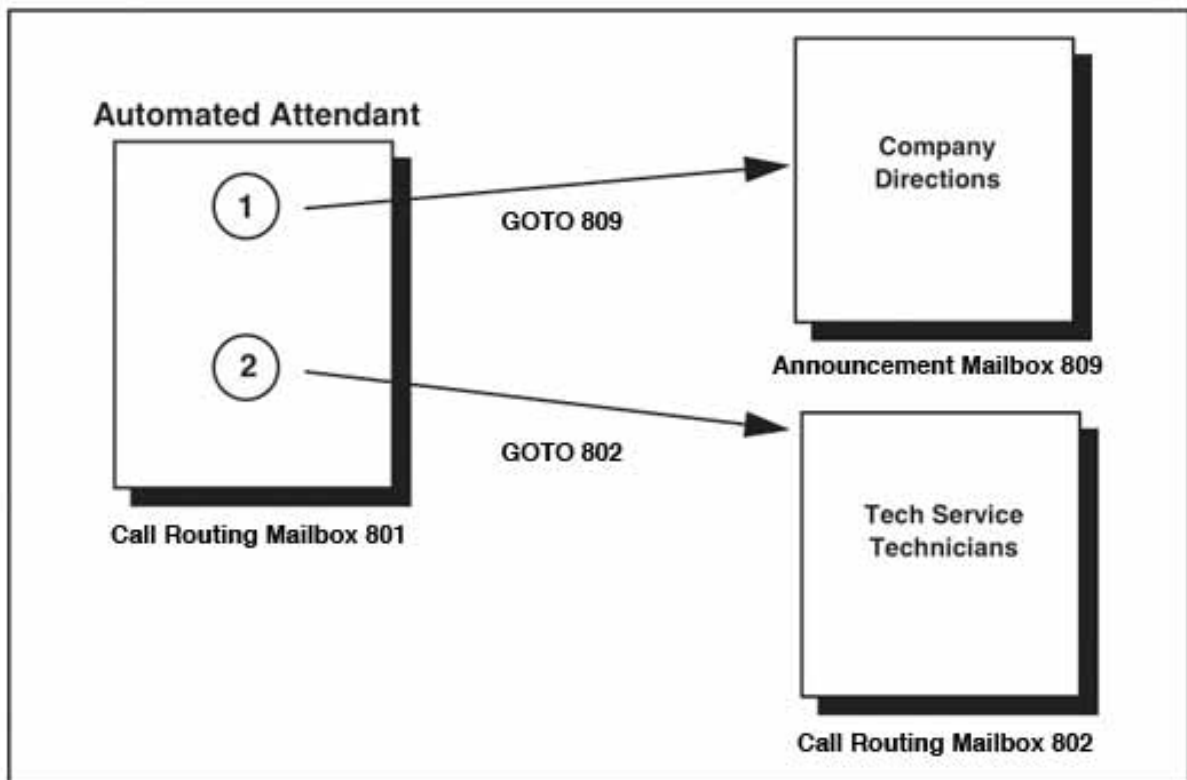
An Automated Attendant caller can dial a digit and route directly into a mailbox.

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 809) routes to Announcement Mailbox 809, which plays the company directions. Dialing 2 (GOTO 802) routes to Call Routing Mailbox 802, which is set up to give the caller single-digit dialing to Tech Service technicians.

- The Announcement Message for Announcement Mailbox 809 tells the caller how to locate the company.
- The Instruction Menu for Call Routing Mailbox 801 instructs the caller which digits to dial for each technician. The Dial Action Table for Call Routing Mailbox 802 contains the STRF or UTRF actions to each technician’s extension.



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

Conditions and Defaults

Conditions

- None.

Default Setting

- No GOTO actions programmed.

Other Related Features

Features

- None.

IntraMail Features

- [Automated Attendant](#) on page 36
 - 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 66
 - The GOTO action is a Dial Action Table option.
- [Instruction Menu](#) on page 150
 - Be sure the Instruction Menu for the active Call Routing Mailbox describes how to use the GOTO action.

Programming Go To A Mailbox

Setting Up Go To A Mailbox

1. To allow Automated Attendant callers to dial a single digit to go to a Routing Mailbox:

1. [4231-xx: Digit 01-13 Action \[Voice Mail: Dial Actions: Dial Action Table: Dial Assignment \(4231\): Action\]](#)

Assign an available digit (e.g., 1) as a GOTO action.

For the Dial Action Table Actions and Routing Options, see [Dial Action Table Actions and Routing Options](#) on page 69.

For the Dial Action Table defaults, see [Dial Action Table Default Settings](#) on page 68.

2. [4231-xx: Digit 01-13 Routing Data \[Voice Mail: Dial Actions: Dial Action Table: Dial Assignment \(4231\): Routing\]](#)

For the Action programmed in the previous step, enter a Call Routing Mailbox (e.g., 802) for the Routing.

For the Dial Action Table Actions and Routing Options, see [Dial Action Table Actions and Routing Options](#) on page 69.

For the Dial Action Table defaults, see [Dial Action Table Default Settings](#) on page 68.

2. To allow Automated Attendant callers to *select* a Call Routing Mailbox:

1. 4231-xx: Digit 01-13 Action [Voice Mail: Dial Actions: Dial Action Table: Dial Assignment (4231): Action]

Assign the digit 8 as a GOTO action.

For the Dial Action Table Actions and Routing Options, see [Dial Action Table Actions and Routing Options](#) on page 69.

For the Dial Action Table defaults, see [Dial Action Table Default Settings](#) on page 68.

2. 4231-xx: Digit 01-13 Routing Data [Voice Mail: Dial Actions: Dial Action Table: Dial Assignment (4231): Routing]

For the Action programmed in the previous step, enter XXX for the Routing.

- This allows callers to dial 801-832.

For the Dial Action Table Actions and Routing Options, see [Dial Action Table Actions and Routing Options](#) on page 69.

For the Dial Action Table defaults, see [Dial Action Table Default Settings](#) on page 68.

Greeting

A user can record a Greeting for their mailbox callers to hear.

Description

A Subscriber Mailbox user can record a personalized greeting for their mailbox. Caller's to the user's mailbox hear the prerecorded personalized greeting rather than a default message. The greeting can announce the subscriber's name, provide a personal message (such as *"Hello - I am on vacation this week"*), or instruct the caller how to leave a message or use other mailbox options. A greeting that provides mailbox instructions is very helpful if the mailbox has a Next Call Routing Mailbox set up that provides additional dialing options. Without the greeting, the caller would not know which digits to dial.

If a greeting has not been recorded, a caller leaving a message in the subscriber mailbox will hear, *"At the tone, you can leave your message for (extension number or name)."*

While listening to a mailbox greeting, a caller can dial * to immediately leave a message.

Multiple Greetings

A subscriber can record up to three personalized greetings for their mailbox and make any one of the three active. Callers to the user's mailbox hear the active greeting rather than a default message. When a caller leaves a message in the subscriber's mailbox, they hear the active greeting. This allows the subscriber, for example, to record separate greetings for work hours, after work, and during vacation. Instead of rerecording their greeting when they leave the office, they can just activate the "after work" greeting instead.

Remote Greetings

A Subscriber Mailbox user can call into the Automated Attendant, access their mailbox, and remotely record their mailbox greeting. Following are two of the ways a user can do this:

- After the Automated Attendant answers, dial a digit (typically #) followed by their mailbox number. This method allows outside callers to log into their Subscriber Mailboxes from outside the company. Once they log into their mailbox, the user can dial **G** to record a greeting.
- If an extension has a Direct Inward Line that is forwarded to voice mail, the caller can dial # and log into their mailbox (instead of leaving a message). Once they log into their mailbox, the user can dial **G** to record a greeting. This option must be set up in the Next Call Routing Mailbox. To allow this capability, for example:
 - Program the Next Call Routing Mailbox # digit as LOGON to IXXX.
 - While listening to their greeting, the subscriber can dial: # (to route to their Next Call Routing Mailbox), then # and their mailbox number to log onto their mailbox.
 - By default, this option is provided in Call Routing Mailbox 801. Additionally, the subscriber should enable a Security Code for their mailbox to prevent unauthorized logons.

Conditions and Defaults

Conditions

- None.

Default Setting

- No Greetings Recorded.

Other Related Features

Features

- None.

IntraMail Features

- [Park and Page \(Automated Attendant Direct to Voice Mail\)](#) on page 212
 - Auto Attendant Direct to Voice Mail sends Automated Attendant calls directly to a subscriber's mailbox. Their phone will not ring for calls from the Automated Attendant.
- [Dial Action Table](#) on page 66
 - The active Dial Action Table must have a LOGON action assigned to a key to enable Remote Greeting.
- [Log Onto Voice Mail](#) on page 162
 - A Subscriber Mailbox user can record their greeting after remotely logging onto IntraMail.
- [Security Code](#) on page 229
 - To prevent unauthorized tampering, the subscriber should enable a Security Code for their mailbox.
- [System Administrator](#) on page 236
 - 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 Remote Logon and Greeting

Setting Up the Greeting Options

Set the Greeting length and Remote Logon options.

1. [4201-01: Outgoing Message Length \[Voice Mail: IntraMail: Config: Messages \(4201\): OGM Message Length\]](#)

Use this option to set the maximum length of Subscriber Mailbox greetings.

- This open applies to local greetings as well as remotely programmed greetings.

Options	Description
1-4095	Seconds. [Default] = 120 seconds.
Yes (1)	Enabled.

2. [4231-xx: Digit 01-13 Action \[Voice Mail: Dial Actions: Dial Action Table: Dial Assignment \(4231\): Action\]](#)

To enable Remote Logon (which enables Remote Greeting), assign a LOGON action to an available key.

- By default, the **#** key is set for LOGON.

For the Dial Action Table Actions and Routing Options, see [Dial Action Table Actions and Routing Options](#) on page 69.

For the Dial Action Table defaults, see [Dial Action Table Default Settings](#) on page 68.

3. [4231-xx: Digit 01-13 Routing Data \[Voice Mail: Dial Actions: Dial Action Table: Dial Assignment \(4231\): Routing\]](#)

Enter the routing data as required for the following examples.

To log directly into a specific Subscriber Mailbox:

- Enter the mailbox number in the corresponding Routing 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 Routing.

To have IntraMail require Automated Attendant callers to dial a Subscriber Mailbox for Remote Logon (with an announcement):

- Enter N in the corresponding Routing 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 Routing. When callers dial 3, they hear, *“Please enter your mailbox number.”*

To have IntraMail require Automated Attendant callers to enter a Subscriber Mailbox for remote logon (without playing an announcement):

- Enter XXX in the corresponding Routing option. The key you choose must represent the first digit in the Subscriber Mailbox numbers.
 - For example, to allow callers to log onto mailboxes 300-399, for key 3 enter LOGON for the Action and XXX for the corresponding Routing.

To remotely log into any valid Subscriber Mailbox (without playing an announcement):

- Enter IXXX in the corresponding Routing option.
 - For example, to allow callers to dial # plus any Subscriber Mailbox number to log on, for the # key enter LOGON for the Action and IXXX for the corresponding Routing.

Group Mailbox

Subscribers in the same group can share a mailbox.

Description

Ring Group Mailbox

Group (Shared) Mailbox

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

Any extension sharing a Group Mailbox can record and activate the Greeting and set Automated Attendant Direct to Voice Mail. 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.

[3.01] Group Mailbox uses Department Group programming. Since the system provides 30 Department Groups, all of which you can assign as Ring Groups, there are a maximum of 30 Ring Group Mailboxes available.

The Ring Group Mailbox can optionally be a Routing Mailbox (see *Understanding Mailbox Types* below).

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). See *Understanding Mailbox Types* below.

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.*” IntraMail then hangs up.
- An outside caller attempting to leave a message at an extension assigned to the Group Mailbox hears the prerecorded Instruction Menu message and can dial options allowed by the associated Dial Action Table.

- If the Group Mailbox user presses **V-MAIL**, 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 an Announcement Mailbox (2):

- A co-worker attempting to leave a message at an extension assigned to the Group Mailbox hears: “*Your call cannot go through. Goodbye.*” IntraMail then hangs up.
- An outside caller attempting to leave a message at an extension assigned to the Group Mailbox hears the prerecorded announcement and can use all other Announcement Mailbox features.
- If the Group Mailbox user presses **V-MAIL**, 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.*” IntraMail then hangs up.
- An outside caller attempting to leave a message at an extension assigned to the Group Mailbox hears the Directory Dialing message and can use any of the options programmed for the Directory Dialing Mailbox.
- If the Group Mailbox user presses **V-MAIL**, 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.

Conditions and Defaults**Conditions**

- None.

Default Setting

- No Group Mailboxes set up.

Other Related Features**Features**

- Extension Hunting
 - If a UCD Group is set up to overflow to voice mail, unanswered callers into the group route to the UCD Group Mailbox.
- Group Ring
 - Ring Group Mailbox uses the mailbox assigned to the Ring Group to which the extension belongs.

IntraMail Features

- Greeting on page 129

- Any extension sharing a Ring Group Mailbox can record and activate the Greeting and set Automated Attendant Do Not Disturb. The system automatically uses the most recent Greeting, regardless of which member of the group recorded it.
- [Voice Mail Overflow](#) on page 251
- An unanswered DIL to the Ring Group master number can be picked up by the Ring Group Mailbox.

[3.01] Department Group Mailbox Basic Programming

Setting Up a Group Mailbox for an Extension Set the extension's mailbox type options.

1. [2113-02: Department Group \[Stations: Config: Options: Groups \(2113\): Department Group\]](#)

Assign the extension to a Department Group (1-30).

Options	Description
0	[Default] No Department Group assigned.
1-30	Department Group 1-30.

2. The Department Group assignment automatically determines the Group Mailbox number. For example, Department Group 1 uses extension 601 and mailbox 601.

3. [2141-01: Station Mailbox Type Stations: Config: IntraMail: Mailbox Type \(2141\): Mailbox Type\]](#)

Use this option to set the extension's mailbox type. For a shared Ring Group Mailbox, enter 2.

- If mailbox type is 2 and there is no Ring Group assignment, the extension has no mailbox.
- Skip this step for a “stand-alone” Ring Group.

Options	Description
0	None.
1	[Default] Personal.
2	Group

Setting the Department Group Mailbox Basics Set the Department Group mailbox type options.

1. [2311-01: Department Group Mailbox Type \[Stations: Department Groups: IntraMail: Mailbox Type \(2311\): Mailbox Type\]](#)

Select the Department Group mailbox type. This applies to both Ring Groups and UCD Groups.

- If you are setting up a Group Mailbox for an extension, be sure you have selected the extension's Department Group.

Options	Description
0	None.

Options	Description
1	Personal.
2	[Default] Routing (see the next option).

2. 2311-01: Department Group Routing Mailbox Number [Stations: Department Groups: IntraMail: Mailbox Type (2311): Mailbox Type]

If you entered 2 (routing) for the previous option, use this option to assign the Routing Mailbox that IntraMail will use for the Department Group Mailbox.

Options	Description
801-832	Routing Mailboxes 801-832. [Default] = 801.

3. If you set the Department Group Mailbox as a Subscriber Mailbox, see [\[3.01\] Department Group Mailbox Subscriber Options](#) on page 135.

4. If you set the Ring Group Mailbox as a Routing Mailbox, see the following features.

- [Announcement Mailbox](#) on page 15
- [Call Routing Mailbox](#)
- [Directory Dialing](#) on page 71
- [Distribution List](#) on page 80

[3.01] Department Group Mailbox Subscriber Options

Setting the Department Group Mailbox Subscriber Options Department Group Mailbox Setup

1. 2312-01: Number of Messages [Stations: Department Groups: IntraMail: Setup (2312): Number of Messages]

Use this option to set the maximum number of messages that can be left in the Department Group Subscriber Mailbox.

- See [Message Storage Limit](#) on page 197 for more.

Options	Description
1-99	Number of stored messages. [Default] = 20.

2. 2312-02: Message Retention [Stations: Department Groups: IntraMail: Setup (2312): Message Retention]

Use this option to determine how long a Department Group Subscriber Mailbox will retain saved messages.

- See [Message Retention](#) on page 195 for more.

Options	Description
0	[Default] Indefinite.

Options	Description
1-99	Number of days.

3. 2312-03: System Administrator [Stations: Department Groups: IntraMail: Setup (2312): System Admin]

Use this option to designate the Department Group Subscriber Mailbox as a System Administrator.

- See System Administrator Mailbox on page 239 for more.

Options	Description
No (0)	[Default] Disabled.
Yes (1)	Enabled.

4. 2312-04: Department Group Mailbox Voice Prompt Language [Stations: Department Groups: IntraMail: Setup (2312): Voice Prompts]

Use this option to set the Department Group Mailbox voice prompt language.

- See Multilingual Voice Prompts on page 203 for more.

Options	Description
1	[Default] English.
2	French.
3	Spanish.

5. 2312-04: Department Group Mailbox Voice Prompt Language [Stations: Department Groups: IntraMail: Setup (2312): Voice Prompts]

Use this option to set the Department Group Personal Mailbox user interface. You can choose either Mnemonic or Numeric.

Options	Description
1	[Default] Mnemonic.
2	Numeric.

Department Group IntraMail Options

1. 2213-01: Message Playback Order [Stations: Ring Groups: IntraMail: Options (2213): Playback Order]

Use this option to set the Department Group Subscriber Mailbox message playback order.

- See 2213-01: Message Playback Order [Stations: Department Groups: IntraMail: Options (2213): Playback Order] for more.

Options	Description
1	[Default] LIFO.
2	FIFO.

2. 2313-02: Auto Erase/Save of Messages [Stations: Ring Groups: IntraMail: Options (2313): Auto Save/Eraser]

Use this option to determine what happens when a Subscriber Mailbox user completely listens to a new message and then exits their mailbox without either saving (SA) or erasing (E) the message.

- See 2313-02: Auto Erase/Save of Messages [Stations: Department Groups: IntraMail: Options (2313): Auto Save/Eraser] for more.

Options	Description
1	[Default] Auto Save.
2	Auto Erase.

3. 2313-03: Auto Time Stamp [Stations: Ring Groups: IntraMail: Options (2313): Auto Time Stamp]

Use this option to enable or disable Auto Time Stamp for the Department Group Subscriber Mailbox.

- See 2313-03: Auto Time Stamp [Stations: Department Groups: IntraMail: Options (2313): Auto Time Stamp] for more.

Options	Description
No (0)	[Default] Disabled.
Yes (1)	Enabled.

4. 2313-04: Message Waiting Lamp [Stations: Department Groups: IntraMail: Options (2313): Update Message Waiting Lamp]

Use this option to enable or disable Message Waiting lamping at the extensions associated with the Department Group Subscriber mailbox.

- See Message Waiting Lamp on page 199 for more.

Options	Description
No (0)	Disabled.
Yes (1)	[Default] Enabled.

5. 2313-05: Recording Conversation Beep [Stations: Department Groups: IntraMail: Options (2313): Record Conversation Beep]

Use this option to enable or disable the Conversation Record beep.

- See Conversation Record on page 63 for more.

Options	Description
No (0)	Disabled.
Yes (1)	[Default] Enabled.

6. 2313-06: Security Code [Stations: Department Groups: IntraMail: Options (2313): Security Code]

When a Department Group Personal Mailbox has a Security Code assigned, use this option to set for which type of logons the Security Code is required. The choices are Always and Remote Logon Only.

- See [Security Code](#) on page 229 for more.

Options	Description
1	[Default] Always.
2	Remote Logon only.

Department Group Automated Attendant Options

1. [2314-01: Auto Attendant Direct to Voice Mail \[Stations: Department Groups: IntraMail: Auto Attendant \(2314\): Auto Attendant Direct to VM\]](#)

Use this option to enable or disable Automated Attendant Direct to Voice Mail.

- See [Park and Page \(Automated Attendant Direct to Voice Mail\)](#) on page 212 for more.

Options	Description
No (0)	[Default] Disabled.
Yes (1)	Enabled.

2. [2314-02: Forced Unscreened Transfer \[Stations: Department Groups: IntraMail: Auto Attendant \(2314\): Force Unscreened Transfer\]](#)

Use this option to enable or disable Automated Attendant Forced Unscreened Transfer for the Department Group Subscriber Mailbox.

- See [Forced Unscreened Transfer](#) on page 123 for more.

Options	Description
No (0)	[Default] Disabled.
Yes (1)	Enabled.

3. [2314-03: Dialing Option \[Stations: Department Groups: IntraMail: Auto Attendant \(2314\): Dialing Option\]](#)

Dialing Option provides additional dialing options for Next Call Routing Mailbox calls.

- See [Next Call Routing Mailbox](#) on page 210 for more.

Options	Description
No (0)	[Default] Disabled.
Yes (1)	Enabled.

4. [2314-04: Next Call Routing Mailbox \[Stations: Department Groups: IntraMail: Auto Attendant \(2314\): Next Call Routing Mailbox\]](#)

Use this option to assign a Next Call Routing Mailbox to the Department Group Subscriber Mailbox.

- See [Next Call Routing Mailbox](#) on page 210 for more.

Options	Description
0	[Default] Undefined.
801-832	Call Routing Mailbox.

5. 2314-05: Directory List Number [Stations: Department Groups: IntraMail: Auto Attendant (2314): Directory List]

Use this option to specify the Directory List to which the Subscriber Mailbox belongs.

- See [Directory Dialing](#) on page 71 for more.

Options	Description
0	[Default] No list.
1-8	Directory List 1-8.
9	All lists.

6. 2314-06: Enable Paging Stations: Department Groups: IntraMail: Auto Attendant (2314): Enable Paging]

Use this option to enable Park and Page.

- See [Park and Page \(Automated Attendant Direct to Voice Mail\)](#) on page 212 for more.

Options	Description
No (0)	[Default] Disabled.
Yes (1)	Enabled.

7. 2314-07: Paging Option [Stations: Department Groups: IntraMail: Auto Attendant (2314): Paging Option]

Use this option to set the Park and Page Paging option.

- See [Park and Page \(Automated Attendant Direct to Voice Mail\)](#) on page 212 for more.

Options	Description
0	[Default] Ring No Answer.
1	Immediate.

Department Group Message Notification Options

1. 2315-(01-05): Notification Enabled [Stations: Department Groups: IntraMail Pro: Notification (2315): Entry (1-5) Enable]

For the selected entry (1-5), use this option to enable or disable Message Notification. If enabled, notification will occur when the mailbox receives a new message according to the settings for Type, Start Hour, End Hour, and notification Phone Number. If disabled, Message Notification will not occur.

- There are five separately-programmed Message notification entries for each Department Group Personal Mailbox.
- See [Message Notification, Cascading](#) on page 179 for more.

Options	Description
No (0)	[Default] Disabled.
Yes (1)	Enabled.

2. 2315-(01-05): Notification Type [Stations: Department Groups: IntraMail Pro: Notification (2315): Entry (1-5) Type]

For the selected entry (1-5), use this option to set the Message Notification type. The choices are Voice and Pager. Choose Voice when the Phone Number entry is to a regular office, home, or mobile telephone. Choose Pager when you want to deliver the notification to a digital pager.

- There are five separately-programmed Message notification entries for each Department Group Personal Mailbox.
- See [Message Notification, Cascading](#) on page 179 for more.

Options	Description
0	None.
1	[Default] Voice.
2	Pager.

3. 2315-(01-05): Start Hour [Stations: Department Groups: IntraMail Pro: Notification (2315): Entry (1-5) Start Hour]

For the selected entry (1-5), use this option to set the hour when Message Notification will start. Notification will occur only for new messages received between this setting and the End Hour setting. This entry is in 24-hour (military time). For example, 08 is 8:00 AM and 20 is 8:00 PM. For 24-hour notification, make the Start Hour the same as the End Hour.

- There are five separately-programmed Message notification entries for each Department Group Personal Mailbox.
- See [Message Notification, Cascading](#) on page 179 for more.

Options	Description
0	[Default] Midnight.
1-23	1:00 AM to 11:00 PM (using a 24-hour clock).

4. 2315-(01-05): End Hour [Stations: Department Groups: IntraMail Pro: Notification (2315): Entry (1-5) End Hour]

For the selected entry (1-5), use this option to set the hour when Message Notification will stop. Notification will occur only for new messages received between the Start Hour and this setting. This entry is in 24-hour (military time). For example, 08 is 8:00 AM and 20 is 8:00 PM. For 24-hour notification, make the Start Hour the same as the End Hour.

- There are five separately-programmed Message notification entries for each Department Group Personal Mailbox.
- See [Message Notification, Cascading](#) on page 179 for more.

Options	Description
0	[Default] Midnight.

Options	Description
1-23	1:00 AM to 11:00 PM (using a 24-hour clock).

5. 2315-(01-05): Number [Stations: Department Groups: IntraMail Pro: Notification (2315): Entry (1-5) Phone]

For the selected entry (1-5), use this option to set the telephone number (16 digits maximum) Message Notification will dial to notify the subscriber of new messages. Enter the number exactly as you want the system to dial it (including a leading 1 for toll calls, if required), but do not include a line access code (such as 9). If the number you enter is 3 digits or less, it will be an Intercom call. If it is more than 3 digits, it will be an outside call.

- There are five separately-programmed Message notification entries for each Department Group Personal Mailbox.
- See Message Notification, Cascading on page 179 for more.

Options	Description
Digits	Telephone number (using 0-9, 16 digits max.).[Default] = no entry.

6. 2315-(01-05): Busy Attempts [Stations: Department Groups: IntraMail Pro: Notification (2315): Entry (1-5) Busy Attempts]

For the selected entry (1-5), use this option to set how many times IntraMail will retry an incomplete Message Notification callout to a busy destination. This option applies to pager and non-pager callouts. If the Busy Attempts and RNA Attempts are both met, the notification callout to the selected entry is cancelled.

- There are five separately-programmed Message notification entries for each Department Group Personal Mailbox.
- See Message Notification, Cascading on page 179 for more.

Options	Description
0	[Default] No retry attempts.
1-99	Number of retry attempts.

7. 2315-(01-05): RNA Attempts [Stations: Department Groups: IntraMail Pro: Notification (2315): Entry (1-5) RNA Attempts]

For the selected entry (1-5), use this option to set how many times IntraMail will retry an incomplete Message Notification callout when the destination does not answer. This option applies to pager and non-pager callouts. If the Busy Attempts and RNA Attempts are both met, the notification callout to the selected entry is cancelled.

- There are five separately-programmed Message notification entries for each Department Group Personal Mailbox.
- See Message Notification, Cascading on page 179 for more.

Options	Description
0	[Default] No retry attempts.
1-99	Number of retry attempts.

8. 2315-(01-05): Security [Stations: Department Groups: IntraMail Pro: Notification (2315): Entry (1-5) Security]

For the selected entry (1-5), use this option to enable or disable Security Code protection for the callout. If enabled, the user is required to enter their security in order to log on and hear the new message. If disabled, the Security Code is not required.

- There are five separately-programmed Message notification entries for each Department Group Personal Mailbox.
- See [Message Notification, Cascading](#) on page 179 for more.

Options	Description
No (0)	Disabled.
Yes (1)	[Default] Enabled.

9. [2315-06: Allow Notification \[Stations: Department Groups: IntraMail Pro: Phone/Pager Notification \(2315\): Allow Phone/Pager Notification\]](#)

Use this option to enable or disable notification for the group. If disabled, enabling the individual notification entries has no effect.

- See [Message Notification, Cascading](#) on page 179 for more.

Options	Description
No (0)	Disabled.
Yes (1)	[Default] Enabled.

Department Group Email Integration Options

1. [2316-01: Email Enabled \[Stations: Department Groups: IntraMail Pro: Email \(2316\): Enable Email Notification\]](#)

Use this option to enable or disable email notification for a Department Group Personal Mailbox. If enabled, when the mailbox receives a new message email notification will automatically occur. If disabled, email notification will not occur.

- See [Email Integration](#) on page 83 for more.

Options	Description
No (0)	[Default] Disabled.
Yes (1)	Enabled.

2. [2316-02: Email Address \[Stations: Department Groups: IntraMail Pro: Email \(2316\): Address\]](#)

If email notification is enabled, use this option to specify the email address to which the notification should be delivered.

- See [Email Integration](#) on page 83 for more.

Options	Description
Alphanumeric	Email address (48 characters maximum). [Default] = no entry. See Name Programming Chart for more.

3. 2316-03: Attach Message [Stations: Department Groups: IntraMail Pro: Email (2316): Message as Attachment]

When email notification is enabled, use this option to set how notification handles new voice mail message content. If enabled, a new voice mail message is saved as a wav file and included as an attachment to the email notification. If disabled, the email does not contain an attachment (i.e., the content of the voice mail message is not provided in the email).

- See [Email Integration](#) on page 83 for more.

Options	Description
No (0)	New voice mail message wav file not provided.
Yes (1)	[Default] New voice mail message wav file provided as an email attachment.

4. 2316-04: Message Format N/A

This option is not used.

Department Group Find Me Follow Me Options

1. 2317-(01-03): Find Me Follow Me Enable [Stations: Department Groups: IntraMail Pro: Find Me Follow Me (2317): Entry (1-3) Enable]

For the selected entry (1-3), use this option to enable or disable Find Me Follow Me. If enabled, Find Me Follow Me will occur according to the settings for Start Hour, End Hour, and Find Me Follow Me Phone Number. If disabled, Find Me Follow Me will not occur.

- There are three separately-programmed Find Me Follow Me entries for each Subscriber Mailbox.
- See [Find Me Follow Me](#) on page 111 for more.

Options	Description
No (0)	[Default] Disabled.
Yes (1)	Enabled.

2. 2317-(01-03): Start Hour [Stations: Department Groups: IntraMail Pro: Find Me Follow Me (2317): Entry (1-3) Start Hour]

For the selected entry (1-3), use this option to set the hour when Find Me Follow Me will start. Find Me Follow Me will occur only between this setting and the End Hour setting. This entry is in 24-hour (military time). For example, 08 is 8:00 AM and 20 is 8:00 PM. For 24-hour Find Me Follow Me, make the Start Hour the same as the End Hour.

- There are three separately-programmed Find Me Follow Me entries for each Subscriber Mailbox.
- See [Find Me Follow Me](#) on page 111 for more.

Options	Description
0	[Default] Midnight.
1-23	1:00 AM to 11:00 PM (using a 24-hour clock).

3. 2317-(01-03): End Hour [Stations: Department Groups: IntraMail Pro: Find Me Follow Me (2317): Entry (1-3) End Hour]

For the selected entry (1-3), use this option to set the hour when Find Me Follow Me will end. Find Me Follow Me will occur only between this the Start Hour and this setting. This entry is in 24-hour (military time). For example, 08 is 8:00 AM and 20 is 8:00 PM. For 24-hour Find Me Follow Me, make the Start Hour the same as the End Hour.

- There are three separately-programmed Find Me Follow Me entries for each Subscriber Mailbox.
- See [Find Me Follow Me](#) on page 111 for more.

Options	Description
0	[Default] Midnight.
1-23	1:00 AM to 11:00 PM (using a 24-hour clock).

4. [2317-\(01-03\): Number \[Stations: Department Groups: IntraMail Pro: Find Me Follow Me \(2317\): Entry \(1-3\) Phone\]](#)

For the selected entry (1-3), use this option to set the telephone number (16 digits maximum) Find Me Follow Me will dial. Enter the number exactly as you want the system to dial it (including a leading 1 for toll calls, if required), but do not include a line access code (such as 9). If the number you enter is 3 digits or less, it will be an Intercom call. If it is more than 3 digits, it will be an outside call.

- There are three separately-programmed Find Me Follow Me entries for each Subscriber Mailbox.
- See [Find Me Follow Me](#) on page 111 for more.

Options	Description
Digits	Find Me Follow Me number (16 digits maximum). [Default] = no entry.

5. [2317-04: Allow Find Me Follow Me \[Stations: Department Groups: IntraMail Pro: Find Me Follow Me \(2317\): Allow Find Me Follow Me\]](#)

Use this option to enable or disable Find Me Follow Me for the group. If disabled, enabling the individual Find Me Follow Me entries has no effect.

- See [Find Me Follow Me](#) on page 111 for more.

Options	Description
No (0)	[Default] Disabled.
Yes (1)	Enabled.

Guest Mailbox

An outside party can have their own mailbox for receiving and sending messages.

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. A Guest Mailbox has many of the IntraMail features of a Subscriber Mailbox. A company visitor with a Guest Mailbox could, for example:

- Go to any extension, press **INTERCOM** + 700, then dial their mailbox number.
- Review their messages, leave messages for associates, or record a new greeting for their mailbox.
- Use many other features available to a Subscriber Mailbox.

Voice mail routes calls to the Guest Mailbox in the following three ways:

- A Screened Transfer (STRF) or Unscreened Transfer (UTRF) from the Automated Attendant goes directly to the Guest Mailbox, even though there is no extension installed.
- An Intercom call to the uninstalled extension goes directly to the Guest Mailbox.
- A transferred call to the uninstalled extension also goes directly to the Guest 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.

Conditions and Defaults

Conditions

- None.

Default Setting

- No Guest Mailboxes assigned.

Other Related Features

Features

- None.

IntraMail Features

- [Auto Erase or Save](#) on page 31
 - After a guest listens to a message in their Guest Mailbox, IntraMail can automatically erase or save the message.
- [Automated Attendant](#) on page 36
 - An Automated Attendant LOGON action (assigned to the active Dial Action Table) can route callers to a Guest Mailbox.
- [Greeting](#) on page 129

- A Guest Mailbox can have a recorded greeting that plays to callers leaving a message.
- [Listening to Messages](#) on page 153
 - Review this feature to learn which features are available to the guest while listening to messages.
- [Mailbox Name](#) on page 165
 - A Guest Mailbox can have a recorded name.
- [Make Call](#) on page 171
 - A Guest Mailbox user can use Make Call to return a call left in the Guest Mailbox.
 - A Subscriber Mailbox user cannot use Make Call to return a call left by a Guest Mailbox, since the Guest Mailbox does not have an associated extension.
- [Main Menu](#) on page 169
 - The Main Menu provides access to the features available to a Guest Mailbox.
- [Message Listen Mode](#) on page 178
 - Set the type of messages a guest will listen to when they dial **L (5)** after logging into their Guest Mailbox.
- [Message Notification](#)
 - 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 191
 - Set the Guest Mailbox message playback order.
- [Message Record](#) on page 193
 - Review this feature to learn which features are available to the Guest Mailbox while recording and sending a message.
- [Message Storage Limit](#) on page 197
 - Set the maximum number of messages that can be left in the mailbox.
- [Next Call Routing Mailbox](#) on page 210
 - The Next Call Routing Mailbox provides additional dialing options after a caller leaves a message in a Guest Mailbox.
- [Security Code](#) on page 229
 - If enabled, a Guest Mailbox caller must enter a security code before logging onto the mailbox.
- [Transfer to a Mailbox](#) on page 244
 - To transfer an outside call to a Guest Mailbox, the extension user presses **INTERCOM**, **V-MAIL**, and then dials the Guest Mailbox number.

Programming Guest Mailbox

Setting Up A Guest Mailbox

To set up the Guest Mailbox:

1. [2141-01: Station Mailbox Type Stations: Config: IntraMail: Mailbox Type \(2141\): Mailbox Type](#)

For an extension number without an associated telephone, assign a personal mailbox.

Options	Description
0	None.
1	[Default] Personal.
2	Group.

2. See [Subscriber Mailbox](#) on page 233 for more.

Hang Up

An Automated Attendant option that immediately hangs up the outside call.

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.

Conditions and Defaults

Conditions

- None.

Default Setting

- Key 9 in Dial Action Table 1 is set for Hang Up.

Other Related Features

Features

- None.

IntraMail Features

- [Automated Attendant](#) on page 36
 - 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 66
 - The Hang Up action is a Dial Action Table option.

Programming Hang Up

Setting Up the Hang Up Action

To set up the Hang Up Action:

1. [4231-xx: Digit 01-13 Action \[Voice Mail: Dial Actions: Dial Action Table: Dial Assignment \(4231\): Action\]](#)

Use this option to assign a Hang Up action to an available key.

- When the outside caller dials the key programmed with the Hang Up action, the Automated Attendant immediately hangs up.
- By default, digit 9 is the Hang Up action in Dial Action Table 1. The remaining tables have no Hang Up actions defined.

2. There is no associated routing option for the Hang Up action.

Instruction Menu

Play an announcement to outside callers announcing the Automated Attendant dialing options.

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:

“Thank you for calling. 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.”

Conditions and Defaults

Conditions

- None.

Default Setting

- No custom Instruction Menus recorded

Other Related Features

Features

- None.

IntraMail Features

- [Call Routing Mailbox](#) on page 52
 - The mailbox that specifies which dialing options (Dial Action Table) and Instruction Menu are available to Automated Attendant callers.
- [Dial Action Table](#) on page 66
 - Defines the dialing options for the Call Routing Mailbox chosen by the active Answer Table.
- [Single Digit Dialing](#) on page 231
 - An Automated Attendant caller can press a single key to route to an extension, route to another destination, or use an IntraMail feature.
- [System Administrator](#) on page 236
 - Only the System Administrator can record the Instruction Menu.

Leaving a Message

Leave a voice message in a mailbox from inside or outside the company.

Description

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

Additional Options While Leaving a Message

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

Dialing Options While Leaving a Message				
2144-04: Next Call Routing Mailbox Stations: Config: IntraMail: Auto Attendant (2144): Next Call Routing Mailbox]	2144-03: Dialing Option Stations: Config: IntraMail: Auto Attendant (2144): Dialing Option]	Digit Dialed	Action	
			Outside Call	Intercom Call
Undefined	No	0	Caller hears, "That is an invalid entry," and the greeting repeats.	
		1-9		
		#	IntraMail hangs up.	
		*	Caller skips greeting and can immediately start recording.	
1-16 (valid Call Routing Mailbox)	No	0	Caller follows 0 action in Next Call Routing Mailbox.	Caller hears, "That is an invalid entry," and the greeting repeats.
		1-9	Caller hears, "That is an invalid entry," and the greeting repeats.	
		#	Caller routes to the Next Call Routing Mailbox and hears its Instruction Menu.	IntraMail hangs up.
		*	Caller skips greeting and can immediately start recording.	
1-16 (valid Call Routing Mailbox)	Yes	0	Caller follows key's action in Next Call Routing Mailbox.	Caller hears, "That is an invalid entry," and the greeting repeats.
		1-9		

		#	Caller routes to the Next Call Routing Mailbox and hears its Instruction Menu.	IntraMail hangs up.
		*	Caller skips greeting and can immediately start recording.	

Conditions and Defaults

Conditions

- None.

Default Setting

- Enabled.

Other Related Features

Features

- None.

IntraMail Features

- [Next Call Routing Mailbox](#) on page 210
 - The Next Call Routing Mailbox provides callers with additional dialing options after they leave a message in a mailbox (depending on the setting of the Dialing Option option).
- [Quick Message](#) on page 219
 - Quick Message allows Automated Attendant callers to leave a message in a Subscriber Mailbox.

Programming the Incoming Message Length

Setting the Incoming Message Length Option

To set the maximum incoming message length:

1. [4201-02: Incoming Message Length \[Voice Mail: IntraMail: Config: Messages \(4201\): ICM Message Length\]](#)

Use this option to set the maximum length of a message a caller can leave in a Subscriber Mailbox.

Options	Description
1-4095	Seconds. [Default] = 120 seconds.

2. The portion of the message left before this incoming message length timer expires is saved as a new message in the Subscriber's mailbox.

Listening to Messages

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

Description

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

Message Listen Options [Super Display Soft Key] - [Keyset Soft Key]	
Option	Description
RE (73) [Reply] - [N/A]	Record a reply. See Message Reply on page 194.
MF (63) [Forward] - [N/A]	Forward the message to another mailbox. See Message Forward on page 176.
MC (62) [Callback] - [N/A]	Make a call to the message sender. See Make Call on page 171.
TI (84)	Hear the time and date the message was sent. See Time and Date with Voice Mail on page 243.
SA (72)	Save the message in your mailbox.
E (3) [Erase] - [Erase]	Erase the message. See Message Delete on page 175.
L (5) [Next Message] - [Next]	Listen to the next message.
B (2)	Back up a few seconds.
BB (22) [Repeat] - [Rpt]	Back up to the beginning of the message.
G (4)	Go ahead a few seconds.
*	Pause/resume listening.
1N (16) [Message List + New Messages] - [N/A]	Select New Message List. See Message Listen Mode on page 178.

1S (17) [Message List + Saved Messages] - [N/ A]	Select Saved Message List. See <u>Message Listen Mode</u> on page 178.
1A (12) [Message List + All Messages] - [N/A]	Select All Message List. See <u>Message Listen Mode</u> on page 178.
# [Exit] - [Exit]	Exit the listen mode.
X (9)	Exit your mailbox.
Dial 0 while listening to hear the list of options.	

Handling Partially Reviewed Messages

When listening to multiple new messages when Auto Erase or Save is set to *Save*:

- Any message to which you *partially listen* is automatically saved.
- Any message to which you *hang up during* or do not listen is retained as a new message.

For example, if you have three new messages, listen to part of message 1, dial **L** to hear part of message 2 and then hang up, IntraMail automatically:

- Saves message 1.
- Retains messages 2 and 3 as new messages.
- Restarts the flashing ring/message lamp.
- Resets the telephone display to **V-MAIL 02 (VM02)**.

When listening to multiple new messages when Auto Erase or Save is set to *Erase*:

- Any message to which you *partially listen* is automatically erased.
- Any message to which you *hang up during* or do not listen is retained as a new message.

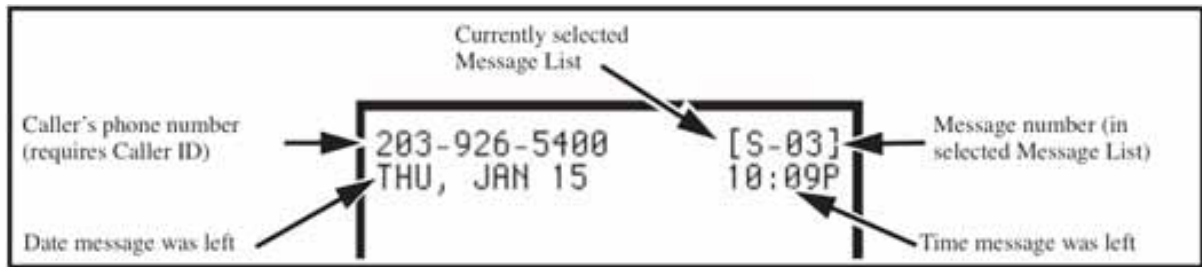
For example, if you have three new messages, listen to part of message 1, dial **L** to hear part of message 2 and then hang up, IntraMail automatically:

- Erases message 1.
- Retains messages 2 and 3 as new messages.
- Restarts the flashing ring/message lamp.
- Resets the telephone display to **V-MAIL 02 (VM02)**.

Telephone Display while Listening to a Message

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.



Conditions and Defaults

Conditions

- None.

Default Setting

- Enabled.

Other Related Features

Features

- None.

IntraMail Features

- [Auto Erase or Save](#) on page 31
 - When a mailbox user completely listens to a new message and then exits their mailbox, IntraMail will either automatically save or erase the message.
- [Message Record](#) on page 193
 - While recording a message, a Subscriber Mailbox user has many recording options from which to choose.

Programming Listening to Messages

Setting Up the Listening Options

To set the Backup/Go Ahead Time:

1. [4201-03: Message Backup/Go Ahead Time \[Voice Mail: IntraMail: Config: Messages \(4201\): Backup/Advance Time Interval\]](#)

Use this option to set the Backup/Go Ahead Time.

- This interval sets how far IntraMail backs up when a mailbox user dials **B** while recording or listening to their messages.
- This interval also sets how far IntraMail jumps ahead when a user dials **G** while listening to messages.

Options	Description
o	Disabled.

Options	Description
1-60	Seconds. [Default] = 5 seconds.

2. The user can alternately dial **BB** to back up to the beginning of the message.

Live Call Screening

Users can screen (listen to) voice mail messages as they are being left in their mailbox.

Description

Live Call Screening allows a display keyset extension user to listen to (screen) a voice mail message as it is being left in their mailbox. Live Call Screening emulates a standard home answering machine — in addition to providing more control when handling incoming messages. Similar to Personal Answering Machine Emulation, the extension user can listen as the message is being left, intercept the call, or end the screen and have the message recorded privately. Unlike Personal Answering Machine emulation, Live Call Screening does not require the extension user to forward their calls immediately to voice mail. The telephone display automatically shows the Live Call Screening soft key options as soon as the recording begins.

When enabled, Live Call Screening will broadcast the caller's message as soon as the mailbox Greeting completes. Additionally, if the extension user intercepts (answers) the screened call, the first portion of the message is automatically erased from the extension's mailbox.

Any caller that can leave a message can have their call screened by the extension user.

Live Call Screening and Group Mailboxes

If extensions share a Group Mailbox, any number of extensions in the group can screen an incoming message. The group extensions can monitor the incoming message simultaneously. If any group member answers the call (i.e., intercepts the incoming message), the remaining group members are immediately disconnected.

Automatic Live Call Screening

With Automatic Live Call Screening enabled, an extension will immediately screen (broadcast) an incoming message as soon as the caller starts to leave it in the extension's mailbox. The extension user hears two beeps followed by the caller's voice.

Conditions and Defaults

Conditions

- If more than one caller is leaving a message in a mailbox simultaneously, Live Call Screening will listen to the first message.

Default Setting

- Live Call Screening disabled.

Other Related Features

Features

- None.

IntraMail Features

- [Group Mailbox](#) on page 132
 - Any number of extensions in the group can screen an incoming message.

Programming Live Call Screening

Setting Up Live Call Screening

Enable the Live Call Screening Class of Service option.

1. 1401-12: Call Screening [System: Class of Service: Features: Features (1401): Call Screening]

Use this option to enable or disable Call Screening.

- If enabled, a display keyset use can listen to (screen) a voice mail message as it is being left in their mailbox.
- If disabled, voice mail messages go to the mailbox normally.

Options	Description
No (0)	[Default] Disabled.
Yes (1)	Enabled.

2. 2102-01: Class of Service [Stations: Config: Setup: Access (2102): Class of Service]

Assign Class of Service to extensions.

Options	Description
1-15	Class of Service level 1-15. [Default] for extension 300 = 1. [Default] for all other extensions = 2.

Live Call Screening

Manual Live Call Screening

To use Manual Live Call Screening at a keyset:

Using Manual Live Call Screening (Keypad)	
<p>Next: Go to next selection. Prev: Go to previous selection. Select: Select current Option. Back: Back out of current option. Exit: Exit Menu setup.</p>	
<ul style="list-style-type: none"> • You hear a single beep and V-MAIL flashes fast while IntraMail records your caller's message. • Call Screening is only available while your telephone is idle. 	
<p>To intercept the call (and stop recording the message):</p>	
Answ	<p>This intercepts the call.</p> <ul style="list-style-type: none"> • Alternately press the flashing V-MAIL key.
<p>To hear your caller's message as it is recorded in your mailbox (i.e., activate the Call Screening mode):</p>	
Scrn	<p>Your caller's voice broadcasts over your telephone speaker.</p>

Using Manual Live Call Screening (Keypad)		
To intercept the call (and stop recording the message):		
	Answ	This intercepts the call <ul style="list-style-type: none"> Alternately press SPEAKER, lift the handset, or press V-MAIL
To continue listening to your caller's message as it is being recorded:		
Do nothing.		
To exit Call Screening and allow the message to continue recording in private:		
	Exit	The message continues to record privately.
To use another feature or process another call:		
	Exit	To use another feature, lift the handset or press any other feature key.

To use Manual Live Call Screening at a Super Display:

Using Manual Live Call Screening (Super Display)		
Next: Go to next selection. Prev: Go to previous selection. Select: Select current Option. Back: Back out of current option. Exit: Exit Menu setup.		
<ul style="list-style-type: none"> You hear a single beep and V-MAIL flashes fast while IntraMail records your caller's message. Call Screening is only available while your telephone is idle. 		
To intercept the call (and stop recording the message):		
	Answer	This intercepts the call. <ul style="list-style-type: none"> Alternately press the flashing V-MAIL key.
To hear your caller's message as it is recorded in your mailbox (i.e., activate the Call Screening mode):		
	Screen	Your caller's voice broadcasts over your telephone speaker.
To intercept the call (and stop recording the message):		
	Answer	This intercepts the call <ul style="list-style-type: none"> Alternately press SPEAKER, lift the handset, or press V-MAIL
To continue listening to your caller's message as it is being recorded:		
Do nothing.		
To exit Call Screening and allow the message to continue recording in private:		
	Exit	The message continues to record privately.
To use another feature or process another call:		
	Exit	To use another feature, lift the handset or press any other feature key.

Automatic Live Call Screening**To use Automatic Live Call Screening at a keyset:**

Automatic Call Screening Operation (Keyset)	
Next: Go to next selection. Prev: Go to previous selection. Select: Select current Option. Back: Back out of current option. Exit: Exit Menu setup.	
<ul style="list-style-type: none"> When Automatic Call Screening is on, you hear two beeps and your telephone automatically goes into the screen mode while your caller leaves a message. Call Screening is only available while your telephone is idle. 	
To turn Automatic Call Screening on or off:	
Menu + 36.	Enable or disable Automatic Call Screening.
On	Turn Automatic Live Call Screening on.
Off	Turn Automatic Live Call Screening off.
Back	Back up to the previous level.
To intercept the call (and stop recording the message):	
Answ	This intercepts the call. <ul style="list-style-type: none"> Alternately press SPEAKER, V-MAIL, or lift the handset.
To continue listening to your caller's message as it is being recorded:	
	Do nothing.
To exit Call Screening and allow the message to continue recording in private:	
Exit	The message continues to record privately.
To use another feature or process another call:	
Exit	To use another feature, lift handset or press any other feature key.

To use Automatic Live Call Screening at a Super Display:

Automatic Call Screening Operation (Super Display)	
Next: Go to next selection. Prev: Go to previous selection. Select: Select current Option. Back: Back out of current option. Exit: Exit Menu setup.	
<ul style="list-style-type: none"> When Automatic Call Screening is on, you hear two beeps and your telephone automatically goes into the screen mode while your caller leaves a message. Call Screening is only available while your telephone is idle. 	
To turn Automatic Call Screening on or off:	
Menu + Features + More + Auto Call Screen.	Enable or disable Automatic Call Screening.

Automatic Call Screening Operation (Super Display)		
	On	Turn Automatic Live Call Screening on.
	Off	Turn Automatic Live Call Screening off.
	Back	Back up to the previous level.
	Exit	Exit to the idle menu display.
To intercept the call (and stop recording the message):		
	Answer	This intercepts the call. <ul style="list-style-type: none"> • Alternately press SPEAKER, V-MAIL, or lift the handset.
To continue listening to your caller's message as it is being recorded:		
		Do nothing.
To exit Call Screening and allow the message to continue recording in private:		
	Exit	The message continues to record privately.
To use another feature or process another call:		
	Exit	To use another feature, lift handset or press any other feature key.

Log Onto Voice Mail

An extension user can press a key to log onto (access) their IntraMail mailbox.

Description

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

Local (On-site) Logon

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

- Press their **V-MAIL** key to log onto their Subscriber Mailbox.
- Dial the IntraMail master number (e.g., 700), followed by their mailbox number. This method is typically used by Guest Mailbox users, as well as subscribers attempting to log into their Subscriber Mailbox from a co-worker's phone.

Remote Log On

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

- After the Automated Attendant answers, dial a digit (typically #) followed by their mailbox number. This method allows outside callers to log into their mailboxes from outside the company. Once they log into their mailbox, they can use the allowed features in the mailbox main menu. ***To avoid unauthorized access to their mailbox, the user should enable their own unique Security Code.***
- If an extension has a Direct Inward Line that voice mail picks up, the caller can dial # during their greeting to log into their mailbox (instead of leaving a message). This method allows subscribers to dial their own number and then use the features of their mailbox. This capability must be set up in the user's Next Call Routing Mailbox. For example:
 - Program the Next Call Routing Mailbox # digit as LOGON to IXXX.
 - While listening to their greeting, the subscriber can dial: # (to route to their Next Call Routing Mailbox), then # and their mailbox number to log onto their mailbox.

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

Conditions and Defaults

Conditions

- None.

Default Setting

- Local Log On enabled.
- Remote Log On enabled for Call Routing Mailbox 801.

Other Related Features

Features

- None.

IntraMail Features

- Automated Attendant on page 36
 - The Automated Attendant allows Subscriber Mailbox users to log into their mailboxes.
- Greeting on page 129
 - After remotely logging onto their mailbox, a subscriber mailbox user can remotely record their greeting.
- Guest Mailbox on page 145
 - A guest can log onto their mailbox by dialing the IntraMail master number followed by the Guest Mailbox number.
- Security Code on page 229
 - 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 233
 - A subscriber can log into their mailbox by pressing a key on their telephone, dialing the IntraMail master number (followed by their mailbox number), or logging on through the Automated Attendant.

Mailbox Announcement Message

The subscriber hears the Mailbox Announcement Message each time they log into their mailbox.

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 saved 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.

Conditions and Defaults

Conditions

- None.

Default Setting

- No Mailbox Announcement Messages recorded.

Other Related Features

Features

- None.

IntraMail Features

- [Broadcast Message](#) on page 44
 - A Broadcast Message is a unique message, recorded by the System Administrator, that is automatically sent as a new message to all subscribers.
- [Security Code](#) on page 229
 - The Mailbox Announcement Message will play after the subscriber enters their security code.
- [System Administrator](#) on page 236
 - Only the System Administrator can record and set up a Mailbox Announcement Message.

Mailbox Name

A mailbox caller can hear the extension user's prerecorded name instead of their mailbox number.

Description

A caller leaving a message in a Subscriber Mailbox can hear the mailbox's prerecorded name instead of the mailbox number. The prerecorded Mailbox Name gives the subscriber's mailbox that personal touch. Prior to leaving a message, caller's will hear the name instead of the default "*extension xxx*" prompt. The recorded name can be up to 10 seconds long.

Conditions and Defaults

Conditions

- None.

Default Setting

- No mailbox names recorded.

Other Related Features

Features

- None.

IntraMail Features

- [Subscriber Mailbox](#) on page 233
 - A subscriber can record a name for their mailbox, or have the System Administrator record one for them.
- [System Administrator](#) on page 236
 - The System Administrator can record names for Subscriber Mailboxes.

Mailbox Options Menu

A Subscriber Mailbox sub-menu that provides access to the Auto Time Stamp, Mailbox Security Code Delete, and Message Notification features.

Description

The Mailbox Options Menu is a sub-menu of a subscriber's Main Menu that provides access to the Auto Time Stamp, Mailbox Security Code Delete, and Message Notification features. The chart below summarizes these options. Auto Time Stamp helps if the subscriber needs to know the time and date of each message they receive without taking any extra steps. If mailbox security is not an issue, the subscriber can delete their security code to simplify logging onto their mailbox.

Mailbox Options Menu [Super Display Soft Key] - [Keyset Soft Key]	
Option	Description
S (7) [Security Code] - [Sec]	Erase the mailbox's Security Code. See Mailbox Security Code Delete on page 168.
N (6) [Notification] - [Notif]	Set up Message Notification. See Message Notification, Cascading on page 179.
AT (28) [Time Stamp] - [Time]	Enable or disable Auto Time Stamp. See Auto Time Stamp on page 33.
To hear the list of Mailbox Options, dial 0.	

Conditions and Defaults

Conditions

- None.

Default Setting

- Mailbox Options Menu available.

Other Related Features

Features

- None.

IntraMail Features

- Auto Time Stamp on page 33
 - IntraMail can optionally announce the time and date the message was left.
- Mailbox Security Code Delete on page 168
 - The System Administrator can delete the security code for any Subscriber Mailbox.
- Message Notification, Cascading on page 179
 - Message Notification dials a telephone or pager number to let the user know they have new messages in their mailbox.

Mailbox Security Code Delete

Allows the System Administrator to delete the security code for any mailbox.

Description

The System Administrator can delete the security code for any Subscriber Mailbox. This effectively unlocks the mailbox. If mailbox security is not necessary, deleting a mailbox's security code speeds up mailbox logon. Without a security code, the subscriber just presses their **V-MAIL** key to immediately log onto their mailbox.

Conditions and Defaults

Conditions

- None.

Default Setting

- Enabled.

Other Related Features

Features

- None.

IntraMail Features

- [Mailbox Options Menu](#) on page 166
 - Mailbox Security Code Delete is available on the Mailbox Options Menu.
- [Security Code](#) on page 229
 - Subscriber Mailboxes can have Security Codes.
- [System Administrator](#) on page 236
 - The System Administrator can delete a mailbox's security code.

Main Menu

Provides options to an extension user when they log onto their mailbox.

Description

After a Subscriber Mailbox user logs into their mailbox, IntraMail provides them with the Main Menu of options. The Main Menu provides quick access to the most commonly used mailbox features in a central location. It includes listening and recording options, as well as additional selections for recording mailbox names and greetings. The chart below summarizes these options.

Mailbox Main Menu [Super Display Soft Key] - [Keyset Soft Key]	
Option	Description
L (5) [Listen] - [Lstn]	Listen to messages. See Listening to Messages on page 153.
RS (77) [Record] - [Rec]	Record and send a message. See Message Record on page 193.
G (4) [Greeting] - [Greet]	Record a mailbox greeting. See Greeting on page 129.
RN (76) [Name] - [N/A]	Record a mailbox name. See Mailbox Name on page 165.
[Message List] - [N/A]>	Select the active Message List. See Message Listen Mode on page 178.
1N (16) [Message List + New Messages] - [N/A]	Select the New Message List. See Message Listen Mode on page 178.
1S (17) [Message List + Saved Messages] - [N/A]	Select the Saved Message List. See Message Listen Mode on page 178.
1A (12) [Message List + All Messages] - [N/A]	Select the All Message List. See Message Listen Mode on page 178.
OP (67) [MBOX Options] - [N/A]	Use the Mailbox Options. See the following: <ul style="list-style-type: none"> • Security Code on page 229. • Message Notification, Cascading on page 179. • Auto Time Stamp on page 33.

SA (72) [System Admin] - [N/A]	Access the System Administrator options. See System Administrator on page 236.
TI (84)	Check the current time and date. See Time and Date Stamp on page 242.
X (9) [Exit] - [Exit]	Exit your mailbox. See Exiting a Mailbox on page 99.
To hear the complete Main Menu of options, dial 0 while in the Main Menu.	

Conditions and Defaults

Conditions

- None.

Default Setting

- Enabled.

Other Related Features

- See the Mailbox Main Menu chart above.

Make Call

A Subscriber Mailbox user can dial MC to return a call without knowing their caller's number.

Description

Make Call lets a Subscriber Mailbox user listen to a voice message and dial **MC** to return the call without knowing their caller's phone number. Make Call automates returning messages since you don't have to dial the message sender's telephone number. Make Call is always available for messages received from co-workers. Make call is available for messages received from outside callers if the system has Caller ID enabled (and provided by the connected telco).

While listening to a message, first 2 lines of the display show the callers number (or extension) in addition to the date and time the message was left.

Conditions and Defaults

Conditions

- None.

Default Setting

- Available if Caller ID is enabled and provided by the telco

Other Related Features

Features

- None.

IntraMail Features

- [Caller ID and Voice Mail](#) on page 57
 - Make Call for outside calls is available only if the telco provides Caller ID to the telephone system *and* the telephone system passes the Caller ID data to the IntraMail voice mail ports.
- [Message Reply](#) on page 194
 - Message Reply can not automatically reply to a message left by an outside caller. Use Make Call instead.

Programming Make Call

Setting Up the Make Call Options

To set up Make Call:

1. Make sure Caller ID and Caller ID Logging are enabled and functioning normally.

Check the following programming:

- [Programming Caller ID](#)

- Programming Caller ID Logging System Options

2. 3103-04: Tandem Calls [Lines: Config: Setup: Settings (3103): Tandem Calls]

Enable this option if you want to allow Make Call for remote logons (i.e., subscriber's logging onto their mailbox through the Automated Attendant):

Options	Description
No (0)	[Default] Disabled.
Yes (1)	Enabled.

Master Mailbox

See [Group Mailbox](#) on page 132.

Message Count Display

The telephone display can show the number of new messages waiting in a user's mailbox.

Description

The telephone display provides interactive status updates for the subscriber's mailbox. The subscriber doesn't have to call their mailbox and wait for the voice prompts to find out the number of new and saved messages in their mailbox. Then can just look at the display instead.

While idle, the telephone display shows the number of new messages waiting in a subscriber's mailbox. The message count automatically updates as the subscriber receives new messages and processes older messages.

22 and 34-Button	Super Display
VM:02	V-Mail 02

While logged into the mailbox, the telephone display shows the number of both new and saved messages.

22 and 34-Button	Super Display
Messages New: 0 Saved: 2	Messages New: 0 Saved: 2

Conditions and Defaults

Conditions

- None.

Default Setting

- Default Setting.

Other Related Features

- N/A

Message Delete

An extension user can delete any messages left in their mailbox.

Description

A Subscriber Mailbox user can delete any messages left in their mailbox. Message Delete lets the subscriber do their own mailbox maintenance. They can delete messages they no longer need and save messages that contain essential information. With Message Delete, the subscriber doesn't have to rely on the System Administrator to perform these routine mailbox maintenance functions.

Conditions and Defaults

Conditions

- None.

Default Setting

- Enabled.

Other Related Features

Features

- None.

IntraMail Features

- [Erasing All Messages](#) on page 97
 - The System Administrator can delete all messages in a Subscriber Mailbox.
- [Subscriber Mailbox](#) on page 233
 - A subscriber can log into their mailbox and delete any of their messages.

Message Forward

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

- Forwarding a message to multiple co-workers is only available in software versions 2.01 and higher.
- In software versions prior to 2.01, a subscriber can forward their message to only a single co-worker.

Description

A Subscriber Mailbox user can forward a message in their mailbox to multiple a co-workers (up to 50). Forwarding is helpful when a subscriber receives a message with which co-workers can assist them. Rather than sending a new message, the subscriber can just forward the message with which they need help. They can also optionally record a comment before the forwarded message. Typically, the comment would describe the reason for the message forwarding.

IntraMail saves the message in the subscriber's mailbox after they forward it. The Message Forward destination receives the forwarded message as a new message.

Conditions and Defaults

Conditions

- None.

Default Setting

- Enabled.

Other Related Features

Features

- None.

IntraMail Features

- [Call Forward to a Mailbox](#) on page 46
 - An extension user can easily forward calls to their mailbox.

Message Length

Through system programming, set the maximum length of a message that can be left in a user's voice mailbox.

Description

You can set the maximum length of a message that can be left in a Subscriber Mailbox. When a caller tries to leave a message that exceeds the limit, they hear, "*You have reached the recording limit.*" IntraMail sends the portion of the message that fits within the allowed Message Length and hangs up. The Message Length option helps you maximize the storage space reserved for messages. If you find that callers are leaving unusually long messages, shorten the Message Length. IntraMail will cut off the message once the caller reaches the Message Length limit. On the other hand, if you hear that IntraMail is cutting off caller's messages prematurely, increase the Message Length to give callers more time.

Conditions and Defaults

Conditions

- None.

Default Setting

- 120 seconds.

Other Related Features

- N/A

Message Listen Mode

When a user calls their mailbox, they can dial a code to listen to all their messages, their new messages, or their saved messages.

Description

After logging onto their mailbox, the subscriber can select the category of messages to which they want to listen. Then can listen to just new messages, just saved messages, or all messages. Message Listen Mode lets the subscriber customize their mailbox to initially play just the list of messages to which they want to listen. For example, if a subscriber has many saved messages and just a few new messages, then can log onto their mailbox and dial **1N** to select the new message list. When they press **L**, they will then cycle through just their new message.

Initially, a Subscriber Mailbox uses the All Message List. If they select a different message list, IntraMail reinstates the all Message List the next time they log onto their mailbox.

Conditions and Defaults

Conditions

- None.

Default Setting

- Enabled.

Other Related Features

Features

- None.

IntraMail Features

- [Main Menu](#) on page 169
 - The Message Listen mode options are mailbox Main Menu selections.

Message Notification, Cascading

Dials up to five telephone numbers to let the recipient know that new messages have arrived.

- Available in software versions 3.01 and higher.
- Requires IntraMail Pro.

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.

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 entry becomes active.
- *End Hour*
 - The time the entry becomes inactive.
- *Phone*
 - 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* **or** *RNA 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* **or** *Busy Attempts* number is met.
- *Security*
 - Enables or disables the Security Code requirement for the notification entry. For example, you may want to disable the Security Code when the entry is your cell phone. It is often inconvenient to dial digits after answering the notification callout.

How Notification Cascades

When an extension with Cascading Message Notification turned on receives a new message:

1. The system tries the first *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.

2. If the destination is busy or doesn't answer, the system decrements (decreases by one) the appropriate counter.

If busy, this is the *Busy Attempts* counter.

If unanswered, this is the *RNA Attempts* counter.

3. If neither counter has reached zero, the system waits the programmed interval and then retries the destination. (It does not yet cascade to the next destination.)
4. As soon as either the *Busy Attempts* or *RNA Attempts* counter is zero (i.e., no attempts left), notification cascades to the next destination. It will never retry the first destination.
5. If the notification remains unanswered (i.e., unacknowledged), this process continues until all in-schedule destinations have "zeroed out." Notification then stops.

A notification is considered acknowledged when the user logs into their mailbox.

6. When the extension receives a new message in their mailbox, the process starts again.

Note that a new message received during a notification process **will not** restart notification.

Additional Notes on Cascading Message Notification

1. IntraMail Pro

If the system has IntraMail instead of IntraMail Pro installed, only single destination Message Notification is available (to Notification Schedule entry 1).

2. Maximum Number of Attempts

The setting of 4202-06: Number of Callout Attempts [Voice Mail: IntraMail: Config: Notification (4202): Maximum Attempts] sets the maximum number of notification attempts per entry. For example, if this value is 10, the user entry for *Busy Attempts* or *RNA Attempts* cannot be greater than 10.

3. Pager Option

Notification is considered complete and acknowledged when the subscriber logs onto their mailbox. Cascading will stop.

Conditions and Defaults

Conditions

- If IntraMail Pro is not installed, Message Notification provides only a single callout entry.

Default Setting

- Disabled.

Other Related Features

Features

- None.

IntraMail Features

- Security Code on page 229
 - To protect their mailbox from unauthorized access, the subscriber should be sure to record a Security Code for your mailbox before enabling Message Notification.

How Message Notification Works

Message Notification to Normal Telephone Numbers

Here is how Message Notification works to normal telephone numbers:

1. The subscriber activates Message Notification for their mailbox.
2. When the subscriber receives a new message, IntraMail dials the first destination in the cascade that should receive the Message Notification.
 - IntraMail waits up to 30 seconds for ringback, reorder, busy or voice activity from the called number. If nothing is detected, the callout is considered unanswered.
3. If the recipient answers, IntraMail plays the notification message (“*Hello, I have a message for*”) and asks the recipient to dial 1 to log onto their mailbox. The recipient hears the notification message if:
 - They say “Hello” after answering the callout, or
 - The system receives answer supervision from the telco after the recipient answers the call. (Note that the recipient can skip the announcement by dialing 1 to log onto their mailbox after answering the callout – without saying “Hello”)., 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 rules 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

Here is how Message Notification works to pager numbers:

1. The subscriber activates Message Notification for their mailbox (see *Operation*).
2. When the subscriber receives a new message, IntraMail immediately dials the pager service.
 - IntraMail waits up to 30 seconds for ringback, reorder, busy or voice activity from the called number. If nothing is detected, the callout is considered unanswered.
3. After the pager service answers, IntraMail sends a dial string which causes the pager display to show the subscriber’s mailbox number as well as the number of new messages in the mailbox.
 - The notification is considered acknowledged if the subscriber logs onto their mailbox.
 - 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 that Applies to All Types of Message Notification

Setting the Basic Message Notification Options

Check the Line Group, port restriction, and maximum number of callout attempts.

1. 4112-01: Outgoing Dial 9 Group [System: Voice Mail: Setup: Off Hook (4112): Dial 9 Group]

Use this option to specify the dial-9 group for voice mail ports. Whenever a voice mail port dials 9 (which occurs during a Message Notification callout, the system accesses the first available line in the group specified by this option.

Options	Description
90-98	Line Groups 90-98. [Default] = 90.
Yes (1)	Enabled.

2. Be sure the following Voice Mail port options do not restrict Message Notification callouts.

- [4111-02: Voice Mail Port Class of Service \[System: Voice Mail: Setup: Options \(4111\): Class of Service\]](#)
- [4111-03: Voice Mail Port Toll Restriction Level \(Day\) \[System: Voice Mail: Setup: Options \(4111\): Day Toll Level\]](#)
- [4111-04: Voice Mail Port Toll Restriction Level \(Night\) \[System: Voice Mail: Setup: Options \(4111\): Night Toll Level\]](#)
- [4113-xx: Outgoing Line xx Access \[System: Voice Mail: Access: Line Access \(4113\): Line Access\]](#)
- [4114-xx: Outgoing Line Group xx Access \[System: Voice Mail: Access: Group Access \(4114\): Group xx\]](#)

3. [4202-06: Number of Callout Attempts \[Voice Mail: IntraMail: Config: Notification \(4202\): Maximum Attempts\]](#)

[3.01] Use this option to set the maximum number of notification attempts per entry. For example, if this value is 10, the user entry for *Busy Attempts* or *RNA Attempts* cannot be greater than 10.

Options	Description
1-99	Maximum number of callout attempts. [Default] = 99.

Unique Programming for Non-pager Message Notification

Setting the Incomplete Non-pager Intervals

1. Set the wait between incomplete non-pager notification callouts.

1. [4202-01: Wait Between Non-Pager Callout Attempts \[Voice Mail: IntraMail: Config: Notification \(4202\): Notification Interval\]](#)

Use this option to set the minimum time between non-pager Message Notification callouts. This occurs when:

- The destination answers, says “*Hello*,” dials 1 to acknowledge, enters the wrong security code, and then hangs up.
- The destination answers, says “*Hello*,” dials 1 to acknowledge, and then enters the wrong security code three times.

Options	Description
1-255	Minutes. [Default] = 20 minutes.

2. 4202-03: Wait Between Busy Non-Pager Callout Attempts [Voice Mail: IntraMail: Config: Notification (4202): Busy Notification Interval]

Use this option to set how long IntraMail will wait, after it dials a busy non-pager callout destination, before retrying the callout number.

Options	Description
1-255	Minutes. [Default] = 15 minutes.

3. 4202-04: Wait Between RNA Non-Pager Callout Attempts [Voice Mail: IntraMail: Config: Notification (4202): RNA Notification Interval]

Use this option to set how long IntraMail will wait, after it dials an unanswered non-pager callout destination, before retrying the callout. There are three types of unanswered non-pager callouts:

- If the callout rings the destination longer than the 4202-05: Wait for Answer Non-Pager Callout Attempts [Voice Mail: IntraMail: Config: Notification (4202): # of RNA Rings] interval.
- If the destination answers, says “Hello” (or the system detects answer supervision) and then hangs up without dialing 1 to log onto their mailbox.
 - This typically happens if someone unfamiliar with notification answers the callout, or if the callout is picked up by an answering machine.
- If the destination answers and then hangs up without saying “Hello.”
 - This typically happens if someone unfamiliar with the notification answers the callout (like the above example), or if the call is picked up by an answering machine with insufficient outgoing message volume.

Options	Description
1-255	Minutes. [Default] = 30 minutes.

2. Set how IntraMail determines RNA (Ring No Answer).

1. 4202-05: Wait for Answer Non-Pager Callout Attempts [Voice Mail: IntraMail: Config: Notification (4202): # of RNA Rings]

If a non-pager callout rings the destination longer than this option, IntraMail marks the call as unanswered (Ring No Answer) and hangs up.

Options	Description
1-99	Number of rings. [Default] = 5 rings.
Yes (1)	Enabled.

2. This setting is approximate (\pm a few ring cycles) depending on how long the telco takes to connect the call.

Unique Programming for Digital Pager Message Notification

Setting Up Digital Pager Notification

1. Set system options for the digital pager callback number.

1. 4202-08: Digital Pager Callback Number [Voice Mail: IntraMail: Config: Notification (4202): Pager Callback Number]

Use this option to set the Digital Pager Callback Number portion of the Message Notification callout number for a digital pager.

- This is the portion of the callout number that is appended to the pager service number.

Options	Description
N	None.
Digits	12 maximum using 0-9, # or *.
M	Number of messages.
X	Extension number. <ul style="list-style-type: none"> • IntraMail automatically replaces the X command with the number of the extension that initially received the message.
[Default] = X*M#.	

2. 4202-09: Delay in Dialing Digital Pager Callback Number [Voice Mail: IntraMail: Config: Notification (4202): Pager Dial Delay]

Use this option to set the delay that occurs just before IntraMail dials the Digital Pager Callback Number portion of the Message Notification callout number for a digital pager.

- Set this delay so the pager service has enough time to connect to the digital pager before sending the callback number.

When placing a digital pager notification, the system:

1. Seizes the line specified.
2. Dials the notification number.
3. Waits the 4202-09: Delay in Dialing Digital Pager Callback Number [Voice Mail: IntraMail: Config: Notification (4202): Pager Dial Delay] interval.
4. Dials the number entered in 4202-08: Digital Pager Callback Number [Voice Mail: IntraMail: Config: Notification (4202): Pager Callback Number].

The system assumes that the notification number will complete dialing approximately 4 seconds after line seizure. This means that, by default, the Digital Pager Callback Number will be dialed into the pager service about 13 seconds after line seizure.

Options	Description
0-99	Seconds. [Default] = 9 seconds.

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

1. 4202-02: Wait Between Digital Pager Callout Attempts [Voice Mail: IntraMail: Config: Notification (4202): Pager Notification Interval]

Use this option to set the minimum time between unacknowledged or unanswered digital pager Message Notification callouts.

- After this interval expires, IntraMail will try the callout again (for up to the number of times set in 4202-06: Number of Callout Attempts [Voice Mail: IntraMail: Config: Notification (4202): Maximum Attempts]).
- If the system dials the callout number and the pager service is busy, it will retry the number in one minute.
- [3.01] A digital pager notification is considered acknowledged when the recipient logs onto the mailbox.

Options	Description
1-255	Minutes. [Default] = 15.

2. 4202-07: Send Pager Callout Until Acknowledged [Voice Mail: IntraMail: Config: Notification (4202): Pager Retry Until Acknowledged]

Enable this option to have IntraMail continue to retry a digital pager Message Notification callout until the notification is acknowledged.

- This option does not apply to Message Notification callouts to normal numbers.
- [3.01] A digital pager notification is considered acknowledged when the recipient logs onto the mailbox.

Options	Description
No (0)	[Default] Disabled.
Yes (1)	Enabled.

Subscriber Mailbox Cascading Notification Options

Setting up Cascading Message Notification

1. Set up the station mailbox Cascading Notification options.

1. 2145-(01-05): Notification Enabled [Stations: Config: IntraMail Pro: Phone/Pager Notification (2145): Entry (1-5) Enable]

For the selected entry (1-5), use this option to enable or disable Message Notification. If enabled, notification will occur when the mailbox receives a new message according to the settings for Type, Start Hour, End Hour, and notification Phone Number. If disabled, Message Notification will not occur.

There are five separately-programmed Message notification entries for each Subscriber Mailbox.

Options	Description
No (0)	[Default] Disabled.
Yes (1)	Enabled.

2. 2145-(01-05): Notification Type [Stations: Config: IntraMail Pro: Phone/Pager Notification (2145): Entry (1-5) Type]

For the selected entry (1-5), use this option to set the Message Notification type. The choices are Voice and Pager. Choose Voice when the Phone Number entry is to a regular office, home, or mobile telephone. Choose Pager when you want to deliver the notification to a digital pager.

There are five separately-programmed Message notification entries for each Subscriber Mailbox.

Options	Description
1	[Default] Voice.
2	Pager.

3. 2145-(01-05): Start Hour [Stations: Config: IntraMail Pro: Phone/Pager Notification (2145): Entry (1-5) Start Hour]

For the selected entry (1-5), use this option to set the hour when Message Notification will start. Notification will occur only for new messages received between this setting and the End Hour setting. This entry is in 24-hour (military time). For example, 08 is 8:00 AM and 20 is 8:00 PM. For 24-hour notification, make the Start Hour the same as the End Hour.

There are five separately-programmed Message notification entries for each Subscriber Mailbox.

Options	Description
0	[Default] Midnight.
1-23	1:00 AM to 11:00 PM (using a 24-hour clock).

4. 2145-(01-05): End Hour [Stations: Config: IntraMail Pro: Phone/Pager Notification (2145): Entry (1-5) End Hour]

For the selected entry (1-5), use this option to set the hour when Message Notification will stop. Notification will occur only for new messages received between the Start Hour and this setting. This entry is in 24-hour (military time). For example, 08 is 8:00 AM and 20 is 8:00 PM. For 24-hour notification, make the Start Hour the same as the End Hour.

There are five separately-programmed Message notification entries for each Subscriber Mailbox.

Options	Description
0	[Default] Midnight.
1-23	1:00 AM to 11:00 PM (using a 24-hour clock).

5. 2145-(01-05): Number [Stations: Config: IntraMail Pro: Phone/Pager Notification (2145): Entry (1-5) Phone]

For the selected entry (1-5), use this option to set the telephone number (16 digits maximum) Message Notification will dial to notify the subscriber of new messages. Enter the number exactly as you want the system to dial it (including a leading 1 for toll calls, if required), but do not include a line access code (such as 9). If the number you enter is 3 digits or less, it will be an Intercom call. If it is more than 3 digits, it will be an outside call.

There are five separately-programmed Message notification entries for each Subscriber Mailbox.

Options	Description
Digits	Telephone number (using 0-9, 16 digits max.).[Default] = no entry.

6. 2145-(01-05): Busy Attempts [Stations: Config: IntraMail Pro: Phone/Pager Notification (2145): Entry (1-5) Busy Attempts]

For the selected entry (1-5), use this option to set how many times IntraMail will retry an incomplete Message Notification callout to a busy destination. This option applies to pager and non-pager callouts. If the Busy Attempts and RNA Attempts are both met, the notification callout to the selected entry is cancelled.

There are five separately-programmed Message notification entries for each Subscriber Mailbox.

Options	Description
0	No retry attempts.
1-99. [Default] = 5.	Number of retry attempts.

7. 2145-(01-05): RNA Attempts [Stations: Config: IntraMail Pro: Phone/Pager Notification (2145): Entry (1-5) RNA Attempts]

For the selected entry (1-5), use this option to set how many times IntraMail will retry an incomplete Message Notification callout when the destination does not answer. This option applies to pager and non-pager callouts. If the Busy Attempts and RNA Attempts are both met, the notification callout to the selected entry is cancelled.

There are five separately-programmed Message notification entries for each Subscriber Mailbox.

Options	Description
0	No retry attempts.
1-99	Number of retry attempts. [Default] = 5.

8. 2145-(01-05): Security [Stations: Config: IntraMail Pro: Phone/Pager Notification (2145): Entry (1-5) Security]

For the selected entry (1-5), use this option to enable or disable Security Code protection for the callout. If enabled, the user is required to enter their security in order to log on and hear the new message. If disabled, the Security Code is not required.

There are five separately-programmed Message notification entries for each Subscriber Mailbox.

Options	Description
No (0)	Disabled.
Yes (1)	[Default] Enabled.

9. 2145-06: Allow Notification [Stations: Config: IntraMail Pro: Phone/Pager Notification (2145): Allow Phone/Pager Notification]

Use this option to enable or disable notification for the extension. If disabled, enabling the individual notification entries has no effect.

Options	Description
No (0)	Disabled.
Yes (1)	[Default] Enabled.

2. Set up the Department Group Mailbox Cascading Notification options.

1. See [Group Mailbox](#) on page 132 for more.
2. Cascading Message Notification is available to both *Ring Group* and *UCD Group* Department Group mailboxes.

Message On Hold

A prerecorded message can play to callers while they wait on Hold.

- In software versions 3.01 and higher, the Message on Hold is built-in and does not require IntraMail.
- If IntraMail is not installed, the Message on Hold is limited to 120 seconds.

Description

Message On Hold allows the System Administrator to record a message that will play to callers while they wait on Hold. For example, you can record a message summarizing available services or hours of operation. This message will play to callers as soon as you put them on Hold, and continually repeat as long as they remain on Hold. Message On Hold recording is only available from the System Administrator's Mailbox. IntraMail provides a single Message On Hold. Any number of callers can simultaneously listen to the Message On Hold recording.

Conditions and Defaults

Conditions

- None.

Default Setting

- Disabled.

Other Related Features

Features

- [Music on Hold](#)
 - Message On Hold is an alternative to the telephone system's Music On Hold.

IntraMail Features

- [Automated Attendant, Built-In](#) on page 38
 - [3.01] With the Built-In Automated Attendant enabled, the Message On Hold cannot exceed 120 seconds.
- [System Administrator](#) on page 236
 - Only the System Administrator can record the Message On Hold.

Programming Message On Hold

Setting Up Message On Hold Set the Message On Hold Basics

1. [3103-05: Music On Hold Source](#) [[Lines: Config: Setup: Settings \(3103\): Music On Hold Source](#)]

For each line that should use the Message On Hold, use 5 as the Music On Hold music source.

Options	Description
0	None.
1	[Default] Audio input 1 (minijack 1).
2	Audio input 2 (minijack 2).
3	Internal tone 1.
4	Internal tone 2.
5	IntraMail Message On Hold.
6	Audio input 3 (from 2PGDAD Module).
7	Audio input 4 (from 2PGDAD Module).
8	Audio input 5 (from 2PGDAD Module).
9	Audio input 6 (from 2PGDAD Module).

2. 4201-01: Outgoing Message Length [Voice Mail: IntraMail: Config: Messages (4201): OGM Message Length]
Optionally set the Outgoing Message Length (which also sets the length of the Message On Hold).

Options	Description
1-4095	Seconds. [Default] = 120 seconds.

Message On Hold

Recording a Message on Hold if your System has IntraMail To record a Message On Hold:

1. Press **V-MAIL** and dial **SA** (72).
2. Push **Message On Hold** (dial **1**).
3. Do one of the following.
 - a) Push **Listen (Lstn)** to listen to the Message On Hold (if recorded).
 - b) Push **Record (Rec)** to record a new Message On Hold.
 - c) Push **Erase** to erase the Message On Hold (if recorded)
 - d) Push **Back** to back up a level.

Recording a Message on Hold if your System does not have IntraMail To record a Message On Hold:

1. Press **V-MAIL**.
2. Push **Message On Hold (MOH)**.
3. Do one of the following.
 - a) Push **Listen (Lstn)** to listen to the Message On Hold (if recorded).
 - b) Push **Record (Rec)** to record a new Message On Hold.
 - c) Push **Erase** to erase the Message On Hold (if recorded)

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.

Description

When a user dials **L** (5) after logging into their mailbox, IntraMail will play their messages in either LIFO (last-in-first-out) or FIFO (first-in-first-out) order. Since Message Playback Direction lets a subscriber listen to messages in the order they find most helpful, check with them to find out how they want this option set. If the subscriber prefers to hear their new messages first, enable LIFO (last-in-first-out) listening order. The newest (last-in) messages are at the top of the message list and the oldest messages are at the bottom of the list. If the subscriber wants to be reminded of their oldest messages first, enable FIFO (first-in-first-out) listening order. The oldest (first-in) messages are at the top of the message list and the newest messages are at the bottom.

Conditions and Defaults

Conditions

- None.

Default Setting

- Messages are in FIFO (first-in-first-out) order.

Other Related Features

Features

- None.

IntraMail Features

- [Listening to Messages](#) on page 153
 - While listening to messages, Message Playback Direction lets the user change the playback order of the messages in the mailbox.

Programming Message Playback Direction

Setting Up Message Playback Direction Set the Message Playback Direction option.

1. [2143-01: Message Playback Order Stations: Config: IntraMail: Options \(2143\): Playback Order:](#)

Set the Message Playback Direction for a Subscriber Mailbox.

Options	Description
1	LIFO (last-in-first-out, or newest messages first).

Options	Description
2	[Default] FIFO (first-in-first-out, or oldest messages first).

2. A subscriber cannot set this option from their mailbox.

3. 2313-01: Message Playback Order [Stations: Department Groups: IntraMail: Options (2313): Playback Order]

Set the Message Playback Direction for a Department Group Mailbox.

Options	Description
1	LIFO (last-in-first-out, or newest messages first).
2	[Default] FIFO (first-in-first-out, or oldest messages first).

Message Record

See [Record and Send a Message](#) on page 221 for more.

Message Reply

An extension user can reply to a message in their mailbox by dialing a simple code, without knowing the caller's extension number.

Description

A Subscriber Mailbox user can reply to a message from a co-worker by dialing **RE**, without knowing the caller's extension or mailbox number. Message Reply saves the subscriber valuable time since they don't need to know the sender's extension number or send a separate message to respond. The subscriber can just listen to the co-worker's message, dial a code, and record their answer. The message sender receives the reply as a new message.

Conditions and Defaults

Conditions

- None.

Default Setting

- Enabled.

Other Related Features

Features

- None.

IntraMail Features

- [Make Call](#) on page 171
 - Message Reply does not apply to outside calls. If the telephone system provides Caller ID information to IntraMail, a subscriber may be able to use Make Call (MC) to call the person back.

Message Retention

Automatically deletes a mailbox's messages after a preset time.

Description

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

IntraMail performs its Message Retention deletions at 1:00AM on the day following the day the message was marked for deletion. For example, if the mailbox has 1 day Message Retention, any messages left on Wednesday are deleted at 1:00AM on Friday.

Conditions and Defaults

Conditions

- None.

Default Setting

- Message Retention is indefinite.

Other Related Features

Features

- None.

IntraMail Features

- [Erasing All Messages](#) on page 97
 - The System Administrator can delete all messages in a Subscriber Mailbox.
- [Message Delete](#) on page 175
 - A Subscriber Mailbox user can delete any messages left in their mailbox.

Programming Message Retention

Setting Up Message Retention

Set Message Retention for Subscriber, Ring Group, and UCD Mailboxes.

1. [2142-02: Message Retention Stations: Config: IntraMail: Setup \(2142\): Message Retention\]](#)

Use this option to set the Message Retention time for a Subscriber Mailbox.

Options	Description
0	[Default] Indefinite.
1-99	Number of days.

2. 2312-02: Message Retention [Stations: Department Groups: IntraMail: Setup (2312): Message Retention]

Use this option to set the Message Retention time for a Department Group Subscriber Mailbox.

Options	Description
0	[Default] Indefinite.
1-99	Number of days.

Message Storage Limit

Sets how many messages a mailbox can store.

Description

Message Storage Limit sets how many messages can be left in a Subscriber Mailbox. Message Storage Limit is another invaluable tool for managing IntraMail's voice message storage space. To conserve storage space and make it available for new messages, decrease the Message Storage Limit. If storage space is not an issue, increase the Message Storage Limit so subscribers can store additional messages. Be sure to let the subscribers know how many messages their mailboxes can hold.

Conditions and Defaults

Conditions

- None.

Default Setting

- 99 for extension 300.
- 20 for all other extensions.

Other Related Features

Features

- None.

IntraMail Features

- [Erasing All Messages](#) on page 97
 - The System Administrator can delete all messages in a Subscriber Mailbox.
- [Message Delete](#) on page 175
 - A Subscriber Mailbox user can delete any messages left in their mailbox.

Programming Message Storage Limit

Setting the Message Storage Limit

Set the Message Storage Limit for Subscriber, Ring Group, and UCD Mailboxes.

1. [2142-01: Number of Messages Stations: Config: IntraMail: Setup \(2142\): Number of Messages](#)]

Use this option to set the Message Storage Limit for a Subscriber. This is the maximum number of messages the mailbox can store. Mailbox.

- If a caller tries to leave a message once the maximum number is reached, they hear, "*That mailbox is full.*" IntraMail then hangs up.

Options	Description
---------	-------------

1-99	Number of stored messages. [Default] = 99 for extension 300, 20 for all others.
------	---

2. 2312-01: Number of Messages [Stations: Department Groups: IntraMail: Setup (2312): Number of Messages]

Use this option to set the Message Storage Limit for a Department Group Subscriber. This is the maximum number of messages the mailbox can store.

- If a caller tries to leave a message once the maximum number is reached, they hear, “*That mailbox is full.*” IntraMail then hangs up.

Options	Description
---------	-------------

1-99	Number of stored messages. [Default] = 20.
------	--

Message Waiting Lamp

The Ring/Message Lamp flashes when the user has new messages waiting in their mailbox.

Description

An extension's Ring/Message Lamp flashes on the telephone to indicate that the user has new messages waiting in their mailbox. Once IntraMail is properly installed and programmed, telephone Ring/Message Lamp operation is automatic. The Ring/Message Lamp will flash fast (red) when there are new messages in the extension user's mailbox, providing 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.

Conditions and Defaults

Conditions

- None.

Default Setting

- Enabled.

Other Related Features

Features

- None.

IntraMail Features

- [Live Call Screening](#) on page 157
 - The **V-MAIL** LED is used for Live Call Screening only.

Programming the Message Waiting Lamp Option

Setting Up the Message Waiting Lamp Option Enabling and Disabling the Message Waiting Lamp

1. [2143-04: Message Waiting Lamp Stations: Config: IntraMail: Options \(2143\): Update Message Waiting Lamp\]](#)

Use this option to enable or disable Message Waiting lamping at the extension associated with the Subscriber mailbox.

- For Subscriber Mailboxes, you should leave this option enabled.
- For Guest Mailboxes, you should leave this option disabled.

Options	Description
No (0)	Disabled.
Yes (1)	[Default] Enabled.

2. 2314-04: Next Call Routing Mailbox [Stations: Department Groups: IntraMail: Auto Attendant (2314): Next Call Routing Mailbox]

Use this option to enable or disable Message Waiting lamping at the extension associated with the Department Group Subscriber Mailbox.

- For Subscriber Mailboxes, you should leave this option enabled.
- For Guest Mailboxes, you should leave this option disabled.

Options	Description
No (0)	Disabled.
Yes (1)	[Default] Enabled.

3. If you disable Message Waiting lamping for a Subscriber Mailbox, the **V-Mail [VM]** soft key will not show the number of new messages.

Modem, Built-In

Remotely program a system using the DSX built-in modem, the System Administrator, and the modem in your PC.

Description

The DSX built-in modem lets you use the System Administrator and the modem in your PC to remotely program a system. With the built-in modem, you can securely and economically maintain and customize your installed systems without leaving your office. The DSX built-in modem is software-based and no additional equipment at the remote site is required. The modem meets the V.32bis modem standard and employs V.42 error correction for effective speeds approaching 14.4K bps.

To remotely program a DSX system:

1. Start the System Administrator and select the com port and initialization string for your PC modem.
2. Dial the modem in the remote system. There are three basic ways to do this.
 - Place a call to a Direct Inward Line terminated to the remote modem extension number.
 - Using Direct Inward Dialing, dial the remote modem extension number.
 - Dial into the remote system's Automated Attendant on page 36 and do an Unscreened Transfer to the remote modem extension.
3. After your PC modem and the remote modem negotiate and set up, enter the system's password and use the System Administrator normally to program the system.

Conditions and Defaults

Conditions

- None.

Default Setting

- The Built-In modem is enabled and assigned to extension 429.

Other Related Features

Features

- Direct Inward Dialing
 - Use DID to directly dial the built -in modem extension number.
- Direct Inward Line
 - Set up a Direct Inward Line to directly ring into the modem extension.
- PC Program (System Administrator)
 - The built-in modem gives the System Administrator remote programming via modem capability.

IntraMail Features

- [Automated Attendant](#) on page 36, [Automated Attendant, Built-In](#) on page 38, and [Unscreened Transfer](#) on page 248
 - The Automated Attendant can route calls to the built-in modem via an Unscreened Transfer.

Enabling the Built-In Modem

Setting Up the Built-In Modem

To enable the modem and set its extension number:

1. [1102-01: Modem Enabled \[System: Config: Communication: Modem \(1102\): Enabled\]](#)

Use this option to enable or disable the DSX built-in soft modem.

Options	Description
No (0)	Disabled.
Yes (1)	[Default] Enabled.

2. [1316-01: Internal Modem Extension Number \[System: Numbering: Modem: Assignments\(1316\): Extension\]](#)

Use this option to specify the Built-In Modem extension number. A call routed to this extension number is answered by the Built-In Modem.

Options	Description
Digits	Extension number. [Default] = 429.

Multilingual Voice Prompts

Available in software versions 3.01 or higher.

- Multilingual Voice Prompts requires one of the following:
 - Version 3 IntraMail or IntraMail Pro CompactFlash card.
 - Version 2 IntraMail or IntraMail Pro CompactFlash card that has been upgraded to Version 3.

Description

Multilingual Voice Prompts provide IntraMail voice prompts in three languages: English, Spanish, and French. These language choices are available to Routing Mailboxes, outside lines, and Subscriber Mailboxes (for both stations and Department Groups). Here is how the system handles languages:

- *Routing Mailbox Language*
 - This is the language the Automated Attendant initially plays to the outside caller. Each Routing Mailbox has a unique language selection. The language provided depends on the Routing Mailbox that handles the call.
- *Line Language*
 - For outside calls not answered by the Automated Attendant, this is the language the caller hears when routed to voice mail. A caller also hears the line language if transferred to a mailbox.
- *Subscriber Mailbox Language*
 - When a subscriber logs onto their mailbox, they always hear the language set for the mailbox. This is true for both station mailboxes and Department Group mailboxes.

Automated Attendant callers can optionally dial a digit to select the language of their choice.

Selecting the User Interface

A Subscriber Mailbox can have either a numeric or mnemonic dialing interface. If set to numeric, voice mail options are announced as digits: “*To record and send a message, dial 7 7* (seven seven).” If set to mnemonic, voice mail options are announced descriptively: “*To record and send a message, dial R S*,” where R S is a mnemonic representation of Record and Send. You can set the user interface for both station and Department Group mailboxes.

Conditions and Defaults

Conditions

- Multilingual Voice Prompts requires one of the following:
 - Version 3 IntraMail or IntraMail Pro CompactFlash card.
 - Version 2 IntraMail or IntraMail Pro CompactFlash card that has been upgraded to Version 3.

Default Setting

- The voice prompt language is English.
- The user interface is mnemonic.

Other Related Features

Features

- Transfer
 - Transferred outside calls use the language setting of the line.

IntraMail Features

- Log Onto Voice Mail on page 162
 - When doing a Remote Logon through the Automated Attendant, the caller uses the destination mailbox language setting (not the language of the Routing Mailbox that answered the call).
- Message Notification
 - Message Notification uses the notifying mailbox's language (not the language of the line used to place the callout).
- Quick Message on page 219
 - If leaving a Quick Message through the Automated Attendant, the caller uses the language of the Routing Mailbox that answered the call (not the language of the mailbox in which they are leaving the Quick Message).
- Voice Prompting Messages on page 253
 - The language used for an extension's Voice Prompting Messages is set by the Subscriber Mailbox language selection.

Language Priority Block Diagram

How the System Handles Language Priority

The following chart shows how IntraMail prioritizes language selection while routing a call. For example:

1. The Automated Attendant answers an outside call using a Call Routing Mailbox with Spanish selected.
2. The caller dials extension 308, which has English enabled and is set up to hunt to voice mail if unanswered.
3. Extension 308 doesn't answer and the caller is routed to voice mail. The voice prompts played to the caller (except for the recorded Greeting and Mailbox Name) are in the Spanish. The Call Routing Mailbox language selection overrides the language setting for the destination mailbox.

Priority 1	Routing Mailbox Language	If an outside call is answered by a Routing Mailbox (e.g., when the Automated Attendant Answers), the caller hears the <i>Routing Mailbox Language</i> for the duration of the call.
	↓	
Priority 2	Line Language	If an outside call is answered and then routed to voice mail (e.g., when a DIL to an extension overflows to that extension's

		mailbox), the caller hears the <i>Line Language</i> . If the call eventually routes back to the Automated Attendant, the caller will then hear the <i>Routing Mailbox Language</i> .
	↓	
Priority 3	Default Language	If you call a co-worker and leave a message, you will use the system's <i>Default Language</i> .
	↓	
Priority 4	Subscriber Mailbox Language	If you log into your mailbox and use its features, you always use the <i>Subscriber Mailbox Language</i> set for your mailbox.

Allow an Automated Attendant Caller to Switch Languages

Switching Languages in the Automated Attendant

1. Set up the language for the answering Call Routing Mailbox.

1. [4221-03: Routing Mailbox Voice Prompt Language Voice Mail: Routing Mailboxes: Setup \(4221\): Prompt Language](#)

For the Call Routing Mailbox that will initially answer the call, select the prompt language the caller should initially hear.

Options	Description
1	[Default] English.
2	French.
3	Spanish.

2. [4231-xx: Digit 01-13 Action \[Voice Mail: Dial Actions: Dial Action Table: Dial Assignment \(4231\): Action\]](#)

In the answering Dial Action Table, assign a GOTO (7) action to an available digit.

3. [4231-xx: Digit 01-13 Routing Data \[Voice Mail: Dial Actions: Dial Action Table: Dial Assignment \(4231\): Routing\]](#)

In the answering Dial Action Table, for the GOTO action you assigned enter the number of the Call Routing Mailbox that will use the alternate language.

- This allows the caller to switch languages.

4. For the answering Call Routing Mailbox, record an Instruction Menu that instructs the caller which digit to dial to switch languages.

2. Set up the alternate language Call Routing Mailbox.

1. 4221-03: Routing Mailbox Voice Prompt Language Voice Mail: Routing Mailboxes: Setup (4221): Prompt Language]

For the Call Routing Mailbox to which the caller can route, select the prompt language the caller should hear.

Options	Description
1	[Default] English.
2	French.
3	Spanish.

2. 4231-xx: Digit 01-13 Action [Voice Mail: Dial Actions: Dial Action Table: Dial Assignment (4231): Action]

In the answering Dial Action Table, assign a GOTO (7) action to an available digit.

3. 4231-xx: Digit 01-13 Routing Data [Voice Mail: Dial Actions: Dial Action Table: Dial Assignment (4231): Routing]

In the alternate Dial Action Table, for the GOTO action you assigned enter the number of the Call Routing Mailbox that initially answer the call.

- This allows the caller to switch back to the initial language.

4. For the answering Call Routing Mailbox, record an Instruction Menu that instructs the caller which digit to dial to return to the initial language.

Programming Multilingual Voice Prompts

Setting Up Multilingual Voice Prompts

1. Set the Station Mailbox user interface and prompt language.

1. 2142-04: Station Mailbox User Interface Stations: Config: IntraMail: Setup (2142): User Interface]

Use this option to set the Station Mailbox user interface. You can choose either Mnemonic or Numeric.

Each language can provide either a mnemonic or numeric user interface.

Options	Description
1	[Default] Mnemonic.
2	Numeric.

2. 2142-05: Station Mailbox Voice Prompt Language Stations: Config: IntraMail: Setup (2142): Prompt Language]

Use this option to set the Station Mailbox voice prompt language. You can choose English, French, or Spanish.

Each language can provide either a mnemonic or numeric user interface.

Options	Description
1	[Default] English.
2	French.
3	Spanish.

2. Set the Department Group Mailbox user interface and prompt language.

1. 2312-05: User Interface Stations: Department Groups: IntraMail: Setup (2312): User Interface

Use this option to set the Department Group Mailbox user interface. You can choose either Mnemonic or Numeric.

Each language can provide either a mnemonic or numeric user interface.

Options	Description
1	[Default] Mnemonic.
2	Numeric.

2. 2312-04: Department Group Mailbox Voice Prompt Language [Stations: Department Groups: IntraMail: Setup (2312): Voice Prompts]

Use this option to set the Department Group Mailbox voice prompt language. You can choose English, French, or Spanish.

Each language can provide either a mnemonic or numeric user interface.

Options	Description
1	[Default] English.
2	French.
3	Spanish.

3. Select the language for outside lines.

1. 3131-04: Voice Prompts [Lines: Config: Options: IntraMail (3131): Prompt Language]

When voice mail answers a call on the line, Use this option to set the voice prompt language played to the caller. You can choose English, French, or Spanish.

Options	Description
1	[Default] English.
2	French.
3	Spanish.

2. The *3131-03 User Interface* option is currently not used.

4. Select the IntraMail default language.

1. 4203-01: Default Language [Voice Mail: IntraMail: Config: Default Language (4203): Default Language]

Use this option to set the IntraMail default voice prompt language. You can choose English, French, or Spanish.

Options	Description
1	[Default] English.
2	French.
3	Spanish.

2. Station Mailbox, Department Group Mailbox, Call Routing Mailbox, and line settings override the default language.

5. Set the Routing Mailbox prompt language.

1. [4221-03: Routing Mailbox Voice Prompt Language Voice Mail: Routing Mailboxes: Setup \(4221\): Prompt Language](#)

Use this option to set the Routing Mailbox voice prompt language. You can choose English, French, or Spanish.

Options	Description
1	[Default] English.
2	French.
3	Spanish.

2. The *4221-02: User Interface* option is currently not used.

Multiple Company Greetings

By assigning a unique Line Schedule entry to each line, a single IntraMail system can provide individual greetings and dialing options for several companies.

Description

The Automated Attendant can answer each individual line with a unique greeting and unique set of dialing options. Callers to each company hear that company's greeting (Instruction Menu) and can dial options that may be only available to that specific company. You set this up as follows:

- Assign a unique Line Schedule to each line that you want to have an individual greeting.
- For each Line Schedule, use the schedule entries to assign the Call Routing Mailboxes that will handle the call.
- For each of the assigned Call Routing Mailboxes, set up the dialing options (Dial Action Table) and record an Instruction Menu.

If multiple companies or departments share an IntraMail, messaging and calling between the workers of each company or department are not restricted.

Conditions and Defaults

Conditions

- None

Default Setting

- All outside lines are assigned to Answer Table 1.

Other Related Features

Features

- None.

IntraMail Features

- [Automated Attendant](#) on page 36
 - The Automated Attendant can automatically answer the telephone system's incoming calls, play an Instruction Menu message, and provide dialing options to callers.
- [Call Routing Mailbox](#) on page 52
 - The mailbox that specifies which dialing options (Dial Action Table) and announcements are available to Automated Attendant callers.
- [Dial Action Table](#) on page 66
 - Defines the dialing options for the Call Routing Mailbox.

Next Call Routing Mailbox

Provides callers with additional dialing options after they leave a message in an extension's mailbox (depending on the setting of the Next Call Routing Mailbox Dial Mode).

Description

The Next Call Routing Mailbox provides callers with additional dialing options while listening to a Subscriber Mailbox recorded or default greeting. It also provides additional dialing options to callers routed to an Announcement Mailbox. Next Call Routing Mailbox lets the caller choose how IntraMail should handle their call. For example, if an Automated Attendant caller dials a subscriber's extension and hears the greeting, Next Call Routing Mailbox (if programmed) allows them to dial other options instead of hanging up.

Be sure to review the *Related concepts* for more on Next Call Routing Mailbox.

Conditions and Defaults

Conditions

- None.

Default Setting

- *Subscriber Mailbox* Next Call Routing Mailbox = 1, Dial Option = None
- *Announcement Mailbox* Next Call Routing Mailbox = None (0)

Other Related Features

Features

- None

IntraMail Features

- [Call Forward to a Mailbox](#) on page 46
 - 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 221
 - Turn to this feature for an explanation of the options a caller can dial while recording.

Programming Next Call Routing Mailbox

Setting Up the Next Call Routing Mailbox Options

1. Set the options for a Subscriber Mailbox.

1. [2144-04: Next Call Routing Mailbox Stations: Config: IntraMail: Auto Attendant \(2144\): Next Call Routing Mailbox](#)]

Use this option to assign the Next Call Routing Mailbox to the Subscriber Mailbox. This Routing Mailbox provides the caller leaving a message with additional dialing options.

Options	Description
801- 832	Routing Mailbox. [Default] = 801

2. [2144-03: Dialing Option Stations: Config: IntraMail: Auto Attendant \(2144\): Dialing Option](#)

Use this option to allow the caller to dial additional digits (not just 0) once in the Next Call Routing Mailbox.

Options	Description
No (0)	[Default] Disabled.
Yes (1)	Enabled.

2. Set the options for an Announcement Mailbox.

1. [4223-03: Next Call Routing Mailbox \[Voice Mail: Routing Mailboxes: Routing Mailbox: Announcement Options \(4223\): Next Call Routing Mailbox\]](#)

Use this option to assign the Next Call Routing Mailbox to the Announcement Mailbox. This Routing Mailbox provides the caller leaving a message with additional dialing options.

Options	Description
801- 832	Routing Mailbox. [Default] = 801

2. Refer to [Programming Announcement Mailbox](#) on page 20 for additional Announcement Mailbox programming options.

3. Set the options for a Department Group Subscriber Mailbox.

1. [2314-04: Next Call Routing Mailbox \[Stations: Department Groups: IntraMail: Auto Attendant \(2314\): Next Call Routing Mailbox\]](#)

Use this option to assign the Next Call Routing Mailbox to the Department Group Subscriber Mailbox. This Routing Mailbox provides the caller leaving a message with additional dialing options.

Options	Description
801- 832	Routing Mailbox. [Default] = 801

2. [2314-03: Dialing Option \[Stations: Department Groups: IntraMail: Auto Attendant \(2314\): Dialing Option\]](#)

Use this option to allow the caller to dial additional digits (not just 0) once in the Next Call Routing Mailbox.

Options	Description
No (0)	[Default] Disabled.
Yes (1)	Enabled.

Park and Page (Automated Attendant Direct to Voice Mail)

Park and Page

- When a call can't go through, Park and Page automatically parks the call and pages the extension user.

Automated Attendant Direct to Voice Mail

- Calls from the Automated Attendant can go directly to your mailbox without ringing your phone.

Description

Park and Page

Park and Page can automatically Park a call at an extension and Page the user with a prerecorded 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 Park and Page, IntraMail 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 will announce the called party's name or extension number (if the name is not recorded).

Park and Page is available for all types of calls, including:

- Transferred calls
- Direct Inward Lines
- Direct Inward Dialing
- Automated Attendant Screened (STRF) and Unscreened (UTRF) Transfers
- Automated Attendant Direct to Voice Mail
- Overflow
- Intercom calls

Optionally, an extension can have calls from the Automated Attendant *immediately* Park and Page without trying their extension first.

When 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 **3** for other options. (Normally, this routes to the extension's Next Call Routing Mailbox.)

Park and Page is available at Personal, Ring Group, and UCD Group Subscriber Mailboxes, and can be enabled through system programming or via the subscriber's [Mailbox Options Menu](#) on page 166.

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 Automated 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 will *not* block Intercom calls from co-workers or any other type of 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 and Defaults

Conditions

- None.

Default Setting

- Park and Page is disabled.
- Automated Attendant Direct to Voice Mail is disabled.

Other Related Features

Features

- [Park](#)
 - In unanswered, Park and Page follows the [1603-04: Park Orbit Recall Timer \[System: Timers: Features: Recall \(1603\): Orbit Recall\]](#).

IntraMail Features

Park and Page for a Subscriber Mailbox Setup

Subscriber Mailbox Park and Page Options Park and Page Setup

1. [2144-04: Next Call Routing Mailbox Stations: Config: IntraMail: Auto Attendant \(2144\): Next Call Routing Mailbox\]](#)

Use this option to assign a Next Call Routing Mailbox for the Subscriber Mailbox.

- See [Park and Page Call Handling](#) on page 214 for routing details.

Options	Description
801-832	[Default] = 801.

2. [2144-03: Dialing Option Stations: Config: IntraMail: Auto Attendant \(2144\): Dialing Option\]](#)

Use this option to assign the Dialing Option for the Subscriber Mailbox.

- See [Park and Page Call Handling](#) on page 214 for routing details.

Options	Description
No (0)	[Default] Disabled.
Yes (1)	Enabled.

3. 2144-06: Enable Park and Page Stations: Config: IntraMail: Auto Attendant (2144): Enable Paging]

Use this option to enable or disable Park and Page for the Subscriber Mailbox.

- See Park and Page Call Handling on page 214 for routing details.
- This option is the same as the **Mailbox Options: Call Options: Page** user setting. The setting you make in this option overrides the Mailbox Options setting and visa-versa.

Options	Description
No (0)	[Default] Disabled.
Yes (1)	Enabled.

Park and Page Call Handling

Call Handling Chart

Park and Page Call Handling			
For Transferred Outside calls, Direct Inward Lines, and Direct Inward Dialing			
Next Call Routing Mailbox	Dialing Option	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 can 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).
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Direct to Voice Mail (DVM) Subscriber Mailbox Setup

Direct to Voice Mail (DVM) Subscriber Mailbox Options Direct to Voice Mail Setup.

1. 2144-01: Auto Attendant Do Not Disturb Stations: Config: IntraMail: Auto Attendant (2144): Auto Attendant Direct to VM]

Enable this option to have calls from the Automated Attendant to the extension go directly to the Subscriber Mailbox.

- This option is the same as the [Mailbox Options: Call Options: Direct to V-Mail](#) user setting. The setting you make in this option overrides the Mailbox Options setting and visa-versa.

Options	Description
No (0)	[Default] Disabled.
Yes (1)	Enabled.

2. 2144-07: Paging Option Stations: Config: IntraMail: Auto Attendant (2144): Paging Option]

When you enable DVM *and* set this option to Immediate (1), calls to the extension from the Automated Attendant immediately do a Park and Page.

- See [Direct to Voice Mail \(DVM\) Call Handling](#) on page 215 for more.

Options	Description
0	[Default] Ring No Answer.
1	Immediate.

Direct to Voice Mail (DVM) Call Handling

Call Handling Chart

Direct to Voice Mail Call Handling			
For Automated Attendant Unscreened (UTRF) and Screened (STRF) Transfers			
Enable Park and Page	Paging Option	AA Direct to VM	Result
0 (No)	0 (RNA)	0 (No)	If unanswered, caller hears greeting and can leave a message.

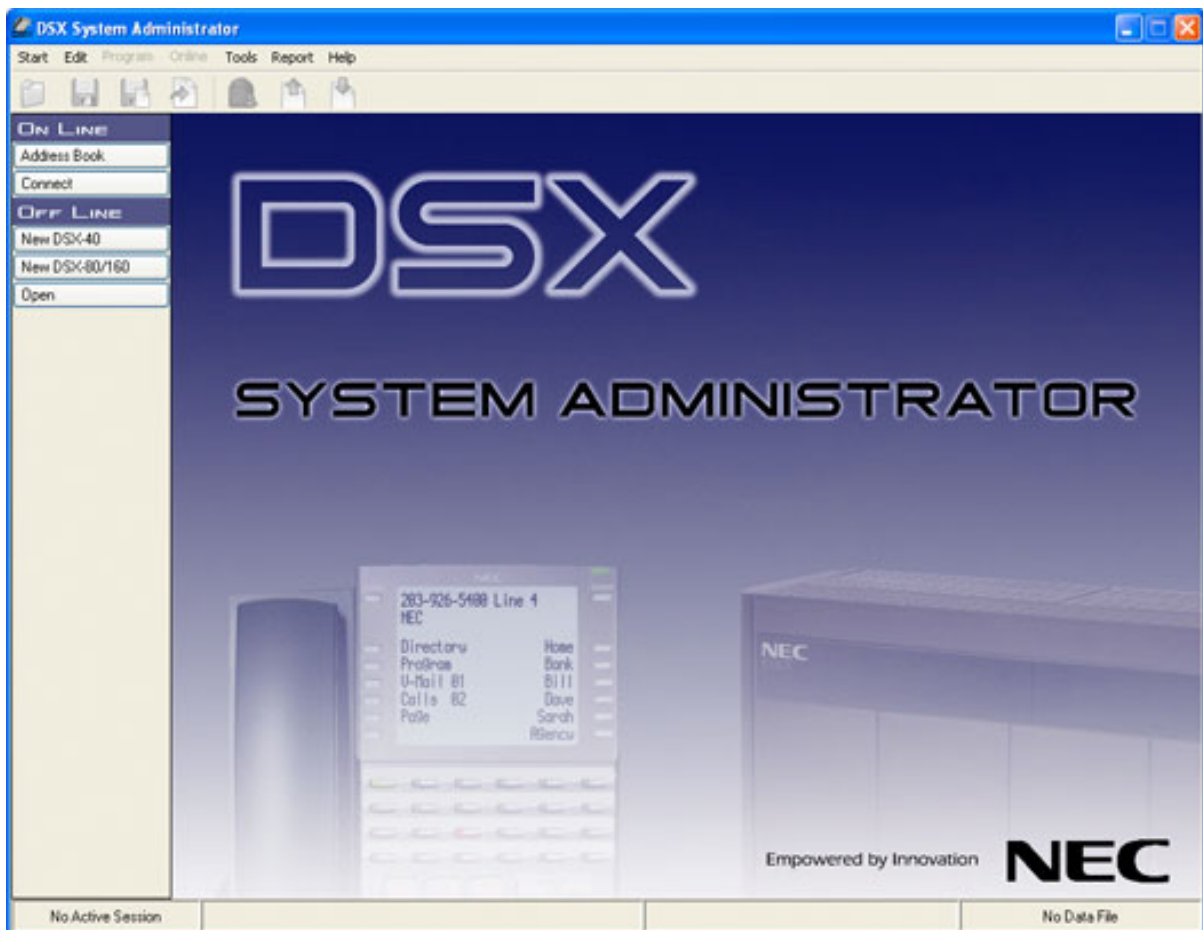
0 (No)	0 (RNA)	1 (Yes)	Caller <i>immediately</i> hears greeting and can leave a message.
0 (No)	1 (IMM)	0 (No)	If unanswered, caller hears greeting and can leave a message.
0 (No)	1 (IMM)	1 (Yes)	Caller <i>immediately</i> hears greeting and can leave a message.
1 (Yes)	0 (RNA)	0 (No)	If unanswered, caller can dial 1 to leave a message or 2 to Park and Page. ¹
1 (Yes)	0 (RNA)	1 (Yes)	Caller <i>immediately</i> hears greeting and can leave a message.
1 (Yes)	1 (IMM)	0 (No)	Park and Page occurs immediately.
1 (Yes)	1 (IMM)	1 (Yes)	Caller <i>immediately</i> hears greeting and can leave a message.
¹ 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.			

Programming Voice Mail

Customize IntraMail using the embedded telephone programming or the separately available System Administrator PC program.

Description

You program (customize) IntraMail by using the DSX telephone programming or the Windows™-based DSX System Administrator PC Program running on a PC or laptop. You can also do limited programming from the System Administrator's mailbox. By using the many programmable options available with IntraMail, you should be able to set up the system to accurately meet the customer's requirements.



Conditions and Defaults

Conditions

- None.

Default Setting

- N/A

Other Related Features

Features

- PC Program (System Administrator)
 - IntraMail programming is available remotely via the System Administrator PC program.

IntraMail Features

- System Administrator on page 236
 - The System Administrator can do limited IntraMail programming, such as recording Automated Attendant announcements, recording mailbox names, and deleting messages from mailboxes.

Quick Message

Automated Attendant callers can dial a digit followed by an extension number to leave a message directly in a user's mailbox.

Description

Quick Message is a Dial Action Table action that allows Automated Attendant callers to dial a digit (normally *) followed by a mailbox number to leave a message in a Subscriber Mailbox. Since Quick Message is enabled by default, it is an efficient way for experienced Automated Attendant callers to leave messages. There is no need to dial an extension first. To make this option more readily available to all Automated Attendant callers, consider having the active Instruction Menu describe how to use the Quick Message option.

There are two Quick Message Dial Action Table actions:

- **Quick Message with Greeting (REC1)**
 - The caller hears the mailbox greeting followed by a beep and can leave message. If the greeting is not recorded, the caller hears, *“At the tone, you can leave your message for extension xxx (or name if recorded). Start recording at the tone. When you are done, press the # key or hang up.”*
- **Quick Message without Greeting (REC2)**
 - The caller bypasses the mailbox greeting (hearing *“Recording”* and a beep instead) and can leave a message. This is typically used with a Next Call Routing Mailbox when the caller is asked to dial a digit (e.g., 1) to leave a message. Otherwise, the mailbox greeting (if recorded) would be heard again.

Conditions and Defaults

Conditions

- None.

Default Setting

- Dial Action key * Action is REC1 and Routing is IXXX.

Other Related Features

Features

- None.

IntraMail Features

- [Dial Action Table](#) on page 66
 - Once the Automated Attendant answers, the Dial Action Table provides the dialing options to callers. Each digit a caller can dial is assigned a specific action (function) in the Dial Action Table. The dial action used depends on the setting in the active Call Routing Mailbox, which in turn depends on the Answer Table setup.
- [Next Call Routing Mailbox](#) on page 210

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

Record and Send a Message

A Subscriber Mailbox user can record and send a message to up to 50 other Subscriber Mailboxes.

- In software versions prior to 2.01, a user can record and send a message only to a single co-worker.

Description

A Subscriber Mailbox user can record and send a message to multiple co-workers (up to 50). Record and Send a Message is the heart of IntraMail voice messaging. It allows co-workers to efficiently stay in touch and exchange essential information without relying on message slips, memos, or email.

Recording Options

While recording a message, a Subscriber Mailbox user has several recording options from which to choose. The following table shows these options.

Message Recording Options	
Option	Description
Options available while recording:	
* [Pause] or [Resume]	Pause/resume recording.
E (3) [Cancel] - [Cncl]	Erase the recording.
# [Done]	End recording.

Dial **0** while recording to hear the list of options.

Conditions and Defaults

Conditions

- None.

Default Setting

- Always enabled (a permanent feature).

Other Related Features

Features

- None.

IntraMail Features

- [Listening to Messages](#) on page 153
 - While or after listening to a message, an extension user has many message handling options from which to choose.

Programming Record and Send a Message

Setting Up the Record and Send a Message Options Set the maximum message length.

1. [4201-02: Incoming Message Length \[Voice Mail: IntraMail: Config: Messages \(4201\): ICM Message Length\]](#)

Use this option to set the maximum length of recorded incoming messages. Incoming messages include:

- Conversation Record.
 - The length of a Conversation Record is 10 times the Incoming Message Length.
- Extension users leaving a message in a Subscriber Mailbox.
- Outside Automated Attendant callers accessing a mailbox via a LOGON command and then dialing **RS** to record and send a message.
- Subscriber Mailbox users dialing **RS** to record and send a message.
- Automated Attendant callers leaving a message or Quick Message in a Subscriber Mailbox.
- Outside callers transferred by an extension user to a Subscriber Mailbox.

Options	Description
1-4095	Seconds [Default] = 120 seconds.
Yes (1)	Enabled.

2. The portion of the message left before this incoming message length timer expires is saved as a new message in the Subscriber's mailbox.

Remote Programming

IntraMail programming is available remotely via the System Administrator PC program. See [PC Program \(System Administrator\)](#).

Routing Mailbox

A category of mailboxes used to route Automated Attendant calls.

- Entering Routing Mailbox Names is available in software versions 3.01 or higher.

Description

Routing Mailboxes are a category of mailboxes normally used to route Automated Attendant calls. A Routing Mailbox can be an Announcement Mailbox, a Call Routing Mailbox, a Directory Dialing Mailbox, or a Distribution Mailbox. See the following for more on each of the Routing Mailbox types:

- [Announcement Mailbox](#) on page 15
- [Call Routing Mailbox](#) on page 52
- [Directory Dialing](#) on page 71
- [Distribution List](#) on page 80

[3.01] To make identification easier, you can enter a Routing Mailbox name (up to 18 characters).

Conditions and Defaults

Conditions

- None.

Default Setting

- N/A

Other Related Features

Features

- None.

IntraMail Features

- [Announcement Mailbox](#) on page 15
 - An Announcement Mailbox plays a prerecorded announcement to Automated Attendant callers without providing dialing options.
- [Call Routing Mailbox](#) on page 52
 - The Call Routing Mailbox, associated with an Answer Table, specifies which dialing options (Dial Action Table) and announcements are available to Automated Attendant callers.
- [Directory Dialing](#) on page 71
 - A Directory Dialing Mailbox is the Routing Mailbox type required to implement Directory Dialing.
- [Distribution List](#) on page 80

- A Distribution Mailbox is the type of Routing Mailbox that contains the list of Distribution List member extensions.

Screened Transfer

Similar to telephone system screened transfers in which the transferring party controls the 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 IntraMail Automated Attendant to transfer outside calls to system extensions without the need for a live receptionist or operator. It is similar to telephone system screened transfers in which the transferring party controls the transfer. After an Automated Attendant caller dials an extension, IntraMail calls (screens) the destination extension to see if the transfer can go through.

- If the destination is busy or in DND, the Automated Attendant doesn't extend the call and immediately provides the caller with additional options.
- If the destination is available, the Automated Attendant rings it. If the destination answers, the call goes through. If the destination doesn't answer within a preset interval, the Automated Attendant doesn't extend the call and provides the caller with additional options.

Screened vs. Unscreened Transfer

Both Screened and Unscreened Transfer allow Automated Attendant callers to directly dial system extensions. The following summarizes the differences between these two types of Automated Attendant transfer.

- With Unscreened Transfer, calls from the Automated Attendant ring like other transferred calls and display the incoming Caller ID data (if provided by telco and enabled in programming). Screened Transfers ring like Intercom calls and do not display Caller ID until the call is answered.
- Both Screened and Unscreened Transfers route unanswered calls to the subscriber's greeting (recorded or default) so the caller can leave a message. However, only Screened Transfer allows the caller to dial 2 to reach the Next Call Routing Mailbox options (if programmed).

Screened Transfer and Inactive Mailboxes

Screened Transfer to an extension can only occur if the destination extension has an active mailbox. If the extension's mailbox is inactive, the Automated Attendant caller hears, "*That is an invalid entry,*" and then returns to the Automated Attendant.

Screened Transfer Operation

The table shows in detail how Screened Transfer operates.

Screened Transfer (STRF) Operation		
<ul style="list-style-type: none"> • <i>Call</i> = Call answered by the Automated Attendant. • <i>Extension</i> = Extension dialed by Automated Attendant caller. 		
If <u>Park and Page (Automated Attendant Direct to Voice Mail)</u> on page 212 is off :		
Extension Idle	Extension Busy	Extension in DND
<p><u>When idle</u>, places a screened (Intercom) call to extension.</p> <ol style="list-style-type: none"> 1. If <u>answered</u>, transfers call. 2. If <u>unanswered</u>¹: 	<p><u>When busy</u>:</p> <ul style="list-style-type: none"> • Caller hears recorded or built-in greeting recorded or built-in greeting and can leave a message. 	<p><u>When in DND</u>:</p> <ul style="list-style-type: none"> • Caller hears recorded or built-in greeting recorded or built-in greeting and can leave a message.

<ul style="list-style-type: none"> • Caller hears recorded or built-in greeting and can leave a message. • Next Next Call Routing Mailbox on page 210 and Park and Page (Automated Attendant Direct to Voice Mail) on page 212 may provide other options. 	<ul style="list-style-type: none"> • Next Next Call Routing Mailbox on page 210 and Park and Page (Automated Attendant Direct to Voice Mail) on page 212 may provide other options. 	<ul style="list-style-type: none"> • Next Next Call Routing Mailbox on page 210 and Park and Page (Automated Attendant Direct to Voice Mail) on page 212 may provide other options.
<p>If Park and Page (Automated Attendant Direct to Voice Mail) on page 212 is on :</p> <ol style="list-style-type: none"> 1. Sends call immediately to mailbox. <ul style="list-style-type: none"> • Caller hears recorded or built-in greeting and can leave a message. 		
<p>¹After the 4222-03: Screened Transfer Timeout [Voice Mail: Routing Mailboxes: Routing Mailbox: Routing Options (4222): STRF Timeout] interval.</p>		

Conditions and Defaults

Conditions

- None.

Default Setting

- No Screened Transfer actions assigned.

Other Related Features

Features

- None.

IntraMail Features

- [Automated Attendant](#) on page 36
 - The Line Schedules determine how the Automated Attendant answers calls.
- [Call Routing Mailbox](#) on page 52
 - The mailbox 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 (STRF) Dial Action Table destination.
- [Caller ID and Voice Mail](#) on page 57
 - IntraMail provides Caller ID data for a Screened Transfer call after it is answered.
- [Dial Action Table](#) on page 66
 - Defines the dialing options for the Call Routing Mailbox.

- Forced Unscreened Transfer on page 123
 - The Subscriber Mailbox can optionally convert Automated Attendant Screened Transfers to Unscreened Transfers.
- Unscreened Transfer on page 248
 - After an Automated Attendant caller dials an extension, IntraMail immediately transfers the call to the destination and hangs up.

Security Code

A mailbox can have a security code to guard against unauthorized access.

- The Security Code Login Option is available in software versions 3.01 or higher.

Description

A mailbox can have a security code to protect it from unauthorized access. A Security Code must be 4 digits long, using 0-9. If a subscriber wants to keep their mailbox private, they can enter a Security Code. No one else can use the subscriber's mailbox unless they know the code.

Security Code Logon Option

After a subscriber enters 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 enter their Security Code to access voice mail from their own extension, from a co-worker's extension, or remotely through the Automated Attendant. 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 a co-worker's extension or from the Automated Attendant.

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.

A subscriber can set the Security Code option from the Mailbox Options Menu. You can also set the option from system programming.

Conditions and Defaults

Conditions

- None.

Default Setting

- Always available, but no Security Codes entered.

Other Related Features

Features

- None.

IntraMail Features

- [Mailbox Announcement Message](#) on page 164
 - The Mailbox Announcement Message will play after the subscriber enters their security code.
- [System Administrator](#) on page 236
 - The System Administrator can delete a mailbox's security code.

Programming the Security Code Login Option

Security Code Login Option Setup Set up the Security Code Login Option.

1. 2143-06: Security Code [Stations: Config: IntraMail: Options (2143): Security Code]

Set up the Security Code Login Option for a Station Mailbox. Choose between always (1) or from Remote Logon only (2).

Options	Description
1	[Default] Always.
2	Remote Logon only.

2. 2313-06: Security Code [Stations: Department Groups: IntraMail: Options (2313): Security Code]

Set up the Security Code Login Option for a Department Group Mailbox. Choose between always (1) or from Remote Logon only (2).

Options	Description
1	[Default] Always.
2	Remote Logon only.

3. You can also set the Security Code Login Option from the Mailbox Options Menu.

Single Digit Dialing

Allows an Automated Attendant caller to press a single key for an extension, another destination, or use an IntraMail feature.

Description

An Automated Attendant caller can press a single key to route to an extension, route to another destination, or use an IntraMail feature. Single Digit Dialing simplifies the Automated Attendant since the caller just dials a single digit to reach an extension or use an option. If you set up Single Digit Dialing, be sure to customize the active Instruction Menu so it describes which digits the caller should dial to use the available options.

Any of the features in a Dial Action Table can be accessible from a single dialed digit.

Dial Action Table Actions

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
STRF	<p><u>Screened Transfer (1)</u></p> <ul style="list-style-type: none"> Allows an Automated Attendant caller to place a Screened Transfer to an extension. IntraMail calls (screens) the destination to see if the call can go through. 	<u>Screened Transfer on page 226</u>
UTRF	<p><u>Unscreened Transfer (2)</u></p> <ul style="list-style-type: none"> Allows an Automated Attendant caller to place an Unscreened Transfer to an extension. IntraMail transfers the call the destination and then hangs up. 	<u>Unscreened Transfer on page 248</u>
REC1	<p><u>Quick Message with Greeting (3)</u></p> <ul style="list-style-type: none"> Allows an Automated Attendant caller to leave a Quick Message at an extension. The caller <i>will</i> hear the extension's personal greeting. 	<u>Quick Message on page 219</u>
REC2	<p><u>Quick Message without Greeting (4)</u></p> <ul style="list-style-type: none"> Allows an Automated Attendant caller to leave a Quick Message at an extension. 	<u>Quick Message on page 219</u>

	The caller <i>will not</i> hear the extension's personal greeting.	
LOGON	<u>Log Onto Voice Mail (5)</u> <ul style="list-style-type: none"> Allows an Automated Attendant caller to log onto a mailbox, either directly or one of their choosing. 	<u>Log Onto Voice Mail</u> on page 162
Hang Up	<u>Hang Up (6)</u> <ul style="list-style-type: none"> IntraMail says "<i>Goodbye</i>" and hangs up. 	<u>Hang Up</u> on page 148
GOTO	<u>Go to a Mailbox, (7)</u> <ul style="list-style-type: none"> Allows an Automated Attendant caller to route to another mailbox. 	<u>Go to a Mailbox</u> on page 126
UND	<u>Undefined Routing (0)</u> <ul style="list-style-type: none"> This action provides no routing. 	<u>Undefined Routing</u> on page 247

Conditions and Defaults

Conditions

- None.

Default Setting

- Disabled.

Other Related Features

Features

- None.

IntraMail Features

- Instruction Menu on page 150
 - The active Instruction Menu should describe the Single Digit Dialing options.

Subscriber Mailbox

The mailbox type normally used for telephone system extensions.

Description

A Subscriber Mailbox is the type of mailbox assigned to a telephone system extension. The telephone assigned to the Subscriber Mailbox is called the subscriber's extension. When an extension user accesses their voice mail, they are using their Subscriber Mailbox. It provides the IntraMail voice messaging services. For a brief overview of the features available at a Subscriber Mailbox, review the *Other Related Features* below. Then, go to the individual feature to find out how it operates and any programming required to make it work.

IntraMail automatically assigns a mailbox to each extension in the number plan. In DSX-80/160, the first 16 (300-315) Subscriber Mailboxes are active. In DSX-40, the first eight (300-307) Subscriber Mailboxes are active.

Conditions and Defaults

Conditions

- None.

Default Setting

- DSX-80/160
 - 128 total Subscriber Mailboxes (300-427).
 - The first 16 (300-315) are active.
- DSX-40
 - 128 total Subscriber Mailboxes (300-427).
 - The first 8 (300-307) are active.

Other Related Features

Features

- None.

IntraMail Features

- Auto Erase or Save on page 31
 - After a subscriber listens to a message in their Subscriber Mailbox, IntraMail can automatically erase or save the message.
- Automated Attendant on page 36
 - The Automated Attendant can route callers to a Subscriber Mailbox.
- Conversation Record on page 63
 - Enable or disable the Conversation Record beep for the Subscriber Mailbox.

- Greeting on page 129
 - 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 153
 - Review this feature to learn which features are available to a subscriber while listening to messages.
- Main Menu on page 169
 - The Main Menu provides access to the features available to a Subscriber Mailbox.
- Make Call on page 171
 - To simplify returning outside calls, IntraMail can ask the caller leaving a message to enter their phone number prior to leaving the message. The subscriber can then dial **MC** to call the person back.
- Message Listen Mode on page 178
 - Set the type of messages a subscriber will listen to when they dial **L** (5) after logging into their Subscriber Mailbox.
- Message Notification, Cascading on page 179
 - Once activated, Message Notification dials up to 3 telephone numbers to let the user know they have new messages in their Subscriber Mailbox.
- Message Playback Direction on page 191
 - Set the subscriber Mailbox message playback order.
- Message Record on page 193
 - Review this feature to learn which features are available to a subscriber while recording and sending a message.
- Message Retention on page 195
 - Set how long a Subscriber Mailbox will retain saved messages.
- Message Storage Limit on page 197
 - Set the maximum number of messages that can be left in the mailbox.
- Next Call Routing Mailbox on page 210
 - The Next Call Routing Mailbox provides additional dialing options after a caller leaves a message in a Subscriber Mailbox.
- Park and Page (Automated Attendant Direct to Voice Mail) on page 212
 - Auto Attendant Direct to Voice Mail sends Automated Attendant calls directly to a subscriber's mailbox. Their phone will not ring for calls from the Automated Attendant.
- Security Code on page 229
 - If enabled, a subscriber must enter a security code before logging onto their Subscriber Mailbox.
- System Administrator on page 236
 - A Subscriber Mailbox designated as a System Administrator provides the subscriber with unique system administration capabilities through the **SA** menu.
- Unscreened Transfer on page 248

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

Programming a Subscriber Mailbox

Setting Up the Subscriber Mailbox Basics Subscriber Mailbox Basic Options

1. 2141-01: Station Mailbox Type Stations: Config: IntraMail: Mailbox Type (2141): Mailbox Type]

Use this option to set the extension's mailbox type. The mailbox can be either a Personal Subscriber Mailbox (assigned just to the extension) or a Group Mailbox (shared by all members of the extension's Ring Group).

- An extension's mailbox is not accessible when it is disabled (even though its stored messages and configuration are retained in memory).
- For more on shared mailboxes, see [Group Mailbox](#) on page 132

Options	Description
0	None.
1	Personal.
2	Group. [Default] for DSX-80/160 <ul style="list-style-type: none"> • 128 total Subscriber Mailboxes (300-427). • The first 16 (300-315) are active. [Default] for DSX-40 <ul style="list-style-type: none"> • 128 total Subscriber Mailboxes (300-427). • The first 8 (300-307) are active.

2. 2143-04: Message Waiting Lamp Stations: Config: IntraMail: Options (2143): Update Message Waiting Lamp]

For proper operation of a Subscriber Mailbox for an installed extension, check this option to be sure the Message Waiting Lamp is enabled.

- See [Message Waiting Lamp](#) on page 199 for more.

Options	Description
No (0)	Disabled.
Yes (1)	[Default] Enabled.

System Administrator

The extension user that has IntraMail system administration capabilities.

Description

The System Administrator is a Subscriber Mailbox that has unique system administration features such as recording Instruction Menus and deleting messages in a co-worker's mailbox. The System Administrator features are an essential part of IntraMail setup since they allow the recording of the system-wide messages and provide Subscriber Mailbox maintenance. After logging onto their Subscriber Mailbox, the System Administrator can use all of the features in the SA menu. The *System Administrator Options* table below shows these options.

System Administrator Options [Super Display Soft Key] - [Keyset Soft Key]	
Option	Description
SA (72) [System Admin] - [N/A]	Access the System Administrator options.
I (4) [Instruction] - [Instr]	Record an Instruction Menu. See Instruction Menu on page 150.
A (2) [Announcement] - [Annc]	Record an Announcement Message. See Announcement Message on page 23.
O (6) [Answer Schedule] - [N/A]	Override the active Answer Schedule. See Answer Schedule Override on page 24.
1 [N/A] - [N/A]	Message on Hold. See Message On Hold on page 189.
3 [Mbox Annc] - [N/A]	Record and set up a Mailbox Announcement Message. See Mailbox Announcement Message on page 164.
V (8) [N/A] - [N/A]	Hear the version number of the IntraMail stored voice prompts.
S (7) [Subscriber] - [Subs]	Access the Subscriber Maintenance options (see the following features).

<p style="text-align: center;">EA (32) [Erase All Messages] - [Msgs]</p>	<p>Erase all messages in a mailbox. See Erasing All Messages on page 97.</p>
<p style="text-align: center;">EG (34) [Erase Greeting] - [Greet]</p>	<p>Erase a mailbox greeting. See Greeting on page 129.</p> <ul style="list-style-type: none"> • With Multiple Greetings, this option simultaneously erases all recorded greetings in a Subscriber Mailbox. Additionally, the active greeting is reset to 1.
<p style="text-align: center;">EN (36) [Erase Name] - [Name]</p>	<p>Erase a mailbox name. See Mailbox Name on page 165.</p>
<p style="text-align: center;">S (7) [Erase Security Code] - [N/A]</p>	<p>Delete a mailbox Security Code. See Mailbox Security Code Delete on page 168.</p>
<p style="text-align: center;">N (6) [Record Mailbox Name] - [N/A]</p>	<p>Record Mailbox Name. See Mailbox Name on page 165.</p>

Conditions and Defaults

Conditions

- None.

Default Setting

- Extension 300 is the System Administrator.

Other Related Features

Features

- None.

IntraMail Features

- [Subscriber Mailbox](#) on page 233
 - Only a Subscriber Mailbox can be a System Administrator.

Programming a System Administrator Mailbox

Setting a Mailbox as a System Administrator Set up a Subscriber Mailbox as a System Administrator

1. [2142-03: System Administrator Stations: Config: IntraMail: Setup \(2142\): System Admin\]](#)

Use this option to assign a Subscriber Mailbox as a System Administrator.

Options	Description
----------------	--------------------

Digits	Disabled.
---------------	-----------

Yes (1)	Enabled.
----------------	----------

[Default] = enabled for Subscriber Mailbox 300, disabled for all others.

2. 2312-03: System Administrator [Stations: Department Groups: IntraMail: Setup (2312): System Admin]

Use this option to assign a Department Group Subscriber Mailbox as a System Administrator.

Options	Description
----------------	--------------------

Digits	[Disabled] Disabled.
---------------	----------------------

Yes (1)	Enabled.
----------------	----------

System Administrator Mailbox

A **Subscriber Mailbox** option that enables the system administration capabilities.

Description

A System Administrator Mailbox is a Subscriber Mailbox in which you have enabled the System Administrator option. This provides the subscriber with system administration capabilities. IntraMail can have multiple System Administrator Mailboxes.

Conditions and Defaults

Conditions

- None.

Default Setting

- The System Administrator Mailbox is 300.

Other Related Features

Features

- None

IntraMail Features

- [Subscriber Mailbox](#) on page 233
 - Only a Subscriber Mailbox can be a System Administrator.
- [System Administrator](#) on page 236
 - The System Administrator has unique system administration functions, such as recording Welcome Messages and Instruction Menus, and deleting messages in a co-worker's mailbox.

System Reinitialization

Reinitializing IntraMail returns all programmed options to their default values.

Description

Initializing the telephone system automatically initializes all IntraMail programming. You may want to do this if the site requirements significantly change and it is easier to start over from default than remove all your custom programming. Reinitializing returns all programmed options to their default values.

Reinitializing the telephone system returns all programmed options to their factory set (default) values. Any site specific programming you have done will be erased following reinitialization.

Conditions and Defaults

Conditions

- None.

Default Setting

- N/A

Other Related Features

Features

- PC Program (System Administrator)
 - The IntraMail Utility, which is part of the System Administrator program, lets you back up IntraMail messages to your PC hard drive. Once backed up, you can also use this utility to restore the saved messages.

IntraMail Features

- System Administrator on page 236
 - The System Administrator can delete Subscriber Mailbox security codes as well as IntraMail recorded messages.

How to Initialize the System

System Initialization How to Initialize

1. 9011-01: System Initialization [Utilities: Initialize: System]

Use this option to initialize the system from telephone programming or the System Administrator.

2. You can also initialize directly from the system.

To initialize (cold start) the system:

1. Turn off the system.
2. Press and hold the **Reset Switch** on the CPU while turning on the system power.
3. When all the LEDs on the CPU light and then go out, release the **Reset Switch**
 - This erases all your stored programming and returns the system to its default settings.

Time and Date Stamp

A mailbox 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.

Description

While listening to a message, a Subscriber Mailbox user can dial **TI** to hear the Time and Date the message was left. This is a handy option while reviewing messages. The subscriber can just dial a code to find out when the message arrived.

Time and Date Stamp with Caller ID

With caller ID installed, a mailbox user can dial **TI** while listening to a message from an outside caller to hear the time the message was sent, *as well* as the caller's number. This capability is always available for messages left by an Intercom caller.

Conditions and Defaults

Conditions

- None.

Default Setting

- Enabled.

Other Related Features

Features

- Caller ID
 - With Caller ID installed and programmed, the Time and Date Stamp for outside calls also includes the caller's number.
- Time and Date
 - You can set the system Time and Date from the telephone system programming or using the User-Programmable Features.

IntraMail Features

- Auto Time Stamp on page 33
 - After a user listens to a message, IntraMail can optionally announce the time and date the message was left.
- Listening to Messages on page 153
 - Turn to this feature for additional listening options.

Time and Date with Voice Mail

Set the system time and date.

Description

Since IntraMail is completely integrated with the telephone system software, the IntraMail time and date is the same as the phone system time and date. Since time and date is used on telephone displays and with the *Auto Time Stamp* and *Time and Date Stamp* features, be sure to set it accurately. To change the time and date, use either the system programmable options or the User Programmable features. See *Programming* below. The Time and Date is retained if the telephone system power should fail or the system resets.

In addition, a Subscriber Mailbox user can hear the time and date when they call their mailbox.

Conditions and Defaults

Conditions

- None.

Default Setting

- N/A

Other Related Features

Features

- [Time and Date](#)
 - Turn to this feature for more on the Time and Date options.

IntraMail Features

- [Auto Time Stamp](#) on page 33
 - After a user listens to a message, IntraMail can optionally announce the time and date the message was left.
- [Time and Date Stamp](#) on page 242
 - An extension can listen to a message and dial **TI** to hear the time the message was sent.

Transfer to a Mailbox

An extension user can transfer their active call to a co-worker's mailbox.

Description

An extension user can transfer their active call to a co-worker's mailbox. This lets the caller leave a personal message for the co-worker. Transfer to a Mailbox is one of the big conveniences of IntraMail since the caller can state their business and not have to call back later. It saves the caller time and cuts down on unnecessary telephone system call processing. Transfer to a Mailbox is frequently used by attendants and receptionists as well as other co-workers.

Transfer Message Handling

When the transferring extension leaves a message before hanging up (which could occur if the destination's calls are forwarded to voice mail), the system will record two separate messages. One message will be from the transferring extension; the other from the transferred caller. Each message has the correct Caller ID assigned.

Additionally, if a caller is transferred to an extension and Voice Mail picks up, the caller will hear the entire greeting for the called extension's mailbox. The greeting will restart as soon as the system connects the caller to the Transfer destination's mailbox.

Conditions and Defaults

Conditions

- None.

Default Setting

- Always enabled.

Other Related Features

Features

- Call Coverage Keys
 - Pressing **TRANSFER** + Call Coverage Key can Transfer a call to an uninstalled extension's mailbox (if the mailbox is enabled).
- Hotline
 - Pressing a Hotline key can Transfer a call to an uninstalled extension's mailbox (if the mailbox is enabled).
- Voice Mail (IntraMail)
 - Pressing **TRANSFER** + Call Coverage Key can Transfer a call to an uninstalled extension's mailbox (if the mailbox is enabled).
 - Pressing a Hotline key can also Transfer a call to an uninstalled extension's mailbox (if the mailbox is enabled).

IntraMail Features

- Park and Page (Automated Attendant Direct to Voice Mail) on page 212

- 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 226
 - Automated Attendant Screened Transfers can automatically transfer an outside caller to an extension.
- [Unscreened Transfer](#) on page 248
 - Automated Attendant Unscreened Transfers can automatically transfer an outside caller to an extension.

Transfer to a UCD Group

The Automated Attendant can transfer outside callers to UCD Group master numbers.

Description

The Automated Attendant can transfer outside callers to a UCD Group master number. If a customer has a UCD Group set up for a department (such as Sales or Tech Service), the Automated Attendant can send calls directly to that department without any operator intervention. It is not necessary to have a company employee handle the calls. The calls will ring a member of the group or queue (wait in line) if all coworker's in the group are busy.

To set up Transfer to a UCD Group, assign a STRF or UTRF action in the active Dial Action Table to route to the UCD Group master number. Refer to [Screened Transfer](#) on page 226 and [Unscreened Transfer](#) on page 248 for more on how these Automated Attendant options handle calls.

Conditions and Defaults

Conditions

- None.

Default Setting

- Disabled.

Other Related Features

Features

- None.

IntraMail Features

- [Dial Action Table](#) on page 66
 - Set up STRF or UTRF Dial Action Table actions to route to the UCD Group master number.
- [Screened Transfer](#) on page 226
 - Automated Attendant Screened Transfers can automatically transfer an outside caller to a UCD Group master number.
- [Unscreened Transfer](#) on page 248
 - Automated Attendant Unscreened Transfers can automatically transfer an outside caller to a UCD Group master number.

Undefined Routing

A key pad digit for which the Automated Attendant has no routing defined.

Description

An Automated Attendant Undefined Routing is a Dial Action Table key assignment for which there is no routing defined. When an Automated Attendant caller dials a digit and there is no routing assigned, IntraMail plays, “*That is an invalid entry.*” IntraMail then repeats the dialing options (Instruction Menu) to the caller. If a Dial Action Table key assignment has no function, you should normally leave it undefined.

Conditions and Defaults

Conditions

- None.

Default Setting

- In Dial Action Table 1, keys 1, 2, 5, 6, 7, and 8 have Undefined Routing.
- In Dial Action Tables 2-16, all keys have Undefined Routing.

Other Related Features

Features

- None.

IntraMail Features

- [Dial Action Table](#) on page 66
 - Undefined Routing is a Dial Action Table Action.
- [Instruction Menu](#) on page 150
 - The active Call Routing Mailbox’s Instruction Menu repeats after a caller dials a digit with an Undefined Routing.

Unscreened Transfer

Similar to telephone system unscreened transfers in which the transferring party immediately extends the call.

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 IntraMail Automated Attendant to transfer outside calls to system extensions without the need for a live receptionist or operator. It is similar to telephone system unscreened transfers in which the transferring party immediately extends the call. After an Automated Attendant caller dials an extension, IntraMail transfers the call to the destination and hangs up. Any recalls or additional routing are handled by the telephone system – just as with any other unscreened transfer.

Screened vs. Unscreened Transfer

Both Screened and Unscreened Transfer allow Automated Attendant callers to directly dial system extensions. The following summarizes the differences between these two types of Automated Attendant transfer.

- With Unscreened Transfer, calls from the Automated Attendant ring like other transferred calls and display the incoming Caller ID data (if provided by telco and enabled in programming). Screened Transfers ring like Intercom calls and do not display Caller ID until the call is answered.
- Both Screened and Unscreened Transfers route unanswered calls to the subscriber’s greeting (recorded or default) so the caller can leave a message. However, only Screened Transfer allows the caller to dial 2 to reach the Next Call Routing Mailbox options (if programmed).

Unscreened Transfer and Inactive Mailboxes

An Unscreened Transfer will go through to the destination extension even if the destination doesn’t have an active mailbox. If the Unscreened Transfer is unanswered at the destination, the call returns to the Automated Attendant.

Unscreened Transfer Operation

The table shows in detail how Unscreened Transfer operates.

Unscreened Transfer (UTRF) Operation		
<ul style="list-style-type: none"> • <i>Call</i> = Call answered by the Automated Attendant. • <i>Extension</i> = Extension dialed by Automated Attendant caller. 		
If <u>Park and Page (Automated Attendant Direct to Voice Mail)</u> on page 212 is off :		
Extension Idle	Extension Busy	Extension in DND
<p><u>When idle</u>, transfers call to extension.</p> <ol style="list-style-type: none"> 1. <u>If answered</u>, connects call. 2. <u>If unanswered</u>¹: <ul style="list-style-type: none"> • Caller hears recorded or built-in greeting and can leave a message. • Next <u>Next Call Routing Mailbox</u> on page 210 and 	<p><u>When busy</u>:</p> <ul style="list-style-type: none"> • Caller hears recorded or built-in greeting recorded or built-in greeting and can leave a message. • Next <u>Next Call Routing Mailbox</u> on page 210 and <u>Park and Page (Automated</u> 	<p><u>When in DND</u>:</p> <ul style="list-style-type: none"> • Caller hears recorded or built-in greeting recorded or built-in greeting and can leave a message. • Next <u>Next Call Routing Mailbox</u> on page 210 and <u>Park and Page (Automated Attendant Direct to Voice</u>

<u>Park and Page (Automated Attendant Direct to Voice Mail)</u> on page 212 may provide other options.	<u>Attendant Direct to Voice Mail)</u> on page 212 may provide other options.	<u>Mail)</u> on page 212 may provide other options.
<p>If <u>Park and Page (Automated Attendant Direct to Voice Mail)</u> on page 212 is on :</p> <ol style="list-style-type: none"> 1. Sends call immediately to mailbox. <ul style="list-style-type: none"> • Caller hears recorded or built-in greeting and can leave a message. 		
<p>¹After the <u>1603-01: Transfer Recall Timer [System: Timers: Features: Recall (1603): Transfer Recall]</u> interval.</p>		

Conditions and Defaults

Conditions

- None.

Default Setting

- Dial Action Table 1 digits 3 and 4 are UTRFs to XXX (caller-dialed extension).

Other Related Features

Features

- None.

IntraMail Features

- Automated Attendant on page 36
 - The Line Schedules determine how the Automated Attendant answers calls.
- Call Routing Mailbox on page 52
 - The mailbox that specifies which dialing options (Dial Action Table) and announcements are available to Automated Attendant callers.
- Caller ID and Voice Mail on page 57
 - IntraMail provides Caller ID data for an Unscreened Transfer as the call is ringing.
- Dial Action Table on page 66
 - Defines the dialing options for the Call Routing Mailbox.
 - You cannot program a Call Routing Mailbox as an Unscreened Transfer (UTRF) Dial Action Table destination.
- Forced Unscreened Transfer on page 123
 - The Subscriber Mailbox can optionally convert Automated Attendant Screened Transfers to Unscreened Transfers.
- Next Call Routing Mailbox on page 210

- The Next Call Routing settings for a Subscriber Mailbox may provide additional options after the caller leaves a message.
- Screened Transfer on page 226
- After an Automated Attendant caller dials an extension, IntraMail calls (screens) the destination extension to see if the transfer can go through.

Voice Mail Overflow

Ensures that IntraMail will pick up calls that don't go through.

Description

The telephone system can automatically reroute unanswered outside calls to the IntraMail Automated Attendant. Voice Mail Overflow ensures that IntraMail will pick up calls that don't go through. This allows callers to leave a message rather than having to call back later. Voice Mail can be the overflow destination for the following types of unanswered calls:

- **Key Ring Overflow**
 - A line ringing an extension's line keys can overflow to the IntraMail Automated Attendant.
 - See [Key Ring](#) for more.
- **UCD Group Overflow**
 - A line that rings UCD Hunting group can overflow to the group's mailbox.
 - See [Group Mailbox](#) on page 132 for more.
- **Ring Group Overflow**
 - A line transferred by an extension or the Automated Attendant (UTRF or STRF) to a Ring Group can overflow to the group's mailbox.
 - See [Group Mailbox](#) on page 132 for more.
- **Direct Inward Line (DIL) Overflow**
 - A line that directly rings an extension or can overflow to that extension's mailbox if not answered.
 - See [Direct Inward Line](#) for more.
- **Ring Group Direct Inward Line (DIL) Overflow**
 - A Direct Inward Line (DIL) to the Ring Group master number can overflow to the group's mailbox.
 - See [Group Mailbox](#) on page 132 for more.

Conditions and Defaults

Conditions

- None.

Default Setting

- Disabled.

Other Related Features

Features

- None.

IntraMail Features

- Automated Attendant on page 36
 - The Line Schedules determine how the Automated Attendant answers calls.
- Call Routing Mailbox on page 52
 - The mailbox that specifies which dialing options (Dial Action Table) and announcements are available to Automated Attendant callers.
- Dial Action Table on page 66
 - Defines the dialing options for the Call Routing Mailbox.
- Extension Hunting to Voice Mail on page 101
 - A subscriber's mailbox can pick up their unanswered calls.
- Group Mailbox on page 132
 - Use Group Mailboxes for UCD Hunting and Ring Group Overflow.

Voice Prompting Messages

IntraMail provides Voice Prompts that tell the extension user the status or progress of their call.

Description

IntraMail provides the telephone system with Voice Prompting Messages which tell the extension user the status or progress of their call. For example, if an extension user calls a co-worker while their extension is in DND, they hear, “Please do not disturb.” Voice Prompting Messages guide the user while using certain features. The following table lists the available Voice Prompting Messages.

Voice Prompting Messages		
Voice Prompt	Feature	Description
<i>The number you have dialed is not in service.</i>	<u>Intercom</u>	The extension you called <i>is</i> part of the extension data base but is not installed.
<i>Vacant number.</i>		The extension you called <i>is not</i> part of the extension data base.
<i>This is extension ____.</i>		You press N (6) to hear your extension number.
<i>The time is _____. The date is _____.</i>	<u>Time and Date</u>	You press T (8) on your idle keyset to hear the Time and Date.
<i>All lines are busy. For callback, press 2 or the callback key.</i>	<u>Line Groups</u>	You dial a Line Group access code (9 or 90- 98) and no lines are available in that group.
<i>Extension ____ is busy. For callback, press 2 or the callback key.</i>	<u>Intercom</u>	You place an Intercom call to a busy extension
<i>Your call cannot go through. Please call the operator.</i>	<u>Toll Restriction</u>	You place a call that is blocked by your extension’s Toll Restriction
<i>Please do not disturb.</i>	<u>Do Not Disturb</u>	You call an extension in Do Not Disturb.
<i>Please hold on. Your call is being rerouted.</i>	<u>Call Forwarding Off Premises</u>	Call Forwarding Off Premise is rerouting your call to the programmed destination.

If your DSX-80/160 has an UltraMail Voice Mail with Automated Attendant installed, you can install an IntraMail to provide the Voice Prompting Messages. The UltraMail will provide the voice mail services, not the IntraMail.

Conditions and Defaults

Conditions

- None.

Default Setting

- Enabled if IntraMail installed.

Other Related Features

Features

- None.

IntraMail Features

- Multilingual Voice Prompts on page 203
 - Multilingual Voice Prompts provides IntraMail voice prompts in three languages.

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