Panasonic®

ICX

Integrated Communication eXchange

Built-In Voice Mail
User Guide

August, 1998

Name_____

Personal ID _____

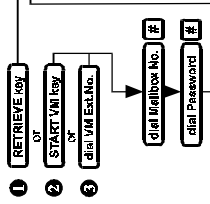Dial Voice Mail Code _____

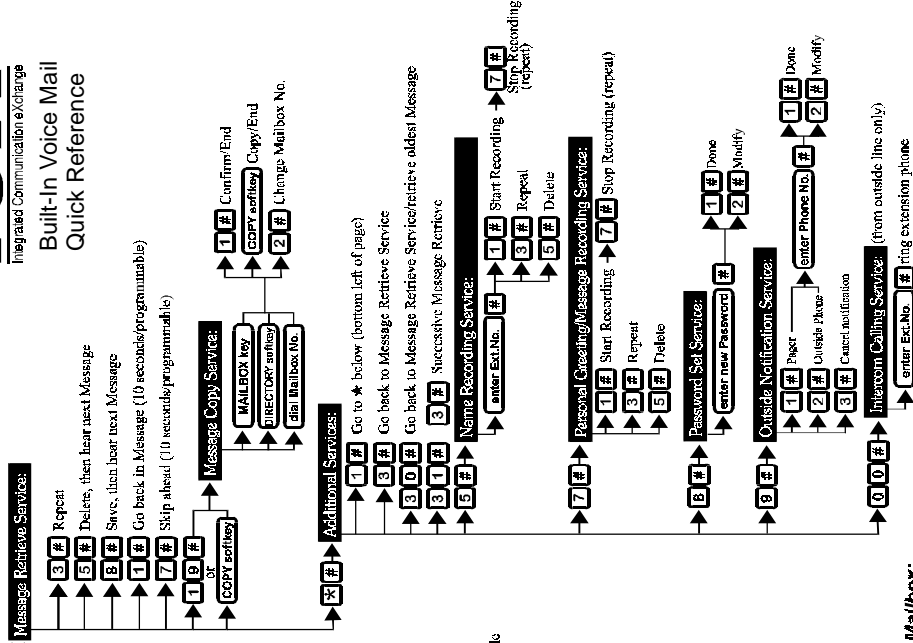Dial Voice Mail Code From Outside _____

System Administrator _____

System Administrator Extension _____

ICX

Integrated Communication eXchange

Built-In Voice Mail
Quick Reference

Three Ways to Enter Voice Mail ("VM"):

1. RETRIEVE key
   or
2. START VM key
   or
3. dial VM Ext.No.

dial Mailbox No. [#]
dial Password [#]

Message Retrieve Service:

- [3][#] Repeat
- [5][#] Delete, then hear next Message
- [8][#] Save, then hear next Message
- [1][#] Go back in Message (10 seconds/programmable)
- [7][#] Skip ahead (10 seconds/programmable)
- [1][9][#]
  or
  COPY softkey

Message Copy Service:

- MAILBOX key
- DIRECTORY softkey
- dial Mailbox No.

- [1][#] Confirm/End
- COPY softkey Copy/End
- [2][#] Change Mailbox No.

Additional Services:

[*][#]

- [1][#] Go to ★ below (bottom left of page)
- [3][#] Go back to Message Retrieve Service
- [3][0][#] Go back to Message Retrieve Service/retrieve oldest Message
- [3][1][#] Go back to Message Retrieve Service/retrieve oldest Message
- [5][#] Successive Message Retrieve

Name Recording Service:

enter Ext.No. [#]

- [1][#] Start Recording
- [3][#] Repeat
- [5][#] Delete

[7][#] Stop Recording (repeat)

Personal Greeting/Message Recording Service:

[7][#]

- [1][#] Start Recording
- [3][#] Repeat
- [5][#] Delete

[7][#] Stop Recording (repeat)

- [1][#] Done
- [2][#] Modify

Password Set Service:

[8][#]

enter new Password [#]

Outside Notification Service:

[9][#]

- [1][#] Pager
- [2][#] Outside Phone
- [3][#] Cancel notification

enter Phone No. [#]

- [1][#] Done
- [2][#] Modify

Intercom Calling Service:

(from outside line only)

[0][0][#]

enter Ext.No. [#] ring extension phone

Message Recording Service:

Record message

[7][#] Stop recording

- [1][#] Re-Record Message
- [3][#] Repeat Message
- [5][#] Cancel Message

Other Commands:

- [4][#] Speed up/down toggle
- [6][#] volume up/down toggle

Leaving a Message in a Mailbox:

★

- START VM key
  or
  dial VM Ext.No.

- MAILBOX key
- DIRECTORY softkey
- [*] dial Mailbox No.
- dial Mailbox No.

- select mailbox

Contents

Welcome to ICX Built-In Voice Mail

Your new Built-In Voice Mail allows you to record telephone calls and access many basic voice mail (VM) features. You may use your system to greet callers, retrieve and leave messages, notify outside telephones and pagers of messages, and many other powerful options to improve your productivity.

This system is easy to use and customize. The system has automated commands which you can access via a system of option menus. The system informs you which buttons to press; all you have to do is press them! Usually you will input keypad characters like the "**7**" (seven) key and the "**#**" (pound) key.

Entering Your Mail Box

There are three ways to enter your Voice Mail (VM) box.

1 (RETRIEVE key)

2 (START VM key)

3 Dial VM extension.

Accessing VM with Keys

Press the "**RETRIEVE**" key or "**START VM**" key to access your mail box. The system dials your mailbox number for you.

Accessing VM by Dialling

Enter the VM number, then your mailbox number followed by the "**#**" (pound) key.
[123] #
If you assigned a password to your mailbox, enter the password code followed by the "**#**" (pound) key.
[456] #
The messages play automatically, newest to oldest. (See *Playback Options* for additional message options.)

Your Personal Greeting

The system provides an automated greeting, "*Welcome to the voice mail system.*" You may set a personalized message when you enter the mail box (look to the left for instructions) by pressing "*" (star) "**#**" (pound), then the number "**7**" and "**#**".

* #   7 #

Only then can you perform the steps outlined below. Services in Personal Greetings:

1. To start recording, press "**1**" then "**#**". .   * #

2. To stop recording, press press "**7**" then "**#**".   7 #

3. To repeat your greeting, press "**3**" then "**#**".   3 #

4. To delete the greeting, press "**5**" then "**#**".   7 #

You should set a personal security code (password). (See **Setting a Password**.) Only you know your code, so don't forget what it is!

Think About It!

Write your greeting here before you record it; it's easier to remember what you want to say if it's right in front of you.

Setting a Password
Enter VM then press "*****" star, then "**#**" (pound), then number "**8**" and "**#**" (pound).

| ***** | **#** | | **8** | **#** |

1. Enter the new password and "**#**". [1234] **#**

2. To accept, press "**1**" and "**#**". | **1** | **#** |

3. If you want to modify the password, press "**2**" and "**#**". | **2** | **#** |

You can change your password as frequently as you wish. The code can be anywhere between 3 - 10 numbers. If it is easier for you to remember letters than numbers, don't forget that you can spell it with letters on the keypad. Longer codes are more secure than shorter ones. If you forget your code, you must ask your ICX Telephone System distributor to reprogram a new security code.

Only YOU have the key!

★☆

Basic Message Playback Options
By default, messages play back sequentially from the newest one. Once you have dialled your voice mailbox, you can use several options, including:
- Repeat the message
- Delete, then hear the next message
- Save, then hear the next message
- Go back in message
- Skip forward in message
- Message Copy

Note: The following commands may be entered during the message.
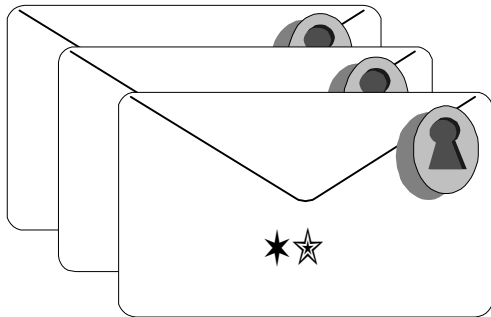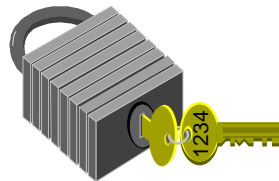
Quick Tip:

To speed the Message up/down, toggle the "**4**" "**#**" (pound) keys.. | **4** | **#** |

To adjust the Volume up/down, toggle the "**6**" "**#**" (pound) keys. | **6** | **#** |

Playback Options (Cont)

Repeating the Message
1.Press "**3**" and "**#**" (pound).

3 #
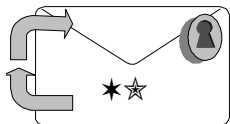
Deleting the Message
2.Press "**5**" and "**#**" (pound). The following message plays automatically.

5 #
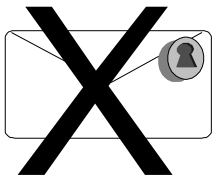
Saving the Message
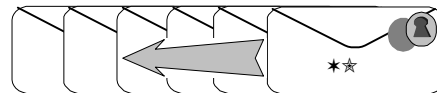1.Press "**8**" and "**#**" (pound). The next message plays automatically.

8 #
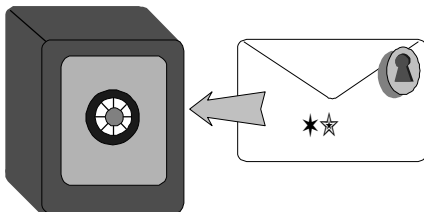
Going Backward in a Message
You can go back in any message while you are listening to it. The system default is to go back 10 seconds, but system programming can change it to any time increment you want.
1.Press "**1**" and "**#**" (pound). The message skips backwards the amount of seconds you have programmed.

1 #

Going Forward in a Message
You may skip over part of a message while you are listening to it. Again, the system default is 10 seconds.
1.Press "**7**" and "**#**" (pound). The message skips forward to the specified time increment.

7 #
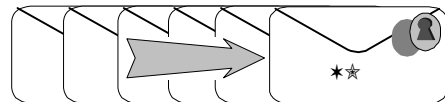
Copying Messages

You can copy a message to another mailbox or multiple mailboxes while you are listening to the message. You also may copy it when you hear the announcement, "*To Delete, press 5 and #. To Save, press 8 and #.*"

Original Message to You

cc:Ted   cc:Connie   cc:John
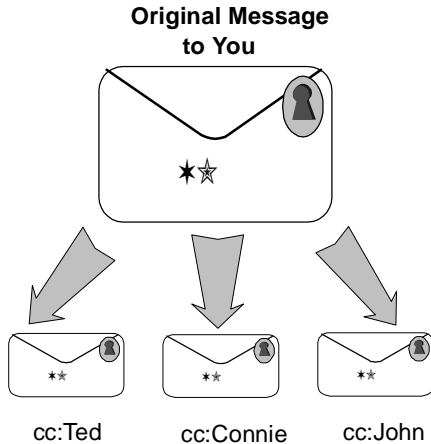
Copying the Message to Another Mailbox

1. Press the **COPY** key or "**1**" "**9**" and "**#**" pound. The system announces: "*Please enter the mailbox number and press Pound.*"

   COPY Softkey   1 9 #

2. Press the **MAILBOX key** or enter the mailbox number and "**#**" (pound).

   MAILBOX key

3. Press "1" and "#" to copy the message.   1 #

   • If you selected the wrong mailbox number, press "**2**" and "**#**" (pound). The system takes you back to Step One above.   2 #

   • To Cancel copying, press "*****" "**#**".   * #

Copying to Multiple Mailboxes

Instead of entering the **MAILBOX** key or mailbox numbers in Step Two above, enter the broadcast code and "#" (pound).

1. Press the **COPY** key or "**1**" "**9**" and "**#**" (pound). The system announces: "*Please enter the mailbox number and press # (pound).*"
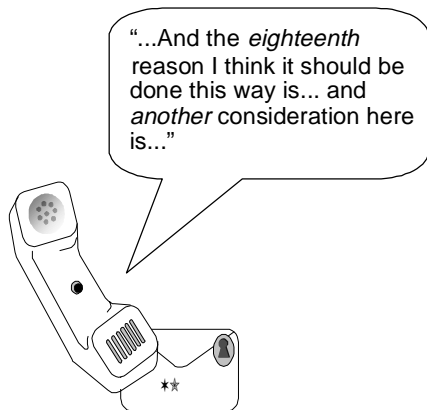
   COPY Softkey   or   1 9 #
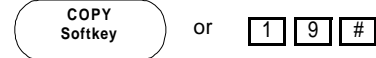
2. Press "*****" **BROADCAST CODE** "**#**" (pound) or press the pre-assigned broadcast **MAILBOX** key.

3. Press "**7**" and "**#**" (pound).   7 #
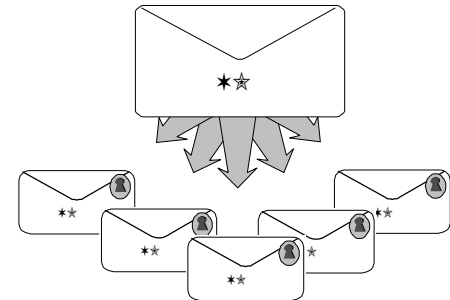
   * Broadcast #
   Code

You may want to leave a message in another party's mailbox. One message can be recorded for up to 4 minutes. (Recording time is set upon installation, but can be changed.) One mailbox can contain up to 30 messages. (This number can also be changed.)

"...And the *eighteenth* reason I think it should be done this way is... and *another* consideration here is..."

Calling Another Party's Mailbox

1. Press the **START VM** key or dial the Voice Mail number. Do not enter your personal mailbox.

2. Press "*****", dial the mailbox number, and press "**#**" (pound).

*	Dial Mailbox **Number**	#

3. You will hear the other person's greeting. Leave a message after the tone and press "**7**" "**#**" (pound) or hang up to stop recording.

If you chose "**7**" "**#**" (pound), you may then choose several options.

•Press "**1**" "**#**" (pound) to re-record the message..

1	#	Re-Record Message

•Press "**3**" "**#**" (pound) to repeat the message..

3	#	Repeat Message

•Press "**5**" "**#**" (pound) to cancel the message..

5	#	Cancel Message

If the other party's mailbox is full, you will hear the announcement, "*Sorry, you cannot leave a message in mailbox XXX.*"

FULL
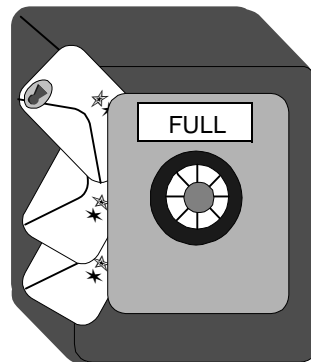
Recording Your Message in Multiple Mailboxes

The same message can be left in up to 50 other mailboxes. To use this service, your system administrator must set up broadcast codes. Up to 30 broadcast codes can be assigned in one system. Ask your administrator for details regarding broadcast codes.

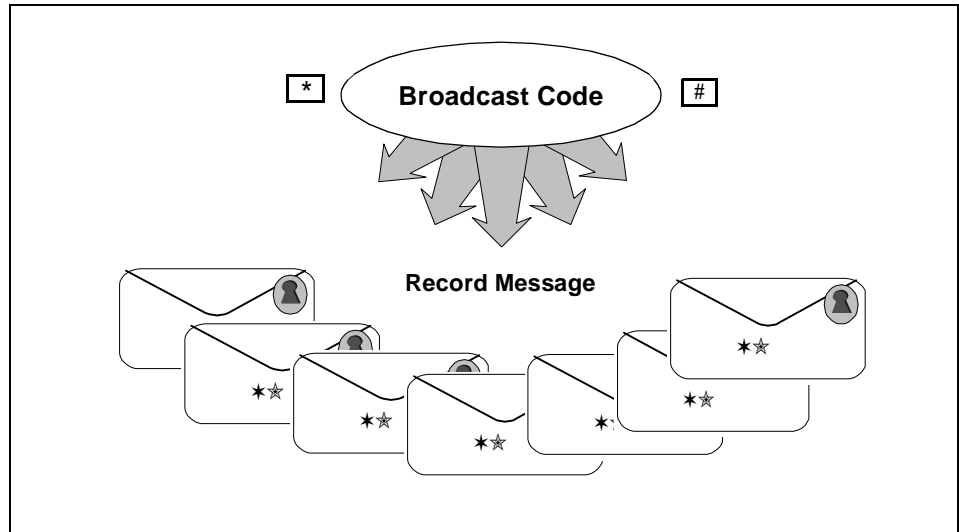1. Press the **VOICE MAIL** key or dial the Voice Mail number.

> **START VM key**

2. When you hear the system announcement, press "**＊**" enter the broadcast code, and press "**#**" (pound).

3. Record the message.
4. Press "**7**" "**#**" (pound) when you are finished or hang up.

> 7 #

Quick Tip:

My broadcast code is:

_____

＊ **Broadcast Code** **#**

Record Message

Accessing Voice Mail from the Outside
If an outside access telephone number has been assigned, you can access the voice mail from the outside. Once connected to voice mail, you can access the voice mail features.

1. Call the Voice Mail outside access telephone number.
2. Enter the box number and press **#**.
3. Enter your password and **#**.

Your messages play automatically, newest to oldest. You can access the voice mail features as if your were at an extension.

Quick Tip:

The outside access phone number is:

Outside Notification Services

After a message is recorded in your mailbox, you can be informed in one of the following two methods:

- •Calling a pager
- •Calling an outside telephone or extension

Calling a Pager

You can instruct VM to notify a pager.

1.Enter VM then press ***** and **#**

| * | # |

2. Press "**9**" "**#**" (pound) to access outside notification service.

| 9 | # |

3.Press "**1**" '**#**" to notify pager.

| 1 | # |

4.Enter the phone number (with trunk access #).   9-555-1234

5.Press "**#**" (pound).

| # |

6.If you are done, hang up or press "**1**" and "**#**".

| 1 | # |

7.If you want to modify the notification, press "**2**" "**#**".

| 2 | # |
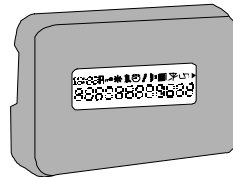
Calling an Outside Phone or Extension

You can instruct VM to notify an outside phone after you leave the message.

1.Enter VM then press * and **#**

| * | # |

2.Press "**9**" "**#**" (pound) to access outside notification service.

| 9 | # |

3.Press "**2**" '**#**" to notify outside phone.

| 2 | # |

4.Enter the phone number.   [ABC-WXYZ]

5.Press "**#**" (pound).

| # |

6.If you are done, hang up or press "**1**" or "**#**".

| 1 | # |

7.If you want to modify the notification, press "**2**" "**#**".

| 2 | # |

Some systems are set up to perform these services automatically. Large display telephones show an notify option on the soft key screen. Press the button beside the appropriate display to execute the command.

Some other options which are available to you with the ICX Voice Mail service are as follows:
- •Go back to message retrieve service
- •Go back to message retrieve/retrieve oldest message
- •Successive message retrieve

Go Back

If you have gone into VM features other than message retrieve, such as recording your greeting or changing your password, and you want to go back to message retrieve, you can do so without exiting and starting all over again.

1. Press * and **#**.

| * | # |

2. Press **3** and **#** to go back to message retrieve service.

| 3 | # |

Go Back and Listen

If you want to return to message retrieve from other areas of VM, but you want to listen to your message oldest-first, then you may do so.

1. Press * and **#**.

| * | # |

2. Press "**3**" "**0**" "**#**".
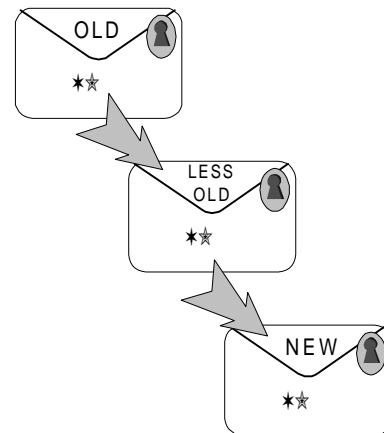
| 3 | 0 | # |
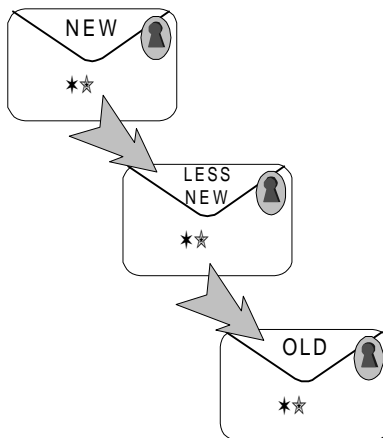
Successive Message Retrieve

You can go directly to Successive Message Retrieve from any area of VM. Retrieving messages successively plays them from the most recent to the oldest.

1. Press * and **#**.

| * | # |

2. Press **3 1 #**, then **3 #**.

| 3 | 1 | # | | 3 | # |

You can record normal CO trunk calls, ISDN trunk calls, private lines, and intercom calls. The recording is retained as a voice mail message. Recording can be either automatic or manual. Automatic recording is set at installation. Phones set for automatic recording record every incoming/outgoing call. Ask your administrator about your phone.

Precautions:

!

•Make sure the other person knows you are recording the call. Without his or her consent, you could be invading privacy.
•Calls cannot be recorded if your mailbox is full.
•You cannot record a call made with a locally-supplied ISDN terminal adaptor.
•If Handset Mute is enabled for the extension, the voice on the Mute handset is still recorded on an intercom call.
•**While a conversation is being recorded, key tones are not sent out without first dialling "0" and "#".**

Manual Conversation Recording to Your Mailbox
　1.Receive or make a call.
　2.Press the **RECORD** key to start recording.

(RECORD VM key)

　3.Replace the handset when the call is terminated. The conversation is stored in your mailbox.

Manual Conversation Recording to a Designated Mailbox
　1.Receive or make a call.
　2.Press the **VOICE MAIL** key to start recording.

(START VM key)

　3.Press the destination **MAILBOX** key or input the destination mailbox number and press **#**.

(MAILBOX key)

　4.Replace the handset when the call is terminated. The conversation is stored in the designated mailbox.

Cancelling While Recording
　1.Press **CANCEL** or **5 #**.

CANCEL OR 5 #

Pausing Recording
　1.Press **PAUSE** or **2 #**.

PAUSE OR 2 #

　2.To resume a paused recording, press **PAUSE** or **2 #**.
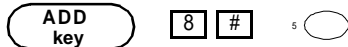
PAUSE OR 2 #

Re-Recording
　1.Press **Re-Record** or **1 #**. The previous recording is cancelled and a new recording is initiated.

RE-RECORD OR 1 #

Playing Back the Recorded Conversation Before Hanging Up

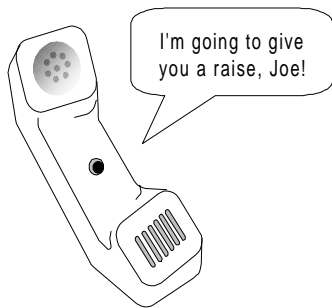1. Before hanging up, press the **ADD** key, **8 #**, or **Soft Key 5**. .

| ADD key | 8 | # | 5 |

2. If prompted, press the destination **MAILBOX** key or input the destination mailbox number and press **#**.

MAILBOX key

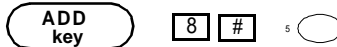3. Press **3 #** or **Soft Key 10**.

| 3 | # | 10 |

4. Replace the Handset.

Cancelling the Recorded Conversation Before Hanging Up

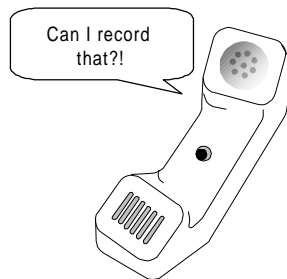1. Before hanging up, press the **ADD** key, **8 #**, or **Soft Key 5**. .

| ADD key | 8 | # | 5 |

2. If prompted, press the destination **MAILBOX** key or input the destination mailbox number and press **#**.

MAILBOX key

3. Press **5 #** or **Soft Key 5**. The recorded conversation is cancelled.

| 5 | # | 5 |

4. Replace the Handset.

Changing the Destination Mailbox After Recording

1. Before hanging up, press the **ADD** key, **8 #**, or **Soft Key 5**. .

| ADD key | 8 | # | 5 |

2. If prompted, press the destination **MAILBOX** key or input the destination mailbox number and press **#**.

MAILBOX key

3. Press *** #** or **Soft Key 9**.

| * | # | 9 |

4. Choose a new recording destination.
5. Replace the Handset.

I'm going to give you a raise, Joe!

Can I record that?!

HOLDing During Recording

- If you place the call on **HOLD** while you are recording it, then recording is paused.
- If you place the call on **HOLD** for more than 10 minutes, then recording terminates automatically.
- If you resume a recorded call which you placed on **HOLD** within less than ten minutes, recording resumes.
- If someone else retrieves the call you placed on **HOLD** while recording, then the person who picks up can either continue recording or terminate recording. The recorded part of the conversation is still in the designated mailbox.

Adding a Message to a Recorded Conversation

After you have recorded a conversation, you may want to add thoughts or comments to the recording.

1. Before hanging up, press the **ADD** key, **8 #**, or **Soft Key 5**. .
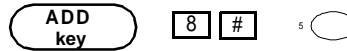
   [ADD key] [8] [#] (5)

2. If prompted, press the destination **MAILBOX** key or input the destination mailbox number and press **#**.

   [MAILBOX key]

3. Press **Soft Key 4** or **1 #**.

   (4) [4] [#]

4. Add your message.
5. Press **7 #** when you have finished.

   [3] [#]

6. You should hear, "*Message recorded*," before you hang up.

Outside Notification of Recorded Conversations

You can notify outside phones and pagers after recording a conversation. You may also add a message to the recording before notifying. (See "*Adding a Message to a Recorded Conversation*.")

NOTE: Prior to using outside notification, you must first set up outside notification as described on page 10.

1. Before hanging up, press the **ADD** key, **8 #**, or **Soft Key 5**. .
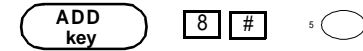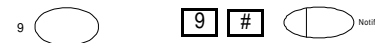
   [ADD key] [8] [#] (5)

2. If prompted, press the destination **MAILBOX** key or input the destination mailbox number and press **#**.

   [MAILBOX key]

3. Press **Soft Key 1** or **9 #**.

   (1) [9] [#]

4. To cancel the notification, press **Soft Key 9**, **9 #**, or the **Notify** key.

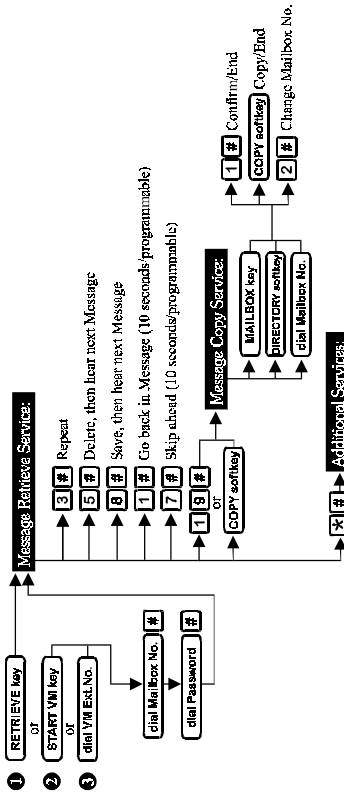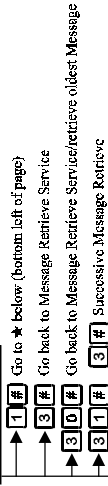   (9) [9] [#] [Notify]

Notes

Built-In Voice Mail Quick Reference

Three Ways to Enter Voice Mail ("VM"):
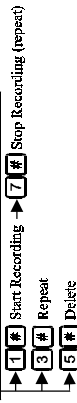
1. RETRIEVE key
or
2. START VM key
or
3. dial VM Ext.No.

→ dial Mailbox No. [#] → dial Password [#]

Message Retrieve Service:

- 3 [#] Repeat
- 5 [#] Delete, then hear next Message
- 8 [#] Save, then hear next Message
- 1 [#] Go back in Message (10 seconds/programmable)
- 7 [#] Skip ahead (10 seconds/programmable)
- 1 9 [#]
  or
  COPY softkey

Message Copy Service:

- MAILBOX key
- DIRECTORY softkey
- dial Mailbox No.
- 1 [#] Confirm/End
- COPY softkey Copy/End
- 2 [#] Change Mailbox No.

Additional Services:

[*] [#]

- 1 [#] Go to * below (bottom left of page)
- 3 [#] Go back to Message Retrieve Service
- 3 0 [#] Go back to Message Retrieve Service/retrieve oldest Message
- 3 1 [#] Successive Message Retrieve
- 5 [#]

Name Recording Service:

enter Ext.No. [#]

- 1 [#] Start Recording
- 3 [#] Repeat
- 5 [#] Delete
- 7 [#] Stop Recording (repeat)

Personal Greeting/Message Recording Service:

7 [#]

- 1 [#] Start Recording
- 3 [#] Repeat
- 5 [#] Delete
- 7 [#] Stop Recording (repeat)

Password Set Service:

8 [#]

enter new Password [#]

- 1 [#] Done
- 2 [#] Modify

Outside Notification Service:

9 [#]

- 1 [#] Pager
- 2 [#] Outside Phone
- 3 [#] Cancel notification

enter Phone No. [#]

- 1 [#] Done
- 2 [#] Modify

Intercom Calling Service: (from outside line only)

0 0 [#]

enter Ext.No. [#] ring extension phone

Message Recording Service:

Record message [7][#] Stop recording

- 1 [#] Re-Record Message
- 3 [#] Repeat Message
- 5 [#] Cancel Message

Other Commands:

- 4 [#] Speed up/down toggle
- 6 [#] Volume up/down toggle

Leaving a Message in a Mailbox:

- MAILBOX key
- DIRECTORY softkey
- [*] dial Mailbox No. [#]
- dial Mailbox No.
- START VM key
  or
  dial VM Ext.No.

Notes