

INTRODUCING VOICE MAIL

Inter-Tel Axxent Talk™ Voice Mail allows you to send and receive recorded messages from any station. Station users and outside callers may enter Voice Mail in the following ways:

- By dialing the telephone number or extension number assigned to the Voice Mail application
- By being transferred to Voice Mail by the automated attendant
- By being forwarded (using manual or system forward) to Voice Mail when a called station is unavailable
- By responding to message waiting indications left by voice mail at a station

When you reach Voice Mail, you will hear recorded instructions that tell you what to do next. Simply listen to the prompts and press the keypad key that corresponds to the desired choice. If you do not respond immediately, a second set of prompts is played.

Most prompts are interruptible, and you can press the desired key at any time during the prompt. The prompt will then stop and the system will act on the requested choice.

There are three types of mailboxes on the voice mail system: Standard, Receive-Only, and System Administrator.

- Standard mailbox features include: listening to new messages, sending messages, forwarding messages, deleting messages, saving messages, programming personal options, and, if authorized through database programming, setting up remote messaging.
- A Receive-Only mailbox user can only listen to new messages, save or delete them, and program personal options.
- The System Administrator has all of the Standard mailbox options, plus the ability to record and send broadcast messages, provide mailbox and group list maintenance, and record/select custom recordings.

Your System Administrator is _____
Extension Number _____

RESPONDING TO MESSAGES

When your mailbox receives a message, your station is signaled. If it is a keyset, the MSG key is lit and the display shows that a message has been received. A single-line set will receive message waiting signals of six tones when the handset is lifted, if enabled system-wide.

If your station is the “Message Notification Station” for another mailbox (such as a hunt group’s mailbox), you will receive message indications as described above. However, when you respond to the message, you will still enter your station’s mailbox. You will then need to exit from your mailbox and enter the mailbox that has the waiting message.

Remote Messaging must be enabled for your mailbox through database programming. Then you set it up through your mailbox. It allows you to enter the primary and/or alternate telephone number or extension number that the voice mail system will call when new messages are received by your mailbox.

MAILBOX ANNOUNCEMENTS

When you enter your mailbox, you may hear one of the following announcements:

- **Mailbox almost full or full:** If your mailbox is full, no new messages can be received until you delete waiting or saved messages.
- **Message count:** This tells you how many messages are waiting to be heard, if any, and how many are priority messages.
- **Remote messaging:** This announcement will indicate whether primary or alternate remote messaging is selected when remote messaging is enabled. It will also alert you if a programming error has been detected and/or whether Voice Mail encountered busy system resources when attempting to place a remote messaging call.

ADDITIONAL INFORMATION

For more detailed information and expanded procedures, refer to the *Inter-Tel Axxent Talk Voice Mail User Guide*.



INTER-TEL AXXENT TALK

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