COMDIAL®

Interchange/Corporate Office
Telephone User Interface (TUI)
Pocket Guide

Interchange/Corporate Office
Telephone User Interface (TUI)
Pocket Guide

Comdial Corporation
106 Cattleman Road, Sarasota, FL 34232
(941) 554-5000 or (800) 266-3425

-Notice-
Comdial reserves the right to make any
changes and improvements in the product
described in this document at any time and
without prior notice.

Interchange and Corporate Office are trademarks of Comdial
Corporation. All other product names are trademarks of their respective
owners.

First Edition

May, 2004

Printed in the USA

This Telephone User Interface (TUI) Pocket Guide is applicable for the following system models.

Product	Required Software Version
Interchange	Software versions 11.1 and greater
Corporate Office	Software versions 8.5 and greater

Document Revision History

Date	Affected Pages	Change
May 28 2004	1-16	Original Release

Table of Contents

Contents

1. UNDERSTANDING THE VOICE MAIL SYSTEM

Voice processing is a means of increasing productivity and efficiency in the telecommunications environment. By automating call handling, calls can be immediately directed to the appropriate person without subjecting callers to long waits while the operator handles other calls. Messages can be recorded and retrieved in a voice mailbox 24 hours a day, seven days per week. When callers record their messages in their own voice, the message is accurate, detailed, and more personal than a third party message.

How Do I Use Voice Mail?

You have been assigned a voice mailbox. To access your mailbox, you must first dial the voice mail system. When the voice mail system answers, you then dial the # key followed by your voice mailbox number. This is called "logging in" to your voice mailbox. You do this to listen to your voice mail messages or to use any of the features available in your voice mailbox.

Voice Mail Etiquette

It is important that you exercise good voice mail etiquette at all times. Voice mail is intended to enhance productivity. When someone leaves a message in your voice mailbox, it is your responsibility to reply promptly and courteously. If voice mail is abused, the result can be frustrated callers and unhappy users.

To avoid any possible frustration, be patient and courteous to all callers while they become acquainted with your new voice mail system. Take some time to read this guide, and consult it frequently. By learning how to use the available features, you will get the most out of your voice mail system.

2. TO LOG IN TO VOICE MAIL

Dial the voice mail access number: _____

When voice mail answers, press the # key.

Dial your mailbox number: _____

Enter your password: _____

The voice mail system will tell you how many messages you have.

A shortcut to retrieving new messages: press 9 after the voice mail system begins to tell you how many messages you have.

3. MAIN MENU

To access different features on the Main menu, press the key on your telephone that corresponds to the feature you want to use:

To Listen to Messages, press 1

You then select to listen to new or saved messages. The Message menu plays.

To Send a Message, press 2

Use this option to send a message to someone in the voice mail system and to specify any future delivery timetable. You are prompted to address then record the message.

To Change Options, press 3

Available options allow you to record your name prompt, record greetings, change your password, change the call transfer feature, or set up message notification or pager delivery features.

To Immediately play New Messages, press 9

The system immediately begins playback of any new messages you may have.

To exit, press #.

The system logs you out of your mailbox and disconnects your call into the system.

4. TO LISTEN TO MESSAGES

To listen to new or old (saved) messages in your mailbox, press 1 from the Main menu. You have the following options:

　To listen to New Voice Mail messages, PRESS 1.
　To listen to Saved Voice Mail messages, PRESS 2.
　To listen to New E-Mail messages, PRESS 3.
　To listen to Saved E-Mail messages, PRESS 4.
　To listen to All New messages, PRESS 5.
　To listen to All Saved messages, PRESS 6.

　Note: Not all options are available on all systems.

After you listen to each message, choose from the following.

1　**TO REPLAY THE MESSAGE, PRESS 1.**
The message replays from its beginning.

2　**TO PUT THE MESSAGE IN THE SAVED QUEUE, PRESS 2.**
The message is placed in your saved message queue, and the next message plays.

3　**TO PUT THE MESSAGE IN THE NEW QUEUE, PRESS 3.**
The message is placed back in your new message queue, and the next message plays. Use this option if you want to retain a message you marked for deletion.

4　**TO DELETE THE MESSAGE, PRESS 4.**
The message is marked for deletion, and the next message plays. You can retrieve a message marked for deletion if you have not hung up. To undelete the message, press # to return to the Main menu, press 2 to listen to saved messages, and when the message plays, press 3 to save the message as a new message.

5　**TO ADJUST THE VOLUME, PRESS 5.**
You can set the volume to one of three levels.

6 1 **TO FORWARD THE MESSAGE, PRESS 6,1.**
You are prompted to enter the number of the mailbox to which you want to forward the message.

6 2 **TO REPLY TO THE MESSAGE, PRESS 6,2.**
You are prompted to record a reply to return to the message sender, providing the message was sent from a mailbox on the system.

6 3 **TO TRANSFER TO THE SENDER, PRESS 6,3.**
You are immediately forwarded to the message sender, providing the message was sent from either a mailbox on the system or an outside caller whose number was stored by the system.

6 4 **TO DELETE THE MESSAGE, PRESS 6,4.**
The message is deleted, as it would be if you simply pressed 4.

6 5 **TO HEAR THE TIME AND DATE THE MESSAGE WAS SENT, PRESS 6,5.**

7 **TO TAG A FAX MAIL MESSAGE, PRESS 7.**
The fax mail message is selected and will be retrieved when you PRESS *. *Requires previous installation of FaxMail option, which is no longer offered.*

* **TO GET FAX MAIL TAGGED FOR RETRIEVAL, PRESS *.**
The fax mail documents you selected are delivered to the number you specify. *Requires previous installation of FaxMail option, which is no longer offered.*

**TO EXIT, PRESS #.**
You are returned to the Main menu.

During Playback

While listening to a message, you can rewind 5 seconds by pressing 8, fast forward 5 seconds by pressing 9, or pause by pressing the 0 key. Press 5 repeatedly to adjust the volume.

5	**8**	**9**	**0**
Volume	Rewind	Fast Forward	Pause

5. TO SEND A MESSAGE

To send a message to another mailbox, PRESS 2 from the Main menu. The voice mail system asks you to enter the mailbox number of the person to which you want to send the message. If you do not know the number, press * for the directory.

**After recording the message,**
PRESS # for more options:

1 **To Send this Message, PRESS 1.**

    1 NORMAL DELIVERY

    2 URGENT DELIVERY

    3 PRIVATE DELIVERY

    5 RETURN RECEIPT

    * FUTURE DELIVERY

2 **To Replay the Message, PRESS 2.**
Your message replays from the beginning.

3 **To Re-record the Message, PRESS 3.**
The entire message you previously recorded is deleted and replaced with a new recording you make.

4 **To Cancel this Message, PRESS 4.**
Your message is deleted and not sent.

5 **To be Notified when Your Party has Received this Message, PRESS 5.**
You receive a confirmation notification when the recipient listens to the message.

6 **To Send this Message to Several Mailboxes, PRESS 6.**
You can keep sending the same message to several mailboxes without re-recording it.

7 **To Add a Fax Document to the Message Being Sent, PRESS 7.**
You are prompted to press the start button on your fax machine. You must be calling into the voice mail from a fax machine or a PC that has faxing capabilities. *Requires previous installation of FaxMail option, which is no longer offered.*

8 **To Resume Recording Where You Left Off, PRESS 8.**
The last portion of the message is replayed, so you can listen to it, gather your thoughts, then add to the message.

9 **To Play the Last 5 Seconds of the Message, PRESS 9.**
The last portion of the message is replayed so you can gather your thoughts and, if necessary, add to the message.

* **To Send the Message so that it Arrives at a Future Time and Date, PRESS *.**
The message is stored until the date and time you specify and is delivered to the recipient's mailbox at that time.

6. TO ACCESS OTHER OPTIONS

1
Record Name

2
Record Greeting

3
Change Password

4
Change Call Transfer Feature

5
Set up Message Notification

6
Specify Pager Number

7
Review Future Deliveries

8
Set up Distribution Lists

9
Restart Tutorial

*
Edit a Sent Message

0
Log in or Out of ACD Group

#
Exit

Using the Tutorial

A tutorial is included to help familiarize new users with the voice mail system. The tutorial walks you through recording your name, recording your greeting, and entering your name into the voice mail directory. You can turn off the tutorial when you feel comfortable with the system. To turn it off, simply PRESS * while the tutorial is playing. To re-enable the tutorial, log on to voice mail, PRESS 3 from the Main menu for the Options menu, then PRESS 9 from the Options menu to turn on the tutorial.

You can record your name and greeting without the tutorial; refer to the following pages.

6.1 Recording Your Name

You need to record your name so the system can inform callers that they are indeed leaving a message or being transferred to the correct person. By recording your name, you also can be included in the voice mail directory.

To record your name, perform the following steps.

1. Call the voice mail system.
2. Log in by pressing # plus your mailbox number.
3. Press 3 to access the Options menu.
4. Press 1 to record your name.

You can listen to your recording and re-record it as many times as you like until you are satisfied with the results. When you finish recording your name, record your greeting(s).

6.2 Recording Your Greeting

When a caller is sent to your mailbox to record a message, they hear your greeting. You can record up to ten greetings for your mailbox, then activate a certain greeting depending on your situation. (Though it is not necessary to record any greetings, it is more personal to callers if they hear a message from you.) If you record more than one greeting, you change which greeting is the active greeting at any time. To change the active greeting, you simply enter the greeting number 0 through 9.

To record a greeting, perform the following steps.

1. Call the voice mail system.
2. Log in by pressing # plus your mailbox number.
3. Press 3 to access the Options menu.
4. Press 2 to record your greeting.

After you record a greeting, perform the following steps.

1. To replay the greeting, press 1.
2. To re-record the greeting, press 2.
3. To delete the greeting, press 3
4. To choose a new greeting, press 5.
5. To return to the options menu, press #.

PRESS 0 to select the first greeting (greetings are numbered 0 – 9). You can listen to your recording and re-record it as many times as you like until you are satisfied with the results.

Sample Greeting 0

"Hello, this is Mary. I'm either on the phone or away from my desk. Please leave me a detailed message at the tone and I will return your call right away."

Sample Greeting 1

"Hello, this is Mary. Today is June 5 and I'll be out of the office all day. Please leave me a detailed message and I'll get back to you, or, for immediate assistance press 0 for the operator."

You can re-record your greetings or change your active greeting as often as you like. The greetings can be changed from your phone at work or by calling into the voice mail system from any touch-tone phone anywhere. This means you can update your greetings from home or out of town when necessary.

Note that when you record over an existing greeting, you delete the existing greeting, and it cannot be restored.

Also, you can inform callers that they can bypass your greeting and immediately record their message to you if they press 1 as soon as they hear your greeting begin to play.

6.3 Changing Your Password

By pressing 3 at the Options menu, you can change your password. Your password should always be at least 4 digits.

6.4 Changing the Call Transfer Feature

When a call comes into voice mail, the call is either transferred to the telephone extension at your desk or directly to your voice mailbox, where the caller can leave a message. If you will be away from your desk for a while or you do not want to be disturbed by calls ringing your extension, you can divert the calls from your telephone to another telephone or directly to your voice mailbox. To block calls to your extension, PRESS 4 from the Options menu, then PRESS *. To turn off call blocking, PRESS * again. When pressed from the Options menu, * toggles call blocking on and off. To send your calls to another extension or phone number, PRESS 4 from the Options menu, then enter the number. Consult your system supervisor for additional information on using this feature.

6.5 Setting Up Message Notification

By setting up message notification, you can have voice mail call you at another phone number (in the office or off site) to inform you when you have messages in your mailbox. To set up this feature, PRESS 5 from the Options menu and follow the prompts. Consult your system supervisor to set up more advanced message notification applications.

6.6 Specifying Pager Notification Numbers

Through pager notification, the voice mail system can call your pager to notify you when you have messages in your mailbox. To set up pager notification numbers, consult your system supervisor.

6.7 Distribution Lists

By setting up distribution lists in your mailbox, you can send one message to one distribution list number and every mailbox on the list will receive the message. A department manager, for example, may create a distribution list that contains the mailbox numbers of all

employees in the department. That way, the manager can relay one message to all those employees quickly and efficiently. To set up distribution lists, PRESS 8 from the Options menu. Also consult your system supervisor for information on using any group lists that are set up for company-wide use on the system.

7. USING OTHER FEATURES

7.1 Call Screening

Voice mail can prompt callers for their names prior to transferring each call to your extension. This way, you know who is calling, and you have the option of accepting the call or having voice mail take a message. This feature is not available with all phone systems. Consult your system supervisor for more information.

7.2 Message Waiting Lights

Voice mail can light the message waiting light on your phone to let you know when you have a new message. This feature is not available with all phone systems. Consult your system supervisor for more information.

7.3 Company Directory

If you record your name prompt, voice mail can include your mailbox in the company directory. Callers access the directory by pressing * from the main greeting. This feature helps callers to easily reach you when they do not know your mailbox number.

7.4 Mailbox Schedules

The mailbox schedules feature allow you to set up the call transfer, message forwarding, message notification, and pager delivery features to function according to specific schedules. Consult your system supervisor for details on setting up mailbox schedules.