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# ***UNIVERGE SV8100***

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## **VM8000 InMAIL SYSTEM GUIDE**



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Technology Development



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# Quick Setup

## SECTION 1 INSTALL THE VM8000 INMAIL BLADE



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

1. Take adequate anti-static precautions.
  - ◆ Wear a grounded wrist strap at all times when installing or removing the VM8000 InMail blade.
  - ◆ Ensure the wrist strap is attached to a known earth ground (such as the earth ground lug on the CHS2U-US).
  - ◆ Discharge any built-up static electricity by touching the cabinet earth ground lug.
2. Install four plastic stand-offs included with the VM8000 InMail blade before installing the CompactFlash card assembly.
  - ◆ Locate stand-offs as shown in [Figure 1-1 CPU without InMail Daughter Board \(PZ-VM21\) and CompactFlash on page 1-2](#).
  - ◆ Be sure to install the stand-offs from the back (underneath) side of the blade.
3. Install the VM8000 InMail CompactFlash card assembly face up as shown in [Figure 1-2 InMail Daughter Board with CompactFlash Card Assembly Installed on page 1-2](#).
4. Insert the VM8000 InMail blade into the CN4 connector on the CPU.
  - ◆ Position the VM8000 InMail blade over the CN4 connector — then push the blade into the connector on the CPU.

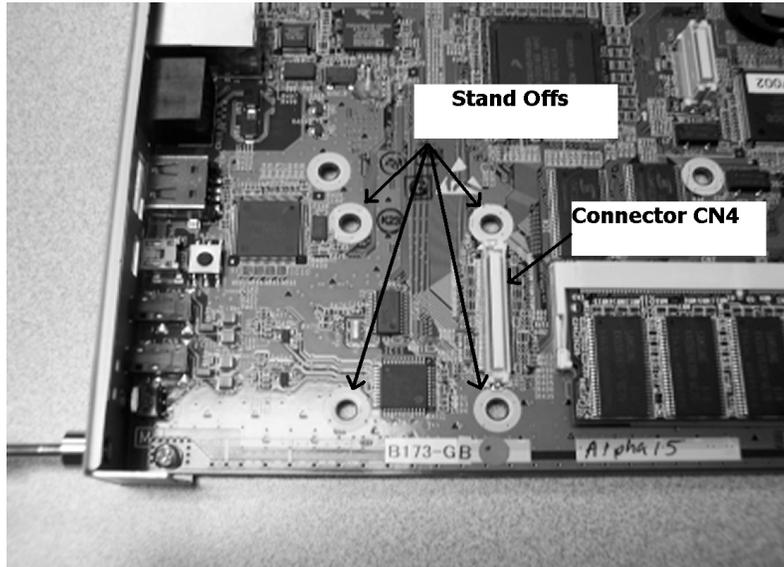


Figure 1-1 CPU without InMail Daughter Board (PZ-VM21) and CompactFlash

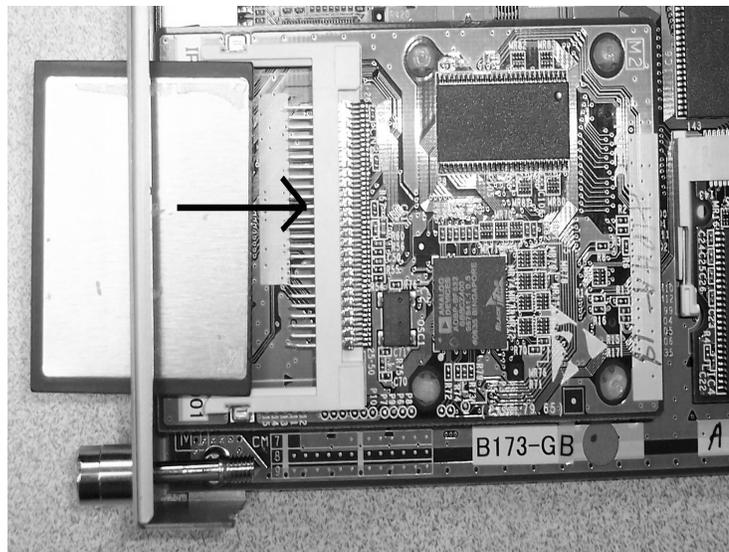


Figure 1-2 InMail Daughter Board with CompactFlash Card Assembly Installed

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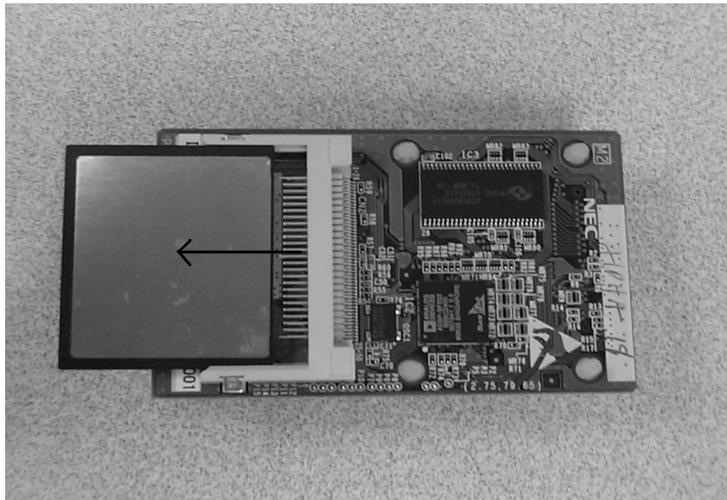
## SECTION 2 UPGRADE THE VM8000 INMAIL BLADE



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

The VM8000 InMail software is integrated into the telephone system software. The VM8000 InMail voice prompts and messages are stored on the CompactFlash card that plugs into the VM8000 InMail blade. You will never have to do a separate upgrade to get new VM8000 InMail features, but you may need to upgrade the voice prompts stored on the CompactFlash card to activate those new features.

1. Power down the system before removing the VM8000 InMail CompactFlash card.
  - ◆ Ensure the system is powered down.
2. Slide out the CompactFlash card. See [Figure 1-3 Remove the VM8000 InMail CompactFlash Card](#).
  - ◆ Be sure to take adequate static precautions.



**Figure 1-3 Remove the VM8000 InMail CompactFlash Card**

3. Use the VM8000 InMail Utility Guide to upgrade the CompactFlash card.
  - ◆ Refer to [Section 1 VM8000 InMail Utility on page 4-1](#) for instructions on how to upgrade the CompactFlash card.
4. Reinstall the CompactFlash card and power up the system.

## SECTION 3 LED INDICATION

1. Power up the system.
  - ◆ Remove the grounded wrist strap.
  - ◆ Mount the PZ-VM21 onto CD-CP00-US.
  - ◆ Install the CD-CP00-US in the SV8100 chassis.
  - ◆ Turn the chassis power switch to On.
2. Check the VM8000 InMail LED. See [Figure 1-4 Checking LED1](#).
  - ◆ Once the system powers up, check LED1 on the InMail daughter board. LED1 is viewable on the front panel of the CD-CP00-US.
    - ✎ *LED1 will blink quickly only when the InMail CF is being accessed.*



Figure 1-4 Checking LED1

## SECTION 4 START-UP (DEFAULT) VM8000 INMAIL CONFIGURATION

When you install the VM8000 InMail blade and turn on the system, VM8000 InMail has the following default programming:

- Subscriber Mailboxes are enabled for extensions 101-108. The mailbox numbers are the same as the extension numbers.
- The Automated Attendant does not answer outside calls.
- The VM8000 InMail does not answer internal calls.

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## SECTION 5 BASIC FUNCTIONS WITHOUT MAIN GREETING

To make the VM8000 InMail answer, the following programming must be done. The example shown is for a 8-port VM8000 InMail. Extension, Group and Pilot Numbers shown can be adjusted as needed per installation requirements.

- ➔ **47-01-17** Set first port of In-Mail to 25, changing this PRG requires a **CHS2U GW-US** reset.
- ➔ **10-09-01** Verify at least one resource is set to ICM/TRK or Common.
- ➔ **11-07-01** Set TEL Group Pilot 2 to 200.  
**Never** use Group 1, as this is the default group for all extensions.
- ➔ **15-03-03** Set extension 125~128 to Special.
- ➔ **16-02-01** Put 125~128 in Group 2.
- ➔ **16-02-02** Assign priorities 1~4 to 125~128.
- ➔ **16-01-01** Set Group 2 name to VM Hunt.
- ➔ **16-01-04** Set Group 2 to Circular.
- ➔ **16-01-10** Set Group 2 to Busy/No Answer.
- ➔ **45-01-01** Set to Group 2.

## SECTION 6 ENABLE THE MAILBOXES FOR ALL INSTALLED EXTENSIONS

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

### To enable additional Subscriber Mailboxes:

1. In 47-02-01 Mailbox Type, enter 1 to enable a Subscriber Mailbox for each extension.
  - To make programming easier, consider associating a mailbox number with a station port. For example, mailbox 1 should correspond to port 1, which in turn corresponds to extension 101.
2. In 47-02-02 Mailbox Number, select the extension number to be associated with the mailbox you are programming.
  - Normally, mailbox 1 should use Mailbox Number 101, mailbox 2 should use Mailbox Number 102, etc.
3. In 15-02-26 Message Key Operation Mode, enter 1 at each extension for which you are adding a mailbox. This enables the Message key for Voice Mail access.

- You can optionally use 15-07-01 Programming Function Keys to assign a Voice Mail programmable key (code 77).
- If you don't assign the Message key or a programmable key for Voice Mail access, an extension user can access his mailbox by the following actions:
  - ☐ Press Speaker key
  - ☐ Dial VM8000 InMail pilot number
  - ☐ Dial mailbox number

## SECTION 7 SET UP AUTOMATED ATTENDANT TO ANSWER OUTSIDE CALLS

To enable Automated Attendant to answer outside calls, set up Direct Inward Lines (DILs) and terminate them to VM8000 InMail.

Automated Attendant enables the following capabilities:

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

### To Set up the Automated Attendant to answer outside calls:

1. Set up trunks as Direct Inward Lines.

#### 22-02-01 Incoming Call Trunk Setup

Assign Service Type 4 to each trunk you want to be a DIL. Make a separate entry for each Night Service mode.

 *By default, trunks are Service Type 0 (Normal).*

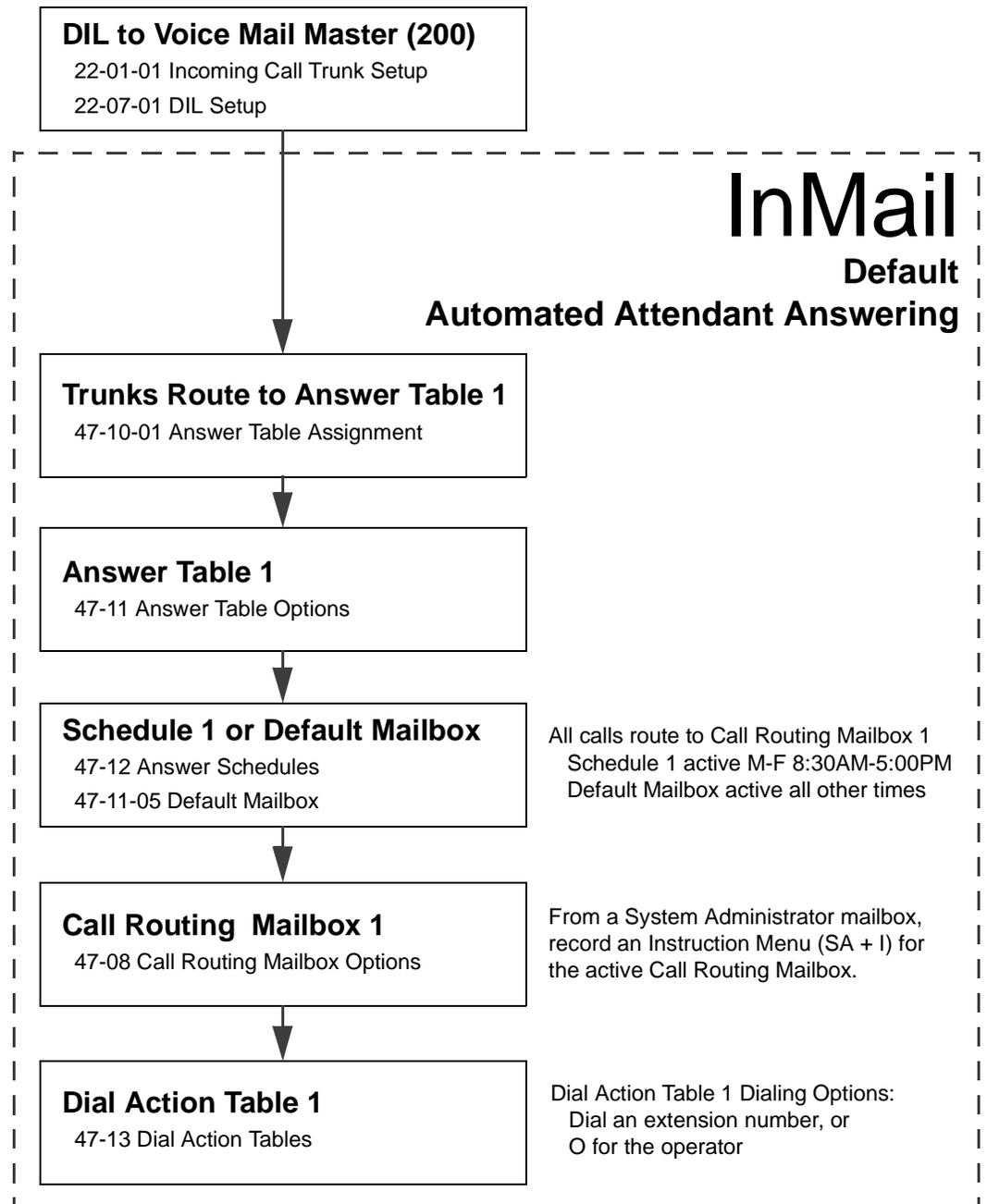
2. Have the Direct Inward Lines terminate to VM8000 InMail (extension 200).

**22-07-01 DIL Assignment**

For each trunk you designated as a DIL above, enter 200. Make a separate entry for each Night Service mode.

*By default, there are no DIL destinations programmed.*

3. Review the default Automated Attendant setup.



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## SECTION 8 SET UP SIMPLE DAY/NIGHT ANSWERING

After you set up DILs to VM8000 InMail, Call Routing Mailbox 1 answers outside calls. This is because:

- All trunks by default are assigned to Answer Table 1.
- Answer Table 1, which runs Monday-Friday from 8:30AM to 5:00PM, uses Call Routing Mailbox 1.
- The Default Mailbox, which runs at all other times (evenings and weekends), also uses Call Routing Mailbox 1.

### To Set up simple Day/Night Answering:

- In 47-11-03 Default Mailbox Category and in 47-11-03 Default Mailbox Number change the Default Mailbox for Answer Table 1 to 2.
- From the System Administrator Mailbox:
  1. Dial SA + I and record a new Instruction Menu message for Call Routing Mailbox 1.
  2. Dial SA + I and record a new Instruction Menu message for Call Routing Mailbox 2.
  -  *Monday through Friday from 8:30AM to 5:00PM callers hear the Instruction Menu message for Call Routing Mailbox 1. Evenings and weekends, callers hear the Instruction Menu message for Call Routing Mailbox 2.*
  -  *Review the feature [Automated Attendant](#) on page 2-45.*

## SECTION 9 VM8000 INMAIL SYSTEM REQUIREMENTS

- VM8000 Software
- VM8000 InMail CompactFlash Drive
- PZ-VM21 Daughter Board

## SECTION 10 SPECIFICATIONS

| VM8000 InMail Part Numbers and Capacities |                                                                                                                           |
|-------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|
| P/N 670831                                | VM8000 InMail 512M Drive <ul style="list-style-type: none"> <li>o (1) 32-Hour CompactFlash Card with software.</li> </ul> |
| P/N 670784                                | VM8000 InMail 8-Port License                                                                                              |
| P/N 670872                                | VM8000 InMail 2-Port License                                                                                              |
| P/N 670873                                | VM8000 InMail 4-Port License                                                                                              |
| P/N 670874                                | Language License                                                                                                          |
| P/N 670103                                | o (1) PZ-VM21 Daughter Board Interface for InMail CF                                                                      |
| Mailboxes:                                | Station Mailboxes = 512<br>Routing Mailboxes = 32<br>Group Mailboxes = 32<br>Total Mailboxes = 576                        |

## SECTION 11 EXAMPLES OF COMMON APPLICATIONS

The examples below show common applications. The chart in the beginning of each example provides the following information:

- How the relevant programmable options work by default.
- The Application Summary providing the basic steps to set up the application.

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

For more information, refer to [Programming on page 3-1](#) in this manual and to the UNIVERGE SV8100 Programming Manual.

### Example 1: Set Up Separate Day and Night Greetings

| <b>Default Automated Attendant Answering</b>                                                                                                                                                                                                                                                                                                                                                                                               |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>All trunks answered by the Automated Attendant route to Answer Table 1.</p> <ul style="list-style-type: none"> <li>○ Answer Table 1 uses Schedule 1 to answer calls from 8:30 AM -5:00 PM Monday through Friday with Call Routing Mailbox 1.</li> <li>○ The Default Mailbox for Answer Table 1 picks up Automated Attendant calls at all other times. The Default Mailbox for Answer Table 1 is also Call Routing Mailbox 1.</li> </ul> |
| <p>The greeting that plays to outside callers is the Instruction Menu for the Call Routing Mailbox that answers the call.</p>                                                                                                                                                                                                                                                                                                              |
| <p>Since Schedule 1 and the Default Mailbox both use Call Routing Mailbox 1, the Automated Attendant answers all calls the same way day and night, with the Instruction Menu for Call Routing Mailbox 1.</p>                                                                                                                                                                                                                               |
| <b>Application Summary</b>                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <p>Change the Default Mailbox from Call Routing Mailbox 1 to 2.<br/>Record a night Instruction Menu for Call Routing Mailbox 2.</p>                                                                                                                                                                                                                                                                                                        |

#### ***Change the Default Mailbox to Call Routing Mailbox 2.***

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

#### ***Record the daytime and night Instruction Menus.***

1. At extension 101, press **Message**.
2. Dial **SA** (72) + **I** (4).
3. Dial **001** (for Call Routing Mailbox 1) + **R** (7).
4. Record the daytime Instruction Menu message + # twice.
5. Dial **I** (4).
6. Dial **002** (for Call Routing Mailbox 2) + **R** (7).
7. Record the night Instruction Menu message + # + hang up.

 *See the Instruction Menu in this manual.*

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

| <b>Default Dial Action Table Options</b>                                                                                                                                                                                                                                                                                                                                                                                                          |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>All Call Routing Mailboxes (1-8 by default) use Dial Action Table 1.<br/>           Dial Action Table 1 provides the following dial options:</p> <ul style="list-style-type: none"> <li>o Dial extension number.</li> <li>o Dial 0 for the operator.</li> <li>o Dial * + extension to leave a Quick Message.</li> <li>o Dial # + extension to do a Remote Logon to the mailbox.</li> <li>o Timeout to operator if no digits dialed.</li> </ul> |
| <b>Application Summary</b>                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <p>Allow callers at night to dial 0 to leave a message for the operator.</p>                                                                                                                                                                                                                                                                                                                                                                      |

### ***Set up separate day and night greetings.***

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

1. Example of the day Instruction Menu: Thank you for calling. For Sales, dial 101. For Technical Support, dial 102. To talk to an operator, dial 0. If you know your party's extension number, please dial it now.
2. Example of the night Instruction menu: Thank you for calling. Our normal business hours are 8:30 to 5:00, Monday through Friday. To leave us a message, please dial 0 now.

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

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

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

In 47-13-01 VM8000 InMail Dial Action Table Actions for Dial Action Table 2, make the following changes:

1. For the digits 3 and 4, enter **0** for the Action entry to prevent callers from dialing extensions at night.
2. For the digit 0, change the Action entry to REC1 (by dialing **3**) and the Data entry to **101**. This allows night time callers to dial **0** to leave a message for the operator.
3. Note that the \* and # entries are left unchanged so that experienced users can still leave Quick Messages or do Remote Logons at night.

**Example 3: Manual Night Mode Control of the Automated Attendant**

| <b>Default Scheduling Options</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>There is no manual control of the Automated Attendant.<br/>All calls answered by the Automated Attendant automatically follow the schedule set up by Answer Table 1.</p> <ul style="list-style-type: none"><li>○ Answer Table 1 uses Schedule 1 to answer calls from 8:30 AM -5:00 PM Monday through Friday with Call Routing Mailbox 1.</li><li>○ The Default Mailbox for Answer Table 1 picks up Automated Attendant calls at all other times. The Default Mailbox for Answer Table 1 is also Call Routing Mailbox 1.</li></ul> |
| <b>Application Summary</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <p>Set up a programmable key to switch the system into the night mode.<br/>Assign a Group Mailbox to a virtual extension.<br/>Have calls at night route to the virtual extension, which is Fixed Call Forwarded to voice mail.</p>                                                                                                                                                                                                                                                                                                   |

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

***Night Mode***

1. At the extension that should control the system night mode, press Speaker + **751**.
2. Press the programmable function key you want to assign as the day (night mode 1) key.
3. Dial **09 + 1** (for night mode 1).
  -  *You hear three confirmation beeps.*
  -  *This allows the user to switch the system into the day mode (i.e., night mode 1).*

***Day Mode***

1. Press the programmable function key you want to assign as the night (night mode 2) key.
2. Dial **09 + 2** (for night mode 2).
  -  *You hear three confirmation beeps.*
  -  *This allows the user to switch the system from the day mode into night mode 2.*
3. Press Speaker to hang up.

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**Allow the extension to switch the system night mode.**

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

 *By default, this capability is disabled.*

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

 *By default, extension 101 has Class of Service 15. All other extensions have Class of Service 1.*

**Set up a Group Mailbox as a Call Routing Mailbox.**

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

 *By default, all extensions are assigned to group 1.*

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

 *By default, there are no Group Mailbox numbers assigned.*

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

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

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

 *You can use the Department Group for other programming.*

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

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

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

 *By default, there are no virtual extension numbers assigned.*

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

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

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

 *By default, there are no DIL assignments set up.*

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

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

**Fixed Call Forward the virtual extension to Voice Mail.**

1. In 24-06-01 Fixed Call Forwarding, enable immediate Fixed Call Forwarding to the VM8000 InMail Master Number (200).

 For example, for virtual extension 400 enter 3 for Call Forward Type and 200 for the destination.

 By default, Fixed Call Forwarding is not set up.

**Record the Instruction Menu for the Group Call Routing Mailbox.**

1. At extension 101, press **Message**.
2. Dial **SA (72) + I (4)**.
3. Dial the number of the Group Call Routing Mailbox (e.g., 400) + **R (7)**.
4. Record the Instruction Menu message + # + hang up.

 See [Instruction Menu on page 2-129](#) in this manual.

 When the system is in the day mode, the trunk is answered by VM8000 InMail normally and follows the programmed Answer Table.

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

# Features

## SECTION 1 INTRODUCTION TO VM8000 INMAIL FEATURES

If you are not familiar with the VM8000 InMail features, review the [Section 2 Feature Glossary on page 2-2](#).

This chapter provides detailed information on the VM8000 InMail features. The features are listed alphabetically. Each feature description includes the following headings.

- Description  
Read Description to get an overview of the feature, its benefit, any special considerations you should be aware of, and how it works in the default system.
- Related Features  
Related Features shows you at a glance how each feature interacts with other VM8000 InMail features.
- Programming  
Here you'll find easy to follow step-by-step programming instructions for each feature.
- Operation  
Operation provides charts that show how the feature operates.

## SECTION 2 FEATURE GLOSSARY

| Feature Name                                          | Description                                                                                                                                                                                                                            | Usage               |
|-------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| <b>Administrator Security Code Control</b>            | See <a href="#">Security Code on page 2-8</a> in this glossary.                                                                                                                                                                        | Voice Mail          |
| <b>Alternate Next Call Routing Mailbox</b>            | See <a href="#">Next Call Routing Mailbox on page 2-6</a> in this glossary.                                                                                                                                                            | Voice Mail          |
| <b>Announcement Mailbox</b>                           | Mailbox that allows a prerecorded greeting to play to callers.                                                                                                                                                                         | Automated Attendant |
| <b>Announcement Message</b>                           | The message that the System Administrator records for a specific Announcement Mailbox.                                                                                                                                                 | Automated Attendant |
| <b>Answer Table</b>                                   | Determines how the Automated Attendant answers outside calls on each trunk, according to the time of the day and day of the week that the call is ringing.                                                                             | Automated Attendant |
| <b>Answering Machine Emulation</b>                    | A keyset on the connected telephone system can work like a home answering machine.                                                                                                                                                     | Voice Mail          |
| <b>Answering Schedule Override</b>                    | Enables an alternate greeting and alternate dialing options for callers.                                                                                                                                                               | Automated Attendant |
| <b>Auto Attendant Do Not Disturb</b>                  | Auto Attendant Do Not Disturb sends Automated Attendant calls directly to an extension user's mailbox. Their phone does not ring for calls from the Automated Attendant.<br>See <a href="#">Greeting on page 2-4</a> in this glossary. | Automated Attendant |
| <b>Auto Erase or Save</b>                             | When a mailbox user completely listens to a new message and then exits their mailbox, VM8000 InMail either automatically saves or erases the message.                                                                                  | Voice Mail          |
| <b>Auto Time Stamp</b>                                | After a user listens to a message, VM8000 InMail can optionally announce the time and date the message was left.                                                                                                                       | Voice Mail          |
| <b>Automated Attendant</b>                            | 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 |
| <b>Automated Attendant Transfer</b>                   | While on a trunk call, an extension user can transfer their trunk call to the Automated Attendant so the caller can use the Automated Attendant dialing options.                                                                       | Voice Mail          |
| <b>Automatic Call Distribution Delay Announcement</b> | With the appropriate hardware and system licenses, the VM8000 InMail can be used to store two ACD Delay Announcements.                                                                                                                 | System              |
| <b>Automatic Call Routing to a Mailbox</b>            | See <a href="#">Go to a Mailbox on page 2-4</a> in this glossary.                                                                                                                                                                      | Automated Attendant |
| <b>Automatic Message Erase/Save</b>                   | See <a href="#">Auto Erase or Save on page 2-2</a> in this glossary.                                                                                                                                                                   | Voice Mail          |

| Feature Name                                     | Description                                                                                                                                                                                                                             | Usage               |
|--------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| <b>Automatic Routing for Rotary Dial Callers</b> | If an Automated Attendant caller does not dial any digits, VM8000 InMail automatically routes them to a specified option (such as the operator or a mailbox).                                                                           | Automated Attendant |
| <b>Call Forward to a Mailbox</b>                 | An extension user can forward calls to their mailbox.                                                                                                                                                                                   | Voice Mail          |
| <b>Call Routing Mailbox</b>                      | The mailbox associated with an Answer Table that specifies which dialing options (Dial Action Table) and announcements are available to Automated Attendant callers.                                                                    | Automated Attendant |
| <b>Caller ID</b>                                 | A telephone company service that provides a caller's number and optional name. The telephone system can pass this information to VM8000 InMail to enable <a href="#">Caller ID with Return Call on page 2-3</a> .                       | System              |
| <b>Caller ID with Return Call</b>                | See <a href="#">Make Call on page 2-6</a> and <a href="#">Time and Date Stamp on page 2-8</a> in this glossary.                                                                                                                         | Voice Mail          |
| <b>Calling (Logging On to) a Mailbox</b>         | See <a href="#">Log On to Voice Mail on page 2-5</a> in this glossary.                                                                                                                                                                  | Voice Mail          |
| <b>Calling the Automated Attendant</b>           | Automated Attendant callers can use various VM8000 InMail features and then return to the Automated Attendant for additional dialing options.                                                                                           | Automated Attendant |
| <b>Day, Night, and Holiday Greetings</b>         | See <a href="#">Flexible Answering Schedules on page 2-4</a> in this glossary.                                                                                                                                                          | Automated Attendant |
| <b>Deleting a Message</b>                        | See <a href="#">Message Delete on page 2-6</a> in this glossary.                                                                                                                                                                        | Voice Mail          |
| <b>Deleting Mailbox Security Code</b>            | See <a href="#">Mailbox Security Code Delete on page 2-5</a> in this glossary.                                                                                                                                                          | Maintenance         |
| <b>Dial Action Table</b>                         | Defines the dialing options for a Call Routing Mailbox chosen by the active Answer Table, which in turn provides those dialing options to Automated Attendant callers.                                                                  | Automated Attendant |
| <b>Directory Dialing</b>                         | Directory Dialing allows an Automated Attendant caller to reach an extension by dialing the first few letters in the extension user's name.                                                                                             | Automated Attendant |
| <b>Distribution List</b>                         | 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 send to all the mailboxes in the list. | Voice Mail          |
| <b>Erasing All Messages</b>                      | Lets the System Administrator delete mailbox messages system-wide.                                                                                                                                                                      | Maintenance         |
| <b>Exiting a Mailbox</b>                         | An extension user can exit their mailbox by dialing a code or by hanging up.                                                                                                                                                            | Voice Mail          |
| <b>Fax Detection</b>                             | The Automated Attendant can detect incoming fax calls and transfer them to a fax machine.                                                                                                                                               | System              |

| Feature Name                           | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Usage               |
|----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| <b>Flexible Answering Schedules</b>    | The Automated Attendant can answer outside calls with different announcements and dialing options, depending on the time of day and day of week.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Automated Attendant |
| <b>Flexible Call Routing</b>           | <p>The Automated Attendant can provide outside callers with a wide variety of dialing (routing) options. There are 3 components to Flexible Call Routing.</p> <p><a href="#">Answer Table on page 2-2</a></p> <p>Determines how the Automated Attendant answers outside calls on each Voice Mail port, according to the time of the day and day of the week that the call is ringing.</p> <p><a href="#">Call Routing Mailbox on page 2-3</a></p> <p>The mailbox associated with an <i>Answer Table</i> that specifies which dialing options (<i>Dial Action Table</i>) and announcements are available to Automated Attendant callers.</p> <p><a href="#">Dial Action Table on page 2-3</a></p> <p>Defines the dialing options for the <i>Call Routing Mailbox</i> chosen by the active <i>Answer Table</i>, which in turn provides those dialing options to Automated Attendant callers.</p> | Automated Attendant |
| <b>Flexible Mailbox Numbering Plan</b> | If the telephone system extension numbers are customized, the VM8000 InMail mailbox numbers can be customized to match.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | System              |
| <b>Forced Unscreened Transfer</b>      | A Subscriber Mailbox can optionally convert Automated Attendant Screened Transfers to Unscreened Transfers.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Automated Attendant |
| <b>Forwarding Calls to a Mailbox</b>   | See <a href="#">Call Forward to a Mailbox on page 2-3</a> in this glossary.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Voice Mail          |
| <b>Getting Recorded Help</b>           | If an extension user dials an incorrect code or forgets what to dial while in their mailbox, they can request help from the VM8000 InMail voice prompts.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Voice Mail          |
| <b>Go to a Mailbox</b>                 | An Automated Attendant caller can dial a digit and route directly into a mailbox.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Automated Attendant |
| <b>Greeting</b>                        | <p>A Subscriber Mailbox user can record a personalized greeting for their mailbox. With Multiple Greetings, the mailbox subscriber can record up to three separate greetings and make any one of the three active. Callers to the user's mailbox hear the active greeting.</p> <p>With Remote Greeting, an extension user can call into the Automated Attendant, access their mailbox, and remotely record their mailbox greeting.</p> <p>See <a href="#">Auto Attendant Do Not Disturb on page 2-2</a> in this glossary.</p>                                                                                                                                                                                                                                                                                                                                                                  | Voice Mail          |
| <b>Group (Shared) Mailbox</b>          | An extension user can share a Group Mailbox with co-workers for receiving and sending messages.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Voice Mail          |
| <b>Guest Mailbox</b>                   | An outside party can have their own mailbox for receiving and sending messages.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Voice Mail          |
| <b>Hang Up</b>                         | An Automated Attendant option that immediately hangs up the outside call.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Automated Attendant |

| Feature Name                                     | Description                                                                                                                                                                                                                                                           | Usage               |
|--------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| <b>Help</b>                                      | See <a href="#">Getting Recorded Help on page 2-4</a> in this glossary.                                                                                                                                                                                               | Voice Mail          |
| <b>Individual Trunk Greetings</b>                | See <a href="#">Multiple Company Greetings on page 2-6</a> in this glossary.                                                                                                                                                                                          | Automated Attendant |
| <b>Instruction Menu</b>                          | The Instruction Menu is the announcement that plays to Automated Attendant callers. Normally, the Instruction Menu provides callers with the Automated Attendant dialing options.                                                                                     | Automated Attendant |
| <b>Leaving a Message</b>                         | An extension user can leave a voice message in a co-worker's mailbox if that extension is busy, unanswered, or in Do Not Disturb.                                                                                                                                     | Voice Mail          |
| <b>Leaving a Message at a Busy/DND Extension</b> | See <a href="#">Leaving a Message on page 2-5</a> in this glossary.                                                                                                                                                                                                   | Voice Mail          |
| <b>Leave a Quick Message</b>                     | See <a href="#">Quick Message on page 2-7</a> in this glossary.                                                                                                                                                                                                       | Automated Attendant |
| <b>Listening Options</b>                         | See <a href="#">Listening to Messages on page 2-5</a> in this glossary.                                                                                                                                                                                               | Voice Mail          |
| <b>Listening to Messages</b>                     | While or after listening to a message, an extension user has many message handling options from which to choose.                                                                                                                                                      | Voice Mail          |
| <b>Live Record</b>                               | Allows an extension user to record their active call as a message in their mailbox. VM8000 InMail broadcasts a beep and a voice prompt to the callers as Live Record begins.                                                                                          | Voice Mail          |
| <b>Local Notification</b>                        | See <a href="#">Message Notification on page 2-6</a> in this glossary.                                                                                                                                                                                                | Voice Mail          |
| <b>Log On to Voice Mail</b>                      | An extension user can press a key to log on to access their VM8000 InMail mailbox.<br>With Remote Logon, an employee calling through the Automated Attendant can dial a single digit followed by their own mailbox number to remotely log on to their mailbox.        | Voice Mail          |
| <b>Mailbox Announcement Message</b>              | 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. | Administration      |
| <b>Mailbox Greeting</b>                          | See <a href="#">Greeting on page 2-4</a> in this glossary.                                                                                                                                                                                                            | Voice Mail          |
| <b>Mailbox Logon</b>                             | See <a href="#">Log On to Voice Mail on page 2-5</a> in this glossary.                                                                                                                                                                                                | Voice Mail          |
| <b>Mailbox Name</b>                              | A mailbox caller can hear the extension user's prerecorded name instead of their mailbox number.                                                                                                                                                                      | Voice Mail          |
| <b>Mailbox Options Menu</b>                      | Sub-menu of a subscriber's Main Menu that provides access to the Auto Time Stamp, Mailbox Security Code Delete, and Message Notification features.                                                                                                                    | Voice Mail          |
| <b>Mailbox Security Code Delete</b>              | The System Administrator can delete the security code for any mailbox, effectively unlocking it.<br>See <a href="#">Security Code on page 2-8</a> in this glossary.                                                                                                   | Maintenance         |

| Feature Name                      | Description                                                                                                                                                                                                          | Usage               |
|-----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| <b>Mailbox Transfer</b>           | See <a href="#">Transfer to a Mailbox on page 2-9</a> in this glossary.                                                                                                                                              | Voice Mail          |
| <b>Main Menu</b>                  | The VM8000 InMail options available to an extension user when they log on to their mailbox.                                                                                                                          | Voice Mail          |
| <b>Make Call</b>                  | A Subscriber Mailbox user can listen to a voice message and dial <b>MC</b> to return the call without knowing their caller's phone number.                                                                           | Voice Mail          |
| <b>Message Count Display</b>      | The telephone display can show the number of new messages waiting in a user's mailbox.                                                                                                                               | Voice Mail          |
| <b>Message Delete</b>             | An extension user can delete any message left in their mailbox.                                                                                                                                                      | Voice Mail          |
| <b>Message Forward</b>            | A subscriber can forward a message in their mailbox to a co-worker. They can optionally record a comment before the forwarded message.                                                                               | Voice Mail          |
| <b>Message Length</b>             | The System Administrator can set the maximum length of a message that can be left in a user's voice mailbox.                                                                                                         | Voice Mail          |
| <b>Message Listen Mode</b>        | When a user calls their mailbox, they can dial a code to listen to all their messages, their new messages, their saved messages, or their held messages.                                                             | Voice Mail          |
| <b>Message Notification</b>       | Once activated by the mailbox user, a telephone number is dialed to let the recipient know there are new messages in the mailbox. Notification can call extensions, local numbers, long distance numbers and pagers. | Voice Mail          |
| <b>Message Playback Direction</b> | An extension user can listen to their messages in either LIFO (last-in-first-out) or FIFO (first-in-first-out) order.                                                                                                | Voice Mail          |
| <b>Message Record</b>             | See <a href="#">Record and Send a Message on page 2-7</a> in this glossary.                                                                                                                                          | Voice Mail          |
| <b>Message Reply</b>              | An extension user can reply to a message in their mailbox by dialing a code, without knowing the caller's extension number.                                                                                          | Voice Mail          |
| <b>Message Send</b>               | See <a href="#">Record and Send a Message on page 2-7</a> in this glossary.                                                                                                                                          | Voice Mail          |
| <b>Message Storage Limit</b>      | Sets how many messages a mailbox can store.                                                                                                                                                                          | Voice Mail          |
| <b>Message Waiting Lamp</b>       | An extension Message Waiting lamp flashes on the telephone indicating new messages are waiting in their mailbox.                                                                                                     | Voice Mail          |
| <b>Multiple Company Greetings</b> | By assigning a unique Answer Table to each trunk, a single VM8000 InMail system can provide individual greetings and dialing options for several companies.                                                          | Automated Attendant |
| <b>Name</b>                       | See <a href="#">Mailbox Name on page 2-5</a> in this glossary.                                                                                                                                                       | Voice Mail          |
| <b>Next Call Routing Mailbox</b>  | Provides callers with additional dialing options after they leave a message in an extension mailbox (depending on the setting of the Next Call Routing Mailbox Dial Mode).                                           | Voice Mail          |

| Feature Name                                | Description                                                                                                                                                                                                                                                                                                                        | Usage               |
|---------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| <b>One-Touch Forwarding</b>                 | See <a href="#">Call Forward to a Mailbox on page 2-3</a> and <a href="#">Message Forward on page 2-6</a> in this glossary.                                                                                                                                                                                                        | Voice Mail          |
| <b>One-Touch Mailbox Access</b>             | See <a href="#">Log On to Voice Mail on page 2-5</a> in this glossary.                                                                                                                                                                                                                                                             | Voice Mail          |
| <b>One-Touch Mailbox Retrieval</b>          | See <a href="#">Log On to Voice Mail on page 2-5</a> in this glossary.                                                                                                                                                                                                                                                             | Voice Mail          |
| <b>Personal Answering Machine Emulation</b> | See <a href="#">Answering Machine Emulation on page 2-2</a> in this glossary.                                                                                                                                                                                                                                                      | Voice Mail          |
| <b>Personalized Mailbox Greeting</b>        | See <a href="#">Greeting on page 2-4</a> in this glossary.                                                                                                                                                                                                                                                                         | Voice Mail          |
| <b>Programmable Security Code</b>           | See <a href="#">Security Code on page 2-8</a> and <a href="#">Mailbox Security Code Delete on page 2-5</a> in this glossary.                                                                                                                                                                                                       | Voice Mail          |
| <b>Programming Voice Mail</b>               | You can program (customize) VM8000 InMail by using the PCPro and WebPro programming applications. Limited programming can also be done from a System Administrator's mailbox. See <a href="#">Programming Voice Mail on page 2-7</a> for more. Also see <a href="#">System Administrator Mailbox on page 2-8</a> in this glossary. | Maintenance         |
| <b>Quick Message</b>                        | Automated Attendant callers can dial a digit followed by an extension number to leave a message directly in a user's mailbox. See <a href="#">Quick Message on page 2-7</a> for more.                                                                                                                                              | Automated Attendant |
| <b>Record and Send a Message</b>            | A Subscriber Mailbox user can record and send a message to any other Subscriber Mailbox.                                                                                                                                                                                                                                           | Voice Mail          |
| <b>Recorded Help</b>                        | Prerecorded voice prompts guide the user through the VM8000 InMail features.                                                                                                                                                                                                                                                       | Voice Mail          |
| <b>Recording a Conversation</b>             | See <a href="#">Live Record on page 2-5</a> in this glossary.                                                                                                                                                                                                                                                                      | Voice Mail          |
| <b>Recording a Message</b>                  | See <a href="#">Record and Send a Message on page 2-7</a> in this glossary.                                                                                                                                                                                                                                                        | Voice Mail          |
| <b>Recording Conversation Beep</b>          | See <a href="#">Live Record on page 2-5</a> in this glossary.                                                                                                                                                                                                                                                                      | Voice Mail          |
| <b>Recording Options</b>                    | See <a href="#">Record and Send a Message on page 2-7</a> in this glossary.                                                                                                                                                                                                                                                        | Voice Mail          |
| <b>Remote Log On</b>                        | See <a href="#">Log On to Voice Mail on page 2-5</a> in this glossary.                                                                                                                                                                                                                                                             | Voice Mail          |
| <b>Remote Greetings</b>                     | See <a href="#">Greeting on page 2-4</a> in this glossary.                                                                                                                                                                                                                                                                         | Voice Mail          |
| <b>Remote Message Notification</b>          | See <a href="#">Message Notification on page 2-6</a> in this glossary.                                                                                                                                                                                                                                                             | Voice Mail          |
| <b>Remote Programming</b>                   | You can remotely program (customize) VM8000 InMail by using the PCPro and WebPro programming applications. You can also do limited remote programming from the System Administrator's mailbox.                                                                                                                                     | Maintenance         |

| Feature Name                        | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Usage               |
|-------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| <b>Return Call (with Caller ID)</b> | See <a href="#">Make Call on page 2-6</a> in this glossary.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Voice Mail          |
| <b>Rotary Dial Telephones</b>       | See <a href="#">Automatic Routing for Rotary Dial Callers on page 2-3</a> in this glossary.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Automated Attendant |
| <b>Routing Mailbox</b>              | Routing Mailboxes are used to route Automated Attendant calls. A Routing Mailbox can be either an Announcement or Call Routing Mailbox.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Automated Attendant |
| <b>Screened Transfer</b>            | <p>Similar to telephone system screened transfers in which the transferring party controls the transfer.</p> <p>After an Automated Attendant caller dials an extension, VM8000 InMail calls (screens) the destination extension to see if the transfer can go through.</p> <ul style="list-style-type: none"> <li>o If the destination is busy or in DND, the Automated Attendant doesn't extend the call and immediately provides the caller with additional options.</li> <li>o 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.</li> </ul> <p>Also see <a href="#">Unscreened Transfer on page 2-9</a> in this glossary.</p> | Automated Attendant |
| <b>Security Code</b>                | <p>An extension user's mailbox can have a security code to protect the mailbox from unauthorized access.</p> <p>See <a href="#">Mailbox Security Code Delete on page 2-5</a> in this glossary.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Voice Mail          |
| <b>Select Listen Mode</b>           | See <a href="#">Message Listen Mode on page 2-6</a> in this glossary.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Voice Mail          |
| <b>Single Digit Dialing</b>         | An Automated Attendant caller can press a single key to route to an extension, route to another destination, or use an VM8000 InMail feature.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Automated Attendant |
| <b>Subscriber Mailbox</b>           | The mailbox type normally used for telephone system extensions.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Voice Mail          |
| <b>System Administrator</b>         | The extension user that has VM8000 InMail system administration abilities.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Maintenance         |
| <b>System Administrator Mailbox</b> | <p>A Subscriber Mailbox option that enables the system administration abilities.</p> <p>Also see <a href="#">System Administrator on page 2-8</a> in this glossary.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Voice Mail          |
| <b>System Re-initialization</b>     | Re-initializing VM8000 InMail returns all programmed options to default value.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Maintenance         |
| <b>Time and Date</b>                | <p>After listening to a message, an extension user can dial a code to hear what time the message was sent.</p> <p>Also see <a href="#">Auto Time Stamp on page 2-2</a> in this glossary.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Voice Mail          |
| <b>Time and Date Stamp</b>          | <p>With caller ID installed, an extension user can listen to a message and dial a code to hear the time the message was sent, as well as the caller's number.</p> <p>Also see <a href="#">Caller ID with Return Call on page 2-3</a> and <a href="#">Time and Date</a> in this glossary.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Voice Mail          |

| Feature Name                                        | Description                                                                                                                                                                                                                                                                                                                                                                                                                                             | Usage               |
|-----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| <b>Time and Date Stamp (with Caller ID Storage)</b> | See <a href="#">Time and Date Stamp on page 2-8</a> in this glossary.                                                                                                                                                                                                                                                                                                                                                                                   | Voice Mail          |
| <b>Transfer by Extension</b>                        | See <a href="#">Screened Transfer on page 2-8</a> and <a href="#">Unscreened Transfer on page 2-9</a> in this glossary.                                                                                                                                                                                                                                                                                                                                 | Automated Attendant |
| <b>Transfer Calls to a FAX Machine</b>              | See <a href="#">Fax Detection on page 2-3</a> in this glossary.                                                                                                                                                                                                                                                                                                                                                                                         | Automated Attendant |
| <b>Transfer to a Mailbox</b>                        | An extension user can transfer an active call to a co-worker's mailbox.                                                                                                                                                                                                                                                                                                                                                                                 | Voice Mail          |
| <b>Transfer to an Extension</b>                     | See <a href="#">Screened Transfer on page 2-8</a> and <a href="#">Unscreened Transfer on page 2-9</a> in this glossary.                                                                                                                                                                                                                                                                                                                                 | Automated Attendant |
| <b>Transfer to the Automated Attendant</b>          | See <a href="#">Automated Attendant Transfer on page 2-2</a> in this glossary.                                                                                                                                                                                                                                                                                                                                                                          | Voice Mail          |
| <b>Undefined Routing</b>                            | A dialpad digit for which the Automated Attendant has no routing defined. When an Automated Attendant caller dials a digit for which there is no routing assigned, VM8000 InMail plays a brief error message and then repeats the dialing options.                                                                                                                                                                                                      | Automated Attendant |
| <b>Undefined Routing Intercept</b>                  | See <a href="#">Undefined Routing on page 2-9</a> in this glossary.                                                                                                                                                                                                                                                                                                                                                                                     | Automated Attendant |
| <b>Unscreened Transfer</b>                          | Similar to telephone system unscreened transfers in which the transferring party immediately extends the call.<br>After an Automated Attendant caller dials an extension, VM8000 InMail immediately transfers the call to the destination and hangs up. Any recalls or additional routing are handled by the telephone system – just as with any other unscreened transfer.<br>Also see <a href="#">Screened Transfer on page 2-8</a> in this glossary. | Automated Attendant |
| <b>Voice Mail Overflow</b>                          | Ensures that VM8000 InMail picks up calls that do not go through.                                                                                                                                                                                                                                                                                                                                                                                       | System              |
| <b>Volume Control</b>                               | A mailbox user can turn the volume up or down while listening to a message.                                                                                                                                                                                                                                                                                                                                                                             | Voice Mail          |

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**SECTION 3      FEATURE DESCRIPTIONS**

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

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# *ACD Delay Announcement*

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## **Description**

The In-Mail can now support Automatic Call Distribution Delay Announcements. Use **Program 41-19 : Voice Mail Delay Announcement** to assign In-Mail Call Routing Mailboxes (PRG 47-03) as ACD Delay “Announcement” Mailboxes.

### **Conditions**

- The KSU must be licensed for ACD and In-Mail in order for this feature to work.
- Call Routing Mailboxes used for Delay Announcements cannot be used for other voice mail features.
- Call Routing boxes used for dialing options cannot be used for other voice mail features.
- When Voice Mail Delay Announcements are being played, VM8000 InMail talk paths (ports) are used.
- VM8000 InMail cannot be used for ACD Night Announcement.
- If a caller chooses to dial out of a queue during the delay announcement the caller is immediately removed from the queue.

### **Default Settings**

None

---

## **System Availability**

### **Terminals:**

Not applicable

### **Required Component(s):**

- ◆ SV8100 License for VM8000 InMail

---

## **Related Features**

Automatic Call Distribution

---

## Programming

- **41-08-03 Delay Announcement Source Type**  
Set ACD Delay Announcement source to In-Mail.  
**Options:**  
0 = ACI (V1100 or higher is required)  
1 = VRS  
2 = In-Mail (V2000 or higher is required)  
**Default:**  
0
  
- **41-19-01 Delay Message Start Timer**  
Determine how long the system waits before playing the Delay Message.  
**Options:**  
0~64800  
**Default:**  
0
  
- **41-19-02 Mailbox Number for 1st Announcement Message**  
Assign Voice Mail ACD Announcement Mailbox as the message source for the 1st Announcement Message.  
**Options:**  
Dial (Up to 8 digits)  
**Default:**  
No Setting
  
- **41-19-03 1st Delay Message Sending Count**  
Determine the 1st Delay Message Sending Count. This entry must be set to 1 or higher in order for the message to play.  
**Options:**  
0 = No Message Played, 1~255  
**Default:**  
0
  
- **41-19-04 Mailbox Number for 2nd Announcement Message**  
Assign Voice Mail ACD Announcement Mailboxes as the message source for the 2nd Announcement Message.  
**Options:**  
Dial (Up to 8 digits)  
**Default:**  
No Setting

- 
- 
- **41-19-05 2nd Delay Message Sending Count**

Determine the 2nd Delay Message Sending Count. This entry must be set to 1 or higher in order for the message to play.

**Options:**  
0 = No Message Played, 1~255

**Default:**  
0
  
  - **41-19-06 Wait Tone Type at Message Interval**

Determine what the caller will hear between the messages.

**Options:**  
0 = Ring Back Tone  
1 = MOH Tone  
2 = BGM Source

**Default:**  
0
  
  - **41-19-07 ACD Forced Disconnect Time After 2nd Announcement**

Assign how long the system should wait after the end of the ACD delay message before disconnecting.

**Options:**  
0~64800

**Default:**  
0
  
  - **41-19-08 Delayed Message Interval Time**

Set the timer for the interval between the Delayed Messages

**Options:**  
0~64800

**Default:**  
20

---

## Operation

None

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# *Announcement Mailbox*

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## 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 and then route back to the Automated Attendant. See the following example:

- The Automated Attendant instructs the caller to dial a digit for company directions.
  - Record this in the Instruction Menu message for the active Call Routing Mailbox. See [Instruction Menu on page 2-129](#) for more.
  - Set the dialing options in the Dial Action Table associated with the active Call Routing Mailbox. See [Dial Action Table on page 2-63](#) 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 below.

By default, there are 8 Announcement Mailboxes (Routing Mailboxes 9~32). However, you can assign any of the 32 Routing Mailboxes as an Announcement Mailbox.

## The Next Call Routing Mailbox Options

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

- The first chart explains what happens when the outside call is directly answered by the Announcement Mailbox. This happens when the Answer Table uses an Announcement Mailbox for routing instead of a Call Routing Mailbox.
- The second chart explains what happens when the outside call is answered by a Call Routing Mailbox and then routed to the Announcement Mailbox. This can happen, for example, when a caller dials a digit to hear an announcement of company directions.
- See [Answer Tables on page 2-29](#) for more set up information.

| <b>Direct Announcement Mailbox Routing</b><br>(If the outside caller routes directly to the Announcement Mailbox) |                              |                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-------------------------------------------------------------------------------------------------------------------|------------------------------|---------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>47-09-01 Next Call Routing Mailbox</b>                                                                         | <b>47-09-02 Repeat Count</b> | <b>47-09-03 Hang Up After</b>         | <b>Action</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Undefined                                                                                                         | 0 (No repeats)               | 0 = None<br>1 = Goodbye<br>2 = Silent | <ul style="list-style-type: none"> <li>o If the caller doesn't dial, after the announcement VM8000 InMail hangs up.</li> <li>o If the caller dials a digit during the announcement, VM8000 InMail says "That is an invalid entry" and hangs up.</li> </ul>                                                                                                                                                                                                                                                                                                          |
| 1-32 (valid Call Routing Mailbox)                                                                                 | 0 (No repeats)               | 0 = None<br>1 = Goodbye<br>2 = Silent | <ul style="list-style-type: none"> <li>o If the caller doesn't dial, after the announcement they route to the Next Call Routing Mailbox.</li> <li>o If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.</li> </ul> <hr/> <ul style="list-style-type: none"> <li>o If the caller doesn't dial, after the announcement VM8000 InMail hangs up.</li> <li>o If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.</li> </ul>                                                  |
| Undefined                                                                                                         | x (x number of repeats)      | 0 = None<br>1 = Goodbye<br>2 = Silent | <ul style="list-style-type: none"> <li>o If caller doesn't dial, they hear the announcement x number of times and then VM8000 InMail hangs up.</li> <li>o If the caller dials a digit during the announcement, VM8000 InMail says "That is an invalid entry" and aborts the announcement. The announcement repeats (if allowed by the Repeat Count) and then VM8000 InMail hangs up.</li> </ul>                                                                                                                                                                     |
| 1-32 (valid Call Routing Mailbox)                                                                                 | x (x number of repeats)      | 0 = None<br>1 = Goodbye<br>2 = Silent | <ul style="list-style-type: none"> <li>o If caller doesn't dial, they hear the announcement x number of times and then route to the Next Call Routing Mailbox.</li> <li>o If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.</li> </ul> <hr/> <ul style="list-style-type: none"> <li>o If caller doesn't dial, they hear the announcement x number of times and then VM8000 InMail hangs up.</li> <li>o If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.</li> </ul> |

| <b>Routed Announcement Mailbox Routing</b><br>(If the outside caller routes to the Announcement Mailbox from a Call Routing Mailbox) |                              |                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|--------------------------------------------------------------------------------------------------------------------------------------|------------------------------|---------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>47-09-01 Next Call Routing Mailbox</b>                                                                                            | <b>47-09-02 Repeat Count</b> | <b>47-09-03 Hang Up After</b>         | <b>Action</b>                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Undefined                                                                                                                            | 0 (No repeats)               | 0 = None<br>1 = Goodbye<br>2 = Silent | <ul style="list-style-type: none"> <li>o If the caller doesn't dial, after the announcement the caller goes back to the initial Call Routing Mailbox.</li> <li>o If the caller dials a digit during the announcement, VM8000 InMail says "That is an invalid entry" and routes the caller goes back to the initial Call Routing Mailbox.</li> </ul>                                                                                                         |
|                                                                                                                                      |                              |                                       | <ul style="list-style-type: none"> <li>o If the caller doesn't dial, after the announcement VM8000 InMail hangs up.</li> <li>o If the caller dials a digit during the announcement, VM8000 InMail says "That is an invalid entry" and hangs up.</li> </ul>                                                                                                                                                                                                  |
| 1-32 (valid Call Routing Mailbox)                                                                                                    | 0 (No repeats)               | 0 = None<br>1 = Goodbye<br>2 = Silent | <ul style="list-style-type: none"> <li>o If the caller doesn't dial, after the announcement they route to the Next Call Routing Mailbox.</li> <li>o If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.</li> </ul>                                                                                                                                                                                            |
|                                                                                                                                      |                              |                                       | <ul style="list-style-type: none"> <li>o If the caller doesn't dial, after the announcement VM8000 InMail hangs up.</li> <li>o If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.</li> </ul>                                                                                                                                                                                                                 |
| Undefined                                                                                                                            | x (x number of repeats)      | 0 = None<br>1 = Goodbye<br>2 = Silent | <ul style="list-style-type: none"> <li>o If caller doesn't dial, they hear the announcement x number of times and then go back to the initial Call Routing Mailbox.</li> <li>o If the caller dials a digit during the announcement, VM8000 InMail says "That is an invalid entry" and aborts the announcement. The announcement repeats (if allowed by the Repeat Count) and then VM8000 InMail routes back to the initial Call Routing Mailbox.</li> </ul> |
|                                                                                                                                      |                              |                                       | <ul style="list-style-type: none"> <li>o If caller doesn't dial, they hear the announcement x number of times and then VM8000 InMail hangs up.</li> <li>o If the caller dials a digit during the announcement, VM8000 InMail says "That is an invalid entry" and aborts the announcement. The announcement repeats (if allowed by the Repeat Count) and then VM8000 InMail hangs up.</li> </ul>                                                             |
| 1-32 (valid Call Routing Mailbox)                                                                                                    | x (x number of repeats)      | 0 = None<br>1 = Goodbye<br>2 = Silent | <ul style="list-style-type: none"> <li>o If caller doesn't dial, they hear the announcement x number of times and then route to the Next Call Routing Mailbox.</li> <li>o If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.</li> </ul>                                                                                                                                                                      |
|                                                                                                                                      |                              |                                       | <ul style="list-style-type: none"> <li>o If caller doesn't dial, they hear the announcement x number of times and then VM8000 InMail hangs up.</li> <li>o If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.</li> </ul>                                                                                                                                                                                      |

---

## Related Features

### Automated Attendant

The Automated Attendant routes callers to an Announcement Mailbox.

### Routing Mailbox

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

### Next Call Routing Mailbox

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

### System Administrator

The System Administrator records the Announcement Mailbox message.

---

## Programming

1. Set up the Announcement Mailbox:

➔ **47-07-02 Routing Mailbox Type (Mailbox Type)**

Enter 2 to make the Routing Mailbox an Announcement Mailbox.

*By default, Routing Mailboxes 1~8 are Call Routing Mailboxes and Routing Mailboxes 9~32 are Announcement Mailboxes.*

2. Record the Announcement Message:

See *Operation* below.

*By default, a message is not recorded.*

3. Hang up VM8000 InMail after playing the Announcement Mailbox message (without providing additional dialing options):

➔ **47-09-03 Hang Up After (HangUp)**

Enter 1 (Goodbye) to have VM8000 InMail play Goodbye to caller and hang up after the announcement.

*By default, this option is disabled (0).*

- 
- 
4. Provide Announcement Mailbox callers with more dialing options (instead of hanging up):
    - ➔ **47-09-03 Hang Up After (HangUp)**

Enter 0 (No - disabled) to have VM8000 InMail hang up after the announcement.

 *By default, this option is disabled (0).*

Review [Next Call Routing Mailbox on page 2-193](#) to set up additional dialing options for Announcement Mailbox callers.
  5. Repeat the Announcement Mailbox message while the caller listens:
    - ➔ **47-09-02 Repeat Count (Repeat Count)**

Enter the Repeat Count (0~10).

 *By default, this option is 0 (no repeats).*
  6. Set the maximum length of the Announcement Mailbox message:
    - ➔ **47-01-03 Subscriber Message Length (Subs Msg Length)**

Enter the maximum length of the Announcement Mailbox message (1~4095 seconds).

 *By default, this interval is 120 seconds.*

## Operation

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

---

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# *Announcement Message*

---

## **Description**

The Announcement Message is the voice message that the System Administrator records for a specific Announcement Mailbox. See [Announcement Mailbox on page 2-17](#) for more.

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## **Related Features**

See [Announcement Mailbox](#).

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## **Programming**

See [Announcement Mailbox](#).

---

## **Operation**

See [Announcement Mailbox](#).

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# *Answer Schedule Override*

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## **Description**

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

- If the Override Mailbox is an Announcement Mailbox, the outside caller hears the recorded announcement. Depending on how the Announcement Mailbox is programmed, VM8000 InMail then hangs up, reroutes the call, or provides additional dialing options.
- If the Override Mailbox is a Call Routing Mailbox, the outside caller hears the instruction menu and can dial any option allowed by the associated Dial Action Table.
- If the Override Mailbox is a Subscriber Mailbox, the outside caller hears the mailbox greeting (if recorded) and can leave a message.

---

## **Related Features**

### **Announcement Mailbox**

The Override Mailbox can be an Announcement Mailbox.

### **Routing Mailbox**

The Override Mailbox can be a Call Routing Mailbox.

### **Subscriber Mailbox**

The Override Mailbox can be a Subscriber Mailbox.

### **System Administrator**

Optionally enable Answer Schedule Override from the System Administrator Mailbox.

---

## **Programming**

1. Optionally Enable Answer Schedule Override from system programming.

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

➤ **47-11-02 Override Mailbox Category (Override MB Ctg)**  
When you enable Answer Schedule Override for the selected Answer Table, you can choose to route Automated Attendant calls to any of the following mailbox categories:

    - 1 Station Mailbox
    - 2 Group Mailbox
    - 3 Routing Mailbox
    - 0 Undefined

 *By default, this option is 0 (undefined).*
  3. Specify the Override Mailbox Number.

➤ **47-11-02 Override Mailbox Number (Override MB Num)**  
For the selected Answer Table, choose the Override Mailbox number (maximum 3 digits, using 0~9). The mailbox number you select must match the mailbox category specified in 47-11-02 above.  
 *By default, there is no entry for this option.*
  4. Optionally enable Answer Schedule Override from the System Administrator Mailbox.

## Operation

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

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# Answer Tables

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## Description

The Answer Table determines how the Automated Attendant answers outside calls on each trunk, according to the time of the day and day of the week that the call is ringing. VM8000 InMail provides 8 Answer Tables. The Answer Table is an integral part of the Automated Attendant. The Automated Attendant can automatically answer the telephone system incoming calls, play an Instruction Menu message, and provide dialing options to callers. There are 3 major Automated Attendant components:

☐ **Answer Tables**

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

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

☐ **Routing Mailbox**

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

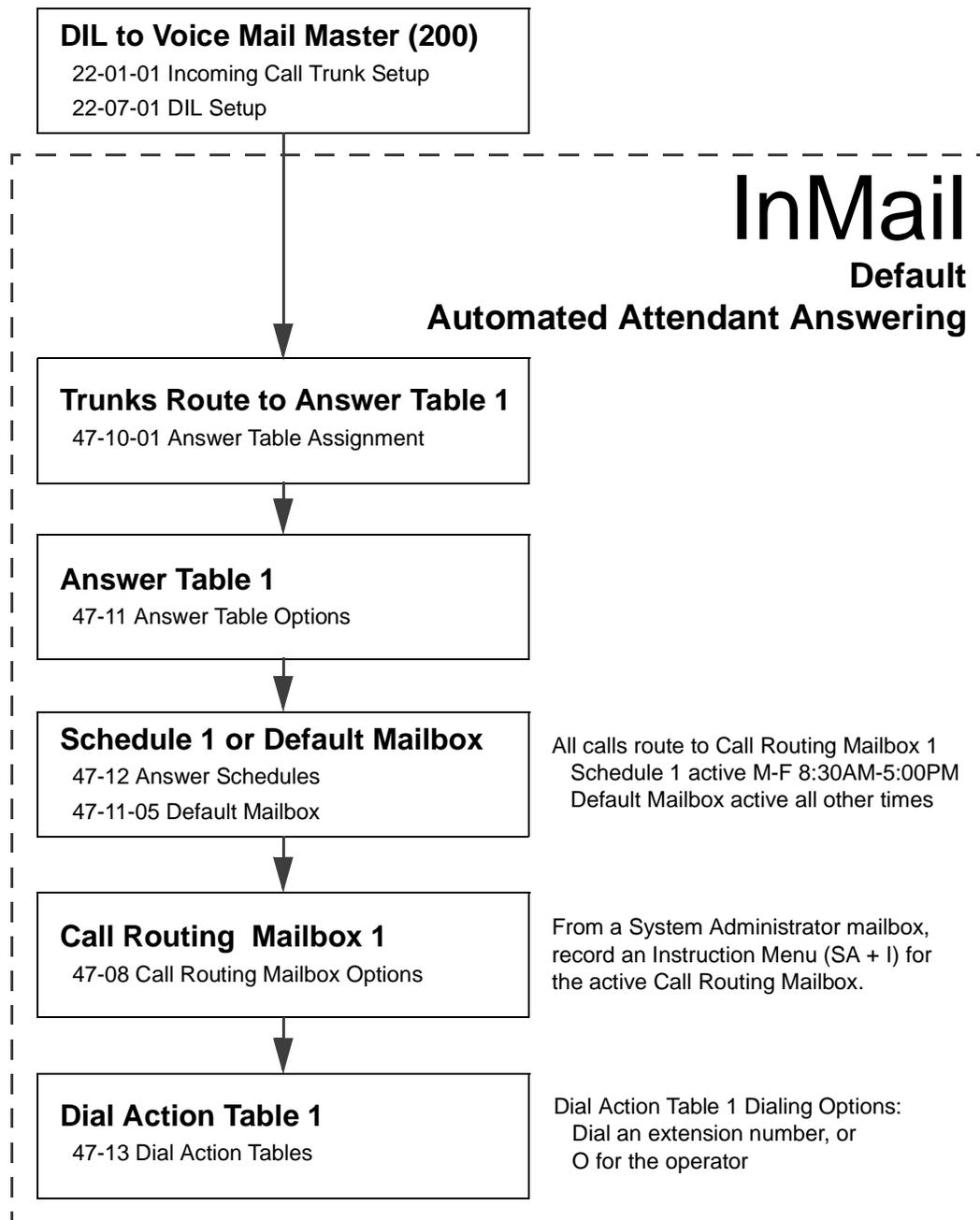
 *By default, Answer Table 1 has a single schedule that runs Monday through Friday from 8:30AM to 5:00PM. This schedule and the Default Mailbox both use Call Routing Mailbox 1.*

☐ **Dial Action Table**

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

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

The block diagram below shows the default VM8000 InMail Automated Attendant configuration.



---

---

### The Default Mailbox and Routing Hierarchy

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

When setting up your Answer Tables, keep in mind that a more specific type of routing has priority over a less specific type of routing. When selecting which routing to follow when there is more than one choice for a specific time, VM8000 InMail chooses in the following order:

1. Date Schedule
2. Day of Week Schedule
3. Range of Days Schedule
4. Default Mailbox

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

### Customizing an Answer Table

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

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

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

1. Change the Call Routing Mailbox for Answer Table 1, Schedule 1.  
In [47-11 Program Entry](#), assign Call Routing Mailbox 2 to Answer Table 1, Schedule 1. Use this setting for daytime answering.
2. From a System Administrator's Mailbox, record an evening/weekend Instruction Menu message for Call Routing mailbox 1.  
This message plays to callers Monday through Friday from 5:00 PM to 8:30 AM and on weekends.
3. From a System Administrator's Mailbox, record a daytime Instruction Menu message for Call Routing Mailbox 2.  
This message plays to callers Monday through Friday from 8:30 AM to 5:00 PM.

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

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

1. Change the Call Routing Mailbox for Answer Table 1, Schedule 1.  
In [47-11 Program Entry](#), assign Call Routing Mailbox 2 to Answer Table 1, Schedule 1. As in the 2 schedule example, use this for daytime answering.
2. Create a new schedule that will run only in the evenings.  
In [47-11 Program Entry](#), create Schedule 2 for Answer Table 1 that will run Monday through Friday from 5:00 PM to 11:00 PM. Assign Call Routing Mailbox 3 to this new schedule.
3. From a System Administrator's Mailbox, record a late night/weekend Instruction Menu Message for Call Routing mailbox 1.  
This message plays Monday through Friday from 11:00 PM to 8:30 AM, and on weekends.
4. From a System Administrator's mailbox, record the weekday Instruction Menu Message for Call Routing Mailbox 2.  
This message plays Monday through Friday from 8:30 AM to 5:00 PM.
5. From a System Administrator's Mailbox, record the weekday evening Instruction Menu Message for Call Routing Mailbox 3.  
This message plays Monday through Friday from 5:00 PM to 1:00 PM.

---

## Related Features

### Automated Attendant

The Answer Table determines how the Automated Attendant answers calls.

### Routing Mailbox

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

### Dial Action Table

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

---

## Programming

1. Assign Answer Tables to trunks.

➤ **47-10-01 Answer Table Assignment (Answer Table)**

Assign an Answer Table (1~8) to each trunk that the Automated Attendant should answer.

*By default, all trunks are assigned to Answer Table 1.*

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

➤ **22-02-01 Incoming Call Trunk Setup**

Assign Service Type 4 to each trunk you want to be a DIL. Make a separate entry for each Night Service mode.

*By default, trunks are Service Type 0 (Normal).*

➤ **22-07-01 DIL Assignment**

For each trunk you designated above, enter the VM8000 InMail pilot number. Make a separate entry for each Night Service mode.

*By default, there are no DIL destinations programmed.*

3. Select the Answer Table you want to customize.

➤ **47-11 VM8000 InMail Answer Table Options**

Select the Answer Table you want to customize (1~8).

➤ **47-11-04 Next Answer Table (Next Answer Table)**

If 10 Answer Schedules in an Answer Table are not sufficient, enter the number of the Answer Table to which you want to link the selected table. VM8000 InMail treats the two linked tables as a single 20 entry Answer Table.

*By default, Answer Tables are not linked.*

➤ **47-11-03 Default Mailbox Category (Default MB Ctg) and 47-11-03 Default Mailbox Number (Default MB Num)**

Set the mailbox the Answer Table will use if no Answer Schedule is in effect.

*By default, this option is Call Routing Mailbox 1 for Answer Table 1 and 0 (undefined) for all other Answer Tables.*

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

➤ **47-12 VM8000 InMail Answer Schedules**

Select the Schedule Entry you want to customize.

- ➔ **47-12-01 Schedule Type (Entryxx Schedule Type)**  
 Enter 1 to make the Schedule Entry a Day of Week Schedule.  
 ⓘ *By default, Schedule Entry 1 of Answer Table 1 is a Range of Days (Type 2) schedule. All other Schedule Entries are undefined.*
  - ➔ **47-12-02 Answering Mailbox Category (Entryxx MB Ctg) and 47-12-03 Answering Mailbox Number (Entryxx MB Num)**  
 Select the Routing Mailbox (1~32) that will answer calls when this Schedule Entry is active.  
 You can optionally assign a Subscriber Mailbox, Group Mailbox, or Announcement Mailbox for this option.  
 ⓘ *By default, no Type 1 (Day of Week) schedules are enabled.*
  - ➔ **47-12-04 Day of the Week (Entryxx Day)**  
 Specify the day of the week the Schedule Entry should be active.  
 ⓘ *By default, no Type 1 (Day of Week) schedules are enabled.*
  - ➔ **47-12-08 Schedule Start Time (Entryxx Start Time)**  
 Set the time of day the Schedule Entry should start on the day specified.  
 ⓘ *By default, no Type 1 (Day of Week) schedules are enabled.*
  - ➔ **47-12-09 Schedule End Time (Entryxx End Time)**  
 Set the time of day the Schedule Entry should stop on the day specified.  
 ⓘ *By default, no Type 1 (Day of Week) schedules are enabled.*  
 ⓘ *Refer to [Type 1 \(Day of Week\) Example on page 3-64](#).*  
 Review this example if you need help setting up your Schedule Entry.
5. Setting up a Type 2 (Range of Days) schedule.
- ➔ **47-12 VM8000 InMail Answer Schedules**  
 Select the Schedule Entry you want to customize.
  - ➔ **47-12-01 Schedule Type (Entryxx Schedule Type)**  
 Enter 2 to make the Schedule Entry a Range of Days Schedule.  
 ⓘ *By default, Schedule Entry 1 of Answer Table 1 is a Range of Days (Type 2) schedule. All other Schedule Entries are undefined.*
  - ➔ **47-12-02 Answering Mailbox Category (Entryxx MB Ctg) and 47-12-03 Answering Mailbox Number (Entryxx MB Num)**  
 Select the Routing Mailbox (1-32) that will answer calls when this Schedule Entry is active.  
 ⓘ *You can optionally assign a Subscriber Mailbox, Group Mailbox, or Announcement Mailbox for this option. By default, Schedule 1 of Answer Table 1 uses Call Routing Mailbox 1. All other schedules are undefined.*

- ➔ **47-12-04 Start Day (Entryxx Start Day)**  
Specify the day of the week the Schedule Entry should be become active (start).  
*By default, Schedule 1 of Answer Table 1 starts on Monday (2). All other schedules are undefined.*
  - ➔ **47-12-05 End Day (Entryxx End Day)**  
Specify the day of the week the Schedule Entry should become inactive.  
*By default, Schedule 1 of Answer Table 1 ends on Friday (6). All other schedules are undefined.*
  - ➔ **47-12-07 Schedule Start Time (Entryxx Start Time)**  
Set the time of day the Schedule Entry should start on the day specified.  
*By default, Schedule 1 of Answer Table 1 starts at 8:30AM (08:30). All other schedules are undefined.*
  - ➔ **47-12-08 Schedule End Time (Entryxx End Time)**  
Set the time of day the Schedule Entry should stop on the day specified.  
*By default, Schedule 1 of Answer Table 1 ends at 5:00PM (17:00). All other schedules are undefined.*  
*Refer to [Type 2 \(Range of Days\) Example on page 3-66](#).*
6. Setting up a Type 3 (Date) schedule.
- ➔ **47-11 Program Entry**  
Select the Schedule Entry you want to customize.
  - ➔ **47-12-01 Schedule Type (Entryxx Schedule Type)**  
Enter 3 to make the Schedule Entry a Date Schedule.  
*By default, Schedule Entry 1 of Answer Table 1 is a Range of Days (Type 2) schedule. All other Schedule Entries are undefined.*
  - ➔ **47-12-02 Answering Mailbox Category (Entryxx MB Ctg) and 47-12-03 Answering Mailbox Number (Entryxx MB Num)**  
Select the Routing Mailbox (1-32) that will answer calls when this Schedule Entry is active.  
You can optionally assign a Subscriber Mailbox, Group Mailbox, or Announcement Mailbox for this option.  
*By default, there are no Type 3 (Date) schedules defined.*
  - ➔ **47-12-03 Day of the Week (Entryxx Day)**
  - ➔ **47-12-04 Start Day (Entryxx Start Day)**
  - ➔ **47-12-06 Date (Entryxx Date)**  
Specify the date on which the Schedule Entry should become active (start).  
*By default, there are no Type 3 (Date) schedules defined.*

- **47-12-07 Schedule Start Time (Entryxx Start Time)**  
Set the time of day the Schedule Entry should start on the date specified.  
 *By default, there are no Type 3 (Date) schedules defined.*
  
- **47-12-08 Schedule End Time (Entryxx End Time)**  
Set the time of day the Schedule Entry should stop on the date specified.  
 *By default, there are no Type 3 (Date) schedules defined.*  
 [Type 3 \(Date\) Example on page 3-67](#)  
Review this example if you need help setting up your Schedule Entry.

---

## Operation

Not applicable.

---

---

# *Answering Machine Emulation*

---

## **Description**

A user's keyset can work like a home answering machine by letting VM8000 InMail screen their calls. 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 select one of the following options:

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

---

## **Related Features**

### **Subscriber Mailbox**

Subscriber Mailbox users can take advantage of Answering Machine Emulation.

---

## **Programming**

11-12-52 Live Monitoring

Set the dial access code used to enable this feature at the user telephone. At default this code is not set.

 *This service code is used for VM8000 InMail only.*

---

## Operation

### Personal Answering Machine Emulation (AME)

To enable Personal Answering Machine Emulation:

1. Press idle Speaker key and dial access code.  
You can optionally press your Call Forward to Station key.
2. Dial 1 to have AME pick up all calls.  
OR  
Dial 2 to have AME pick up just outside calls.
3. Press Speaker to hang up.
4. Forward phone to VM8000 InMail pilot number by pressing the Speaker key and choose from the following dial access codes:  
741 = Call Forward - Immediate  
742 = Call Forward - Busy  
743 = Call Forward - No Answer  
744 = Call Forward - Busy/No Answer  
745 = Call Forward - Both Ring  
746 = Call Forwarding - Follow-Me
5. Dial Voice Mail master number.
6. Press Speaker to hang up.

To cancel Personal Answering Machine Emulation:

1. Press Speaker key and dial access code.
2. Dial **0** to cancel setting.

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

- o Do nothing to have the caller's message automatically recorded in your mailbox.
- o Lift the handset to intercept the call.
- o Press Speaker to stop the broadcast and send the call directly to your mailbox.

---

---

# *Auto Attendant Do Not Disturb*

---

## Description

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

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

---

## Related Features

### Call Forward to a Mailbox

If a subscriber has calls forwarded immediately to his mailbox, Auto Attendant Do Not Disturb is not necessary.

### Greeting

A subscriber does not have to have a greeting recorded to activate Auto Attendant Do Not Disturb.

---

## Programming

1. Enable Auto Attendant Do Not Disturb From Your Subscriber Mailbox.  
 Refer to *Operation on page 2-40*.
2. Optionally enable Auto Attendant Do Not Disturb from System Programming.  
 **47-02-09 Auto Attendant Do Not Disturb (Auto-ATT DND)**  
Enter 1 (Yes) to enable Auto Attendant Do Not Disturb.  
 By default, this option is disabled (0).

## Operation

| Recording a Multiple Greeting and Setting Up Auto Attendant Do Not Disturb |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                        |  |
|----------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|--|
| Log on to Subscriber Mailbox.                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                        |  |
| G (4)                                                                      | Access the Mailbox Greeting options.<br>[Greet]<br>VM8000 InMail does the following: <ul style="list-style-type: none"> <li>o Plays a summary of your current settings.</li> <li>o Displays the status of your active Greeting (1-3).<br/>[GREETING n: RECORDED], or<br/>[GREETING n: NOT REC]</li> <li>o Shows the Auto Attendant Do Not Disturb status.<br/>[AUTO-ATTENDANT DND: OFF], or<br/>[AUTO-ATTENDANT DND: ON]</li> <li>o Provides soft keys for each of the 3 greetings.<br/>[Gr1]<br/>[Gr2]<br/>[Gr3]</li> </ul> |                                                                                                        |  |
| Select a Greeting (which also makes it active).                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                        |  |
|                                                                            | (1)[Gr1]<br>(2)[Gr2]<br>(3)[Gr3]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                        |  |
|                                                                            | L (5)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Listen to the active greeting (if recorded).<br>[Lstn]                                                 |  |
|                                                                            | R (7)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Record a new greeting (if not recorded), or rerecord the current greeting.<br>[Rec]                    |  |
| Record at the tone, then press # when done.                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                        |  |
|                                                                            | *                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Pause or restart recording.<br>[Resume]<br>[Pause]                                                     |  |
|                                                                            | E (3)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Erase the greeting.<br>[Cncl]                                                                          |  |
|                                                                            | #                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | End the recording.<br>[Done]                                                                           |  |
| Erase the currently recorded greeting (if any).<br>[Erase]                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                        |  |
|                                                                            | #                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Go back to the Mailbox Greeting options.<br>[Exit]                                                     |  |
| Change Auto Attendant Do Not Disturb.                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                        |  |
|                                                                            | O (6)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Turn Auto Attendant Do Not Disturb off or on.<br>[AUTO-ATTENDANT DND: ON]<br>[AUTO-ATTENDANT DND: OFF] |  |
|                                                                            | #                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Go back to mailbox Main Menu.<br>[Exit]                                                                |  |
|                                                                            | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Plays Help message.                                                                                    |  |

---

---

## *Auto Erase or Save*

---

### Description

When a mailbox user listens to a new message completely and then exits the mailbox, VM8000 InMail either automatically saves or erases the message. The setting of this option depends on subscriber preferences.

The subscriber can choose the Auto Erase option, review messages and save messages. The subscriber that chooses the Auto Save option is assured that VM8000 InMail automatically saves all messages when the mailbox is exited.

### Auto Save Example:

- VM8000 InMail alerts the subscriber to new messages by a Message Waiting Lamp.
- The subscriber presses **L** to listen to a portion of each message and then exits his mailbox.
- If a subscriber chooses the Auto Save option, VM8000 InMail saves partially listened-to messages but does not illuminate the message waiting lamp for those messages. VM8000 InMail saves all the messages and turns off the message waiting lamp.
- If you hang up while listening to a new message, VM8000 InMail automatically saves the message as a new message.

---

### Related Features

Not applicable.

---

### Programming

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

➤ **47-02-05 Auto Erase/Save of Messages (Auto Erase/Save)**

Select **1** (Save) to save the message; **0** (Erase) to erase the message.

 *By default, the Subscriber Mailbox will save (1) the message.*

---

### Operation

Not applicable.

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# *Auto Time Stamp*

---

## Description

After a Subscriber Mailbox user listens to a message, VM8000 InMail 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 in 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, VM8000 InMail automatically announces the date, time, and (optionally) the caller's number at the end of each message. With Auto Time Stamp turned off, the subscriber must dial **TI (84)** while listening to a message to get the same information.

---

## Related Features

### Mailbox Options Menu

Auto Time Stamp is available on the Mailbox Options Menu.

### Time and Date

VM8000 InMail uses the VM8000 InMail Time and Date.

### Time and Date Stamp

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

---

## Programming

1. Enable Auto Time Stamp from your Subscriber Mailbox.  
 Refer to *Operation on page 2-44*.
2. Optionally Enable Auto Time Stamp from System Programming.

### 47-02-11 Auto Time Stamp

Enter **1** (Yes) to enable Auto Time Stamp.

 By default, Auto Time Stamp is disabled (**0**).

## Operation

| Turning Auto Time Stamp On or Off |                                                       |                                                                                                              |                                                  |
|-----------------------------------|-------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|--------------------------------------------------|
| Log On to Subscriber Mailbox.     |                                                       |                                                                                                              |                                                  |
| <b>OP</b><br>(67)                 | Access the Mailbox Options Menu.<br>[Not applicable.] |                                                                                                              |                                                  |
|                                   | <b>AT</b><br>(28)                                     | Access Auto Time Stamp.<br>[Time]                                                                            |                                                  |
|                                   |                                                       | VM8000 InMail plays a summary of your Auto Time Stamp setting.<br>By default, Auto Time Stamp is turned off. |                                                  |
|                                   |                                                       | <b>O</b> (6)                                                                                                 | Turn Auto Time Stamp on or off.<br>[On]<br>[Off] |
|                                   |                                                       | #                                                                                                            | Go back to the Mailbox Options Menu.<br>[Exit]   |
|                                   |                                                       | <b>0</b>                                                                                                     | Plays Help message.                              |

---

---

# Automated Attendant

---

## Description

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

### ❑ Answer Tables

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

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

### ❑ Routing Mailbox

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

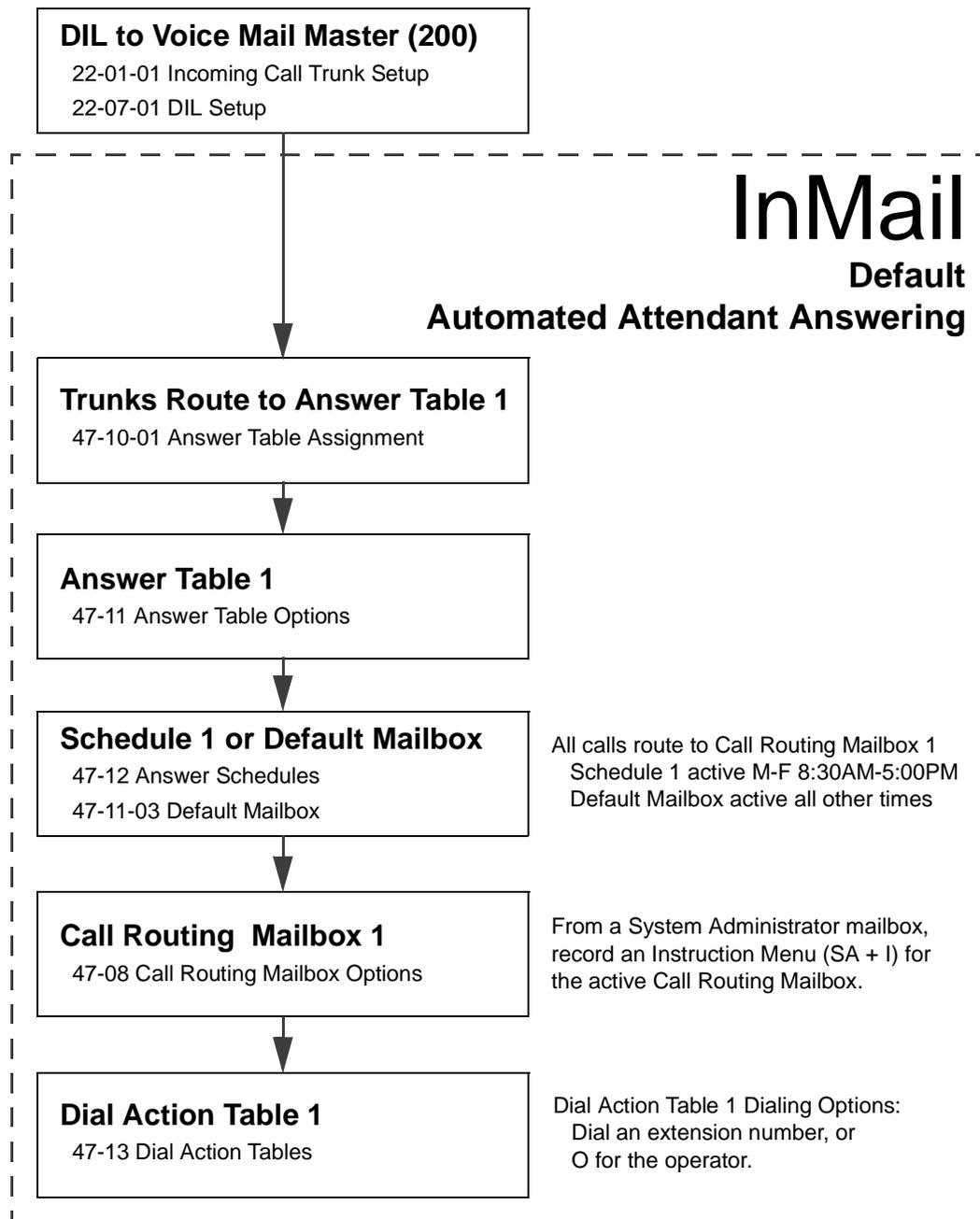
 *By default, Answer Table 1 has a single schedule that runs Monday through Friday from 8:30AM to 5:00PM. This schedule and the Default Mailbox both use Call Routing Mailbox 1.*

### ❑ Dial Action Table

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

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

The block diagram below shows the default VM8000 InMail Automated Attendant configuration.



---

## Related Features

### Answer Tables

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

### Routing Mailbox

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

### Dial Action Table

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

### Fax Detection

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

### Multiple Company Greetings

One VM8000 InMail system can provide individual greetings and dialing options for several companies.

---

## Programming

1. Assign Answer Tables to trunks.

➔ **47-10-01 Answer Table Assignment (Answer Table)**

Assign an Answer Table (1~8) to each trunk that the Automated Attendant should answer.

 *By default, all trunks are assigned to Answer Table 1.*

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

➔ **22-02-01 Incoming Call Trunk Setup**

Assign Service Type 4 to each trunk you want to be a DIL. Make a separate entry for each Night Service mode.

 *By default, all trunks are Service Type 0 (Normal).*

➔ **22-07-01 DIL Assignment**

For each trunk you designated as a DIL above, enter the VM8000 InMail pilot number. Make a separate entry for each Night Service mode.

 *By default, there are no DIL destinations programmed.*

3. Set up the Answer Tables.  
Turn to [Answer Tables on page 2-29](#) for more.  
 *By default, all trunks use Answer Table 1. Answer Schedule 1 is active and runs continuously.*
  4. Set up the Call Routing Mailboxes.  
Turn to [Routing Mailbox on page 2-211](#) for more.  
 *The active schedule (Answer Table 1, Answer Schedule 1) uses Call Routing Mailbox 000.*
  5. Set up the Dial Action Tables.  
Turn to [Dial Action Table on page 2-63](#) for more.  
 *By default, Call Routing Mailbox 000 uses Dial Action Table 1.*
  6. Set the maximum message length for Automated Attendant callers leaving a message in a mailbox.
-  **47-01-03 Subscriber Message Length (Subs Msg Length)**  
This sets the maximum message length (**1~4095** seconds) for outside Automated Attendant callers accessing a mailbox via a LOGON or GOTO command.  
 *The default setting is 120 seconds.*
-  **47-01-04 Non-Subscriber Message Length (Mbox Msg Length)**  
This sets the maximum message length (**1~4095** seconds) for outside Automated Attendant callers leaving a message in a Subscriber Mailboxes.  
 *The default setting is 120 seconds.*

---

## Operation

|                                      |
|--------------------------------------|
| <b>Using the Automated Attendant</b> |
|--------------------------------------|

|                                                                                                                             |
|-----------------------------------------------------------------------------------------------------------------------------|
| <p>For the outside caller:<br/>After Automated Attendant answers, voice prompts will instruct you which digits to dial.</p> |
|-----------------------------------------------------------------------------------------------------------------------------|

---

---

# *Automated Attendant Transfer*

---

## Description

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

 *Extensions cannot call or be transferred to the VM8000 InMail Automated Attendant.*

---

## Related Features

### Automated Attendant

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

---

## Programming

No additional programming required.

---

## Operation

| <b>Automated Attendant Transfer</b>                                                                                                                                                                                            |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| To transfer an outside call to the Automated Attendant: <ol style="list-style-type: none"><li>1. While on an outside call, press Hold.</li><li>2. Dial the voice mail master number (e.g., 200).</li><li>3. Hang up.</li></ol> |

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# *Automatic Routing for Rotary Dial Callers*

---

## Description

If an Automated Attendant caller does not dial any digits, VM8000 InMail automatically routes that caller to a specified option (such as the operator or a mailbox). This lets rotary phone users stay on the line to leave a message or have their call processed. Without Automatic Routing for Rotary Dial Callers, rotary callers cannot use the Automated Attendant.

---

## Related Features

### Guest Mailbox

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

---

## Programming

1. Program the Dial Action Table Timeout function.

**47-13****VM8000 InMail Dial Action Tables**

Since rotary dial callers can not dial DTMF digits, the Timeout function provides routing.

 *By default, TIMEOUT is an Unscreened Transfer (UTRF) to the operator (101).*

---

## Operation

Not applicable.

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## *Call Forward to a Mailbox*

### Description

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

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

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

The following table describes how VM8000 InMail handles a subscriber's Direct Inward Line when it is Call Forwarded to the mailbox. The routing occurs when the caller dials a digit while listening to the recorded or default mailbox greeting.

| Dialing Options while Listening to a Subscriber Mailbox Greeting |                         |              |                                                                                                             |
|------------------------------------------------------------------|-------------------------|--------------|-------------------------------------------------------------------------------------------------------------|
| 47-02-14 Next Call Routing Mailbox                               | 47-02-13 Dialing Option | Digit Dialed | Action                                                                                                      |
| Undefined                                                        | No                      | 0            | Caller hears, "That is an invalid entry," and the greeting repeats.                                         |
|                                                                  |                         | 1~9          |                                                                                                             |
|                                                                  |                         | #            | VM8000 InMail hangs up.                                                                                     |
|                                                                  |                         | *            | Caller skips greeting and can immediately start recording.                                                  |
| 1~32 (valid Call Routing Mailbox)                                | No                      | 0            | Caller follows 0 action in Next Call Routing Mailbox.                                                       |
|                                                                  |                         | 1~9          | Caller hears, "That is an invalid entry," the greeting repeats, and the caller is asked to leave a message. |
|                                                                  |                         | #            | Caller routes to the Next Call Routing Mailbox and hears its Instruction Menu.                              |
|                                                                  |                         | *            | Caller skips greeting and can immediately start recording.                                                  |
| 1~32 (valid Call Routing Mailbox)                                | Yes                     | 0            | Caller follows key'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.                                                  |

### Log On to a Subscriber Mailbox while Listening to the Greeting

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

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

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

---

## Related Features

### Auto Attendant Do Not Disturb

When enabled, Auto Attendant Do Not Disturb automatically sends all calls from the Automated Attendant to the subscriber's mailbox.

### Message Forward

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

### Next Call Routing Mailbox

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.

---

## Programming

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

↻ **24-02-03 Delayed Call Forwarding Time**

For type 2 and type 4 forwarding, an unanswered call will forward after this interval.

This time applies to transferred trunk calls, Direct Inward Lines, and Intercom calls.

 *By default, this interval is 10 seconds.*

---

## Operation

### Call Forward to your Mailbox

To forward your calls to your mailbox:

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

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## Caller ID

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### Description

Caller ID is a telephone company service that provides an extension with a caller's number and optional name. With Caller ID, the display keyset user knows who is calling before they pick up the call. When used with VM8000 InMail, 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.

---

### Related Features

#### Make Call

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

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

#### Unscreened Transfer

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

---

### Programming

**Be sure the telephone system is configured to pass  
Caller ID to the VM8000 InMail voice mail ports.**

No additional programming is required to enable Caller ID in VM8000 InMail. Following is a list of the basic Caller ID programs.

1. Be sure the telco provides Caller ID to the connected telephone system.
2. Check your telephone system programming to be sure the telephone system is set up to receive Caller ID and pass it to the VM8000 InMail voice mail ports.

➔ **14-01-22 Basic Trunk Data Setup - Caller ID to Voice Mail**

Enter 1 (Yes) to enable this option.

 *By default, this option is disabled.*

- **14-02-10 Analog Trunk Data Setup - Caller ID**  
Enable (1) a trunk ability to receive Caller ID data.  
*By default, a trunk's ability to receive Caller ID data is disabled (0).*
  
- **20-09-02 Class of Service Options (Incoming Call Service) - Caller ID Display**  
Enter 1 (Yes) to enable the Caller ID display at an extension.  
This option does not apply to VM8000 InMail Voice Mail Ports.  
*By default, this option is disabled.*
  
- **20-06-01 Class of Service for Extensions**  
Assign Class of Service to extensions.  
*By default, extension 101 has Class of Service 15. All other extensions have Class of Service 1.*

---

## Operation

Not applicable.

---

---

## *Caller ID with Return Call*

---

### **Description**

Refer to [Make Call on page 2-159](#).

---

### **Related Features**

Refer to [Make Call on page 2-159](#).

---

### **Programming**

Refer to [Make Call on page 2-159](#).

---

### **Operation**

Refer to [Make Call on page 2-159](#).

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# *Calling the Automated Attendant*

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## **Description**

Automated Attendant callers can use various VM8000 InMail features and then return to the Automated Attendant for additional dialing options. This lets the caller dial other extensions, leave messages for co-workers, or use other Automated Attendant features. The features below describe several ways to return to the Automated Attendant.

### **Automated Attendant Transfer**

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

### **Next Call Routing Mailbox**

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).

---

## **Related Features**

Refer to the features referenced in *Description* above.

---

## **Programming**

Refer to the features referenced in *Description* above.

---

## **Operation**

Refer to the features referenced in *Description* above.

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## *Dial Action Table*

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### Description

The Dial Action Table defines the dialing options for the Call Routing Mailbox chosen by the active Answer Table, which in turn provides those dialing options to Automated Attendant callers. VM8000 InMail provides 16 Dial Action Tables. The Dial Action Table is an integral part of the Automated Attendant. The Automated Attendant can automatically answer the telephone system's incoming calls, play an Instruction Menu message, and provide dialing options to callers. There are 3 major Automated Attendant components:

☐ **Answer Tables**

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

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

☐ **Routing Mailbox**

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

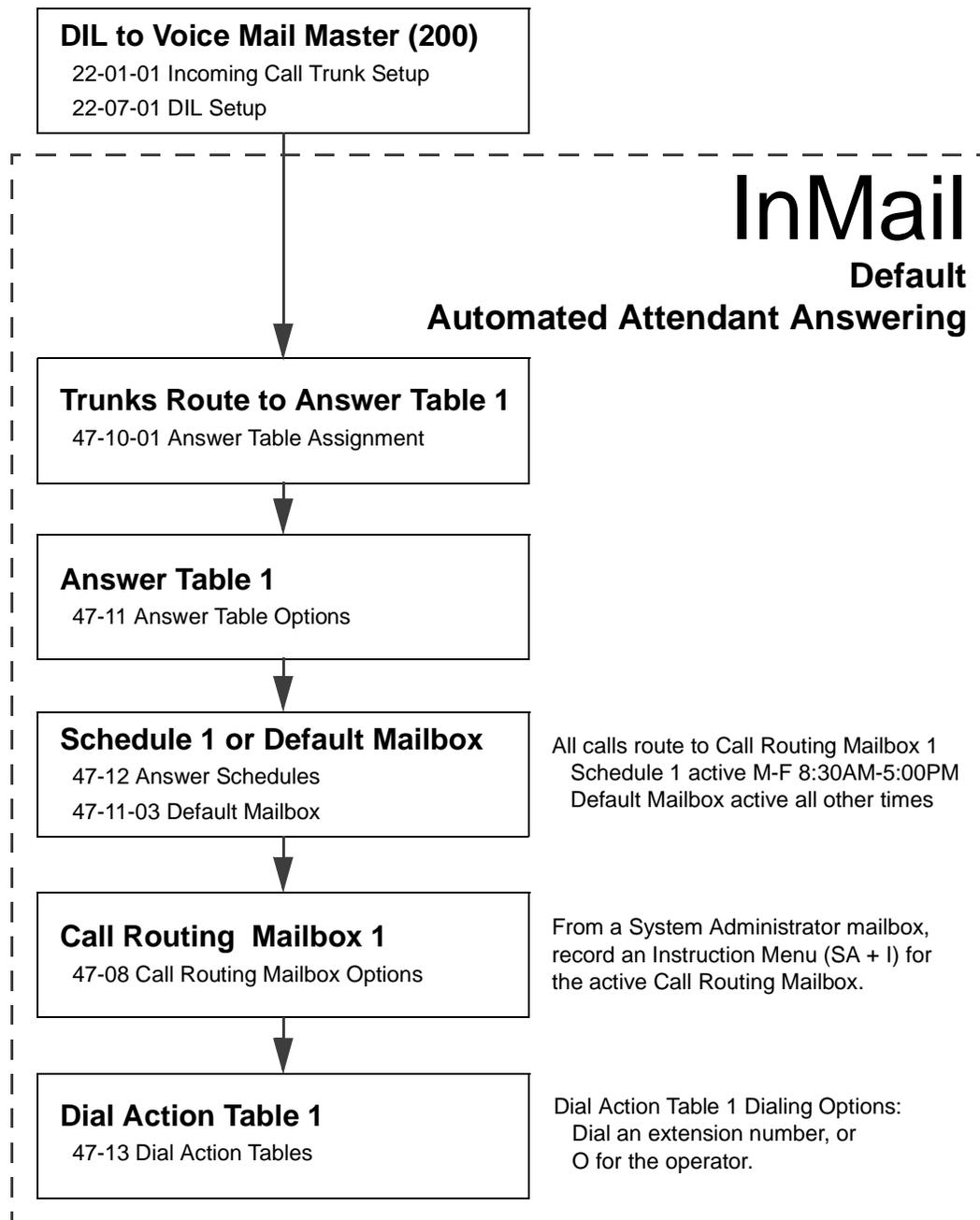
 *By default, Answer Table 1 has a single schedule that runs Monday through Friday from 8:30AM to 5:00PM. This schedule and the Default Mailbox both use Call Routing Mailbox 1.*

☐ **Dial Action Table**

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

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

The following block diagram shows the default VM8000 InMail Automated Attendant configuration.



### Dial Action Table Options

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

| Dial Action Table Key Action Summary |                                                                                                                                                                                                     |                                                    |
|--------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|
| Action                               | Description                                                                                                                                                                                         | Feature Reference                                  |
| TRF                                  | <u>Screened Transfer (1)</u><br>Allows an Automated Attendant caller to place a Screened Transfer to an extension. VM8000 InMail calls (screens) the destination to see if the call can go through. | <a href="#">Screened Transfer on page 2-217</a>    |
| UTRF                                 | <u>Unscreened Transfer (2)</u><br>Allows an Automated Attendant caller to place an Unscreened Transfer to an extension. VM8000 InMail transfers the call the destination and then hangs up.         | <a href="#">Unscreened Transfer on page 2-245</a>  |
| REC1                                 | <u>Quick Message with Greeting (3)</u><br>Allows an Automated Attendant caller to leave a Quick Message at an extension. The caller hears the extension's personal greeting.                        | <a href="#">Quick Message on page 2-203</a>        |
| REC2                                 | <u>Quick Message without Greeting (4)</u><br>Allows an Automated Attendant caller to leave a Quick Message at an extension. The caller does not hear the extension's personal greeting              | <a href="#">Quick Message on page 2-203</a>        |
| LOGON                                | <u>Log On to Voice Mail (5)</u><br>Allows an Automated Attendant caller to log on to a mailbox, either directly or one of their choosing.                                                           | <a href="#">Log On to Voice Mail on page 2-141</a> |
| Hang Up                              | <u>Hang Up (6)</u><br>VM8000 InMail says "Goodbye" and hangs up.                                                                                                                                    | <a href="#">Hang Up on page 2-127</a>              |
| GOTO                                 | <u>Go to a Mailbox. (7)</u><br>Allows an Automated Attendant caller to route to another mailbox.                                                                                                    | <a href="#">Go To A Mailbox on page 2-107</a>      |
| UND                                  | <u>Undefined Routing (0)</u><br>This action provides no routing.                                                                                                                                    | Not applicable                                     |

## Related Features

### 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.

### Answer Tables

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

### Routing Mailbox

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

## Programming

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

➤ **47-08-01 Dial Action Table**

The Call Routing Mailbox uses the Dial Action Table assignment to provide dialing options to callers.

 *The default Call Routing Mailboxes (1~8) use Dial Action Table 1.*

2. Customize the Dial Action Table options.

➤ **47-13 VM8000 InMail Dial Action Tables**

 *The default Dial Action Table dialing options are:*

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

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

➤ **47-08-03 Time Limit for Dialing Commands (Dialing Timeout)**

Enter the Time Limit for Dialing Commands interval (0~5 seconds).

 *By default, the interval is 5 seconds.*

If the caller waits too long to dial:

- When the associated Dial Action Table has a Timeout action programmed, the caller routes to that destination.
- When the associated Dial Action Table does not have a Timeout action programmed, the Instruction Menu repeats three times and then VM8000 InMail hangs up.

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

➤ **41-01-05 Message Wait**

This program must be disabled (0) for one key dialing to a speed dial buffer from Auto Attendant to work.

 *By default, this feature is enabled.*

---

## Operation

Not applicable

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## *Directory Dialing*

---

### **Description**

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

1. When the Automated Attendant answers, it sends the call to a Directory Dialing Mailbox. (Optionally, the caller may be asked to dial a digit to access Directory Dialing.)
2. The Directory Dialing Mailbox plays the Directory Dialing Message (recorded by the System Administrator) which asks the caller to dial letters for the name of the person they wish to reach.
3. The caller dials the letters for the person's name plus #. They can dial by first name or last name, depending on how the Directory Dialing Message was recorded and the Directory Dialing Mailbox was set up.
4. VM8000 InMail searches the list of programmed extension names for a match of the caller-entered letters.
5. Voice prompts announce the first three matches, and allow the caller to dial a digit (1~3) to reach one of the announced matches. Additionally, the caller can dial 4 to hear additional matches (if any).
6. The caller dials the digit for the extension they wish to reach, and VM8000 InMail sends the call to that extension. The call is sent as a Screened or Unscreened transfer, depending on programming.

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

The Directory Dialing Mailbox is a Routing Mailbox assigned as a Directory Dialing Mailbox. See [Use a Routing Mailbox for Directory Dialing on page 2-70](#) below or [Use a Call Routing Mailbox for Directory Dialing on page 2-73](#) for more information.

---

## Related Features

### Directory Dialing Mailbox

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

### System Administrator

Only the System Administrator can record the Directory Dialing Message.

---

## Programming

### Use a Routing Mailbox for Directory Dialing

1. Set up the Directory Dialing Mailbox.

➔ **47-07-02 Routing Mailbox Type (Mailbox Type)**

Enter 4 to make the selected Routing Mailbox a Directory Dialing Mailbox.

 *By default, there are no Routing Mailboxes assigned as Directory Dialing Mailboxes.*

2. Set up the name programming and enter names.

➔ **47-01-16 Name Format (Name Format)**

Determine how extension names should be entered in 15-01-01 Extension Name or via the telephone. The options are 0 (first name followed by last name) or 1 (last name followed by first name).

 *By default, the system expects names to be entered as first name followed by last name (0).*

➔ **15-01-01 Extension Name (Ext Name)**

Enter the name for each extension. Refer to 47-01-16 Name Format for name format.

 *By default, there are no names entered.*

➔ **47-15-03 Extension Name Match (Name Match)**

Select the portion of the extension name on which the Directory Dialing Mailbox should route. Enter 0 for first; 1 for last. This option allows for dial-by-first-name and dial-by-last-name Directory Dialing.

For example, if 47-01-16 Name Format is 0 and the name in 15-01-01 Extension Name is entered as first name followed by last name, enter 1 in this option to set up last name dialing.

 *By default, the Directory Dialing Mailbox routes on the first portion of the name (0).*

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

➔ **47-02-15 Directory List (Directory List)**

Select the Directory List to which the extension belongs. The entries are 1~8 (for lists 1~8), 0 (for no list), or \* (for all lists). Directory Dialing to the extension can occur only if the list entry matches the setting in 47-15-02 Directory List Number to Use for the Directory Dialing Mailbox.

 *By default, extensions are not included in a Directory List (0).*

➔ **47-15-02 Directory List Number to Use (Directory List)**

The Directory Dialing Mailbox can route calls only to the members of the Directory List specified in this option. The entries are 1~8 (for lists 1~8).

 *By default, the Directory Dialing Mailbox uses list 1.*

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

➔ **47-15-01 Minimum Number of Letters Required (Min Num Letters)**

Specify how many letters of an employee's name the caller must dial to use Directory Dialing. If the caller dials less than the specified minimum number of letters, VM8000 InMail cannot route the call. The entries are 1~3 (1~3 letters).

 *By default, callers must dial at least 1 letter of the employee's name (1).*

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

### Unscreened Transfer

➔ **47-15-04 Unscreened or Screened Transfer (Transfer Option)**

Enter 1 to route the call as an Unscreened Transfer.

 *By default, VM8000 InMail routes the call as a Screened Transfer (0).*

### Screened Transfer

➔ **47-15-04 Unscreened or Screened Transfer (Transfer Option)**

Enter 0 to route the call as a Screened Transfer.

 *By default, VM8000 InMail routes the call as a Screened Transfer (0).*

➔ **47-15-05 Screened Transfer Timeout (Scrn Trf Timeout)**

Set how long a Screened Transfer from the Directory Dialing Mailbox will ring an unanswered extension before recalling. The entries are 1~255 seconds or 0 for no recall.

 *By default, the Screened Transfer Timeout interval is 15 seconds.*

- 
- 
6. Change the amount of time Directory Dialing callers have to dial letters.
    - **47-15-06 Time Limit for Dialing Commands (Dialing Timeout)**

Enter the new timeout duration (0~99 seconds).  
If the caller waits too long to dial, the Directory Dialing Message repeats.

 *By default, Directory Dialing callers have 5 seconds to dial letters.*
  7. Record a Directory Dialing Message.

See [Operation on page 2-77](#).

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."*

    - **47-01-04 Non-Subscriber Message Length (Mbox Msg Length)**

This option sets the maximum message length (1~4095 seconds) for Instruction Menus.

 *By default, this option is 120 seconds.*
  8. Enable or disable the ability of the Directory Dialing Mailbox to detect and route incoming faxes.
    - **47-15-07 Fax Detection (Fax Detection)**

Enter 1 to enable Fax Detection; 0 to disable. If enabled, when the Directory Dialing Mailbox detects incoming fax CNG tone, it routes the call to the fax extension specified in 47-01-06 Fax Extension.

See [Fax Detection on page 2-93](#) for more.

 *By default, Fax Detection is disabled (N).*
  9. Enable the Directory Dialing Mailbox caller to dial 0 for other options or # to return to the Automated Attendant.
    - **47-15-08 Next Call Routing Mailbox (Next CR Mbox)**

Assign a Next Call Routing Mailbox (1~32) to the Directory Dialing Mailbox.  
To remove an assignment, press Hold.

Once assigned, dialing # returns to the Automated Attendant. Dialing 0 follows the 0 action of the Next Call Routing Mailbox.

 *By default, there is no Next Call Routing Mailbox assigned.*
  10. Enable Directory Dialing Mailbox to directly answer an outside call.

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

See [Answer Tables on page 2-29](#) for more.

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

11. Enable callers to access Directory Dialing from a Dial Action Table action. Make sure you have an action in the active Dial Action Table that is a GOTO to the Directory Dialing Mailbox.

See [Dial Action Table on page 2-63](#) for more.

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

### Use a Call Routing Mailbox for Directory Dialing

1. Set up the Directory Dialing Mailbox.

#### **47-03-02 Call Routing Mailbox Number**

Enter the mailbox number for the Call Routing Mailbox. This number must correspond to a Department Group pilot number set up in 11-07-01 Department Group Pilot Numbers.

When using a Call Routing Mailbox as an additional resource (for example, as an extra Directory Dialing Mailbox), you can perform the following actions:

- Assign a pilot number to an unused Department Group in 11-07-01 Department Group Pilot Numbers.
- Set up the Call Routing Mailbox in 47-03 using this pilot number.
- When 47-03 programming is complete, remove the pilot number assignment in 11-07-01 Department Group Pilot Numbers.

 *By default, no Call Routing Mailbox numbers are assigned.*

#### **47-03-03 Call Routing Mailbox Type (Mailbox Type)**

Enter 3 to make the selected Call Routing Mailbox a Directory Dialing Mailbox.

 *By default, all Call Routing Mailboxes are set up as Call Routing Mailboxes (1).*

2. Set up the name programming and enter names.

#### **47-01-16 Name Format (Name Format)**

Determine how extension names should be entered in 15-01-01 Extension Name or via the telephone. The options are 0 (first name followed by last name) or 1 (last name followed by first name).

 *By default, the system expects names to be entered as first name followed by last name (0).*

#### **15-01-01 Extension Name (Ext Name)**

Enter the name for each extension. The format you use should follow the setting of 47-01-16 Name Format.

 *By default, no names are entered.*

- 
- 
- **47-14-03 Extension Name Match (Name Match)**  
Select the portion of the extension name on which the Directory Dialing Mailbox should route. Enter 0 for first; 1 for last. This option allows for dial-by-first-name and dial-by-last-name Directory Dialing.  
For example, if 47-01-16 Name Format is 0 and the name in 15-01-01 Extension Name is entered as first name followed by last name, enter 1 in this option to set up last name dialing.  
*By default, the Directory Dialing Mailbox routes on the first portion of the name (0).*
3. Set up Directory Lists to control which extensions Directory Dialing can access.
- **47-02-15 Directory List (Directory List)**  
Select the Directory List to which the extension belongs. The entries are 1~8 (for lists 1~8), 0 (for no list), or \* (for all lists). Directory Dialing to the extension can occur only if the list entry matches the setting in 47-14-02 Directory List Number to Use for the Directory Dialing Mailbox.  
*By default, extensions are not included in a Directory List (0).*
- **47-14-02 Directory List Number to Use (Directory List)**  
The Directory Dialing Mailbox can route calls only to the members of the Directory List specified in this option. The entries are 1~8 (for lists 1~8).  
*By default, the Directory Dialing Mailbox uses list 1.*
4. How many letters of the employee's name must the caller dial?
- **47-14-01 Minimum Number of Letters Required (Min Num Letters)**  
Specify how many letters of an employee's name the caller must dial to use Directory Dialing. If the caller dials less than the specified minimum number of letters, VM8000 InMail cannot route the call. The entries are 1~3 (1~3 letters).  
*By default, callers must dial at least 1 letter of the employee's name (1).*
5. Specify the call routing as a Screened or Unscreened Transfer when Directory Dialing finds a name match.

### Unscreened Transfer

- **47-14-04 Unscreened or Screened Transfer (Transfer Option)**  
Enter **1** to route the call as an Unscreened Transfer.  
*By default, VM8000 InMail routes the call as a Screened Transfer (0).*

### Screened Transfer

- **47-14-04 Unscreened or Screened Transfer (Transfer Option)**  
Enter **0** to route the call as a Screened Transfer.  
*By default, VM8000 InMail routes the call as a Screened Transfer (0).*

- 
- 
- ➔ **47-14-05 Screened Transfer Timeout (Scrn Trf Timeout)**  
Set how long a Screened Transfer from the Directory Dialing Mailbox will ring an unanswered extension before recalling. The entries are **1~255** seconds or **0** for no recall.

*By default, the Screened Transfer Timeout interval is 15 seconds.*
  6. To change the amount of time Directory Dialing callers have to dial letters:

➔ **47-14-06 Time Limit for Dialing Commands (Dialing Timeout)**  
Enter the new timeout duration (0~99 seconds).  
If the caller waits too long to dial, the Directory Dialing Message repeats.

*By default, Directory Dialing callers have 5 seconds to dial letters.*
  7. To record a Directory Dialing Message:  
Refer to [Operation on page 2-77](#).  
The Directory Dialing Message is the Instruction Menu for the Call Routing Mailbox programmed as a Directory Dialing Mailbox.

*By default (without a custom message recorded), the Directory Dialing Message is, "Please enter one or more letters of the person's name, then press the pound key."*
  - ➔ **47-01-04 Non-Subscriber Message Length (Mbox Msg Length)**  
This option sets the maximum message length (**1~4095** seconds) for Instruction Menus.

*By default, this option is 120 seconds.*
  8. Enable or disable the ability of the Directory Dialing Mailbox to detect and route incoming faxes.

➔ **47-14-07 Fax Detection (Fax Detection)**  
Enter **1** to enable Fax Detection; **0** to disable. If enabled, when the Directory Dialing Mailbox detects incoming fax CNG tone, it routes the call to the fax extension specified in **47-01-06 Fax Extension**.  
See [Fax Detection on page 2-93](#) for more.

*By default, Fax Detection is disabled (N).*
  9. Enable the Directory Dialing Mailbox caller to dial 0 for other options or # to return to the Automated Attendant:

➔ **47-14-08 Next Call Routing Mailbox (Next CR Mbox)**  
Assign a Next Call Routing Mailbox (**1~32**) to the Directory Dialing Mailbox.  
To remove an assignment, press **Hold**.  
Once assigned, dialing # returns to the Automated Attendant. Dialing **0** follows the 0 action of the Next Call Routing Mailbox.

*By default, there is no Next Call Routing Mailbox assigned.*

10. Enable the Directory Dialing Mailbox to directly answer an outside call. Make sure the active Answer Table uses the Call Routing Mailbox programmed as a Directory Dialing Mailbox.

See [Answer Tables on page 2-29](#) for more.

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

11. Enable callers to access Directory Dialing from a Dial Action Table action: Make sure you have an action in the active Dial Action Table that is a GOTO to the Directory Dialing Mailbox.

See [Dial Action Table on page 2-63](#) for more.

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

## Operation

| Recording a Directory Dialing Message       |                                                          |                                      |                                                                     |
|---------------------------------------------|----------------------------------------------------------|--------------------------------------|---------------------------------------------------------------------|
| Log On to System Administrator's mailbox.   |                                                          |                                      |                                                                     |
| <b>SA</b><br>(72)                           | Access System Administrator options.<br>[Not applicable] |                                      |                                                                     |
|                                             | <b>I</b> (4)                                             | Select Instruction Menus.<br>[Instr] |                                                                     |
| Enter the Directory Dialing Mailbox number. |                                                          |                                      |                                                                     |
|                                             |                                                          | <b>L</b> (5)                         | Listen to the current Directory Dialing Message (if any).<br>[Lstn] |
|                                             |                                                          |                                      | <b>#</b> Exit listen mode.                                          |
|                                             |                                                          | <b>R</b> (7)                         | Record a new Directory Dialing Message.<br>[Rec]                    |
| Record message.                             |                                                          |                                      |                                                                     |
|                                             |                                                          |                                      | <b>*</b> Pause or restart recording.<br>[Resume]<br>[Pause]         |
|                                             |                                                          |                                      | <b>E</b> (3) Erase recording.<br>[Cncl]                             |
|                                             |                                                          |                                      | <b>#</b> Exit recording mode.<br>[Done]                             |
|                                             |                                                          | <b>E</b> (3)                         | Erase the Directory Dialing Message.<br>[Erase]                     |
|                                             |                                                          |                                      | <b>#</b> Go back to the System Administrator options.<br>[Exit]     |
|                                             |                                                          | <b>#</b>                             | Go back to the System Administrator options.<br>[Exit]              |
| <b>0</b>                                    | Plays Help message.                                      |                                      |                                                                     |

| Using Directory Dialing   |                                                                                                                                                                                                                                                                                                                                                                            |
|---------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| To use Directory Dialing: |                                                                                                                                                                                                                                                                                                                                                                            |
| <b>1.</b>                 | After the Automated Attendant answers, wait for the Directory Dialing Message. <ul style="list-style-type: none"> <li>o The Automated Attendant may ask you to dial a digit for Directory Dialing.</li> </ul>                                                                                                                                                              |
| <b>2.</b>                 | Dial the letters that correspond to the name of the person you wish to reach + <b>#</b> . <ul style="list-style-type: none"> <li>o The Directory Dialing Message tells how many letters you need to dial, and whether you should enter the person's first name or last name.</li> <li>o To exit Directory Dialing without selecting a name, just dial <b>#</b>.</li> </ul> |
| <b>3.</b>                 | The Automated Attendant announces the name matches, and tells you which digit to dial (1~3) to reach each of the announced names. <ul style="list-style-type: none"> <li>o To hear additional name matches (if any), dial 4 instead.</li> </ul>                                                                                                                            |
| <b>4.</b>                 | After you make your selection, the Automated Attendant routes your call to the name selected.                                                                                                                                                                                                                                                                              |

### Dialing Options Available while Entering a Name

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

- By default, the caller can dial the digits 2~9 to enter the name or dial # to return to the Automated Attendant.
- If a Next Call Routing Mailbox is specified, the caller can dial the digits 2~9 to enter a name, dial 0 to follow the 0 action of the Next Call Routing Mailbox, or dial # to route directly to the Next Call Routing Mailbox.

| <b>Directory Dialing Mailbox Name Entry Options<br/>(Options available while entering a name)</b> |                                                                        |                                                                                                                                                                                                                                                                |
|---------------------------------------------------------------------------------------------------|------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Dialed Digit</b>                                                                               | <b>47-14-08 or 47-15-08:<br/>Next Call Routing<br/>Mailbox Setting</b> | <b>Action</b>                                                                                                                                                                                                                                                  |
| <b>1</b>                                                                                          | Not applicable                                                         | Entry is ignored.                                                                                                                                                                                                                                              |
| <b>2~9</b>                                                                                        | Not applicable                                                         | Interprets the digit as a letter and waits about 20 seconds for additional input (i.e., more letters or a # to conclude name entry). If no additional digits are dialed for 10 seconds, the Directory Dialing Message repeats and then VM8000 InMail hangs up. |
| <b>0</b>                                                                                          | UND (Not assigned)                                                     | Repeats the Directory Dialing Message (to make a new name entry) each time the caller dials the digit.                                                                                                                                                         |
|                                                                                                   | 1-32 (valid Call Routing Mailbox)                                      | Caller routes according to the 0 action of the Next Call Routing Mailbox's Dial Action Table.                                                                                                                                                                  |
| <b>*</b>                                                                                          | Not applicable                                                         | Repeats the Directory Dialing Message (to make a new name entry) each time the caller dials the digit.                                                                                                                                                         |
| <b>#</b>                                                                                          | UND (Not assigned)                                                     | Routes to the Automated Attendant (i.e., back to the Call Routing Mailbox that initially answered the call).                                                                                                                                                   |
|                                                                                                   | 1~32 (valid Call Routing Mailbox)                                      | Routes to the Next Call Routing Mailbox and plays that mailbox Instruction Menu.                                                                                                                                                                               |
| <b>Timeout</b>                                                                                    | UND (Not assigned)                                                     | Repeats the Directory Dialing Message (to make a new name entry) up to two times and then hangs up.                                                                                                                                                            |

### Dialing Options Available for duplicate Employee Names

If the name the caller enters is used by more than one employee, VM8000 InMail lets the caller select the employee to which they want to talk. The caller can dial 1, 2 or 3 to select the employee from the first three name matches, or dial 4 to hear additional name matches.

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

| <b>Directory Dialing Mailbox Routing Options<br/>(Options available after a name is entered)</b> |                                                               |                                                                                                                                                                                |
|--------------------------------------------------------------------------------------------------|---------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Dialed Digit</b>                                                                              | <b>47-14-08 or 47-15-08 Next Call Routing Mailbox Setting</b> | <b>Action</b>                                                                                                                                                                  |
| 1~3                                                                                              | Not applicable                                                | Route to the respective extension from the list of up to three announced matches.                                                                                              |
| 4                                                                                                | Not applicable                                                | If more than three matches for the entered name are found, provides access to the next set of three matches.                                                                   |
| 5~9                                                                                              | Not applicable                                                | Plays "That is an invalid entry" and repeats the list of announced matches each time the caller dials the digit.                                                               |
| 0                                                                                                | UND (Not assigned)                                            | Plays "That is an invalid entry" and repeats the list of announced matches each time the caller dials the digit.                                                               |
|                                                                                                  | 1~32 (valid Call Routing Mailbox)                             | Caller routes according to the 0 action of the Next Call Routing Mailbox's Dial Action Table.                                                                                  |
| *                                                                                                | Not applicable                                                | Repeats the Directory Dialing Message (to make a new name entry) each time the caller dials the digit.                                                                         |
| #                                                                                                | UND (Not assigned)                                            | Routes to the Automated Attendant (i.e., back to the Call Routing Mailbox that initially answered the call).                                                                   |
|                                                                                                  | 1~32 (valid Call Routing Mailbox)                             | Routes to the Next Call Routing Mailbox and plays that mailbox's Instruction Menu.                                                                                             |
| <b>Timeout</b>                                                                                   | UND (Not assigned)                                            | Repeats the list of announced matches (up to two times). If no response, repeats the Directory Dialing Message (to make a new name entry) up to three times and then hangs up. |

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# Directory Dialing Mailbox

---

## Description

A Directory Dialing Mailbox is the type of mailbox required to implement Directory Dialing. A Directory Dialing Mailbox is a Routing Mailbox set as a Directory. See [Directory Dialing on page 2-69](#) for more on how to set up a Directory Dialing Mailbox.

---

## Related Features

### Directory Dialing

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

### System Administrator

Only the System Administrator can record the Directory Dialing Message.

---

## Programming

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

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

### 47-07-02 Routing Mailbox Type (Mailbox Type)

Enter **3** to make the selected Master Mailbox a Directory Dialing Mailbox.

 *By default, no Master Mailboxes are assigned as Directory Dialing Mailboxes.*

---

## Operation

Turn to [Directory Dialing on page 2-69](#) for more on how to use Directory Dialing and record a Directory Dialing Message.

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# *Distribution List*

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## Description

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

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

---

## Related Features

### InMail Features:

#### Distribution Mailbox

A Distribution Mailbox is the type of Routing Mailbox that handles Distribution List messages.

#### System Administrator

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

---

## Programming

1. Assign a Routing Mailbox as a Distribution Mailbox:



#### **47-02-02 Routing Mailbox Type (Mailbox Type)**

Enter **4** to assign the selected Routing Mailbox a Distribution Mailbox.

 *By default, there are no Distribution Mailboxes assigned.*

2. Enter the destination extensions into the Distribution List:

➤ **47-07-02 Routing Mailbox Type (Mailbox Type)**

Enter the member extensions into the Distribution List (20 members maximum).

 You can also edit the Distribution List from a System Administrator Mailbox.

## Operation

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

| <b>Editing a Distribution List and Recording a Name</b> |                |                |                                                                                                                                                         |
|---------------------------------------------------------|----------------|----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| To edit a Distribution List and record a name:          |                |                |                                                                                                                                                         |
| 1.                                                      |                |                | Log onto a System Administrator's Mailbox.                                                                                                              |
| 2.                                                      | <b>[Mgr]</b>   |                | Select the System Administrator features.<br>• Alternately dial <b>SA</b> (72).                                                                         |
| 3.                                                      | <b>[DList]</b> |                | Select Distribution List editing. This is the Distribution List Menu.<br>• Alternately dial <b>L</b> (5).                                               |
| 4.                                                      |                |                | Enter the number of the Distribution List you want to edit (e.g., 008).                                                                                 |
|                                                         | <b>[Back]</b>  |                | Return to the System Administrator Menu without selecting a list.<br>• Alternately dial #.                                                              |
| 5.                                                      |                |                | Select one of the following.                                                                                                                            |
|                                                         | <b>a.</b>      | <b>[Modfy]</b> | <b>[Modfy]</b> Select to edit the Distribution List member list. (This is the List Modify Menu.)<br>• Alternately dial <b>M</b> (6).                    |
|                                                         |                | <b>[Add]</b>   | Select to add an extension to the list.<br>• Alternately dial <b>A</b> (2).<br>• The extension you add is inserted at the current position in the list. |
|                                                         |                | <b>[OK]</b>    | Select to accept the entry and return to the List Modify Menu.<br>• Alternately dial #.                                                                 |
|                                                         |                | <b>[Clear]</b> | <b>[Clear]</b> Select to reenter the mailbox number.<br>• Alternately dial *.                                                                           |
|                                                         |                | <b>[Back]</b>  | Select to exit to the List Modify Menu.<br>• Alternately dial *.                                                                                        |
|                                                         |                | <b>[Del]</b>   | <b>[Del]</b> Select to remove the currently displayed extension from the list.<br>• Alternately dial <b>E</b> (3).                                      |
|                                                         |                | <b>[Next]</b>  | Select to go to the next extension in the list without making any changes.<br>• Alternately dial <b>N</b> (6).                                          |
|                                                         |                | <b>[Back]</b>  | <b>[Back]</b> Select to exit the list.<br>• Alternately dial #.                                                                                         |
|                                                         | <b>b.</b>      | <b>[RcNam]</b> | <b>[RcNam]</b> Select to record a name for the Distribution List. (This is the Record Name Menu.)<br>• Alternately dial <b>RN</b> (76).                 |
|                                                         |                | <b>[Back]</b>  | Select to listen to the recorded name (if any).<br>• Alternately dial <b>L</b> (5).                                                                     |
|                                                         |                | <b>[Rec]</b>   | Select to record a new name.<br>• Alternately dial <b>R</b> (7).                                                                                        |
|                                                         |                | <b>[Cncl]</b>  | Select to cancel without recording and go back to the Record Name menu.                                                                                 |

| Editing a Distribution List and Recording a Name (Continued) |  |               |               |                                                                                                                |
|--------------------------------------------------------------|--|---------------|---------------|----------------------------------------------------------------------------------------------------------------|
|                                                              |  |               |               | <b>[Done]</b> Select to accept the recorded name and go back to the Record Name Menu.<br>• Alternately dial #. |
|                                                              |  |               | <b>[Del]</b>  | <b>[Del]</b> Select to erase the recorded name.<br>• Alternately dial <b>E</b> (3).                            |
|                                                              |  |               | <b>[Back]</b> | <b>[Back]</b> Select to exit to the Distribution List Menu.<br>• Alternately dial #.                           |
|                                                              |  | <b>[Back]</b> |               | Select to exit to the System Administrator Menu.<br>• Alternately dial #.                                      |

---

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## *Erasing All Messages*

---

### **Description**

The System Administrator can delete all messages in a Subscriber Mailbox. Erasing All Messages is an administrator's maintenance tool. The administrator may need to use this tool if an employee has left the company or has an excessive number of messages stored in their mailbox. By deleting the unwanted messages, the administrator can prevent the VM8000 InMail recording capacity from being reached (which would disable many of the VM8000 InMail messaging features).

---

### **Related Features**

#### **Message Delete**

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

#### **System Administrator**

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

---

### **Programming**

No additional programming required.

## Operation

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

## *Exiting a Mailbox*

### Description

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

### Related Features

Not applicable

### Programming

No additional programming required.

### Operation

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

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# External Transfer

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## Description

External Transfer allows an Automated Attendant caller to automatically route to an outside telephone number. To set this up, assign a Dial Action Table action as a UTRF to a Common Abbreviated Dialing bin (e.g., #2000 + Pause for common bin 000). When the Automated Attendant answers, the caller dials the digit and VM8000 InMail automatically routes them to the outside number contained in the bin. External Transfer allows your callers to easily reach branch offices and important off-site associates.

---

## Related Features

### Dial Action Table

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

---

## Programming

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

➔ **47-08-01 Dial Action Table (Dial Action Table)**

The Call Routing Mailbox uses the Dial Action Table assignment to provide dialing options to callers.

*The default Call Routing Mailboxes (1~8) use Dial Action Table 1.*

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

➔ **47-13-01 Dial Action Table Actions: UTRF Action - Unscreened Transfer (2) (UTRF)**

The corresponding Number option should be #2 followed by the Common Abbreviated Dialing bin, followed by two pauses (each pause entered by pressing LK4).

- Add additional pauses if the entire common bin does not dial out.

For example, to have External Transfer dial common bin 000, enter **#2000 LK4 LK4**.

*This ability is not assigned by default.*

3. Program the Common Abbreviated Dialing bin for External Transfer.
  - ➔ **13-04-01 Abbreviated Dialing Number and Name or Service Code #2**

The bin should contain just the outside telephone number you want External Transfer to dial.  
Refer to the *SV8100 Programming Manual* for more.

*No common Abbreviated Dialing numbers are stored by default.*
4. Enable Loop Supervision for the trunks you are going to use for External Transfer.
  - ➔ **14-01-13 Basic Trunk Data Setup - Loop Supervision**

Enter 1 to enable Trunk to Trunk Transfer for each trunk to be used for External Transfer.

*By default, this option is enabled for all trunks.*
5. Enable Trunk-to-Trunk Transfer for all VM8000 InMail extensions.
  - ➔ **20-11-14 Class of Service Options (Hold/Transfer Service) - Trunk-to-Trunk Transfer**

For each VM8000 InMail extension to be used for External Transfer, enter 0 to enable Trunk-to-Trunk Transfer. (Entering 1 disables Trunk-to-Trunk Transfer).

*By default, Trunk-to-Trunk Transfer is enabled (0) for all VM8000 InMail extensions.*
  - ➔ **20-06-01 Class of Service for Extensions**

Assign Class of Service to extensions (1~15).

---

## Operation

Operation is automatic once set up in programming.

---

---

## *Fax Detection*

---

### Description

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

---

### Related Features

None

---

### Programming

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

➔ **47-08-04 Fax Detection**

Enter **1** (Yes) to enable Fax Detection for the Call Routing Mailbox.

 *By default, this option is 0 (No).*

2. Specify the extension to which VM8000 InMail should send a fax call when the Automated Attendant detects fax CNG tone.

➔ **47-08-05 Fax Extension (Fax Extension)**

Normally, this is the extension number of the analog port to which the fax machine is connected.

 *By default, this option is undefined (entered by pressing Hold).*

---

### Operation

Not applicable

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# *Flexible Answering Schedules*

---

## Description

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

The Flexible Answering Schedules are determined by the set up of the VM8000 InMail Answer Tables. See [Answer Tables on page 2-29](#) for more.

---

## Related Features

### Answer Tables

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

### 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.

### Routing Mailbox

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

### Dial Action Table

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

---

## Programming

1. Determine which Answer Table answers each trunk.

### 47-10-01 Answer Table Assignment (Answer Table)

For each trunk, enter the number of the Answer Table that handles that trunk's Automated Attendant calls. See [Answer Tables on page 2-29](#).

 *By default, all trunks use Answer Table 1.*

**Operation**

Not applicable

---

---

# *Flexible Call Routing*

---

## Description

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

There are 3 components to Flexible Call Routing.

[Answer Tables](#)

Determines how the Automated Attendant answers outside calls on each trunk according to the time of day and day of the week.

[Routing Mailbox](#)

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

[Dial Action Table](#)

Defines the dialing options for the *Call Routing Mailbox* chosen by the active *Answer Table*, which in turn provides those dialing options to Automated Attendant callers.

---

## Related Features

### [Answer Tables](#)

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

### [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.

### [Routing Mailbox](#)

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

### [Dial Action Table](#)

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

---

## **Programming**

Refer to [Automated Attendant on page 2-45](#) for more on how to set up your Flexible Answering Schedules.

---

## **Operation**

Not applicable

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---

# *Flexible Mailbox Numbering Plan*

---

## Description

Flexible Mailbox Numbering Plan allows you to customize site extension numbers and be assured that VM8000 InMail adapts to the new configuration. When you change a port extension number, you can change the number of the mailbox assigned to that port to match. There is no need to reprogram — all of the options remain intact.

---

## Related Features

### Dial Action Table

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

---

## Programming

### Flexible Numbering Plan Example

1. Optionally change the number of digits in extension numbers.
  - ➔ **11-01-01 System Numbering**

Optionally change the number of digits required to reach each range of extensions.

    - ✎ *By default, 3-digit extension numbers are 100~199, 201~299.*
    - ✎ *By default, 4-digit extension numbers are 3301~3457.*
2. Change the extension number associated with a port.
  - ➔ **11-02-01 Extension Numbering**

Assign extension numbers to extension ports. The telephone programming identity follows the port number, not the extension number.

    - ✎ *By default, extension-to-port assignments are consecutive starting with 101 (e.g., port 1=extension 101, port 2=extension 102, etc.).*
3. Change the mailbox number to match the new extension number.
  - ➔ **47-02-02 Mailbox Number (Mailbox Number)**

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

    - ✎ *By default, mailbox numbers are consecutively assigned for the first eight mailboxes (mailbox 1=mailbox number 101, mailbox 2=mailbox number 102.)*

4. Modify the Dial Action Tables to accommodate the new numbering.
  -  Refer to [TRF Action - Screened Transfer \(1\) \(TRF\) on page 3-71](#).
  - Optionally modify the active Dial Action Table actions for the new extension numbers.
  - For example, to allow Automated Attendant callers to dial extension 5000, for digit 5:
    - ◆ Change the Action to UTRF (2) or TRF (1).
    - ◆ Change the *Data* to XXXX.
    -  By default (in the above example), the digit 5 is undefined.

### 2-Digit Extension Numbering Example

| <b>VM8000 InMail Does Not Support 2-Digit Extension Numbers 10-16</b>                                                                                                                                                                                                                                                                                                                  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| When setting up 2-digit extension numbering in a SV8100 with VM8000 InMail, do not use extensions 10~32. Although you can set up this application in 11-01-01 System Numbering and 11-02-01 Extension Numbering, Subscriber Mailboxes assigned in 47-02-02 Mailbox Number do not function. This is because mailboxes 1~32 are reserved for Routing Mailboxes and cannot be reassigned. |

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

1. Enable 2-digit extension numbers 20~29.
  -  **11-01-01 System Numbering**
    - In 11-01-01 Digit for the digit 2x, enter 2.
    - In 11-01-01 Type for the digit 2x, enter 2.
    -  By default, the digit 1 is set up as a 3-digit extension number (100~199).
2. Change the extension number for port 6 to 26.
  -  **11-02-01 Extension Numbering**
    - For extension port 6, enter 26.
    -  By default, extension port 6 is assigned to extension 106.
3. Change the mailbox number to match the new extension number.
  -  **47-02-02 Mailbox Number (Mailbox Number)**
    - For mailbox 6, assign mailbox number 26.
    -  By default, mailbox 6 is assigned to mailbox number 106.

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

 Refer to [TRF Action - Screened Transfer \(1\) \(TRF\) on page 3-71](#).

Make key 1 (digit 1) *Action* = UTRF (2) and *Data* = XX.

Make key 11 (\*) *Action* = REC1 (3) and *Data* = XX.

Make key 12 (#) *Action* = LOGON (5) and *Data* = IXX.

 *By default:*

*Key 1 is UTRF to XXX.*

*Key 11 is REC1 to IXXX.*

*Key 12 is LOGON to IXXX.*

---

## Operation

Not applicable

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# *Forced Unscreened Transfer*

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## Description

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

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

---

## Related Features

### Dial Action Table

If enabled in the Subscriber Mailbox, VM8000 InMail automatically converts any Screened Transfers (TRFs) to the subscriber's extension to Unscreened Transfers (UTRFs).

### Screened Transfer

After the Automated Attendant caller dials an extension, VM8000 InMail calls (screens) the destination extension to see if the transfer can go through.

### Unscreened Transfer

After an Automated Attendant caller dials an extension, VM8000 InMail immediately transfers the call to the extension and hangs up.

---

## Programming

1. Enable Forced Unscreened Transfer for the Subscriber Mailbox.



### **47-02-10 Forced Unscreened Transfer (Forced UTRF)**

Enter **1** (Yes) to enable this option to automatically convert Automated Attendant Screened Transfers to Unscreened Transfers.

*By default, this option is disabled (0).*

**Operation**

Not applicable

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---

## *Getting Recorded Help*

---

### Description

If a Subscriber Mailbox user dials an incorrect code or forgets what to dial while in their mailbox, they can request help from the VM8000 InMail voice prompts. Recorded Help provides the user with a built-in, interactive user's guide. To get recorded help, the user dials 0.

---

### Related Features

None

---

### Programming

No additional programming required.

---

### Operation

| Getting Recorded Help  |                                                                                                                                                                                    |
|------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Log On to your mailbox |                                                                                                                                                                                    |
| <b>0</b>               | Get recorded help. <ul style="list-style-type: none"><li>Recorded help is always available from the Main Menu.</li><li>Recorded help may not be available at all levels.</li></ul> |

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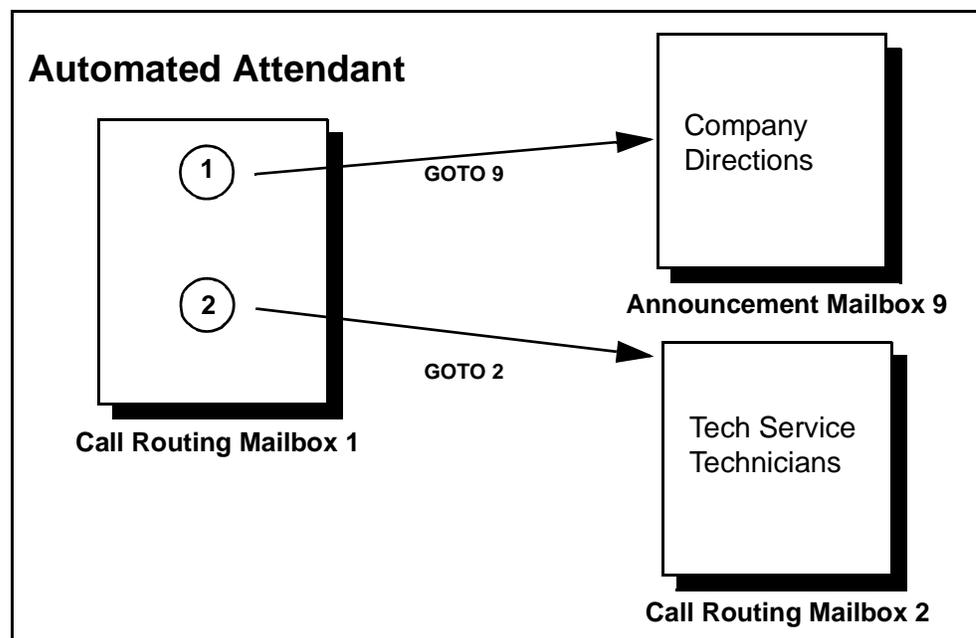
## *Go To A Mailbox*

### Description

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

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

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



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

---

## Related Features

### Automated Attendant

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

The GOTO action is a Dial Action Table option.

### Instruction Menu

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

---

## Programming

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

### 47-13-01 **Dial Action Table Actions: GOTO Action - Go to Mailbox (7) (GOTO)**

To have Automated Attendant callers dial a single digit to go to a Call Routing or Announcement Mailbox, enter the mailbox number in the corresponding Number option.

- For example, to have key 1 go to Call Routing Mailbox 2, for key 1 enter GOTO for the Action and 2 for the corresponding Number.

To have VM8000 InMail require Automated Attendant callers to enter a Call Routing or Announcement Mailbox to go to, enter XXX in the corresponding Number option. The key you choose must represent the first digit in the mailbox numbers.

- For example, to allow callers to go to mailboxes 1~16, for key 0 enter GOTO for the Action and XXX for the corresponding Number.

To log into any valid Call Routing or Subscriber Mailbox, enter IXXX in the corresponding Number option.

- For example, to allow callers to dial 1 plus any Call Routing or Announcement Mailbox number to go to, for key 1 enter GOTO for the Action and IXXX for the corresponding Number.

 By default, there are no GOTO actions assigned.

---

## Operation

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

---

---

## Greeting

---

### Description

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

The recorded message can include the following:

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

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

### Remote Greetings

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

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

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

### **Multiple Greetings**

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

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

---

## **Related Features**

### **Auto Attendant Do Not Disturb**

Auto Attendant Do Not Disturb sends Automated Attendant calls directly to a subscriber's mailbox. Their phone does not ring for calls from the Automated Attendant.

### **Dial Action Table**

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

### **Log On to Voice Mail**

A Subscriber Mailbox user can record their greeting after remotely logging on to VM8000 InMail.

### **Security Code**

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

### **System Administrator**

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

---

---

## Programming

1. Set the maximum length of Subscribe Mailbox greetings.

➔ **47-01-03 Subscriber Message Length (Subs Msg Length)**

Set the maximum length of Subscriber Mailbox greetings (1-4095 seconds).

This option also sets the maximum length of recorded messages for the following:

- Subscriber Mailbox users dialing RS to record and send a message.
- Extension users leaving a message in a Subscriber Mailbox.
- Outside Automated Attendant callers accessing a mailbox via a GOTO command and then dialing RS to record and send a message.
- Announcement Messages.
- Call Routing Mailbox Instruction Menus.

 *By default, Subscriber Mailbox greetings are 120 seconds long maximum.*

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

➔ **47-13 VM8000 InMail Dial Action Tables**

To log directly into a specific Subscriber Mailbox, enter the mailbox number in the corresponding Number option.

- For example, to have key 4 log directly into Subscriber Mailbox 305, for key 4 enter LOGON for the Action and 305 for the corresponding Number.

To have VM8000 InMail request Automated Attendant callers to select a Subscriber Mailbox to log on to, enter N in the corresponding Number option. The key you choose must represent the first digit in the Subscriber Mailbox numbers.

- For example, to have the Automated Attendant request callers to enter the number of the Subscriber Mailbox into which they wish to log, for key 3 enter LOGON for the Action and N for the corresponding Number. When callers dial 3, they hear, "Please enter your mailbox number."

To have VM8000 InMail require Automated Attendant callers to enter a Subscriber Mailbox to log on to (without playing an announcement), enter XXX in the corresponding Number option. The key you choose must represent the first digit in the Subscriber Mailbox numbers.

- For example, to allow callers to log on to mailboxes 101~199, for key 3 enter LOGON for the Action and XXX for the corresponding Number.

To log into any valid Subscriber Mailbox, enter IXXX in the corresponding Number option.

- For example, to allow callers to dial 1 plus any Subscriber Mailbox number to log on, for key 1 enter LOGON for the Action and IXXX for the corresponding Number.
- ☞ By default, key # Action = LOGON and Number = IXXX.

## Operation

| Recording a Multiple Greeting and Setting Up Auto Attendant Do Not Disturb |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |              |                                                                                     |                                                    |
|----------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--------------|-------------------------------------------------------------------------------------|----------------------------------------------------|
| Log On to Subscriber Mailbox.                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |              |                                                                                     |                                                    |
| <b>G (4)</b>                                                               | Access the Mailbox Greeting options.<br>[Greet]<br>VM8000 InMail does the following: <ul style="list-style-type: none"> <li>○ Plays a summary of your current settings.</li> <li>○ Displays the status of your active Greeting (1-3).<br/>[Greeting N: Recorded], or<br/>[Greeting N: Not Rec]</li> <li>○ Shows the Auto Attendant Do Not Disturb status.<br/>[Auto-attendant Dnd: Off], or<br/>[Auto-attendant Dnd: On]</li> <li>○ Provides soft keys for each of the 3 greetings.<br/>[Gr1]<br/>[Gr2]<br/>[Gr3]</li> </ul> |  |              |                                                                                     |                                                    |
|                                                                            | Select a Greeting (which also makes it active).                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |              |                                                                                     |                                                    |
|                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |              |                                                                                     | (1)[Gr1]<br>(2)[Gr2]<br>(3)[Gr3]                   |
|                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  | <b>L (5)</b> | Listen to the active greeting (if recorded).<br>[Lstn]                              |                                                    |
|                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  | <b>R (7)</b> | Record a new greeting (if not recorded), or rerecord the current greeting.<br>[Rec] |                                                    |
|                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |              | Record at the tone, then press # when done.                                         |                                                    |
|                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |              | *                                                                                   | Pause or restart recording.<br>[Resume]<br>[Pause] |
|                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |              | <b>E (3)</b>                                                                        | Erase the greeting.<br>[Cncl]                      |
|                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |              | #                                                                                   | End the recording.<br>[Done]                       |
|                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |              | Erase the currently recorded greeting (if any).<br>[Erase]                          |                                                    |
|                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  | #            | Go back to the Mailbox Greeting options.<br>[Exit]                                  |                                                    |

| <b>Recording a Multiple Greeting and Setting Up Auto Attendant Do Not Disturb (Continued)</b> |              |                                                                                                        |
|-----------------------------------------------------------------------------------------------|--------------|--------------------------------------------------------------------------------------------------------|
|                                                                                               |              | Change Auto Attendant Do Not Disturb.                                                                  |
|                                                                                               | <b>0</b> (6) | Turn Auto Attendant Do Not Disturb off or on.<br>[Auto-attendant Dnd: On]<br>[Auto-attendant Dnd: Off] |
|                                                                                               | <b>#</b>     | Go back to mailbox Main Menu.<br>[Exit]                                                                |
|                                                                                               | <b>0</b>     | Plays Help message.                                                                                    |

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## *Group (Shared) Mailbox*

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### Description

#### Department/Ring Group Mailbox

**Group (Shared) Mailbox**

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

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

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

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

The Department/Ring Group Mailbox can optionally be a Routing Mailbox. Refer to [Understanding Group Mailbox Types on page 2-116](#).

**Mailbox for a Ring Group**

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

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

---

---

## UCD Group Mailbox

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

### Understanding Group Mailbox Types

- If the Group Mailbox is a Subscriber Mailbox (1):
  - ◆ The Group Mailbox has all the features of any other personal Subscriber Mailbox.
- If the Group Mailbox redirects to a Call Routing Mailbox (2):
  - ◆ A co-worker attempting to leave a message at an extension assigned to the Group Mailbox hears: "Your call cannot go through. Goodbye." InMail then hangs up.
  - ◆ An outside caller attempting to leave a message at an extension assigned to the Group Mailbox hears the prerecorded Instruction Menu message and can dial options allowed by the associated Dial Action Table.
  - ◆ If the Group Mailbox user presses their voice mail key, they are asked to enter their mailbox number. After entering the number, they hear, "That mailbox does not exist."
  - ◆ An Automated Attendant caller attempting to leave a Quick Message or do a Remote Logon at an extension assigned to the Group mailbox hears, "That mailbox does not exist." They then return to the Auto-mated Attendant.
- If the Group Mailbox redirects to an Announcement Mailbox (2):
  - ◆ A co-worker attempting to leave a message at an extension assigned to the Group Mailbox hears: "Your call cannot go through. Goodbye." InMail then hangs up.
  - ◆ An outside caller attempting to leave a message at an extension assigned to the Group Mailbox hears the prerecorded announcement and can use all other Announcement Mailbox features.
  - ◆ If the Group Mailbox user presses their voice mail key, they are asked to enter their mailbox number. After entering the number, they hear: "That mailbox does not exist."
  - ◆ An Automated Attendant caller attempting to leave a Quick Message or do a Remote Logon at an extension assigned to the Group mailbox hears, "That mailbox does not exist." They then return to the Automated Attendant.
- If the Group Mailbox redirects to a Directory Dialing Mailbox (2):
  - ◆ A co-worker attempting to leave a message at an extension assigned to the Group Mailbox hears: "Your call cannot go through. Goodbye." InMail then hangs up.
  - ◆ An outside caller attempting to leave a message at an extension assigned to the Group Mailbox hears the Directory Dialing message and can use any of the options programmed for the Directory Dialing Mailbox.
  - ◆ If the Group Mailbox user presses their voice mail key, they are asked to enter their mailbox number. After entering the number, they hear: "That mailbox does not exist."

- ◆ An Automated Attendant caller attempting to leave a Quick Message or do a Remote Logon at an extension assigned to the Group mailbox hears, "That mailbox does not exist." They then return to the Automated Attendant.

---

## Programming

1. Assign extensions to the Department Group.

➔ **11-07-01 Department Group Pilot Numbers**  
Assigns pilot numbers for Department Group.  
*By default, this entry is 0 (no pilot number assigned).*

➔ **16-02-01 Department Group Assignment for Extensions**  
Set up the Department Group called by the pilot number and the extension priority when a group is called.  
*By default, all extensions are assigned to Department Group 1.*

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

➔ **47-02-01 Mailbox Type**  
Use this option to enable or disable the mailbox. An extension mailbox is not accessible when it is disabled (even though its stored messages and configuration are retained in memory.) If disabled, a user pressing **Message** initiates a remote logon and is asked to enter their mailbox number. A voice prompt then announces: "That mailbox does not exist."  
Options are: 0 (None), 1 (Personal), 2 (Group)  
*By default, station mailboxes 1~64 are set to Personal.*

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

### For a Subscriber Mailbox:

➔ **16-02-01 Department Group Assignment for Extensions**  
Set up the Department Group called by the pilot number and the extension priority when a group is called.  
*By default, all extensions are assigned to Department Group 1.*

➔ **11-07 Department Group Master Numbers**  
Check to see to which Department Group the extension belongs (1~32).  
*By default, Department Groups do not have master numbers assigned.*

- ➔ **47-03-02 Group Mailbox Number**

The Group Mailbox Number is the same as the Department Group master (pilot) number. Use this option to select the Department Group master (pilot) number associated with the Group Mailbox you are programming.

*By default, Department Group Mailbox Numbers are not assigned.*

- ➔ **47-03-03 Group Mailbox Type**

Enter 1 to assign the mailbox as a Subscriber Mailbox. Use this option to set the Group Mailbox type. There are two types of VM8000 InMail mailboxes: Subscriber (1) and Routing (2).

*By default, Group Mailboxes are set as Subscriber Mailboxes.*

#### For a Routing Mailbox:

- ➔ **47-02-01 Mailbox Type**

Settings are: 0 (None), 1 (Personal), 2 (Group). Set to 2 (Group).

*By default, station mailboxes 1~64 are set to Personal.*
- ➔ **16-02-01 Department Group Assignment for Extensions**

Set up the Department Group called by the pilot number and the extension priority when a group is called.

*By default, all extensions are assigned to Department Group 1.*
- ➔ **11-07-01 Department Group Master Numbers**

Check to see to which Department Group the extension belongs (1~32).

*By default, Department Groups do not have master numbers assigned.*
- ➔ **47-03-02 Group Mailbox Number**

The Group Mailbox Number is the same as the Department Group master (pilot) number. Use this option to select the Department Group master (pilot) number associated with the Group Mailbox you are programming.

*By default, Department Group Mailbox Numbers are not assigned.*
- ➔ **47-03-03 Group Mailbox Type**

Enter 1 to assign the mailbox as a Subscriber Mailbox. Use this option to set the Group Mailbox type. There are two types of VM8000 InMail mailboxes: Subscriber (1) and Routing (2).

*By default, Group Mailboxes are set as Subscriber Mailboxes.*
- ➔ **47-07 VM8000 InMail Routing Mailbox Options**

Set the type of Routing Mailbox and select the voice prompt language.

*By default, all Routing Mailboxes are Call Routing Mailboxes and us US English for the voice prompt language.*

---

---

➔ **47-08 Call Routing Mailbox Options**

➔ **47-09 Announcement Mailbox Options**

4. Set up the Subscriber Mailbox options for the Department Group Mailbox.

**For Auto Attendant Direct to Voice Mail:**

➔ **47-06-07 Auto Attendant Direct to Voice Mail**

Enable (Yes) or disable (No) Auto Attendant Direct to Voice Mail for the Group Mailbox.

 *By default, this option is disabled.*

➔ **47-06-03 Auto Erase or Save**

Set the auto save option for new messages ( 1 = Auto Save, 2 = Auto Erase).

 *By default, this option is set to 1 (Auto Save).*

➔ **47-06-09 Auto Time Stamp**

Enable (Yes) or disable (No) Auto Time Stamp for the Group Mailbox.

 *By default, this option is disabled.*

➔ **47-06-05 Recording Conversation Beep**

Enable (Yes) or disable (No) the Conversation Recording Beep for the Group Mailbox.

 *By default, this option is enabled.*

➔ **47-06-13 Directory List Number**

Specify the Directory List number (1~8, 0 = No lists, \* = All lists) to which the Group Mailbox belongs.

 *By default, this option is 0 (No lists).*

➔ **47-06-08 Forced Unscreened Transfer**

Enable (Yes) or disable (No) Forced Unscreened Transfer for the Group Mailbox.

 *By default, this option is disabled.*

➔ **47-06-02 Message Playback**

Set the Group Mailbox message playback order (1 = LIFO, 2 = FIFO).

 *by default, this option is set to 2 (FIFO).*

➔ **47-06-04 Message Retention**

Set how long the Group Mailbox will retain saved messages.

 *By default, this option is 0 (indefinite).*

- **47-06-01 Number of Messages**  
Set the maximum number of messages (1~99) that can be left in the Group Mailbox.  
*By default, this option is 20.*
- **47-06-06 Message Waiting Lamp**  
Enable (Yes) Message Waiting lamping at the extensions sharing the Group Mailbox.  
*By default, this option is enabled.*
- **47-06-11 Dialing Option**  
Enable (Yes) or disable (No) additional dialing options for Next Call Routing Mailbox calls.  
*By default, this option is disabled.*
- **47-06-12 Next Call Routing Mailbox**  
Optionally assign a Next Call Routing Mailbox (801~832) to the Group Mailbox.  
*By default, this option is 801.*
- **47-06-10 System Administrator**  
Enter 1 (Yes) to optionally designate the Group Mailbox as a System Administrator.  
*By default, this option is disabled.*

---

## Related Features

### Greeting

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

### Voice Mail Overflow

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

## **Operation**

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

**[Announcement Mailbox](#)**

**[Routing Mailbox](#)**

**[Directory Dialing](#)**

**[Subscriber Mailbox](#)**

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## Guest Mailbox

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### Description

An outside party can have their own Guest Mailbox mailbox for receiving and sending messages. A Guest Mailbox is a Subscriber Mailbox that does not have an extension associated with it. It is instead associated with a virtual extension. A Guest Mailbox has many of the VM8000 InMail features of a Subscriber Mailbox. A company visitor with a Guest Mailbox could, for example:

- Go to any extension, press Speaker + Dial the VM8000 InMail master number (e.g., 200), then dial their mailbox number.
- Review their messages, leave messages for associates, or record a new greeting for their mailbox.
- Use many other features available to a Subscriber Mailbox.

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

---

### Related Features

#### Automated Attendant

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

#### Auto Erase or Save

After a guest listens to a message in their Guest Mailbox, VM8000 InMail can automatically erase or save the message.

#### Greeting

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

#### Listening to Messages

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

#### Mailbox Name

A Guest Mailbox can have a recorded name.

**Make Call**

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

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

**Main Menu**

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

**Message Listen Mode**

Set the type of messages a guest listens 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**

Set the Guest Mailbox message playback order.

**Message Record**

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

**Message Storage Limit**

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

**Next Call Routing Mailbox**

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

**Security Code**

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

**Transfer to a Mailbox**

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

---

## Programming

1. Set up a virtual extension for the Guest Mailbox.
  - **11-04-01 Virtual Extension Numbering**  
Assign an unused extension number to an available virtual station port.  
For example, assign extension 400 to virtual station port 1.
2. Activate an unused mailbox for the virtual extension.
  - **47-02-01 Mailbox Active (Mailbox Active)**  
Enter 1 to activate a mailbox for the virtual station port.  
Choose a mailbox that is not likely required for an installed extension (e.g., 128).  
*✎ By default, only mailboxes 1~8 are active.*
3. Assign a mailbox number to the mailbox you activated for the virtual extension.
  - **47-02-02 Mailbox Number (Mailbox Number)**  
The mailbox number you choose should be the same as the virtual extension number (e.g., 400).  
*✎ By default, mailboxes 1~8 are assigned to extensions 101~108.*
4. Refer to [Subscriber Mailbox on page 2-227](#) for additional details on Guest Mailbox setup and operation.

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## Operation

| <b>Logging On to a Guest Mailbox</b>                                                                                                                                                                                                       |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>To log on to a Guest Mailbox:</p> <ol style="list-style-type: none"> <li>1. Press the Speaker key + Dial the VM8000 InMail master number (e.g., 200).</li> <li>2. When VM8000 InMail answers, dial the Guest Mailbox number.</li> </ol> |



| <b>Logging On to a Guest Mailbox from the Automated Attendant</b>                                                                                                                                                                                                                                                                                                                                                                                                         |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>To log on to a Guest Mailbox from the Automated Attendant:</p> <ol style="list-style-type: none"> <li>1. After the Automated Attendant answers, dial # + The Guest Mailbox number.               <ul style="list-style-type: none"> <li>○ This capability may be disabled in the Automated Attendant.</li> <li>○ Your automated attendant may have GOTO or LOGON actions assigned to the Guest Mailbox. Check with your Communications Manager.</li> </ul> </li> </ol> |

**Transferring your call to a Guest Mailbox**

To transfer your active call to a coworker's mailbox:

1. Press Hold.
2. Press **Message**.
3. Dial the Guest Mailbox number.
4. Press Speaker to hang up.
  - o To transfer a call to a coworker's mailbox from a single line telephone, use the following procedure:  
Hookflash + Dial \*8 + Dial the coworker's mailbox + Hang up.

# Hang Up

---

## Description

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

---

## Related Features

### Automated Attendant

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

The Hang Up action is a Dial Action Table option.

---

## Programming

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

 **47-13-01 VM8000 InMail Dial Action Table Actions: Hang Up Action (6) (HNGUP)**

When the outside caller dials the key programmed with the Hang Up action, the Automated Attendant immediately hangs up.

 *By default, the digit 9 is assigned as a Hang Up action.*

---

## Operation

Not applicable

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# *Instruction Menu*

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## **Description**

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

---

## **Related Features**

### **Answer Tables**

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

### **Automated Attendant**

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

### **Routing Mailbox**

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

### **Dial Action Table**

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

### **Single Digit Dialing**

An Automated Attendant caller can press a single key to route to an extension, route to another destination, or use an VM8000 InMail feature.

### **System Administrator**

Only the System Administrator can record the Instruction Menu.

---

## **Programming**

Not applicable

## Operation

| Recording an Instruction Menu for a Call Routing Mailbox |                                                          |                                        |                                                            |
|----------------------------------------------------------|----------------------------------------------------------|----------------------------------------|------------------------------------------------------------|
| Log On to System Administrator's mailbox.                |                                                          |                                        |                                                            |
| <b>SA</b> (72)                                           | Access System Administrator options.<br>[Not applicable] |                                        |                                                            |
|                                                          | <b>I</b> (4)                                             | Select Instruction Menus.<br>[Instr]   |                                                            |
|                                                          |                                                          | Enter the Call Routing Mailbox number. |                                                            |
|                                                          |                                                          | <b>L</b> (5)                           | Listen to the current Instruction Menu (if any).<br>[Lstn] |
|                                                          |                                                          |                                        | # Exit listen mode.                                        |
|                                                          |                                                          | <b>R</b> (7)                           | Record a new Instruction Menu.<br>[Rec]                    |
|                                                          |                                                          |                                        | Record message.                                            |
|                                                          |                                                          |                                        | * Pause or restart recording.<br>[Resume]<br>[Pause]       |
|                                                          |                                                          | <b>E</b> (3)                           | Erase recording.<br>[Cncl]                                 |
|                                                          |                                                          |                                        | # Exit recording mode.<br>[Done]                           |
|                                                          |                                                          | <b>E</b> (3)                           | Erase the Instruction Menu.<br>[Erase]                     |
|                                                          |                                                          | #                                      | Go back to the System Administrator options.<br>[Exit]     |
|                                                          |                                                          | #                                      | Go back to the System Administrator options.<br>[Exit]     |
| <b>0</b>                                                 | Plays Help message.                                      |                                        |                                                            |

---

---

## *Leaving a Message*

---

### **Description**

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

### **Additional Options While Leaving a Message**

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

| Dialing Options While Leaving a Message |                         |              |                                                                                |                                                                     |
|-----------------------------------------|-------------------------|--------------|--------------------------------------------------------------------------------|---------------------------------------------------------------------|
| 47-02-14 Next Call Routing Mailbox      | 47-02-13 Dialing Option | Digit Dialed | Action                                                                         |                                                                     |
|                                         |                         |              | Trunk Call                                                                     | Intercom Call                                                       |
| Undefined                               | No                      | 0            | Caller hears, "That is an invalid entry," and the greeting repeats.            |                                                                     |
|                                         |                         | 1~9          |                                                                                |                                                                     |
|                                         |                         | #            | VM8000 InMail hangs up.                                                        |                                                                     |
|                                         |                         | *            | Caller skips greeting and can immediately start recording.                     |                                                                     |
| 1~32 (valid Call Routing Mailbox)       | No                      | 0            | Caller follows 0 action in Next Call Routing Mailbox.                          | Caller hears, "That is an invalid entry," and the greeting repeats. |
|                                         |                         | 1~9          | Caller hears, "That is an invalid entry," and the greeting repeats.            |                                                                     |
|                                         |                         | #            | Caller routes to the Next Call Routing Mailbox and hears its Instruction Menu. | VM8000 InMail hangs up.                                             |
|                                         |                         | *            | Caller skips greeting and can immediately start recording.                     |                                                                     |
| 1~32 (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. | VM8000 InMail hangs up.                                             |
|                                         |                         | *            | Caller skips greeting and can immediately start recording.                     |                                                                     |

## Related Features

### Next Call Routing Mailbox

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

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

---

## Programming

No additional programming required.

---

## Operation

### Leaving a Message for a Coworker

To leave a message in the mailbox of an unanswered extension:

1. Press **Message**.
2. Leave message and hang up.  
OR  
Leave message and dial #.  
 *Dialing # sends the message and hangs up.*

### Leaving a Message from Outside the Company

To leave a message in a mailbox:

1. Leave message and hang up.  
OR  
Leave message and dial #.  
 *Dialing # may provide you with additional dialing options. This depends on how the called mailbox's Next Call Routing Mailbox is set up.*

To leave a message in an extension mailbox, you can be:

- o Transferred to an extension mailbox by another user.
- o Automatically routed to a mailbox when the called party does not answer or is unavailable.
- o Sent to the mailbox from the Automated Attendant after dialing \* plus the called party's mailbox number.
- o Routed from the Automated Attendant after dialing a uniquely programmed digit set up to send you to an extension's mailbox.

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## *Listening to Messages*

### Description

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

| <b>Message Listen Options</b>                       |                                                                                                   |
|-----------------------------------------------------|---------------------------------------------------------------------------------------------------|
| <b>Option</b>                                       | <b>Description</b>                                                                                |
| <b>RE</b> (73)<br>[Not applicable]                  | Record a reply.<br>See <a href="#">Message Reply on page 2-185</a> .                              |
| <b>MF</b> (63)<br>[Not applicable]                  | Forward the message to another mailbox.<br>See <a href="#">Message Forward on page 2-167</a> .    |
| <b>MC</b> (62)<br>[Not applicable]                  | Make a call to the message sender.<br>See <a href="#">Make Call on page 2-159</a> .               |
| <b>TI</b> (84)                                      | Hear the time and date the message was sent.<br>See <a href="#">Time and Date on page 2-237</a> . |
| <b>SA</b> (72)                                      | Save the message in your mailbox.                                                                 |
| <b>E</b> (3)<br>[Erase]                             | Erase the message.<br>See <a href="#">Message Delete on page 2-165</a> for more.                  |
| <b>L</b> (5)<br>[Next]                              | Listen to the next message.                                                                       |
| <b>B</b> (2)                                        | Back up a few seconds.                                                                            |
| <b>BB</b> (22)<br>[Rpt]                             | Back up to the beginning of the message.                                                          |
| <b>G</b> (4)                                        | Go ahead a few seconds.                                                                           |
| *                                                   | Pause/resume recording.                                                                           |
| <b>1N</b> (16)<br>[Not applicable]                  | Select New Message List<br>See <a href="#">Message Listen Mode on page 2-171</a> .                |
| <b>1S</b> (17)<br>[Not applicable]                  | Select Saved Message List<br>See <a href="#">Message Listen Mode on page 2-171</a> .              |
| <b>1A</b> (12)<br>[Not applicable]                  | Select All Message List<br>See <a href="#">Message Listen Mode on page 2-171</a> .                |
| #<br>[Exit]                                         | Exit the listen mode.                                                                             |
| <b>X</b> (9)                                        | Exit your mailbox.                                                                                |
| Dial 0 while listening to hear the list of options. |                                                                                                   |

**Notes:**

If a subscriber's mailbox is set to Auto Save messages, VM8000 InMail saves partially listened-to messages but does not relamp the keyset for those messages. For example:

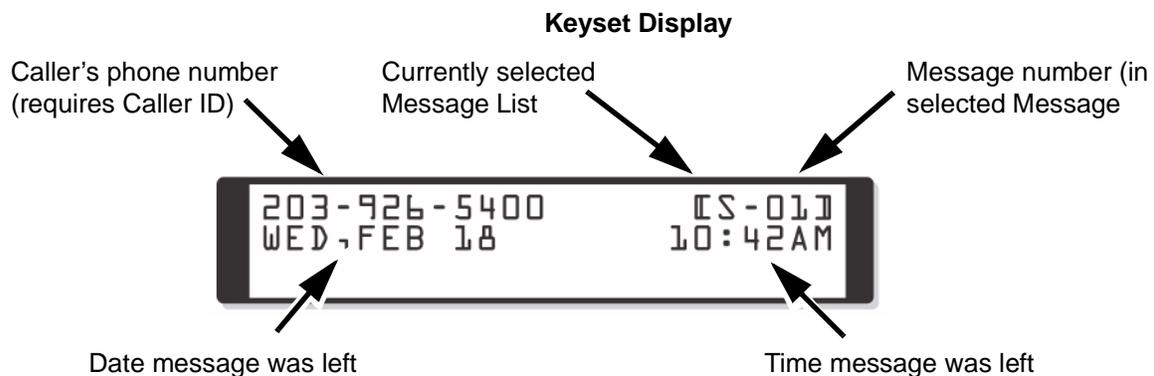
- A subscriber with new messages calls his mailbox.
- The subscriber presses L to listen to a portion of each message and then exits his mailbox.
- VM8000 InMail saves all the messages and turns off the message waiting lamp.

If you hang up before listening to the complete new message, VM8000 InMail automatically retains the message as a new message.

**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.

**Related Features****Auto Erase or Save**

When a mailbox user completely listens to a new message and then exits their mailbox, VM8000 InMail either automatically saves or erases the message.

**Message Record**

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

---

## Programming

1. Set the Message Backup/Go Ahead Time.

➤ **47-01-05 Message Backup/Go Ahead Time (Msg Bkup/Adv Time)**

This interval sets how far VM8000 InMail backs up (1–60 seconds) when a mailbox user dials **B** while recording or listening to their messages.

This interval also sets how far VM8000 InMail jumps ahead (1–60 seconds) when a user dials **G** while listening to messages.

 *By default, this interval is 5 seconds.*

---

## Operation

| Listening to Messages        |                                                                                                                                                   |
|------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| Log On to Subscriber Mailbox |                                                                                                                                                   |
| L (5)                        | Access the Message Listen mode<br>[Lstn]<br>See <a href="#">Message Listen Options on page 2-135</a> for an explanation of the available options. |
| 0                            | Plays Help message                                                                                                                                |

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## Live Record

---

### Description

Live Record allows a subscriber to record their active call as a new message in their mailbox, which they can review later on. Live Record can be helpful when an extension user is on a call that involves a lot of detail (such as a technical discussion or extensive directions). Rather than taking notes as the call progresses, the user can record the conversation and carefully review it later on. VM8000 InMail broadcasts a beep and a voice prompt to the callers as Live 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.

---

### Related Features

#### Subscriber Mailbox

Live Record is available only to subscriber extensions.

---

### Programming

1. Assign a Voice Mail Record Key to the extension.

#### ➔ 15-07-01 Programmable Function Keys

Assign a programmable key as a Voice Mail Record Key (code 78).

 *By default, no Voice Mail Record Keys are assigned.*

Optionally assign a Live Record One-Touch key.

- To assign the key: Speaker + Dial 751 + Press key + Dial 78 + Speaker.
- To use the key: While on a call press the One-Touch key.

 *By default, no Live Record One-Touch keys are assigned.*

2. Enable or disable the Live Record beep.

➤ **47-02-07 Recording Conversation Beep (Rec Conv Beep)**

Enable (1) the Live Record beep.

 *By default, the beep is enabled (1).*

➤ **45-01-06 Record tone Alert Tone Interval**

Optionally set the repeat interval (0–64800 seconds) for the additional Live Record beep provided by the telephone system. Entering 0 disables the additional beep.

 *By default, the additional beep interval is 30 seconds (30).*

3. Set the maximum length of recorded conversations.

➤ **47-01-03 Subscriber Message Length (Subs Msg Length)**

The length of a recorded conversation is 10 times this interval.

The range for this option is 1–4095 seconds.

Since the Live Record time cannot exceed 4095 seconds, any setting in this option larger than 409 has no effect on the length of recorded conversations.

 *By default, this option is 120 seconds. This means the default length of recorded conversations is 1200 seconds (20 minutes).*

## Operation

### Live Record

To record your active call in your mailbox:

1. Press your Voice Mail Record key.
  - You hear 2 beeps and your Voice Mail Record key flashes.
  - The beeps periodically repeat to remind you that you are recording.
  - You and your caller hear the voice prompt “recording.”
  -  *Only one party on a call can use Live Record at any time. This includes Intercom calls and Conference calls.*

To turn live record off:

1. Press your Voice Mail Record key.
  - Recording stops.
  - No options are available while recording (such as pause, resume, and exit).

---

---

## *Log On to Voice Mail*

---

### **Description**

A subscriber can log on to their mailbox using a method that best suits their needs and location. While at their own phone, the subscriber just presses a single key to log on to their mailbox. To use their mailbox while at a co-worker's phone, the subscriber dials the VM8000 InMail master number, followed by their mailbox number (which is normally the same as their extension number). If they are away from the office, the subscriber can still use their mailbox by calling in through the Automated Attendant.

### **Local (On-site) Logon**

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

- Press their Message key to log on to their Subscriber Mailbox.
- Dial the VM8000 InMail master number (e.g., 200), followed by their mailbox number. This method is typically used by Guest Mailbox users, as well as subscribers attempting to log into their Subscriber Mailbox from a coworker's phone.

### **Remote Log On**

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

- After the Automated Attendant answers, dial a digit (typically #) followed by their mailbox number. This method allows outside callers to log into their mailboxes from outside the company. After they log on to their mailbox, they can use the allowed features in the mailbox main menu.

 *To avoid unauthorized access to their mailbox, the user can enable his own unique Security Code.*

- If an extension has a Direct Inward Line that voice mail picks up, the caller can dial # during their greeting to log on to their mailbox (instead of leaving a message). This method allows subscribers to dial their own number and then use the features of their mailbox. This ability must be set up in the user Next Call Routing Mailbox.

For example:

- Program the Next Call Routing Mailbox # digit as LOGON to IXXX.

- While listening to their greeting, the subscriber can dial:
  - # (to route to their Next Call Routing Mailbox), then
  - # and their mailbox number to log on to their mailbox.
- ✎ *By default, this option is provided in Call Routing Mailbox 1. Additionally, the subscriber should enable a Security Code for their mailbox to prevent unauthorized logons.*

---

## Related Features

### Automated Attendant

The Automated Attendant allows Subscriber Mailbox users to log into their mailboxes.

### Greeting

After remotely logging on to their mailbox, a subscriber mailbox user can remotely record their greeting.

### Guest Mailbox

A guest can log on to their mailbox by dialing the VM8000 InMail master number followed by the Guest Mailbox number.

### Security Code

To avoid unauthorized access to their mailbox (particularly with Remote Log On), the user should enable their own unique Security Code.

### Subscriber Mailbox

A subscriber can log into their mailbox by pressing a key on their telephone, dialing the In-Mail master number (followed by their mailbox number), or logging on through the Automated Attendant.

---

## Programming

1. Log on to a mailbox through the Automated Attendant:

➡ **47-13-01 Dial Action Table Actions: LOGON Action - Log On to Voice Mail (5) (LOGON)**

To log directly into a specific Subscriber Mailbox, enter the mailbox number in the corresponding Number option.

- For example, to have key 4 log directly into Subscriber Mailbox 305, for key 4 enter LOGON for the Action and 305 for the corresponding Number.

To have VM8000 InMail request Automated Attendant callers to select a Subscriber Mailbox to log into, enter N in the corresponding Number option. The key you choose must represent the first digit in the Subscriber Mailbox number.

- For example, to have the Automated Attendant request callers to enter the number of the Subscriber Mailbox into which they wish to log, for key 3 enter LOGON for the Action and N for the corresponding Number. When callers dial 3, they hear, "Please enter your mailbox number."

To have VM8000 InMail require Automated Attendant callers to enter a Subscriber Mailbox to log into (without playing an announcement), enter XXX in the corresponding Number option. The key you choose must represent the first digit in the Subscriber Mailbox numbers.

- For example, to allow callers to log on to mailboxes 101~199, for key 3 enter LOGON for the Action and XXX for the corresponding Number.
- To enter an X, press LK2.

To log into any valid Subscriber Mailbox, enter IXXX in the corresponding Number option.

- For example, to allow callers to dial 1 plus any Subscriber Mailbox number to log on, for key 1 enter LOGON for the Action and IXXX for the corresponding Number.
- To enter an I, press LK3. To enter an X, press LK2.

See [Automated Attendant on page 2-45](#) for more on how to set up VM8000 InMail to answer outside calls.

 *By default, key # Action = LOGON and Number = None.*

## Operation

### Logging On to Your Mailbox

To log on to your Subscriber Mailbox:

Press **Message**.

-OR-

Press Voice mail key (PGM 15-07 or SC 751: 01 + Pilot e.g. 200).

-OR-

From an on-premise single line telephone, lift handset and dial \*8.

To log on to your Guest Mailbox or your Subscriber Mailbox from a coworker's extension:

Press the Speaker key + Dial the VM8000 InMail master number (e.g., 200) + Dial your mailbox number.

To log on to your Subscriber Mailbox from the Automated Attendant:

1. Wait for the Automated Attendant to answer.
2. Dial # and your mailbox number.

 *This option may be different in your system. Check with your Communications Manager.*

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# *Mailbox Announcement Message*

---

## **Description**

The Mailbox Announcement Message is a message, recorded by the System Administrator, that plays to each subscriber when they log onto their mailbox. The message will play at each log on until it expires, is deleted, or made inactive by the System Administrator. Similar to the Broadcast Message, the Mailbox Announcement Message is also used for important company announcements such as weather-related schedule changes and personnel updates. Unlike the Broadcast Message, the Mailbox Announcement Message cannot be deleted, forwarded, or 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.

---

## **Related Features**

### **Security Code**

The Mailbox Announcement Message will play *after* the subscriber enters their security code.

### **System Administrator**

Only the System Administrator can record and set up a Mailbox Announcement Message.

---

## **Programming**

Not applicable.

## Operation

| Recording a Mailbox Announcement Message         |                                          |                                                                                         |                                                                                                                                                                                                                     |
|--------------------------------------------------|------------------------------------------|-----------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>To record a Mailbox Announcement Message:</b> |                                          |                                                                                         |                                                                                                                                                                                                                     |
| 1.                                               | Log onto System Administrator's Mailbox. |                                                                                         |                                                                                                                                                                                                                     |
| 2.                                               | [System Admin]<br>[Mgr]                  | Select the System Administrator Menu.<br>• Alternately dial <b>SA</b> (72).             |                                                                                                                                                                                                                     |
| 3.                                               | [MboxAn]                                 | Select to go to the Mailbox Announcement Message Menu.<br>• Alternately dial <b>3</b> . |                                                                                                                                                                                                                     |
| 4.                                               | Do one of the following:                 |                                                                                         |                                                                                                                                                                                                                     |
|                                                  | <b>a.</b>                                | [Lstn]                                                                                  | Select to listen to the current Mailbox Announcement Message (if any).<br>• Alternately dial <b>L</b> (5).                                                                                                          |
|                                                  |                                          | #                                                                                       | Exit the listen mode.                                                                                                                                                                                               |
|                                                  | <b>b.</b>                                | [Rec]                                                                                   | Select to record the Mailbox Announcement Message.<br>• Alternately dial <b>R</b> (7).                                                                                                                              |
|                                                  |                                          | [Cncl]                                                                                  | Select to erase the recording.<br>• Alternately dial <b>E</b> (3).                                                                                                                                                  |
|                                                  |                                          | [Done]                                                                                  | Select to confirm the recording and exit the recording mode.<br>• Alternately dial <b>#</b> .<br>• If you don't set the <i>Days</i> in step c below, the message is automatically set to active (i.e., indefinite). |
|                                                  | <b>c.</b>                                | [Days]                                                                                  | Enter the number of days the Mailbox Announcement Message will be active (01~99, 00 for inactive).<br>• Alternately dial <b>A</b> (2).                                                                              |
|                                                  |                                          | [OK]                                                                                    | Select to confirm your entry.<br>• Alternately dial <b>C</b> (2).                                                                                                                                                   |
|                                                  |                                          | [Clear]                                                                                 | Select to back up to the previous level without making any changes.<br>• Alternately dial <b>I</b> (4).                                                                                                             |
|                                                  |                                          | [Exit]                                                                                  | Select to return to the Mailbox Announcement Message Menu without making any changes.<br>• Alternately dial <b>#</b> .                                                                                              |
|                                                  |                                          | [Reset]                                                                                 | Select to make the Mailbox Announcement Message active indefinitely.<br>• Alternately dial <b>*</b> .                                                                                                               |
|                                                  |                                          | [OK]                                                                                    | Select to confirm your entry.<br>• Alternately dial <b>C</b> (2).                                                                                                                                                   |
|                                                  |                                          | [Clear]                                                                                 | Select to back up to the previous level without making any changes.<br>• Alternately dial <b>I</b> (4).                                                                                                             |
|                                                  |                                          | [Exit]                                                                                  | Select to return to the Mailbox Announcement Message Menu without making any changes.<br>• Alternately dial <b>#</b> .                                                                                              |

| <b>Recording a Mailbox Announcement Message (Continued)</b> |           |         |                                                                                       |
|-------------------------------------------------------------|-----------|---------|---------------------------------------------------------------------------------------|
|                                                             | <b>c.</b> | [Erase] | Select to erase the Mailbox Announcement Message.<br>• Alternately dial <b>E</b> (3). |
|                                                             | <b>d.</b> | [Exit]  | Select to go back to the System Administrator Menu.<br>• Alternately dial #.          |

| <b>Listening to a Mailbox Announcement Message</b>  |                                                                                   |                                                             |  |
|-----------------------------------------------------|-----------------------------------------------------------------------------------|-------------------------------------------------------------|--|
| <b>To listen to a Mailbox Announcement Message:</b> |                                                                                   |                                                             |  |
| <b>1.</b>                                           | Log onto Subscriber Mailbox.                                                      |                                                             |  |
| <b>2.</b>                                           | Enter your Security Code (if enabled).                                            |                                                             |  |
| <b>3.</b>                                           | You hear the Mailbox Announcement Message.                                        |                                                             |  |
|                                                     | [Skip]                                                                            | Optionally select to skip the Mailbox Announcement Message. |  |
| <b>4.</b>                                           | When the Mailbox Announcement Message completes, you go to the Mailbox Main Menu. |                                                             |  |

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## *Mailbox Name*

### Description

A caller leaving a message in a Subscriber Mailbox can hear the mailbox's prerecorded name instead of the mailbox number. The prerecorded Mailbox Name gives the subscriber's mailbox that personal touch. Prior to leaving a message, callers hear the name instead of the default "extension xxx" prompt. The recorded name can be up to 10 seconds.

### Related Features

#### Subscriber Mailbox

A subscriber can record a name for their mailbox, or have the System Administrator record one for them.

#### System Administrator

The System Administrator can record names for Subscriber Mailboxes.

### Programming

Not applicable

### Operation

| Recording Your Mailbox Name   |                                                   |                                                           |                   |
|-------------------------------|---------------------------------------------------|-----------------------------------------------------------|-------------------|
| Log On to Subscriber Mailbox. |                                                   |                                                           |                   |
| <b>RN</b><br>(76)             | Access the Mailbox Name Menu.<br>[Not applicable] |                                                           |                   |
|                               | <b>L</b> (5)                                      | Listen to the currently recorded name (if any).<br>[Lstn] |                   |
|                               |                                                   | #                                                         | Exit listen mode. |
|                               | <b>R</b> (7)                                      | Record a new name.<br>[Rec]                               |                   |
|                               |                                                   | Record message.                                           |                   |

| <b>Recording Your Mailbox Name</b> |       |       |                                                    |
|------------------------------------|-------|-------|----------------------------------------------------|
|                                    |       | *     | Pause or restart recording.<br>[Resume]<br>[Pause] |
|                                    |       | E (3) | Erase recording.<br>[Cncl]                         |
|                                    |       | #     | Exit recording mode.<br>[Done]                     |
|                                    | E (3) |       | Erase the currently recorded name.<br>[Erase]      |
|                                    | #     |       | Go back to the Mailbox Main Menu.<br>[Exit]        |
|                                    | 0     |       | Plays Help message.                                |

| <b>Recording or Erasing Co-worker's Names from a System Administrator's Mailbox</b> |                                                          |                                                                  |                                                |                                                       |
|-------------------------------------------------------------------------------------|----------------------------------------------------------|------------------------------------------------------------------|------------------------------------------------|-------------------------------------------------------|
| Log On to System Administrator's Mailbox.                                           |                                                          |                                                                  |                                                |                                                       |
| <b>SA</b><br>(72)                                                                   | Access System Administrator options.<br>[Not applicable] |                                                                  |                                                |                                                       |
|                                                                                     | <b>S</b> (7)                                             | Select Subscriber Mailbox Maintenance options.<br>[Subs]         |                                                |                                                       |
|                                                                                     |                                                          | Enter the number of the Subscriber Mailbox you want to maintain. |                                                |                                                       |
|                                                                                     |                                                          | <b>EN</b><br>(36)                                                | Erase the mailbox name.<br>[Name]              |                                                       |
|                                                                                     |                                                          | <b>N</b> (6)                                                     | Record a new mailbox name.<br>[Not applicable] |                                                       |
|                                                                                     |                                                          |                                                                  | <b>L</b> (5)                                   | Listen to currently recorded name (if any).<br>[Lstn] |
|                                                                                     |                                                          |                                                                  | #                                              | Exit listen mode.                                     |
|                                                                                     |                                                          |                                                                  | <b>R</b> (7)                                   | Record a new name.<br>[Rec]                           |
|                                                                                     |                                                          |                                                                  |                                                | Record message.                                       |
|                                                                                     |                                                          |                                                                  | *                                              | Pause or restart recording.<br>[Resume]<br>[Pause]    |
|                                                                                     |                                                          |                                                                  | <b>E</b> (3)                                   | Erase recording.<br>[Cncl]                            |
|                                                                                     |                                                          |                                                                  | #                                              | Exit recording mode.<br>[Done]                        |
|                                                                                     |                                                          |                                                                  | <b>E</b> (3)                                   | Erase the currently recorded name.<br>[Erase]         |
|                                                                                     |                                                          |                                                                  | #                                              | Go back to Subscriber Maintenance Menu.<br>[Exit]     |
|                                                                                     |                                                          |                                                                  | #                                              | Go back to System Administrator options.<br>[Exit]    |
| <b>0</b>                                                                            | Plays Help message.                                      |                                                                  |                                                |                                                       |

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## *Mailbox Options Menu*

### Description

The Mailbox Options Menu is a sub-menu of a subscriber's Main Menu that provides access to the Auto Time Stamp, Mailbox Security Code Delete, and Message Notification features. The chart below summarizes these options. Auto Time Stamp helps if the subscriber needs to know the time and date of each message they receive without taking any extra steps. If mailbox security is not an issue, the subscriber can delete their security code to simplify logging on to their mailbox.

| Mailbox Options Menu                                 |                                                                                                        |
|------------------------------------------------------|--------------------------------------------------------------------------------------------------------|
| Option                                               | Description                                                                                            |
| <b>S</b> (7)<br>[Sec]                                | Erase the mailbox's Security Code.<br>See <a href="#">Mailbox Security Code Delete on page 2-155</a> . |
| <b>N</b> (6)<br>[Notif]                              | Set up Message Notification.<br>See <a href="#">Message Notification on page 2-173</a> .               |
| <b>AT</b> (28)<br>[Time]                             | Enable or disable Auto Time Stamp.<br>See <a href="#">Auto Time Stamp on page 2-43</a> .               |
| To hear the list of Mailbox Options, dial <b>0</b> . |                                                                                                        |

### Related Features

#### Auto Time Stamp

VM8000 InMail can optionally announce the time and date the message was left.

#### Mailbox Security Code Delete

The System Administrator can delete the security code for any Subscriber Mailbox.

#### Message Notification

Message Notification dials a telephone or pager number to let the user know they have new messages in their mailbox.

### Programming

No additional programming required.

---

---

## Operation

| Accessing the Mailbox Options Menu |                                                      |                     |
|------------------------------------|------------------------------------------------------|---------------------|
| Log On to Subscriber Mailbox.      |                                                      |                     |
| <b>OP</b><br>(67)                  | Access the Mailbox Options Menu.<br>[Not applicable] |                     |
|                                    | <b>0</b>                                             | Plays Help message. |

---

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# *Mailbox Security Code Delete*

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## **Description**

The System Administrator can delete the security code for any Subscriber Mailbox. This effectively unlocks the mailbox. If mailbox security is not necessary, deleting a mailbox security code speeds up mailbox log on. Without a security code, the subscriber just presses their Message key to immediately log on to their mailbox.

---

## **Related Features**

### **Mailbox Options Menu**

Mailbox Security Code Delete is available on the Mailbox Options Menu.

### **Security Code**

Subscriber Mailboxes can have Security Codes.

### **System Administrator**

The System Administrator can delete a mailbox security code.

---

## **Programming**

No additional programming required.

## Operation

| Deleting a Mailbox Security Code          |                                                          |                                                                  |                                                      |
|-------------------------------------------|----------------------------------------------------------|------------------------------------------------------------------|------------------------------------------------------|
| Log On to System Administrator's Mailbox. |                                                          |                                                                  |                                                      |
| <b>SA</b><br>(72)                         | Access System Administrator options.<br>[Not applicable] |                                                                  |                                                      |
|                                           | <b>S</b> (7)                                             | Select Subscriber Mailbox Maintenance options.<br>[Subs]         |                                                      |
|                                           |                                                          | Enter the number of the Subscriber Mailbox you want to maintain. |                                                      |
|                                           |                                                          | <b>S</b> (7)                                                     | Erase the mailbox Security Code.<br>[Not applicable] |
|                                           |                                                          | #                                                                | Go to the System Administrator Menu.<br>[Exit]       |
|                                           | <b>0</b>                                                 | Plays Help message.                                              |                                                      |

## Main Menu

### Description

After a Subscriber Mailbox user logs into their mailbox, VM8000 InMail provides them with the Main Menu of options. The Main Menu provides quick access to the most commonly used mailbox features in a central location. It includes listening and recording options, as well as additional selections for recording mailbox names and greetings. The chart below summarizes these options.

| Mailbox Main Menu                                                         |                                                                                                                                                                                                                    |
|---------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Option                                                                    | Description                                                                                                                                                                                                        |
| <b>L</b> (5)<br>[Lstn]                                                    | Listen to messages.<br>See <a href="#">Listening to Messages on page 2-135</a> .                                                                                                                                   |
| <b>RS</b> (77)<br>[Rec]                                                   | Record and send a message.<br>See <a href="#">Message Record on page 2-183</a> .                                                                                                                                   |
| <b>G</b> (4)<br>[Greet]                                                   | Record a mailbox greeting.<br>See <a href="#">Greeting on page 2-109</a> .                                                                                                                                         |
| <b>RN</b> (76)<br>[Not applicable]                                        | Record a mailbox name.<br>See <a href="#">Mailbox Name on page 2-149</a> .                                                                                                                                         |
| <b>1N</b> (16)<br>[Not applicable]                                        | Select the New Message List.<br>See <a href="#">Message Listen Mode on page 2-171</a> .                                                                                                                            |
| <b>1S</b> (17)<br>[Not applicable]                                        | Select the Saved Message List.<br>See <a href="#">Message Listen Mode on page 2-171</a> .                                                                                                                          |
| <b>1A</b> (12)<br>[Not applicable]                                        | Select the All Message List.<br>See <a href="#">Message Listen Mode on page 2-171</a> .                                                                                                                            |
| <b>OP</b> (67)<br>[Not applicable]                                        | Use the Mailbox Options. See the following:<br>See <a href="#">Security Code on page 2-221</a> .<br>See <a href="#">Message Notification on page 2-173</a> .<br>See <a href="#">Auto Time Stamp on page 2-43</a> . |
| <b>SA</b> (72)<br>[Not applicable]                                        | Access the System Administrator options.<br>See <a href="#">System Administrator on page 2-231</a> .                                                                                                               |
| <b>TI</b> (84)                                                            | Check the current time and date.<br>See <a href="#">Time and Date on page 2-237</a> .                                                                                                                              |
| <b>X</b> (9)<br>[Exit]                                                    | Exit your mailbox.<br>See <a href="#">Exiting a Mailbox on page 2-89</a> .                                                                                                                                         |
| To hear the complete Main Menu of options, dial 0 while in the Main Menu. |                                                                                                                                                                                                                    |

---

## Related Features

See the Mailbox Main Menu chart above.

---

## Programming

No additional programming required.

---

## Operation

| Accessing the Mailbox Main Menu                                                 |          |                                                                                                                                              |
|---------------------------------------------------------------------------------|----------|----------------------------------------------------------------------------------------------------------------------------------------------|
| Log On to Subscriber Mailbox.<br>You automatically go to the mailbox Main Menu. |          |                                                                                                                                              |
|                                                                                 | <b>0</b> | Plays Help message which summarizes the Main Menu options.<br>See <a href="#">Mailbox Main Menu on page 2-157</a> for the Main Menu options. |

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## *Make Call*

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### **Description**

Make Call lets a Subscriber Mailbox user listen to a voice message and dial MC to return the call without knowing their caller's phone number. Make Call automates returning messages since you don't have to dial the message sender's telephone number. Make Call is always available for messages received from coworkers. Make call is available for messages received from outside callers if the system has Caller ID enabled (and provided by the connected telco).

While listening to a message, the telephone display shows the callers number (or extension) in addition to the date and time the message was left.

#### Automatic Route Selection

Since trunk Caller ID data is always received as 10 digits, you must set up Automatic Route Selection (ARS) to properly process the digits dialed during a Make Call callout. For example, it may be necessary to add a leading 1 for all long distance calls or strip the leading 1 and area code from all local calls. Refer to Automatic Route Selection in the SV8100 Programming Manual for more information. Without ARS, all Make Call callouts are dialed exactly as the Caller ID data is received.

---

### **Related Features**

#### **Caller ID**

Make Call for outside calls is available only if the telco provides Caller ID to the telephone system *and* the telephone system passes that Caller ID data to the VM8000 InMail voice mail ports.

#### **Message Reply**

Message Reply cannot automatically reply to a message left by an outside caller. Use Caller ID with Return Call instead.

---

### **Programming**

1. Be sure the telco provides Caller ID to the connected telephone system.
2. Check your telephone system programming to be sure the telephone system is set up to receive Caller ID and pass it to the VM8000 InMail voice mail ports.

- 
- 
- **14-02-10 Analog Trunk Data Setup - Caller ID**  
Enable (1) a trunk's ability to receive Caller ID data.  
*By default, a trunk's ability to receive Caller ID data is disabled (0).*
  - **14-01-22 Basic Trunk Data Setup - Caller ID to Voice Mail**  
Enter 1 (Yes) to enable this option.  
*By default, this option is disabled.*
  - **20-09-02 Class of Service Options (Incoming Call Service) - Caller ID Display**  
Enter 1 (Yes) to enable the Caller ID display at an extension.  
*By default, this option is disabled.*
  - **20-06-01 Class of Service for Extensions**  
Assign Class of Service to extensions.  
*By default, extension 101 has Class of Service 15. All other extensions have Class of Service 1.*
3. Set up Trunk Group Routing.  
Make Call callouts use Trunk Group Routing (dial 9) when selecting outbound routes.
- **14-05-01 Trunk Groups**  
Assign trunks to trunk groups (1~8).  
*By default, all trunks are in group 1.*
  - **14-06-01 Trunk Group Routing**  
Set up Trunk Group Routing. There are 8 routing tables, with 4 routes in each table.  
*By default, the first route in routing table 1 is trunk group 1. No other entries are defined. This makes trunk group 1 the dial 9 route by default.*  
Refer to Trunk Group Routing in the VM8000 InMail Programming Manual for more.
4. Enable Loop Supervision for the trunks on which you are going to allow remote logons to use Make Call.
- **14-01-13 Basic Trunk Data Setup - Loop Supervision**  
Enter 1 to enable Loop Supervision for each trunk to be used for External Transfer.  
*By default, this option is enabled for all trunks.*
5. If you are going to allow remote logons to use Make Call, enable Trunk-to-Trunk Transfer for all VM8000 InMail extensions.
- **20-11-14 Class of Service Options (Hold/Transfer Service) - Trunk-to-Trunk Transfer Restriction**  
For each VM8000 InMail extension to be used for External Transfer, enter 0 to enable Trunk-to-Trunk Transfer Restriction. (Entering 1 disables Trunk-to-Trunk Transfer Restriction).

- **20-06-01 Class of Service for Extensions**  
Assign Class of Service to extensions (1-15).

## Operation

| Using Make Call from your Mailbox |            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-----------------------------------|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Log On to Subscriber Mailbox.     |            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| L (5)                             |            | Listen to the message for which you want to make a return call.<br>[Lstn]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|                                   | MC<br>(62) | Dial this code while listening to the message you want to return.<br>[Not applicable] <ul style="list-style-type: none"> <li>○ Make Call automatically places a return call to the co-worker that left you the message.</li> <li>○ If your system has Caller ID, Make Call can automatically place a return call to your outside caller.</li> <li>○ If you hear "Your call cannot go through," your system's Caller ID is not properly set up. You go right back to the listen mode for the message you were listening to when you tried the Make Call.</li> </ul> |

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## Message Count Display

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### Description

The telephone display provides interactive status updates for the subscriber's mailbox. When initially logged on to the mailbox, the telephone display shows the number of new and saved messages. The message count automatically updates as the subscriber receives new messages and processes older messages.

#### 22- and 34-Button Display



```
VOICE MAIL  MBOX 305
MESSAGES New: 1 Saved: 4
Lstn Rec Greet Exit
```

If an extension Message key is optionally assigned as a Message Waiting key (see Programming below), the telephone display can show the number of new Voice Mail messages without the user logging on to their mailbox. If the user has 1 new Voice Mail message in their mailbox, for example, they see the following display:



```
VOICE MESSAGE
1 MESSAGE
```

### Enhanced Message Key Operation

When a keyset has 15-02-26 Multiline Telephone Basic Setup: Message Key Operation Mode set to 1, the Message key provides one-button access to VM8000 InMail. When the user presses Message, they immediately call their mailbox.

When a keyset has 15-02-26 Multiline Telephone Basic Setup: Message Key Operation Mode set to 0, the following occurs:

- If a user has new voice mail messages waiting, pressing Message shows the number of waiting voice mail messages. Pressing Message a second time calls voice mail.
- If a user has new Message Waiting indications left, pressing Message shows the extension that left the Message Waiting. Pressing Message a second time places an Intercom call to the coworker that left the Message Waiting.

- If a user has both new Voice Mail messages and Messages Waiting:
  - Pressing **Message** shows the number of new voice mail messages.
  - Pressing **Vol Up** and **Vol Down** scrolls between the voice mail messages count and the Message Waiting count.
  - Pressing **Message** a second time either calls Voice Mail or returns the Message Waiting call, depending on which count is displayed.

## Related Features

Not applicable

## Programming

1. Optionally assign an extension's MSG key as a Message key.

### ➔ 15-01-26 Message Key Operation Mode

Enter **0** to optionally assign the Message key as a Message Waiting key.

*By default, extensions 101~108 have the Message key assigned for Voice Mail (1).  
All other extensions have the Message key assigned for Message Waiting (0).*

### ➔ 15-07-01 Programming Function Keys

For one-button access to the Subscriber Mailbox, set up a Voice Mail key (code 01 + \*8).

*By default, no Voice Mail keys are assigned.*

## Operation

### Using the Message Count Display

Operation is automatic.

# Message Delete

## Description

A Subscriber Mailbox user can delete any message left in their mailbox. Message Delete lets the subscriber do their own mailbox maintenance. They can delete messages they no longer need and 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.

## Related Features

### Erasing All Messages

The System Administrator can delete all messages in a Subscriber Mailbox.

### Subscriber Mailbox

A subscriber can log on to their mailbox and delete any of their messages.

## Programming

No additional programming required.

## Operation

| Deleting a Message            |                                                                                          |                                                                                                                                                                                                      |
|-------------------------------|------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Log On to Subscriber Mailbox. |                                                                                          |                                                                                                                                                                                                      |
| L (5)                         | Access Message Listen mode (to listen to the message that you want to delete).<br>[Lstn] |                                                                                                                                                                                                      |
|                               | E (3)                                                                                    | Erase the message.<br>[Erase] <ul style="list-style-type: none"> <li>o You automatically return to the Message Listen mode.</li> <li>o The message count updates after the user hangs up.</li> </ul> |

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## *Message Forward*

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### **Description**

A Subscriber Mailbox user can forward a message in their mailbox to a coworker or coworkers. Forwarding is helpful when a subscriber receives a message with which a coworker can assist them. Rather than sending a new message, the subscriber can just forward the message with which they need help. If needed, they can send the message to up to 10 other mailboxes. They can also optionally record a comment before the forwarded message. Typically, the comment would describe the reason for the message forwarding.

VM8000 InMail erases the message in the subscriber's mailbox after they forward it. The Message Forward destination receives the forwarded message as a new message.

---

### **Related Features**

#### [Call Forward to a Mailbox](#)

An extension user can easily forward calls to their mailbox.

---

### **Programming**

No additional programming required.

## Operation

| Forwarding a Message          |                                                                                               |                                                                         |                                                                                                      |
|-------------------------------|-----------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|
| Log On to Subscriber Mailbox. |                                                                                               |                                                                         |                                                                                                      |
| L (5)                         | Access the Message Listen mode (to listen to the message that you want to forward).<br>[Lstn] |                                                                         |                                                                                                      |
| MF (63)                       | Access the Message Forward Menu.<br>[Not applicable]                                          |                                                                         |                                                                                                      |
|                               | Enter the number of the mailbox to which you want to forward the message.                     |                                                                         |                                                                                                      |
|                               |                                                                                               | #                                                                       | Start recording.<br>[Cont]                                                                           |
|                               |                                                                                               |                                                                         | Record a comment that will precede the forwarded message, OR<br>Dial # to forward without a comment. |
|                               |                                                                                               |                                                                         | While recording a comment for your forwarded message.                                                |
|                               |                                                                                               | *                                                                       | Pause or restart recording.<br>[Resume]                                                              |
|                               |                                                                                               | E (3)                                                                   | Cancel the forwarding and exit your mailbox.<br>[Cncl]                                               |
|                               |                                                                                               | #                                                                       | End the recording.<br>[Done]                                                                         |
|                               |                                                                                               | *                                                                       | Back up and re-enter the mailbox number.<br>[MBOX]                                                   |
|                               |                                                                                               | #                                                                       | Go back to the Message Listen mode.<br>[Exit]                                                        |
|                               | #                                                                                             | Exit the Message Listen mode and go to the Mailbox Main Menu.<br>[Exit] |                                                                                                      |
| 0                             | Plays Help message.                                                                           |                                                                         |                                                                                                      |

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## Message Length

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### 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." VM8000 InMail sends the portion of the message that fits within the allowed Message Length and hangs up. The Message Length option helps maximize the storage space reserved for messages. If you find that callers are leaving unusually long messages, shorten the Message Length. VM8000 InMail cuts off the message when the caller reaches the Message Length limit. On the other hand, if you hear that VM8000 InMail is cutting off caller's messages prematurely, increase the Message Length for more time.

---

### Related Features

Not applicable

---

### Programming

1. Set the maximum length of recorded messages.

➤ **47-01-03 Subscriber Message Length (Subs Msg Length)**

This option sets the maximum length (1~4095 seconds) of recorded messages for:

- Subscriber Mailbox users dialing RS to record and send a message.
- Extension users leaving a message in a Subscriber Mailbox.
- Outside Automated Attendant callers accessing a mailbox via a GOTO command and then dialing RS to record and send a message.
- Subscriber Mailbox Greetings.
- Mailbox Names.
- Announcement Messages.
- Call Routing Mailbox Instruction Menus.

 *By default, these types of messages are 120 seconds long maximum.*

2. Set the maximum length of recorded Quick Messages.

➤ **47-01-04 Non-Subscriber Message Length (Mbox Msg Length)**

This option sets the maximum length (1–4095 seconds) of recorded messages for:

- Automated Attendant callers leaving a message or Quick Message in a Subscriber Mailbox.
- Outside callers transferred by an extension user to a Subscriber Mailbox.

☞ *By default, these types of messages are **120** seconds long maximum.*

---

## Operation

Not applicable

## *Message Listen Mode*

### Description

After logging on to their mailbox, the subscriber can select the category of messages they want to hear. Then they can listen to just new messages, just saved messages, or all messages. Message Listen Mode lets the subscriber customize their mailbox to initially play just the list of messages they want to hear. For example, if a subscriber has many saved messages and just a few new messages, then can log on to their mailbox and dial 1N to select the new message list. When they press L, they then cycle through just their new message.

Initially, a Subscriber Mailbox uses the All Message List. If they select a different message list, VM8000 InMail reinstates the all Message List the next time they log on to their mailbox.

### Related Features

#### Main Menu

The Message Listen mode options are mailbox Main Menu selections.

### Programming

Not applicable

### Operation

| Message Listen Mode           |          |                   |                                               |
|-------------------------------|----------|-------------------|-----------------------------------------------|
| Log On to Subscriber Mailbox. |          |                   |                                               |
|                               |          |                   | [Not applicable]                              |
|                               |          | <b>1N</b><br>(16) | Listen to new messages.<br>[Not applicable]   |
|                               |          | <b>1S</b><br>(17) | Listen to saved messages.<br>[Not applicable] |
|                               |          | <b>1A</b><br>(12) | Listen to all messages.<br>[Not applicable]   |
|                               | <b>0</b> |                   | Plays Help message.                           |

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## Message Notification

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### Description

Once activated by the Subscriber Mailbox user, Message Notification dials a telephone number to let the user know when there are new messages in their mailbox. With Message Notification, a subscriber who is out of the office does not have to keep calling their mailbox remotely to find out if they have new messages. In-Mail lets them know automatically. Notification can call extensions, local numbers, long distance numbers and digital pagers. When a Subscriber Mailbox user sets up Message Notification, they choose from the following options:

- If Message Notification is enabled or disabled.  
(Message Notification can only occur if it is enabled.)
- The time of day Message Notification should begin and end.  
(Callouts only occur between the begin and end times.)
- The type of device Message Notification is calling.  
(Message Notification can call a normal telephone number or a digital pager.)
- The telephone or pager service phone number.

To protect your mailbox from unauthorized access, be sure to record a security code for your mailbox before enabling Message Notification.

### How Message Notification Works to Normal Telephone Numbers

1. The subscriber activates Message Notification for their mailbox (see *Operation* below).
2. When the subscriber receives a new message, VM8000 InMail immediately dials the destination that should receive the Message Notification.
  - VM8000 InMail waits up to 30 seconds for ringback, reorder, busy or voice activity from the called number. If nothing is detected, the callout is considered unanswered.
3. If the recipient answers, VM8000 InMail plays the notification message (“Hello, I have a message for”) and asks the recipient to dial 1 to log on to their mailbox. The recipient hears the notification message if:
  - They say “Hello” after answering the callout.
  - OR -
  - The system receives answer supervision from the telco after the recipient answers the call.
    - ☛ *Note that the recipient can skip the announcement by dialing 1 to log on to their mailbox after answering the callout – without saying “Hello.”*
  - The notification is to a system extension.

4. After the recipient logs on to the mailbox, the notification is considered acknowledged and does not reoccur until the subscriber receives new messages.
5. If the recipient doesn't answer, the system retries the callout number. After completing the programmed number of callout attempts, Message Notification stops.
6. After the notification process begins, a new message does not restart the process if it is already in progress. After the process ends (e.g., if the message is acknowledged or the maximum number of callout attempts is reached), the next new message restarts the process.

### **How Message Notification Works to Digital Pager Numbers**

1. The subscriber activates Message Notification for their mailbox (see *Operation* below).
2. When subscriber receives a new message, VM8000 InMail immediately dials the pager service.
  - VM8000 InMail waits up to 30 seconds for ringback, reorder, busy or voice activity from the called number. If nothing is detected, the callout is considered unanswered.
3. After the pager service answers, VM8000 InMail sends a dial string which causes the pager display to show the subscriber's mailbox number as well as the number of new messages in the mailbox.
  - The notification is considered acknowledged if the recipient logs on to the mailbox. Notification does not reoccur until the subscriber receives new messages.
  - If the pager service doesn't answer, VM8000 InMail retries the callout number. Message Notification may eventually cancel if the callout remains unacknowledged.

---

## **Related Features**

### **Security Code**

To protect their mailbox from unauthorized access, the subscriber should be sure to record a Security Code for your mailbox before enabling Message Notification.

---

## **Programming**

### **Programming that Applies to All Types of Message Notification**

1. Set up Trunk Group Routing.  
Message Notification callouts use Trunk Group Routing (dial 9) when selecting outbound routes.

- 
- 
- ➔ **14-05-01 Trunk Groups**

Assign trunks to trunk groups (1~8).

*By default, all trunks are in group 1.*
  - ➔ **14-06-01 Trunk Group Routing**

Set up Trunk Group Routing. There are 8 routing tables, with 4 routes in each table.

*By default, the first route in routing table 1 is trunk group 1. No other entries are defined. This makes trunk group 1 the dial 9 route by default.*

Refer to Trunk Group Routing in the SV8100 Programming Manual for more.
  - 2. Set the maximum number on incomplete callout attempts.
  - ➔ **47-01-14 Number of Callout Attempts (Notify Call Atmpt)**

Set how many times (1~99 attempts) VM8000 InMail retries an incomplete Message Notification callout. This total includes unacknowledged callouts, callouts to a busy destination, and callouts to an unanswered destination. This option applies to pager and non-pager callouts.

*The default setting for this option is 5 attempts.*
  - 3. Be sure Message Waiting lamp for Subscriber Mailboxes is on.
  - ➔ **47-02-08 Message Waiting Lamp (Update MW Lamp)**

Enter 1 (Yes) to enable Message Waiting lamp.

If Message Waiting lamp is disabled (0), Message Notification will not function.

*By default, this option is 1 (Yes).*

### Unique Programming for Non-Pager Message Notification

- 1. Set the intervals VM8000 InMail waits between incomplete non-pager Message Notification callouts.
- ➔ **47-01-10 Wait Between Non-Pager Callout Attempts (Notify N-Pgr Intvl)**

Set the minimum time (1~255 minutes) between non-pager Message Notification callouts in which the destination answers, says "Hello," dials 1 to acknowledge and then enters the wrong security code.

*The default for this option is 20 minutes.*
- ➔ **47-01-11 Wait Between Busy Non-Pager Callout Attempts (Notify Busy Intvl)**

Set how long VM8000 InMail will wait (1~255 minutes), after it dials a busy non-pager callout destination, before retrying the callout number.

*The default for this option is 15 minutes.*

- **47-01-12 Wait Between RNA Non-Pager Callout Attempts (Notify RNA Intvl)**  
Set how long VM8000 InMail will wait (1~255 minutes), after it dials an unanswered non-pager callout destination, before retrying the callout number. The default setting for this option is 30 minutes.  
There are three types of unanswered non-pager callouts:
- If the callout rings the destination longer than the 47-01-13 Wait for Answer Non-Pager Callout Attempts option.
  - If the destination answers, says “Hello” (or the system detects answer supervision) and then hangs up without dialing 1 to log on to their mailbox. This typically happens if someone unfamiliar with notification answers the callout, or if the callout is picked up by an answering machine.
  - If the destination answers and then hangs up without saying “Hello.” This typically happens if someone unfamiliar with the notification answers the callout (like the above example), or if the call is picked up by an answering machine which insufficient outgoing message volume.
-  *The default for this option is 30 minutes.*

2. Set how VM8000 InMail determines when a non-pager callout rings without being answered.

- **47-01-13 Wait for Answer Non-Pager Callout Attempts (Notify RNA Rings)**  
If a non-pager callout rings the destination longer than this option (1~99 rings), VM8000 InMail marks the call as unanswered (Ring No Answer) and hangs up.
-  *The default for this option is 5 rings.*

### Unique Programming for Digital Pager Message Notification

1. Set up the system-wide options that apply to the digital pager callback number.

- **47-01-07 Digital Pager Callback Number (Pager CBack)**  
Set the *Digital Pager Callback Number* portion of the Message Notification callout number for a digital pager. This is the portion of the callout number that is appended to the pager service telephone number.
-  *By default, this option is X\*M#, where:*
- X is the number of the extension that generated the notification.
  - \* is a visual delimiter (to make the pager display easier to read).
  - M is the number of new messages in the extension’s mailbox.
  - # is the digit normally used by the pager service for positive disconnect.

- 
- 
- ➔ **47-01-08 Delay in Dialing Digital Pager Callback Number (Pager Dial Delay)**
- Set the delay (0~99 seconds) that occurs just before VM8000 InMail dials the Digital Pager Callback Number portion of the Message Notification callout number for a digital pager. Set this delay so the pager service has enough time to connect to the digital pager before sending the callback number. Your pager service may be able to help you determine the best value for this option (0~99 seconds). When placing a digital pager notification, the system:
- Seizes the trunk specified by the Trunk Group Routing setup.
  - Dials the user-entered notification number (in Message + OP + N).
  - Waits the 47-01-08 Delay in Dialing Digital Pager Callback Number interval.
  - Dials the number entered in 47-01-07 Digital Pager Callback Number.
- The system assumes that the notification number completes dialing approximately 4 seconds after trunk seizure. This means that, by default, the Digital Pager Callback Number is dialed into the pager service about 13 seconds after trunk seizure.
- Your pager service may be able to help you determine the best value for this option.
-  *By default, this option is **nine** seconds.*
2. Set up the system-wide options that apply to digital pager callouts.
- ➔ **47-01-09 Wait Between Digital Pager Callout Attempts (Notify Pager Intvl)**
- Set the minimum time (1~255 minutes) between unacknowledged or unanswered digital pager Message Notification callouts. (A subscriber acknowledges a digital pager notification by logging on to their mailbox.) After this interval expires, VM8000 InMail tries the callout again (for up to the number of times set in 47-01-14 Number of Callout Attempts).
- If the system dials the callout number and the pager service is busy, it retries the number in one minute.
-  *By default, this option is **15** minutes.*
- ➔ **47-01-15 Send Pager Callout Until Acknowledged (Retry Until Ack)**
- When this option is enabled (1), VM8000 InMail continues to retry a digital pager Message Notification callout until the notification is acknowledged. If this option is disabled (0), VM8000 InMail retries a digital pager Message Notification the number of times specified in 47-01-14 Number of Callout Attempts. This option does not apply to Message Notification callouts to telephone numbers.
- A digital pager notification is acknowledged when the recipient logs on to the mailbox.
-  *By default, this option is disabled (0).*

## Operation

| Setting Up Message Notification  |                                                      |                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                     |                                                                      |  |
|----------------------------------|------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|--|
| Log On to Subscriber Mailbox.    |                                                      |                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                     |                                                                      |  |
| <b>OP (67)</b>                   | Access the Mailbox Options menu.<br>[Not applicable] |                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                     |                                                                      |  |
|                                  | <b>N (6)</b>                                         | Access the Message Notification Options Menu.<br>[Notif]                                                                                                                                                                                                                                                             |                                                                                                                                                                     |                                                                      |  |
|                                  |                                                      | VM8000 InMail plays a summary of your Message Notification settings. The your telephone display shows your current notification settings (see sample below).<br>For telephone numbers<br>Notify On 8am- 5pm<br>Number: 12039265400<br><b>- OR -</b><br>For Pager Numbers<br>Notify On 8am- 5pm<br>Pager: 12039265400 |                                                                                                                                                                     |                                                                      |  |
|                                  |                                                      | <b>O (6)</b>                                                                                                                                                                                                                                                                                                         | Turn Message Notification on or off.<br>[On]<br>[Off]                                                                                                               |                                                                      |  |
|                                  |                                                      | <b>C (2)</b>                                                                                                                                                                                                                                                                                                         | Change your Message Notification setup.<br>[Chnge]                                                                                                                  |                                                                      |  |
| When you see: Notification Begin |                                                      |                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                     |                                                                      |  |
|                                  |                                                      |                                                                                                                                                                                                                                                                                                                      | Enter the hour you want Message Notification to begin.<br>Enter 2 digits for the hour                                                                               |                                                                      |  |
|                                  |                                                      |                                                                                                                                                                                                                                                                                                                      | <b>A (2)</b>                                                                                                                                                        | Select AM<br>[AM]                                                    |  |
|                                  |                                                      |                                                                                                                                                                                                                                                                                                                      | <b>P (7)</b>                                                                                                                                                        | Select PM<br>[PM]                                                    |  |
|                                  |                                                      |                                                                                                                                                                                                                                                                                                                      | *                                                                                                                                                                   | Skip this option without changing your entry.<br>[Next]              |  |
|                                  |                                                      |                                                                                                                                                                                                                                                                                                                      | #                                                                                                                                                                   | Back up to the previous level without changing your entry.<br>[Exit] |  |
| When you see: Notification End   |                                                      |                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                     |                                                                      |  |
|                                  |                                                      |                                                                                                                                                                                                                                                                                                                      | Enter the hour you want Message Notification to end.<br>o Enter 2 digits for the hour.<br>o For 24-hour notification, make the End Time the same as the Start Time. |                                                                      |  |
|                                  |                                                      |                                                                                                                                                                                                                                                                                                                      | <b>A (2)</b>                                                                                                                                                        | Select AM<br>[AM]                                                    |  |
|                                  |                                                      |                                                                                                                                                                                                                                                                                                                      | <b>P (7)</b>                                                                                                                                                        | Select PM<br>[PM]                                                    |  |

| Setting Up Message Notification (Continued) |                     |                                     |                                                |         |                                                                                                                                                                                                                                                                                                                                                                        |
|---------------------------------------------|---------------------|-------------------------------------|------------------------------------------------|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                             |                     |                                     |                                                | *       | Skip this option without changing your entry.<br>[Next]                                                                                                                                                                                                                                                                                                                |
|                                             |                     |                                     |                                                | #       | Back up to the previous level without changing your entry.<br>[Exit]                                                                                                                                                                                                                                                                                                   |
| When you see: Notify Via                    |                     |                                     |                                                |         |                                                                                                                                                                                                                                                                                                                                                                        |
|                                             |                     |                                     |                                                | N (6)   | The notification destination is a telephone number.<br>[Num]                                                                                                                                                                                                                                                                                                           |
|                                             |                     |                                     |                                                | D (3)   | The notification destination is a digital pager.<br>[Pager]                                                                                                                                                                                                                                                                                                            |
|                                             |                     |                                     |                                                | *       | Skip this option without changing your entry.<br>[Next]                                                                                                                                                                                                                                                                                                                |
|                                             |                     |                                     |                                                | #       | Back up to the previous level without changing your entry.<br>[Exit]                                                                                                                                                                                                                                                                                                   |
| When you see: Number                        |                     |                                     |                                                |         |                                                                                                                                                                                                                                                                                                                                                                        |
|                                             |                     |                                     |                                                |         | Enter the Message Notification callout number (16 digits max). <ul style="list-style-type: none"> <li>o Enter the number exactly as you want the system to dial it (including a leading 1 for toll calls, if required).</li> <li>o If the number you enter is 4 digits or less, it is an Intercom call. If it is more than 4 digits, it is an outside call.</li> </ul> |
|                                             |                     |                                     |                                                | #       | Accept the number entered and back up to the previous level.<br>[OK]                                                                                                                                                                                                                                                                                                   |
|                                             |                     |                                     |                                                | [Clear] | Erase the number you just entered.                                                                                                                                                                                                                                                                                                                                     |
|                                             |                     |                                     |                                                | *       | Skip this option without changing your entry.<br>[Next]                                                                                                                                                                                                                                                                                                                |
|                                             |                     |                                     |                                                | #       | Back up to the previous level without changing your entry.<br>[Exit]                                                                                                                                                                                                                                                                                                   |
|                                             |                     | #                                   | Go back to the Mailbox Options menu.<br>[Exit] |         |                                                                                                                                                                                                                                                                                                                                                                        |
|                                             | #                   | Go back to the Main Menu.<br>[Exit] |                                                |         |                                                                                                                                                                                                                                                                                                                                                                        |
| 0                                           | Plays Help message. |                                     |                                                |         |                                                                                                                                                                                                                                                                                                                                                                        |

**Answering a Message Notification Callout to a Telephone**

To answer a Message Notification to a telephone:

1. Answer the callout at the programmed destination.
  - o If VM8000 InMail does not hear your voice (or you do not speak), go to the next step and dial **1** to proceed.
2. Dial **1** to accept the Message Notification.
  - **OR** -
  - hang up to have the Message Notification call back later.
3. When you dial **1**, you automatically log on to the subscriber mailbox that left you the Message Notification.
  - o If you do not log on to your mailbox, VM8000 InMail resends your notification.

**Answering a Digital Pager Message Notification Callout**

To answer a Digital Pager notification:

1. Operation is automatic.
  - o If you do not call and log on to your mailbox, VM8000 InMail resends your pager notification.

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# Message Playback Direction

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## Description

When a user dials L (5) after logging on to their mailbox, VM8000 InMail plays their messages in either LIFO (last-in-first-out) or FIFO (first-in-first-out) order. Since Message Playback Direction lets a subscriber listen to messages in the order they find most helpful, check with them to find out how they want this option set. If the subscriber prefers to hear their new messages first, enable LIFO (last-in-first-out) listening order. The newest (last-in) messages are at the top of the message list and the oldest messages are at the bottom of the list. If the subscriber wants to be reminded of their oldest messages first, enable FIFO (first-in-first-out) listening order. The oldest (first-in) messages are at the top of the message list and the newest messages are at the bottom.

---

## Related Features

### [Listening to Messages](#)

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## Programming

1. Set the Message Playback Direction for a Subscriber Mailbox.

➡ **47-02-04 Message Playback (Message Playback)**

The options are:

**0** - FIFO (first-in-first-out, or oldest messages first).

**1** - LIFO (last-in-first-out, or newest messages first).

 *By default, this option is 0 (FIFO, or first-in-first-out).*

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## Operation

Not applicable

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## *Message Record*

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### **Description**

See [Record and Send a Message on page 2-207](#).

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### **Related Features**

See [Record and Send a Message on page 2-207](#).

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### **Programming**

See [Record and Send a Message on page 2-207](#).

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### **Operation**

See [Record and Send a Message on page 2-207](#).

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## Message Reply

### Description

A Subscriber Mailbox user can reply to a message from a coworker by dialing RE, without knowing the caller's extension or mailbox number. Message Reply saves the subscriber valuable time since they don't need to know the sender's extension number or send a separate message to respond. The subscriber can just listen to the coworker's message, dial a code, and record their answer. The message sender receives the reply as a new message.

### Related Features

#### Make Call

Message Reply does not apply to outside calls. If the telephone system provides Caller ID information to VM8000 InMail, a subscriber can use Make Call (MC) to call the person back.

### Programming

No additional programming required.

### Operation

| Message Reply                 |                                    |            |                                                                                                                                                                                                                                   |                                    |
|-------------------------------|------------------------------------|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|
| Log On to Subscriber Mailbox. |                                    |            |                                                                                                                                                                                                                                   |                                    |
| L (5)                         | Listen to your messages.<br>[Lstn] |            |                                                                                                                                                                                                                                   |                                    |
| While listening to a message. |                                    |            |                                                                                                                                                                                                                                   |                                    |
|                               |                                    | RE<br>(73) | Reply to the message.<br>[Not applicable]<br>If the mailbox does not exist, you are prompted to enter the mailbox number to receive the reply. This can occur if you dial RE while listening to a message from an outside caller. |                                    |
|                               |                                    |            | #                                                                                                                                                                                                                                 | Start recording.<br>[Cont]         |
|                               |                                    |            |                                                                                                                                                                                                                                   | Options available while recording. |

| Message Reply |                    |   |        |                                                                   |
|---------------|--------------------|---|--------|-------------------------------------------------------------------|
|               |                    |   | *      | Pause or restart recording.<br>[Resume]<br>[Pause]                |
|               |                    |   | E (3)  | Erase recording.<br>[Cncl]                                        |
|               |                    |   | #      | End the recording.<br>[Done]                                      |
|               |                    |   | *      | Back up and re-enter the mailbox number.<br>[MBOX]                |
|               |                    |   | [Exit] | Exit without recording and go back to the<br>Message Listen menu. |
|               |                    | # | [Exit] | Exit and go back to the mailbox Main Menu.<br>[Exit]              |
| <b>0</b>      | Plays Help message |   |        |                                                                   |

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# Message Storage Limit

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## Description

Message Storage Limit sets how many messages can be left in a Subscriber Mailbox. Message Storage Limit is another invaluable tool for managing VM8000 InMail's voice message storage space. To conserve storage space and make it available for new messages, decrease the Message Storage Limit. If storage space is not an issue, increase the Message Storage Limit so subscribers can store additional messages. Be sure to let the subscribers know how many messages their mailboxes can hold. By default, VM8000 InMail can store up to 99 messages in System Admin mailbox 101 and 20 messages in all other Subscriber Mailboxes.

---

## Related Features

### Erasing All Messages

The System Administrator can delete all messages in a Subscriber Mailbox.

### Message Delete

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

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## Programming

1. Set the maximum number of messages that can be left in a Subscriber Mailbox.

➤ **47-02-03 Number of Messages (Number of Messages)**

Enter the maximum number of messages the mailbox can store (**0~99**).

If a caller tries to leave a message after the maximum number is reached, they hear: "That mailbox is full." VM8000 InMail then hangs up.

*By default, the maximum number of messages that can be left is 99 for extension 101 and 20 for all others.*

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## Operation

Not applicable

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## Message Waiting Lamp

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### Description

An extension's Message Waiting (MSG) lamp flashes on the telephone to indicate that the user has new messages waiting in their mailbox. After VM8000 InMail is properly installed and programmed, telephone Message Waiting Lamp operation is automatic. The lamp flashes fast when new messages are in the extension user's mailbox. The Message Waiting Lamp is a visual reminder of new messages. The subscriber does not have to call their mailbox and listen to the voice prompts to find out when they have new messages.

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### Related Features

None

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### Programming

1. Turn Message Waiting lamp for Subscriber Mailboxes on or off.
  - ➡ **47-02-08 Message Waiting Lamp (Update MW Lamp)**  
Enter **0** (No) to disable Message Waiting lamp.  
Enter **1** (Yes) to enable Message Waiting lamp.  
If Message Waiting lamp is disabled (0), Message Notification does not function.  
 *By default, this option is 1 (Yes).*
2. Select Message Waiting Lamp color.
  - ➡ **15-02-28 Message Waiting LED Color**  
Enter **0** = Flashes Green  
Enter **1** = Flashes Red  
 *By default, this option is set to 1 (Flashes Red).*

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### Operation

Not applicable

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# *Multiple Company Greetings*

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## **Description**

The Automated Attendant can answer each individual trunk (outside line) with a unique greeting and unique set of dialing options. Since there are a total of 8 Answer Tables, this allows up to 8 companies or departments to share a single VM8000 InMail. Callers to each company hear the company greeting (Instruction Menu) and can dial options that may be only available to that specific company. Set this up as follows:

- Assign a unique Answer Table (1~8) to each trunk that you want to have an individual greeting.
- For each Answer Table, assign the Call Routing Mailbox that handles the call.
- For each assigned Call Routing Mailbox, set up the dialing options (Dial Action Table) and record an Instruction Menu.

If multiple companies or departments share an VM8000 InMail, messaging and calling between the workers of each company or department is not restricted.

---

## **Related Features**

### **Answer Tables**

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

### **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.

### **Routing Mailbox**

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

### **Dial Action Table**

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

---

## Programming

1. Assign an Answer Table to each trunk.

➤ **47-10-01 Answer Table Assignment (Answer Table)**

Assign an Answer Table (1~8) to each trunk that the Automated Attendant should answer.

 *By default, all trunks are assigned to Answer Table 1.*

2. See the following features for more:
  - [Answer Tables on page 2-29.](#)
  - [Automated Attendant on page 2-45.](#)
  - [Routing Mailbox on page 2-211.](#)
  - [Dial Action Table on page 2-63.](#)

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## Operation

Not applicable

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## *Next Call Routing Mailbox*

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### **Description**

The Next Call Routing Mailbox provides callers with additional dialing options while listening to a Subscriber Mailbox recorded, or the default greeting. It also provides additional dialing options to callers routed to an Announcement Mailbox. Next Call Routing Mailbox lets the caller choose how VM8000 InMail should handle their call. For example, if an Automated Attendant caller dials a subscriber's extension and hears the greeting, Next Call Routing Mailbox (if programmed) allows them to dial other options instead of hanging up.

### **Subscriber Mailbox Options**

The following chart shows the additional dialing options a caller has while listening to a Subscriber Mailbox recorded or default greeting. The digits the caller can dial depends on the setting of the Next Call Routing Mailbox and Dialing Option options. For an explanation of the options a caller can dial while recording, see [Record and Send a Message on page 2-207](#).

| Dialing Options while Listening to a Subscriber Mailbox Greeting |                         |              |                                                                                |                                                                     |
|------------------------------------------------------------------|-------------------------|--------------|--------------------------------------------------------------------------------|---------------------------------------------------------------------|
| 47-02-14 Next Call Routing Mailbox                               | 47-02-13 Dialing Option | Digit Dialed | Action                                                                         |                                                                     |
|                                                                  |                         |              | Trunk Call                                                                     | Intercom Call                                                       |
| Undefined                                                        | No                      | 0            | Caller hears, "That is an invalid entry," and the greeting repeats.            |                                                                     |
|                                                                  |                         | 1~9          |                                                                                |                                                                     |
|                                                                  |                         | #            | VM8000 InMail hangs up.                                                        |                                                                     |
|                                                                  |                         | *            | Caller skips greeting and can immediately start recording.                     |                                                                     |
| 1~32 (valid Call Routing Mailbox)                                | No                      | 0            | Caller follows 0 action in Next Call Routing Mailbox.                          | Caller hears, "That is an invalid entry," and the greeting repeats. |
|                                                                  |                         | 1~9          | Caller hears, "That is an invalid entry," and the greeting repeats.            |                                                                     |
|                                                                  |                         | #            | Caller routes to the Next Call Routing Mailbox and hears its Instruction Menu. | VM8000 InMail hangs up.                                             |
|                                                                  |                         | *            | Caller skips greeting and can immediately start recording.                     |                                                                     |
| 1~32 (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. | VM8000 InMail hangs up.                                             |
|                                                                  |                         | *            | Caller skips greeting and can immediately start recording.                     |                                                                     |

### **Logging On to a Subscriber Mailbox while Listening to the Greeting**

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

Program the Next Call Routing Mailbox # digit as LOGON to IXXX.

While listening to their greeting, the subscriber can dial:

# (to route to their Next Call Routing Mailbox), then  
# and their mailbox number to log on to their mailbox.

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

### **Announcement Mailbox Options**

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

The first chart explains what happens when the outside call is directly answered by the Announcement Mailbox. This happens when the Answer Table uses an Announcement Mailbox for routing instead of a Call Routing Mailbox.

The second chart explains what happens when the outside call is answered by a Call Routing Mailbox and then routed to the Announcement Mailbox. This can happen, for example, when a caller dials a digit to hear an announcement of company directions.

 For more information, see [Answer Tables on page 2-29](#).

| <b>Direct Announcement Mailbox Routing</b><br>(If the outside caller routes directly to the Announcement Mailbox) |                              |                                       |                                                                                                                                                                                                                                                                                                                                                                                                 |
|-------------------------------------------------------------------------------------------------------------------|------------------------------|---------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>47-09-01 Next Call Routing Mailbox</b>                                                                         | <b>47-09-02 Repeat Count</b> | <b>47-09-03 Hang Up After</b>         | <b>Action</b>                                                                                                                                                                                                                                                                                                                                                                                   |
| Undefined                                                                                                         | 0 (No repeats)               | 0 = None<br>1 = Goodbye<br>2 = Silent | <ul style="list-style-type: none"> <li>o If the caller doesn't dial, after the announcement VM8000 InMail hangs up.</li> <li>o If the caller dials a digit during the announcement, VM8000 InMail says "That is an invalid entry" and hangs up.</li> </ul>                                                                                                                                      |
| 1~32 (valid Call Routing Mailbox)                                                                                 | 0 (No repeats)               | 0 = None<br>1 = Goodbye<br>2 = Silent | <ul style="list-style-type: none"> <li>o If the caller doesn't dial, after the announcement they route to the Next Call Routing Mailbox.</li> <li>o If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.</li> </ul>                                                                                                                                |
|                                                                                                                   |                              | 0 = None<br>1 = Goodbye<br>2 = Silent | <ul style="list-style-type: none"> <li>o If the caller doesn't dial, after the announcement VM8000 InMail hangs up.</li> <li>o If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.</li> </ul>                                                                                                                                                     |
| Undefined                                                                                                         | x (x number of repeats)      | 0 = None<br>1 = Goodbye<br>2 = Silent | <ul style="list-style-type: none"> <li>o If caller doesn't dial, they hear the announcement x number of times and then VM8000 InMail hangs up.</li> <li>o If the caller dials a digit during the announcement, VM8000 InMail says "That is an invalid entry" and aborts the announcement. The announcement repeats (if allowed by the Repeat Count) and then VM8000 InMail hangs up.</li> </ul> |
| 1~32 (valid Call Routing Mailbox)                                                                                 | x (x number of repeats)      | 0 = None<br>1 = Goodbye<br>2 = Silent | <ul style="list-style-type: none"> <li>o If caller doesn't dial, they hear the announcement x number of times and then route to the Next Call Routing Mailbox.</li> <li>o If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.</li> </ul>                                                                                                          |
|                                                                                                                   |                              | 0 = None<br>1 = Goodbye<br>2 = Silent | <ul style="list-style-type: none"> <li>o If caller doesn't dial, they hear the announcement x number of times and then VM8000 InMail hangs up.</li> <li>o If the caller dials a digit during the announcement, they route to the Next Call Routing Mailbox.</li> </ul>                                                                                                                          |

| <b>Routed Announcement Mailbox Routing</b><br><b>(If outside caller routes to Announcement Mailbox from Call Routing Mailbox)</b> |                                                  |                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-----------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|---------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>47-09-01</b><br><b>Next Call</b><br><b>Routing</b><br><b>Mailbox</b>                                                           | <b>47-09-02</b><br><b>Repeat</b><br><b>Count</b> | <b>47-09-03</b><br><b>Hang Up</b><br><b>After</b> | <b>Action</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Undefined                                                                                                                         | 0 (No repeats)                                   | 0 = None<br>1 = Goodbye<br>2 = Silent             | <ul style="list-style-type: none"> <li>o <u>If the caller doesn't dial</u>, after the announcement the caller goes back to the initial Call Routing Mailbox.</li> <li>o <u>If the caller dials a digit</u> during the announcement, VM8000 InMail says "That is an invalid entry" and routes the caller goes back to the initial Call Routing Mailbox.</li> </ul>                                                                                                         |
|                                                                                                                                   |                                                  | 0 = None<br>1 = Goodbye<br>2 = Silent             | <ul style="list-style-type: none"> <li>o <u>If the caller doesn't dial</u>, after the announcement VM8000 InMail hangs up.</li> <li>o <u>If the caller dials a digit</u> during the announcement, VM8000 InMail says "That is an invalid entry" and hangs up.</li> </ul>                                                                                                                                                                                                  |
| 1~32 (valid Call Routing Mailbox)                                                                                                 | 0 (No repeats)                                   | 0 = None<br>1 = Goodbye<br>2 = Silent             | <ul style="list-style-type: none"> <li>o <u>If the caller doesn't dial</u>, after the announcement they route to the Next Call Routing Mailbox.</li> <li>o <u>If the caller dials a digit</u> during the announcement, they route to the Next Call Routing Mailbox.</li> </ul>                                                                                                                                                                                            |
|                                                                                                                                   |                                                  | 0 = None<br>1 = Goodbye<br>2 = Silent             | <ul style="list-style-type: none"> <li>o <u>If the caller doesn't dial</u>, after the announcement VM8000 InMail hangs up.</li> <li>o <u>If the caller dials a digit</u> during the announcement, they route to the Next Call Routing Mailbox.</li> </ul>                                                                                                                                                                                                                 |
| Undefined                                                                                                                         | x (x number of repeats)                          | 0 = None<br>1 = Goodbye<br>2 = Silent             | <ul style="list-style-type: none"> <li>o <u>If caller doesn't dial</u>, they hear the announcement x number of times and then go back to the initial Call Routing Mailbox.</li> <li>o <u>If the caller dials a digit</u> during the announcement, VM8000 InMail says "That is an invalid entry" and aborts the announcement. The announcement repeats (if allowed by the Repeat Count) and then VM8000 InMail routes back to the initial Call Routing Mailbox.</li> </ul> |
|                                                                                                                                   |                                                  | 0 = None<br>1 = Goodbye<br>2 = Silent             | <ul style="list-style-type: none"> <li>o <u>If caller doesn't dial</u>, they hear the announcement x number of times and then VM8000 InMail hangs up.</li> <li>o <u>If the caller dials a digit</u> during the announcement, VM8000 InMail says "That is an invalid entry" and aborts the announcement. The announcement repeats (if allowed by the Repeat Count) and then VM8000 InMail hangs up.</li> </ul>                                                             |

| <b>Routed Announcement Mailbox Routing (Continued)</b><br>(If outside caller routes to Announcement Mailbox from Call Routing Mailbox) |                                      |                                       |                                                                                                                                                                                                                                                                                                      |
|----------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|---------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>47-09-01<br/>Next Call<br/>Routing<br/>Mailbox</b>                                                                                  | <b>47-09-02<br/>Repeat<br/>Count</b> | <b>47-09-03<br/>Hang Up<br/>After</b> | <b>Action</b>                                                                                                                                                                                                                                                                                        |
| 1~32 (valid<br>Call Routing<br>Mailbox)                                                                                                | x (x number of<br>repeats)           | 0 = None<br>1 = Goodbye<br>2 = Silent | <ul style="list-style-type: none"> <li>o <u>If caller doesn't dial</u>, they hear the announcement x number of times and then route to the Next Call Routing Mailbox.</li> <li>o <u>If the caller dials a digit</u> during the announcement, they route to the Next Call Routing Mailbox.</li> </ul> |
|                                                                                                                                        |                                      | 0 = None<br>1 = Goodbye<br>2 = Silent | <ul style="list-style-type: none"> <li>o <u>If caller doesn't dial</u>, they hear the announcement x number of times and then VM8000 InMail hangs up.</li> <li>o <u>If the caller dials a digit</u> during the announcement, they route to the Next Call Routing Mailbox.</li> </ul>                 |

## Related Features

### Call Forward to a Mailbox

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

Turn to this feature for an explanation of the options a caller can dial *while recording*.

## Programming

### Programming Subscriber Mailboxes

1. Assign the Next Call Routing Mailbox to a Subscriber Mailbox (if required).

#### ➔ 47-02-14 Next Call Routing Mailbox (Next CR Mbox)

Specify the Routing Mailbox (1~32) that should provide the caller leaving a message with additional dialing options.

 *By default, this option is 1 (Call Routing Mailbox 1).*

2. Optionally allow the caller to dial additional digits (not just 0) once in the Next Call Routing Mailbox.

#### ➔ 47-02-13 Dialing Option (Dialing Option)

Enter 1 to enable additional dialing options.

 *By default, this option is disabled (0).*

---

---

### Programming Announcement Mailboxes

1. Assign the Next Call Routing Mailbox for the Announcement Mailbox (if required).
  - ➔ **47-09-01 Next Call Routing Mailbox (Next CR Mbox)**  
Specify the Routing Mailbox (1~32) to which the caller should route after hearing the Announcement Mailbox message.  
 *By default, this option is 0 (Undefined).*
2. Enter the number of times the Announcement Mailbox message should repeat before routing to the Next Call Routing Mailbox.
  - ➔ **47-09-02 Repeat Count (Repeat Count)**  
Specify the number of Announcement Mailbox message repeats (1~10, or 0 for no repeats).  
 *By default, this option is 0 (no repeats).*
3. Be sure the Announcement Mailbox does not hang up after playing its message.
  - ➔ **47-09-03 Hang Up After (HangUp)**  
Enter 0 (No) to disable this option.  
 *By default, this option is disabled (0).*

---

### Operation

Not applicable

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# Programming Voice Mail

## Description

You can program (customize) VM8000 InMail using the PCPro and WebPro programming applications. You can also do limited programming from the System Administrator's mailbox. Check with NTAC for availability of updated versions of these programs for SV8100.

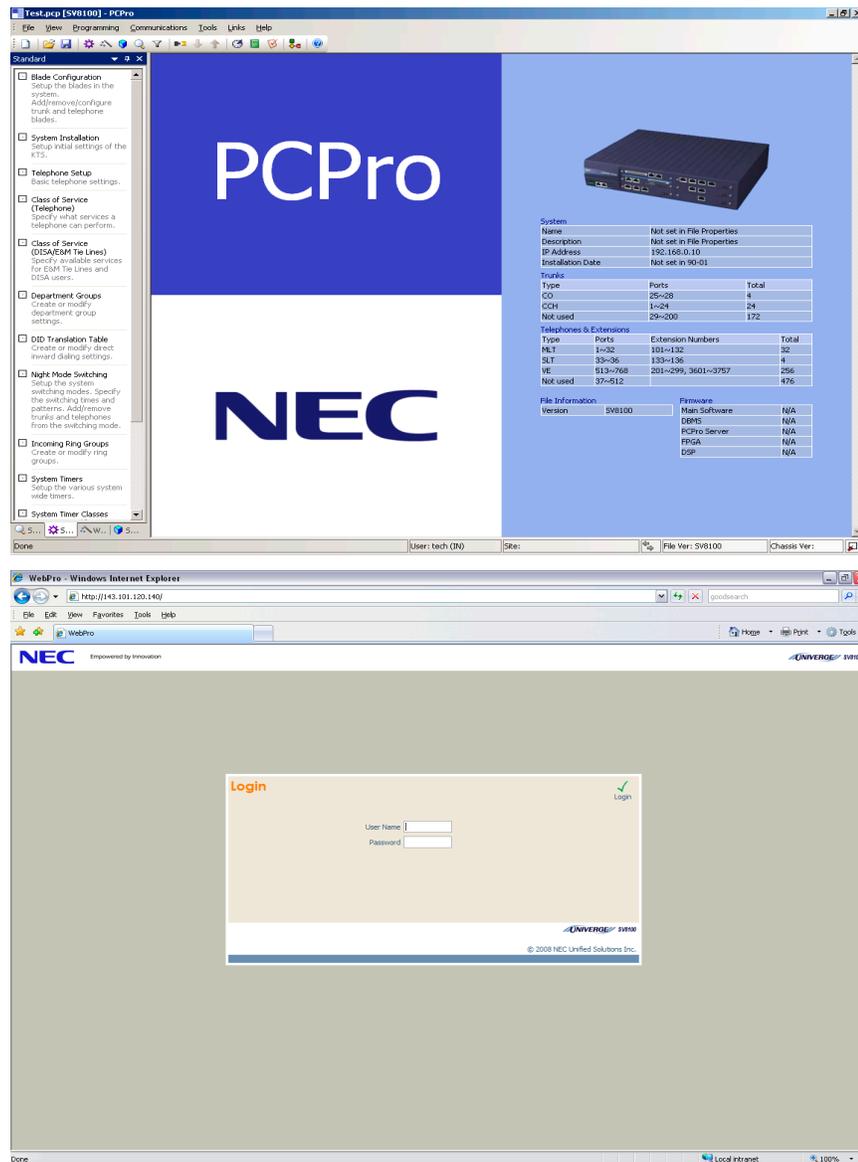


Figure 2-1 PCPro and WebPro Login Screens

---

## Related Features

### System Administrator

The System Administrator can do limited VM8000 InMail programming, such as recording Automated Attendant announcements, recording mailbox names, and deleting messages from mailboxes.

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## Programming

See Description at the beginning of this feature.

---

## Operation

See Description at the beginning of this feature.

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## *Quick Message*

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### **Description**

Quick Message is a Dial Action Table action that allows Automated Attendant callers to dial a digit (normally \*) followed by a mailbox number to leave a message in a Subscriber Mailbox. Since Quick Message is enabled by default, it is an efficient way for experienced Automated Attendant callers to leave messages. There is no need to dial an extension first. To make this option more readily available to all Automated Attendant callers, consider having the active Instruction Menu describe how to use the Quick Message option.

There are two Quick Message Dial Action Table actions:

- Quick Message with Greeting (REC1)**  
The caller hears the mailbox greeting followed by a beep and can leave message. If the greeting is not recorded, the caller hears, “At the tone, you can leave your message for extension xxx (or name if recorded). Start recording at the tone. When you are done, press the # key or hang up.”
- Quick Message without Greeting (REC2)**  
The caller bypasses the mailbox greeting (hearing “Recording” and a beep instead) and can leave a message. This is typically used with a Next Call Routing Mailbox when the caller is asked to dial a digit (e.g., 1) to leave a message. Otherwise, the mailbox greeting (if recorded) is heard again.

---

### **Related Features**

#### **Dial Action Table**

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

#### **Next Call Routing Mailbox**

The Quick Message without Greeting option (REC2) is typically used when the Next Call Routing Mailbox option allows the caller to dial a digit to leave a message. Otherwise, the caller hears the mailbox greeting twice (once when initially accessing the mailbox and again when routed by the Next Call Routing Mailbox).

---

## Programming

1. Optionally set up a Quick Message with Greeting (REC1) Action.

➤ **47-13-01 Dial Action Tables: REC1 Action - Quick Message With Greeting (3) (REC1)**

To have the caller leave a Quick Message at a specific extension, the corresponding Number option should be the extension number.

To have the caller leave a Quick Message at any caller-dialed extension, the corresponding Number option should be IXXX.

To have the caller leave a Quick Message at a caller-dialed extension in a specific range, the corresponding Number option should be XXX.

- For example, to allow callers to leave a Quick Message extensions 101~199, for key 3 enter REC1 for the Action and XXX for the corresponding Number.

 *By default, key \* Action is REC1 and Number is IXXX.*

2. Optionally set up a Quick Message without Greeting (REC2) Action.

➤ **47-13-01 Dial Action Tables: REC2 Action - Quick Message Without Greeting (4) (REC2)**

To have the caller leave a Quick Message at a specific extension, the corresponding Number option should be the extension number.

To have the caller leave a Quick Message at any caller-dialed extension, the corresponding Number option should be IXXX.

To have the caller leave a Quick Message at a caller-dialed extension in a specific range, the corresponding Number option should be XXX.

- For example, to allow callers to leave a Quick Message extensions 101~199, for key 3 enter REC2 for the Action and XXX for the corresponding Number.

 *By default, key \* Action is REC1 and Number is IXXX.*

3. Set the maximum message length for callers leaving a Quick Message in a mailbox.

➤ **47-01-04 Non-Subscriber Message Length (Mbox Msg Length)**

Set the maximum length (1~4095 seconds) of recorded messages for:

- Automated Attendant callers leaving a message or Quick Message in a Subscriber Mailbox.
- Outside callers transferred by an extension user to a Subscriber Mailbox.

 *By default, this option is 120 seconds.*

---

## Operation

### Leaving a Quick Message

To leave a Quick Message after the Automated Attendant answers:

1. Dial \*.
  2. Dial the Subscriber Mailbox number.
  3. Leave message and hang up.
- OR -**
- Leave message and dial #.
- o Dialing # may provide you with additional dialing options. This depends on how the called mailbox's Next Call Routing Mailbox is set up.

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## *Record and Send a Message*

### Description

A Subscriber Mailbox user can record and send a message to any other Subscriber Mailbox. Record and Send a Message is the heart of the VM8000 InMail voice messaging system. It allows coworkers to efficiently stay in touch and exchange essential information without relying on message slips, memos, or email.

### Recording Options

While recording a message, a Subscriber Mailbox user has many recording options from which to choose. The following table shows these options.

| <b>Message Recording Options</b>                           |                         |
|------------------------------------------------------------|-------------------------|
| <b>Option</b>                                              | <b>Description</b>      |
| Options available while recording:                         |                         |
| *                                                          | Pause/resume recording. |
| E (3)                                                      | Erase the recording.    |
| #                                                          | End recording.          |
| Dial <b>0</b> while recording to hear the list of options. |                         |

### Related Features

#### Listening to Messages

While or after listening to a message, an extension user has many message handling options from which to choose.

### Programming

Not applicable

## Operation

| Record and Send a Message     |                                                         |                                                                        |                                                              |
|-------------------------------|---------------------------------------------------------|------------------------------------------------------------------------|--------------------------------------------------------------|
| Log On to Subscriber Mailbox. |                                                         |                                                                        |                                                              |
| <b>RS</b><br>(77)             | Record and send a message.<br>[Rec]                     |                                                                        |                                                              |
|                               | Enter the number of the mailbox to receive the message. |                                                                        |                                                              |
|                               | #                                                       | Start recording.<br>[Contd]                                            |                                                              |
|                               |                                                         | Options available while recording.                                     |                                                              |
|                               |                                                         | *                                                                      | Pause or restart recording.<br>[Resume]<br>[Pause]           |
|                               |                                                         | <b>E</b> (3)                                                           | Erase recording.<br>[Cncl]                                   |
|                               |                                                         | #                                                                      | End the recording.<br>[Done]                                 |
|                               |                                                         | *                                                                      | Back up and re-enter the mailbox number.<br>[MBOX]           |
|                               |                                                         | [Exit]                                                                 | Exit without recording and go back to the Mailbox Main Menu. |
|                               | #                                                       | Exit without recording and go back to the Mailbox Main Menu.<br>[Exit] |                                                              |

---

---

# *Remote Programming*

---

## **Description**

You can remotely program (customize) VM8000 InMail using the PCPro and WebPro programming applications. You can also do limited remote programming from the System Administrator's mailbox. Check with NTAC for availability of updated versions of these programs for SV8100. Refer to VM8000 system documentation for more information.

---

## **Related Features**

None

---

## **Programming**

None

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## **Operation**

None

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# Routing Mailbox

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## Description

The Call Routing Mailbox, associated with an Answer Table, specifies which dialing options (Dial Action Table) and announcements are available to Automated Attendant callers. By default, VM8000 InMail provides 32 Call Routing Mailboxes (1~32). 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 incoming calls, play an Instruction Menu message, and provide dialing options to callers. There are three major Automated Attendant components:

### Answer Tables

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

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

### Routing Mailbox

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

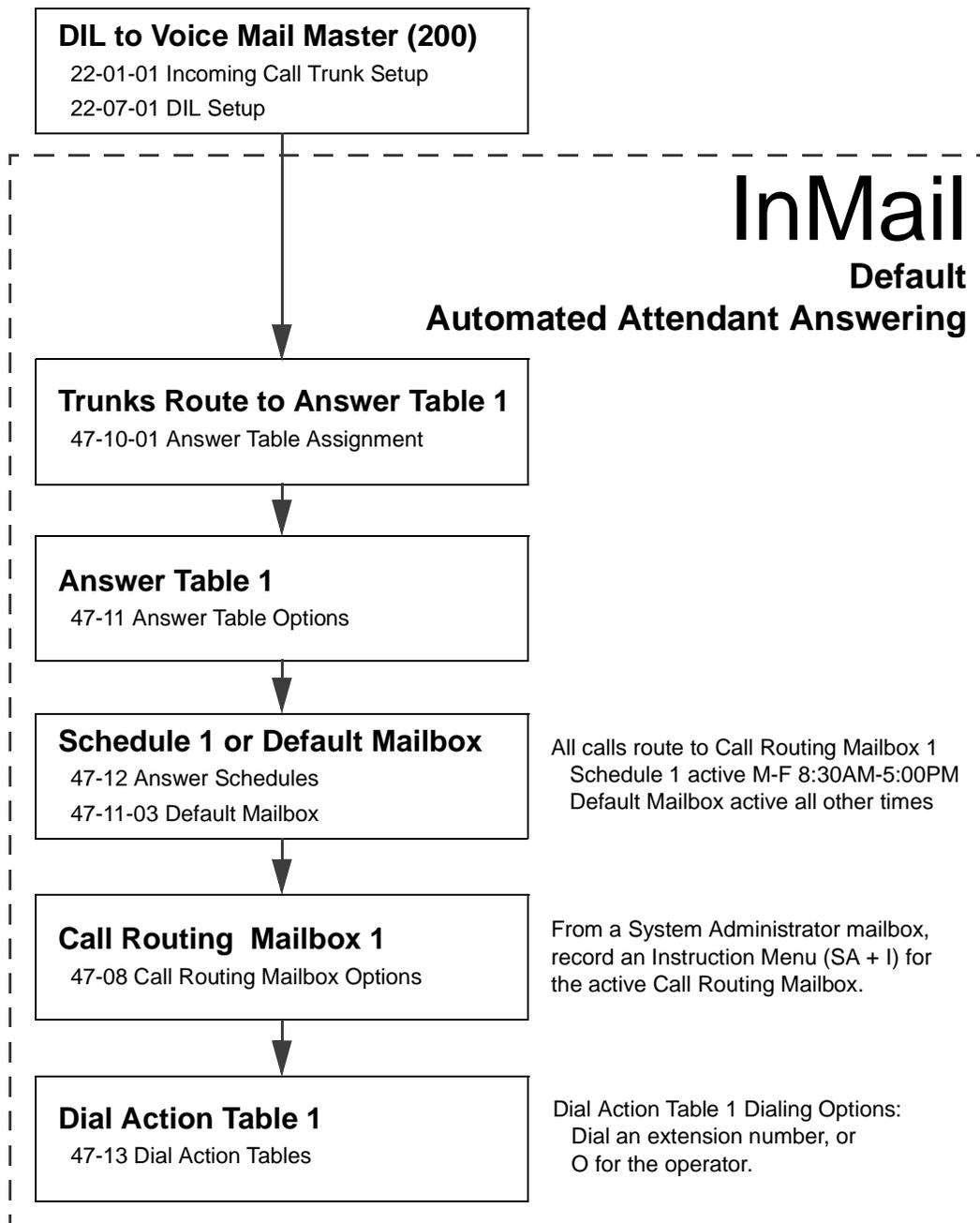
 *By default, Answer Table 1 has a single schedule that runs Monday through Friday from 8:30AM to 5:00PM. This schedule and the Default Mailbox both use Call Routing Mailbox 531.*

### Dial Action Table

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

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

The block diagram below shows the default VM8000 InMail Automated Attendant configuration.



---

## Related Features

### Answer Tables

The Call Routing Mailbox associates specific dialing options (Dial Action Table) with an Answer Table.

### 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.

### Routing Mailbox

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

### Dial Action Table

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

### System Administrator

The System Administrator can record the Instruction Menu for a Call Routing Mailbox. See *Operation* below.

---

## Programming

1. Set up the Call Routing Mailbox.
  - **47-07-02 Routing Mailbox Type (Mailbox Type)**

Enter **1** to assign the mailbox as a Call Routing Mailbox.

 *By default, Routing Mailboxes 1-8 are Call Routing Mailboxes and 9-32 are Announcement Mailboxes.*
  2. Record an Instruction Menu for the Call Routing Mailbox:  
See [Operation on page 2-215](#).

 *The default Instruction Menu is: "If you are calling from a touch tone phone..."*
  3. Assign Dial Action Table to provide dialing options for this Call routing Mailbox:
    - **47-08-01 Dial Action Table (Dial Action Table)**

Enter the Dial Action Table (e.g., 1) that will provide the dialing options.

 *By default, all Call Routing Mailboxes use Dial Action Table 1.*
  4. Change the amount of time Automated Attendant callers have to dial options:

 *See [Automated Attendant on page 2-45](#) for more.*

➤ **47-08-03 Time Limit for Dialing Commands (Dialing Timeout)**

Enter the new timeout duration (0-99 seconds).

 *By default, Automated Attendant callers have 5 seconds to dial commands.*

In the event the timeout duration is exceeded or is not programmed, the following actions occur:

- When a Timeout action is programmed, the call routes to that destination.
- When a Timeout action is not programmed, the Instruction Menu repeats 3 times and then VM8000 InMail hangs up.

5. Set the Maximum Length of Instruction Menus:

➤ **47-01-03 Subscriber Message Length (Subs Msg Length)**

This sets the maximum message length (**1-4095** seconds) for Instruction Menus.

 *The default setting is 120 seconds.*

## Operation

| Recording an Instruction Menu for a Call Routing Mailbox |                                                           |                                      |                                                            |                                                        |
|----------------------------------------------------------|-----------------------------------------------------------|--------------------------------------|------------------------------------------------------------|--------------------------------------------------------|
| Log On to System Administrator's mailbox.                |                                                           |                                      |                                                            |                                                        |
| <b>SA</b> (72)                                           | Access System Administrator options.<br>[Not applicable.] |                                      |                                                            |                                                        |
|                                                          | <b>I</b> (4)                                              | Select Instruction Menus.<br>[Instr] |                                                            |                                                        |
| Enter the Call Routing Mailbox number (001~008).         |                                                           |                                      |                                                            |                                                        |
|                                                          |                                                           | <b>L</b> (5)                         | Listen to the current Instruction Menu (if any).<br>[Lstn] |                                                        |
|                                                          |                                                           |                                      | #                                                          | Exit listen mode.                                      |
|                                                          |                                                           | <b>R</b> (7)                         | Record a new Instruction Menu.<br>[Rec]                    |                                                        |
| Record message.                                          |                                                           |                                      |                                                            |                                                        |
|                                                          |                                                           |                                      | *                                                          | Pause or restart recording.<br>[Resume]<br>[Pause]     |
|                                                          |                                                           |                                      | <b>E</b> (3)                                               | Erase recording.<br>[Cncl]                             |
|                                                          |                                                           |                                      | #                                                          | Exit recording mode.<br>[Done]                         |
|                                                          |                                                           | <b>E</b> (3)                         | Erase the Instruction Menu.<br>[Erase]                     |                                                        |
|                                                          |                                                           |                                      | #                                                          | Go back to the System Administrator options.<br>[Exit] |
|                                                          |                                                           | #                                    | Go back to the System Administrator options.<br>[Exit]     |                                                        |
| <b>0</b>                                                 | Plays Help message.                                       |                                      |                                                            |                                                        |

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## *Screened Transfer*

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### **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 VM8000 InMail Automated Attendant to transfer outside calls to system extensions without the need for a live receptionist or operator. It is similar to telephone system screened transfers in which the transferring party controls the transfer. After an Automated Attendant caller dials an extension, VM8000 InMail calls (screens) the destination extension to see if the transfer can go through.

- If the destination is busy or in DND, the Automated Attendant doesn't extend the call and immediately provides the caller with additional options.
- If the destination is available, the Automated Attendant rings it. If the destination answers, the call goes through. If the destination doesn't answer within a preset interval, the Automated Attendant does not extend the call and provides the caller with additional options.

### **Screened vs. Unscreened Transfer**

Both Screened and Unscreened 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 occur only if the destination extension has an active mailbox. If the extension's mailbox is inactive, the Automated Attendant caller hears: "That is an invalid entry," and returns to the Automated Attendant.

| <b>Screened Transfer (TRF) Operation</b>                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                          |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Call = Call answered by the Automated Attendant.<br>Extension = Extension dialed by Automated Attendant caller.                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                          |
| If Auto Attendant Do Not Disturb is off, see <a href="#">Auto Attendant Do Not Disturb on page 2-39</a> for more information.                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                          |
|                                                                                                                                                                                                                                          | Extension Idle                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Extension Busy                                                                                                                                                                                                                                                           | Extension in DND                                                                                                                                                                                                                                                         |
| With Active Greeting Recorded                                                                                                                                                                                                            | <ol style="list-style-type: none"> <li>1. Places a screened (Intercom) call to extension.                             <ul style="list-style-type: none"> <li>o If answered, transfers call.</li> </ul> </li> <li>2. If unanswered<sup>1</sup>:                             <ul style="list-style-type: none"> <li>o With no Next Call Routing Mailbox, caller hears greeting and can leave a message.</li> <li>o With a Next Call Routing Mailbox, caller can dial 1 to leave a message or 2<sup>2</sup> for other options.</li> </ul> </li> </ol> | When busy: <ul style="list-style-type: none"> <li>o With no Next Call Routing Mailbox, caller hears greeting and can leave a message.</li> <li>o With a Next Call Routing Mailbox, caller can dial 1 to leave a message or 2<sup>2</sup> for other options.</li> </ul>   | When in DND: <ul style="list-style-type: none"> <li>o With no Next Call Routing Mailbox, caller hears greeting and can leave a message.</li> <li>o With a Next Call Routing Mailbox, caller can dial 1 to leave a message or 2<sup>2</sup> for other options.</li> </ul> |
| With Active Greeting Not Recorded                                                                                                                                                                                                        | <ol style="list-style-type: none"> <li>1. Places a screened (Intercom) call to extension. If answered, transfers call.</li> <li>2. If unanswered<sup>1</sup>:                             <ul style="list-style-type: none"> <li>o With no Next Call Routing Mailbox, VM8000 InMail prompts caller to leave a message.</li> <li>o With a Next Call Routing Mailbox, caller can dial 1 to leave a message or 2<sup>2</sup> for other options.</li> </ul> </li> </ol>                                                                                | When busy: <ul style="list-style-type: none"> <li>o With no Next Call Routing Mailbox, VM8000 InMail prompts caller to leave a message.</li> <li>o With a Next Call Routing Mailbox, caller can dial 1 to leave a message or 2<sup>2</sup> for other options.</li> </ul> | When in DND: <ul style="list-style-type: none"> <li>o With no Next Call Routing Mailbox, caller hears greeting and can leave a message.</li> <li>o With a Next Call Routing Mailbox, caller can dial 1 to leave a message or 2<sup>2</sup> for other options.</li> </ul> |
| If Auto Attendant Do Not Disturb is on, see <a href="#">Auto Attendant Do Not Disturb on page 2-39</a> for more information.                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                          |
|                                                                                                                                                                                                                                          | Extension Idle                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Extension Busy                                                                                                                                                                                                                                                           | Extension in DND                                                                                                                                                                                                                                                         |
| With Active Greeting Recorded or not recorded                                                                                                                                                                                            | <ol style="list-style-type: none"> <li>1. Sends call immediately to mailbox:                             <ul style="list-style-type: none"> <li>o Plays greeting.</li> <li>o Prompts caller to start recording.</li> </ul> </li> </ol>                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                          |
| <sup>1</sup> After 47-08-02 Screened Transfer Timeout interval.<br><sup>2</sup> Dialing 2 routes the call to the Next Call Routing Mailbox for additional dialing options. See <a href="#">Next Call Routing Mailbox on page 2-193</a> . |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                          |

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## Related Features

### Answer Tables

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

### Automated Attendant

The Answer Table determines how the Automated Attendant answers calls.

### Routing Mailbox

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

You cannot program a Call Routing Mailbox as a Screened Transfer (TRF) Dial Action Table destination.

### Caller ID

VM8000 InMail provides Caller ID data for a Screened Transfer call after it is answered.

### Dial Action Table

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

### Forced Unscreened Transfer

The Subscriber Mailbox can optionally convert Automated Attendant Screened Transfers to Unscreened Transfers.

### Unscreened Transfer

After an Automated Attendant caller dials an extension, VM8000 InMail immediately transfers the call to the destination and hangs up.

---

## Programming

1. Assign the TRF action to a key on the active Dial Action Table.
  - ➔ **47-13-01 Dial Action Tables: TRF Action - Screened Transfer (1) (TRF)**

Normally, the corresponding Number option should be XXX. Note the key you choose for this action is the first digit of the called extension.

    - For example, to allow callers to place Screened Transfers to extensions 101~199, for key 3 enter TRF for the Action and XXX for the corresponding Number.

---

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To have Screened Transfer call a specific extension, the corresponding Number option should be that extension number. The caller then dials that single digit to reach the extension.

- For example, to have callers dial 8 to reach extension 303, for key 8 enter TRF for the *Action* and 303 for the corresponding Number.

 *By default, key 1 Action is UTRF and Number is XXX. This means that Automated Attendant callers can place Unscreened Transfers to extensions 101-199.*

2. Set how long a Screened Transfer rings an unanswered extension before recalling to the Automated Attendant.

➔ **47-08-02 Screened Transfer Timeout (Scrn Trf Timeout)**

Set how long a Screened Transfer (TRF) from the Automated Attendant rings (0~255 seconds) an unanswered extension before recalling.

Be sure that the 24-02-04 Transfer Recall Time is longer than the setting of this option. If the Transfer Recall is shorter, Screened Transfers recalls the same as Unscreened Transfers.

 *By default, this option is 15 seconds.*

---

## Operation

Not applicable

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---

## *Security Code*

---

### **Description**

A mailbox can have a security code to protect it from unauthorized access. A Security Code must have 4 digits, using 0~9. If a subscriber wants to keep their mailbox private, they can enter a Security Code. No one else can use the subscriber's mailbox, unless they know the code.

---

### **Related Features**

#### **System Administrator**

The System Administrator can delete a mailbox security code.

---

### **Programming**

Not applicable

## Operation

| <b>Changing or Deleting a Security Code (From your Subscriber Mailbox)</b> |                                                      |                                            |                                                                                              |
|----------------------------------------------------------------------------|------------------------------------------------------|--------------------------------------------|----------------------------------------------------------------------------------------------|
| Log On to Subscriber Mailbox.                                              |                                                      |                                            |                                                                                              |
| <b>OP</b><br>(67)                                                          | Access the Mailbox Options Menu.<br>[Not applicable] |                                            |                                                                                              |
|                                                                            | <b>S</b> (7)                                         | Access the Security Code options.<br>[Sec] |                                                                                              |
|                                                                            |                                                      | Enter new Security Code (4 digits).        |                                                                                              |
|                                                                            |                                                      | <b>C</b> (2)                               | Accept Security Code entry and go back to the Mailbox Options Menu.<br>[OK]                  |
|                                                                            |                                                      | <b>I</b> (4)                               | Do not accept Security Code entry and go back to the Security Code options Menu.<br>[Clear]  |
|                                                                            |                                                      | [Exit]                                     | Exit to the Mailbox Options menu without changing your Security Code.                        |
|                                                                            |                                                      | *                                          | Optionally erase your Security Code and go back to the Mailbox Options Menu.<br>[Erase]      |
|                                                                            |                                                      | #                                          | Exit to the Mailbox Options Menu without making any changes to your Security Code.<br>[Exit] |
| <b>0</b>                                                                   | Plays Help message                                   |                                            |                                                                                              |

| <b>Deleting a Security Code (From your System Administrator's Mailbox)</b> |                                                          |                                                                  |                                                    |
|----------------------------------------------------------------------------|----------------------------------------------------------|------------------------------------------------------------------|----------------------------------------------------|
| Log On to System Administrator's mailbox.                                  |                                                          |                                                                  |                                                    |
| <b>SA</b><br>(72)                                                          | Access System Administrator options.<br>[Not applicable] |                                                                  |                                                    |
|                                                                            | <b>S</b> (7)                                             | Select Subscriber Mailbox Maintenance options.<br>[Subs]         |                                                    |
|                                                                            |                                                          | Enter the number of the Subscriber Mailbox you want to maintain. |                                                    |
|                                                                            |                                                          | <b>S</b> (7)                                                     | Erase mailbox's Security Code.<br>[Not applicable] |
|                                                                            |                                                          | #                                                                | Go back to System Administrator options.<br>[Exit] |
| <b>0</b>                                                                   | Plays Help message.                                      |                                                                  |                                                    |

## Single Digit Dialing

### Description

An Automated Attendant caller can press a single key to route to an extension, route to another destination, or use an VM8000 InMail feature. Single Digit Dialing simplifies the Automated Attendant since the caller dials a single digit to reach an extension or use an option. If you set up Single Digit Dialing, be sure to customize the active Instruction Menu so it describes which digits the caller should dial to use the available options.

All of the features in the following Dial Action Table Key Action Summary table are accessible from a single Dial Action Table digit.

| Dial Action Table Key Action Summary |                                                                                                                                                                                                     |                                                    |
|--------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|
| Action                               | Description                                                                                                                                                                                         | Feature Reference                                  |
| TRF                                  | <u>Screened Transfer (1)</u><br>Allows an Automated Attendant caller to place a Screened Transfer to an extension. VM8000 InMail calls (screens) the destination to see if the call can go through. | <a href="#">Screened Transfer on page 2-217</a>    |
| UTRF                                 | <u>Unscreened Transfer (2)</u><br>Allows an Automated Attendant caller to place an Unscreened Transfer to an extension. VM8000 InMail transfers the call the destination and then hangs up.         | <a href="#">Unscreened Transfer on page 2-245</a>  |
| REC1                                 | <u>Quick Message with Greeting (3)</u><br>Allows an Automated Attendant caller to leave a Quick Message at an extension. The caller hears the extension's personal greeting.                        | <a href="#">Quick Message on page 2-203</a>        |
| REC2                                 | <u>Quick Message without Greeting (4)</u><br>Allows an Automated Attendant caller to leave a Quick Message at an extension. The caller <b>does not</b> hear the extension's personal greeting.      | <a href="#">Quick Message on page 2-203</a>        |
| LOGON                                | <u>Log On to Voice Mail (5)</u><br>Allows an Automated Attendant caller to log on to a mailbox, either directly or one of their choosing.                                                           | <a href="#">Log On to Voice Mail on page 2-141</a> |
| Hang Up                              | <u>Hang Up (6)</u><br>VM8000 InMail says "Goodbye" and hangs up.                                                                                                                                    | <a href="#">Hang Up on page 2-127</a>              |
| GOTO                                 | <u>Go to a Mailbox. (7)</u><br>Allows an Automated Attendant caller to route to another mailbox.                                                                                                    | <a href="#">Go To A Mailbox on page 2-107</a>      |
| UND                                  | <u>Undefined Routing (0)</u><br>This action provides no routing.                                                                                                                                    | Not applicable                                     |

---

## Related Features

### Instruction Menu

The active Instruction Menu should describe the Single Digit Dialing options.

Also refer to [Dial Action Table Key Action Summary on page 2-223](#).

---

## Programming

Refer to [Dial Action Table Key Action Summary on page 2-223](#).

---

## Operation

Refer to [Dial Action Table Key Action Summary](#).

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## *Station Mailbox*

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### **Description**

Station Mailbox is one of three mailbox categories: Personal, Group and Undefined. Personal Mailbox is the category of mailboxes assigned to stations (extensions). All Personal Mailboxes are Subscriber Mailboxes.

For more on the options available to Station Mailboxes, see [Subscriber Mailbox on page 2-227](#).

---

### **Related Features**

#### **Group (Shared) Mailbox**

Group Mailbox is a category of mailboxes normally used for Department Group overflow.

---

### **Programming**

See [Subscriber Mailbox on page 2-227](#).

---

### **Operation**

See [Subscriber Mailbox on page 2-227](#).

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# *Subscriber Mailbox*

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## **Description**

A Subscriber Mailbox is the mailbox assigned to a telephone system extension. The telephone assigned to the Subscriber Mailbox is called the subscriber's extension. When an extension user accesses their voice mail, they are using their Subscriber Mailbox. It provides the VM8000 InMail voice messaging services. For a brief overview of the features available at a Subscriber Mailbox, review the *Related Features* below. Then, go to the individual feature to find out how it operates and what programming is required to make it work.

At system startup, VM8000 InMail automatically assigns a Subscriber Mailbox to extensions 101~108. All other extensions do not have Subscriber Mailboxes automatically assigned. Refer to [Programming on page 2-229](#).

---

## **Related Features**

### **Automated Attendant**

The Automated Attendant can route callers to a Subscriber Mailbox.

### **Auto Attendant Do Not Disturb**

Auto Attendant Do Not Disturb sends Automated Attendant calls directly to a subscriber's mailbox. Their phone does not ring for calls from the Automated Attendant.

### **Auto Erase or Save**

After a subscriber listens to a message in their Subscriber Mailbox, VM8000 InMail can automatically erase or save the message.

### **Live Record**

Enable or disable the Live Record beep for the Subscriber Mailbox.

### **Greeting**

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**

Review this feature to learn which features are available to a subscriber while listening to messages.

**Make Call**

To simplify returning outside calls, VM8000 InMail can ask the caller leaving a message to enter their phone number prior to leaving the message. The subscriber can then dial **MC** to call the person back.

**Main Menu**

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

**Message Listen Mode**

Set the type of messages a subscriber will listen to when they dial **L (5)** after logging on to their Subscriber Mailbox.

**Message Notification**

After activation, Message Notification dials up to 3 telephone numbers to let the user know they have new Mailbox messages.

**Message Playback Direction**

Set the subscriber Mailbox message playback order.

**Message Record**

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

**Message Storage Limit**

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

**Next Call Routing Mailbox**

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

**Security Code**

If enabled, a subscriber must enter a security code before logging on to their Subscriber Mailbox.

**System Administrator**

A Subscriber Mailbox designated as a System Administrator provides the subscriber with unique system administration abilities through the **SA** menu.

**Unscreened Transfer**

The Subscriber Mailbox can optionally convert Automated Attendant Screened Transfers to Unscreened Transfers.

---

## Programming

1. Set up a Subscriber Mailbox.

➔ **47-02-01 Mailbox Active (Mailbox Active)**

Activate (1) the Subscriber Mailbox.

*By default, Subscriber Mailboxes 1~8 are active (1). All other Subscriber Mailboxes are inactive (0).*

➔ **47-02-02 Mailbox Number (Mailbox Number)**

Assign the mailbox number to each active Subscriber mailbox. Normally, the mailbox number is the same as the extension number.

*By default, mailboxes 1~8 correspond to mailbox numbers 101~108.*

2. Check to be sure message waiting lamp is enabled for the Subscriber Mailbox.

➔ **47-02-08 Message Waiting Lamp (Update MW Lamp)**

Enter 1 (Yes) to enable Message Waiting lamp for each Subscriber Mailbox.

*By default, this option is 1 (Yes).*

3. Set the maximum length of recorded messages left in the Subscriber Mailbox.

➔ **47-01-03 Subscriber Message Length (Subs Msg Length)**

Set the maximum length (1~4095 seconds) of recorded messages for:

- Subscriber Mailbox users dialing RS to record and send a message.
- Extension users leaving a message in a Subscriber Mailbox.
- Outside Automated Attendant callers accessing a mailbox via a GOTO command and then dialing RS to record and send a message.
- Subscriber Mailbox Greetings.
- Announcement Messages.
- Call Routing Mailbox Instruction Menus.

*By default, these messages are 120 seconds long maximum.*

4. Set the maximum length of recorded Quick Messages left in the Subscriber Mailbox.

➔ **47-01-04 Non-Subscriber Message Length (Mbox Msg Length)**

Set the maximum length (1~4095 seconds) of recorded messages for:

- Automated Attendant callers leaving a message or Quick Message in a Subscriber Mailbox.
- Outside callers transferred by an extension user to a Subscriber Mailbox.

*By default, these messages are 120 seconds long maximum.*

**Operation**

Not applicable

## *System Administrator*

### Description

The System Administrator is a Subscriber Mailbox that has unique system administration features such as recording Menus and deleting messages in a coworker's mailbox. The System Administrator features are an essential part of VM8000 InMail setup since they allow the recording of the system-wide messages and provide Subscriber Mailbox maintenance. After logging on to their Subscriber Mailbox, the System Administrator can use all of the features in the SA menu. The System Administrator Options table below shows these options.

| <b>System Administrator Options</b> |                         |                           |                                                        |                                                             |
|-------------------------------------|-------------------------|---------------------------|--------------------------------------------------------|-------------------------------------------------------------|
| <b>Menu Option</b>                  | <b>1st Sub Menu</b>     | <b>2nd Sub Menu</b>       | <b>Description</b>                                     | <b>For more, see:</b>                                       |
| <b>SA (72)</b><br>[N/A]             |                         |                           | Access the System Administration Options.              |                                                             |
|                                     | <b>I (4)</b><br>[Instr] |                           | Record, listen to or delete an Instruction Menu.       | <a href="#">Instruction Menu on page 2-129.</a>             |
|                                     | <b>A (2)</b><br>[Annc]  |                           | Record, listen to or delete an Announcement Menu.      | <a href="#">Announcement Message on page 2-23.</a>          |
|                                     | <b>S (7)</b><br>[Subs]  |                           | Access the Subscriber Maintenance Menu.                |                                                             |
|                                     |                         | <b>EA (32)</b><br>[Msgs]  | Erase all messages in a mailbox.                       | <a href="#">Erasing All Messages on page 2-87.</a>          |
|                                     |                         | <b>EG (32)</b><br>[Greet] | Delete the Greeting.                                   | <a href="#">Greeting on page 2-109.</a>                     |
|                                     |                         | <b>EN (36)</b><br>[Name]  | Erase the Mailbox name.                                | <a href="#">Mailbox Name on page 2-149.</a>                 |
|                                     |                         | <b>S (7)</b><br>[Sec]     | Delete the Mailbox security code.                      | <a href="#">Mailbox Security Code Delete on page 2-155.</a> |
|                                     |                         | <b>N (6)</b><br>[RcNam]   | Record, listen to or delete the mailbox name.          | <a href="#">Mailbox Name on page 2-149.</a>                 |
|                                     | <b>V (8)</b><br>[Info]  |                           | Hear InMail prompt version number.                     |                                                             |
|                                     | <b>O (6)</b><br>[Sched] |                           | To change the Answering Schedule Override for a table. | <a href="#">Answer Schedule Override on page 2-25.</a>      |

| System Administrator Options (Continued) |                         |  |                                                             |                                                             |
|------------------------------------------|-------------------------|--|-------------------------------------------------------------|-------------------------------------------------------------|
|                                          | <b>L</b> (5)<br>[Dlist] |  | Create, delete and edit Message Distribution Lists.         | <a href="#">Distribution List on page 2-83.</a>             |
|                                          | <b>3</b><br>[MboxAn]    |  | Record, listen to or delete a Mailbox Announcement message. | <a href="#">Mailbox Announcement Message on page 2-145.</a> |

## Related Features

### Subscriber Mailbox

Only a Subscriber Mailbox can be a System Administrator.

## Programming

1. Designate a Subscriber Mailbox as a System Administrator.

### 47-02-12 System Administrator (System Admin)

Enter **1** (Yes) to designate the Subscriber Mailbox as a System Administrator.

*By default, this option is 1 (Yes) at extension 101 and 0 (No) at all other extensions.*

## Operation

Refer to the individual features referenced in the [System Administrator Options on page 2-231](#).

| Accessing the System Administrator Options |                                                                                                                                             |
|--------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| Log On to System Administrator's Mailbox.  |                                                                                                                                             |
| <b>SA</b><br>(72)                          | Access the System Administrator Menu.<br>[Not applicable]<br>o Turn to <a href="#">System Administrator Options on page 2-231</a> for more. |
| <b>0</b>                                   | Plays Help message.                                                                                                                         |

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# *System Administrator Mailbox*

---

## Description

A System Administrator Mailbox is a Subscriber Mailbox in which you have enabled the System Administrator option. This provides the subscriber with system administration abilities. VM8000 InMail can have multiple System Administrator Mailboxes. Turn to [System Administrator on page 2-231](#) for more.

---

## Related Features

### Subscriber Mailbox

Only a Subscriber Mailbox can be a System Administrator.

### System Administrator

The System Administrator has unique system administration functions, such as recording Welcome Messages and Instruction Menus, and deleting messages in a coworker's mailbox.

---

## Programming

1. Designate a Subscriber Mailbox as a System Administrator.

➤ **47-02-12 System Administrator (System Admin)**

Enter **1** (Yes) to designate the Subscriber Mailbox as a System Administrator.

 *By default, this option is 1 (Yes) at extension 101 and 0 (No) at all other extensions.*

2. Refer to [System Administrator on page 2-231](#) for more programming details.

---

## Operation

See [Accessing the System Administrator Options on page 2-232](#).

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# System Re-initialization

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## Description

Initializing the telephone system automatically initializes all VM8000 InMail programming. You may want to do this if the site requirements significantly change and it is easier to start over from default than remove all your custom programming. Re-initializing VM8000 InMail returns all programmed options to their default values.

|                                                                                                                                                                                                             |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Re-initializing the telephone system returns all programmed options to their factory set (default) values. Any site specific programming you have done is erased following re-initialization.</b></p> |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

To initialize (erase) Subscriber Mailbox Security Codes and all recordings, use a System Administrator Mailbox.

---

## Related Features

### System Administrator

The System Administrator can delete Subscriber Mailbox security codes as well as VM8000 InMail recorded messages.

---

## Programming

To initialize (Cold Start) the telephone system:

1. Make sure the system (not VM8000 InMail) CompactFlash card is not installed.  
 *The system does not boot correctly if the system CompactFlash card is installed.*
2. Push the power button to **Off**.
3. Wait 10 seconds before going to the next step.  
 *This gives the system time to complete the shutdown process.*
4. Press and hold the **Load** button, then turn the power switch to **On**.
5. Continue to hold down the **Load** button for at least 3 seconds.
6. Release the **Load** button.  
 *The system restarts in about 2 minutes.*  
 *When the system restarts, the Live LED flashes red.*

 To erase recorded messages and Subscriber Mailbox Security Code refer to [System Administrator on page 2-231](#).

The recorded messages include:

- › *Instruction Menus*
- › *Announcement Mailbox messages*
- › *Messages left in a Subscriber Mailbox*
- › *Subscriber Mailbox greetings*
- › *Subscriber Mailbox names*

---

## Operation

Not applicable

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## *Time and Date*

---

### Description

Since VM8000 InMail is completely integrated with the telephone system software, the VM8000 InMail time and date is the same as the phone system time and date. Since time and date is used on telephone displays and with the Auto Time Stamp and Time and Date Stamp features, be sure to set it accurately. To change the time and date, use the system programmable options. See Programming below. The Time and Date is retained if the telephone system power should fail or the system resets.

In addition, a Subscriber Mailbox user can hear the time and date when they call their mailbox.

---

### Related Features

#### Auto Time Stamp

After a user listens to a message, VM8000 InMail can optionally announce the time and date the message was left.

#### Time and Date Stamp

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

---

### Programming

1. To set the system time and date from system programming:
  - ➔ **10-01-01 Time and Date**  
Set the system Time and Date.
2. To set the system time from a system telephone:
  - ◆ Press Speaker key.
  - ◆ Dial **728**.
  - ◆ Dial two digits for the hour (24 hour clock, 13 = 1:00 PM).
  - ◆ Dial two digits for the minutes (00-60).
  - ◆ Press Speaker to hang up.

---

---

## Operation

| Hearing the Current Time and Date |                                                                                                                                                                          |
|-----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Log On to Subscriber Mailbox.     |                                                                                                                                                                          |
| <b>TI (84)</b>                    | Access the Time and Date option. <ul style="list-style-type: none"><li>◦ VM8000 InMail plays the time and date, and then returns you to the mailbox Main Menu.</li></ul> |
| <b>0</b>                          | Plays Help message.                                                                                                                                                      |

---

---

## *Time and Date Stamp*

---

### **Description**

While listening to a message, a Subscriber Mailbox user can dial **TI** to hear the Time and Date the message was left. This is a handy option while reviewing messages. The subscriber can just dial a code to find out when the message arrived.

#### **Time and Date Stamp with Caller ID**

With Caller ID installed, a mailbox user can dial TI while listening to a message to hear the time the message was sent, as well as the caller's number.

---

### **Related Features**

#### **Auto Time Stamp**

After a user listens to a message, VM8000 InMail can optionally announce the time and date the message was left.

#### **Caller ID**

With Caller ID installed and programmed, the Time and Date Stamp also includes the caller's number.

#### **Listening to Messages**

Turn to this feature for additional listening options.

#### **Time and Date**

You can set the system time from system programming or from a system extension. You can set the date only from system programming.

---

### **Programming**

To get Time and Date Stamp with Caller ID, be sure Caller ID is properly installed and programmed in the connected telephone system.

---

## Operation

| Hearing the Time and Date a Message was Left |                                           |                                                                                                                                                                                                |
|----------------------------------------------|-------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Log On to Subscriber Mailbox.                |                                           |                                                                                                                                                                                                |
| L (5)                                        | Access the Message Listen mode.<br>[Lstn] |                                                                                                                                                                                                |
|                                              | TI (84)                                   | Hear the time and date the message was sent. <ul style="list-style-type: none"><li>o Turn to <a href="#">Listening to Messages on page 2-135</a> for more on your listening options.</li></ul> |
| 0                                            | Plays Help message.                       |                                                                                                                                                                                                |

---

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## *Transfer to a Mailbox*

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### **Description**

An extension user can transfer their active call to a coworker's mailbox. This lets the caller leave a personal message for the coworker. Transfer to a Mailbox is one of the big conveniences of VM8000 InMail since the caller can state their business and not have to call back later. It saves the caller time and cuts down on unnecessary telephone system call processing. Transfer to a Mailbox is frequently used by attendants and receptionists as well as other coworkers.

---

### **Related Features**

#### **Auto Attendant Do Not Disturb**

When enabled, Auto Attendant Do Not Disturb automatically sends all calls from the Automated Attendant to the subscriber's mailbox.

#### **Screened Transfer**

Automated Attendant Screened Transfers can automatically transfer an outside caller to an extension.

#### **Unscreened Transfer**

Automated Attendant Unscreened Transfers can automatically transfer an outside caller to an extension.

---

### **Programming**

Not applicable

---

## Operation

### Transferring your call to a Coworker's Mailbox

To transfer your active call to a coworker's mailbox:

1. Press **Transfer**.
2. Press **Message**.
3. Dial your coworker's mailbox number (e.g., 101 for extension 101).
4. Press Speaker to hang up.
  - o To optionally transfer a call to coworker mailbox without first ringing their phone, press **Message** before dialing their mailbox number. (This is the only procedure you can use to transfer to a Guest Mailbox.)
  - o To transfer a call to a coworker mailbox from a single line telephone, use the following procedure:  
Hookflash + Dial \*8 + Dial the coworker's mailbox + Hang up.

To transfer your active call and leave a message:

1. Press **Transfer**.
2. Dial your coworker's mailbox number (e.g., 101 for extension 101).
3. Dial **8**.
4. Leave a message and hang up.
  - o *This procedure can be used for any telephone.*

---

---

# Undefined Routing

---

## Description

An Automated Attendant Undefined Routing is a Dial Action Table key assignment for which there is no routing defined. When an Automated Attendant caller dials a digit and no routing is assigned, VM8000 InMail plays: "That is an invalid entry." VM8000 InMail then repeats the dialing options (Instruction Menu) to the caller. If a Dial Action Table key assignment has no function, you should normally leave it undefined. By default, keys 2, 4, 5, 6, 7, and 8 have Undefined Routing.

---

## Related Features

### Dial Action Table

Undefined Routing is a Dial Action Table Action.

### Instruction Menu

The active Call Routing Mailbox's Instruction Menu repeats after a caller dials a digit with an Undefined Routing.

---

## Programming

1. To set up an Undefined Routing for a Dial Action Table:

➤ **47-13-01 Dial Action Tables: UND Action - Undefined Routing (0) (UND)**

For a key that should have an Undefined Routing, the Action entry should be UND. There is no corresponding Number option entry.

 *By default, keys 2, 4, 5, 6, 7, and 8 have Undefined Routing.*

---

## Operation

Not applicable

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## *Unscreened Transfer*

---

### **Description**

Unscreened Transfer is an Automated Attendant option that allows callers to directly dial system extensions. Unscreened Transfer (and its related feature Screened Transfer) allows the VM8000 InMail Automated Attendant to transfer outside calls to system extensions without a live receptionist or operator. It is similar to telephone system unscreened transfers in which the transferring party immediately extends the call. After an Automated Attendant caller dials an extension, VM8000 InMail transfers the call to the destination and hangs up. Any recalls or additional routing are handled by the telephone system – just as with any other unscreened transfer.

### **Screened vs. Unscreened Transfer**

Both Screened and Unscreened 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 goes through to the destination extension even if the destination doesn't have an active mailbox. If the Unscreened Transfer is unanswered at the destination, the call returns to the Automated Attendant.

| <b>Unscreened Transfer (UTRF) Operation</b>                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>o <i>Call</i> = Call answered by the Automated Attendant.</li> <li>o <i>Extension</i> = Extension dialed by Automated Attendant caller.</li> </ul> |                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                |
| If Auto Attendant Do Not Disturb is off, see <a href="#">Auto Attendant Do Not Disturb on page 2-39</a> .                                                                                 |                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                |
|                                                                                                                                                                                           | Extension Idle                                                                                                                                                                                                                                                                                                                                 | Extension Busy                                                                                                                                                                                                                                                                                                                                 | Extension in DND                                                                                                                                                                                                                                                                                                                               |
| With Active Greeting Recorded                                                                                                                                                             | Transfers call to extension. <ul style="list-style-type: none"> <li>o <i>If answered</i>, connects call (just like a phone system transfer).</li> <li>o <i>If unanswered</i><sup>1</sup> in a default phone system, plays greeting (so caller can start recording).<sup>2</sup></li> </ul>                                                     | <ol style="list-style-type: none"> <li>1. Transfers call to extension.</li> <li>2. Retrieves call.</li> <li>3. <i>If unanswered</i><sup>1</sup> in a default phone system, plays greeting (so caller can start recording).<sup>2</sup></li> </ol>                                                                                              | <ol style="list-style-type: none"> <li>1. Transfers call to extension.</li> <li>2. Retrieves call.</li> <li>3. <i>If unanswered</i><sup>1</sup> in a default phone system, plays greeting (so caller can start recording).<sup>2</sup></li> </ol>                                                                                              |
| With Active Greeting Not Recorded                                                                                                                                                         | Transfers call to extension. <ul style="list-style-type: none"> <li>o <i>If answered</i>, connects call (just like a phone system transfer).</li> <li>o <i>If unanswered</i><sup>1</sup> in a default phone system, plays name (if recorded) or extension number. VM8000 InMail then prompts caller to leave a message.<sup>2</sup></li> </ul> | Transfers call to extension. <ul style="list-style-type: none"> <li>o <i>If answered</i>, connects call (just like a phone system transfer).</li> <li>o <i>If unanswered</i><sup>1</sup> in a default phone system, plays name (if recorded) or extension number. VM8000 InMail then prompts caller to leave a message.<sup>2</sup></li> </ul> | Transfers call to extension. <ul style="list-style-type: none"> <li>o <i>If answered</i>, connects call (just like a phone system transfer).</li> <li>o <i>If unanswered</i><sup>1</sup> in a default phone system, plays name (if recorded) or extension number. VM8000 InMail then prompts caller to leave a message.<sup>2</sup></li> </ul> |
| If Auto Attendant Do Not Disturb is on, see <a href="#">Auto Attendant Do Not Disturb on page 2-39</a> .                                                                                  |                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                |
|                                                                                                                                                                                           | Extension Idle                                                                                                                                                                                                                                                                                                                                 | Extension Busy                                                                                                                                                                                                                                                                                                                                 | Extension in DND                                                                                                                                                                                                                                                                                                                               |
| With Active Greeting Recorded                                                                                                                                                             | Sends call immediately to mailbox: <ul style="list-style-type: none"> <li>o Plays greeting.</li> <li>o Prompts caller to start recording.</li> </ul>                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                |
| With Active Greeting Not Recorded                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                |
| <sup>1</sup> After 24-02-04 Transfer Recall Time.<br><sup>2</sup> Custom phone system programming may redirect the unanswered call (for example, to a hunt group or another extension).   |                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                |

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## Related Features

### Answer Tables

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

### Automated Attendant

The Answer Table determines how the Automated Attendant answers calls.

### Routing Mailbox

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

### Caller ID

VM8000 InMail provides Caller ID data for an Unscreened Transfer as the call is ringing.

### Dial Action Table

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

You cannot program a Call Routing Mailbox as an Unscreened Transfer (UTRF) Dial Action Table destination.

### Forced Unscreened Transfer

The Subscriber Mailbox can optionally convert Automated Attendant Screened Transfers to Unscreened Transfers.

### Next Call Routing Mailbox

The Next Call Routing settings for a Subscriber Mailbox may provide additional options after the caller leaves a message.

### Screened Transfer

After an Automated Attendant caller dials an extension, VM8000 InMail calls (screens) the destination extension to see if the transfer can go through.

---

## Programming

1. Assign the UTRF action to a key on the active Dial Action Table.

➤ **47-13-01 Dial Action Tables: UTRF Action - Unscreened Transfer (2) (UTRF)**

Normally, the corresponding Number option should be XXX. Note that the key you choose for this action is the first digit of the called extension number.

- For example, to allow callers to place Unscreened Transfers to extensions 101~199, for key 3 enter UTRF for the Action and XXX for the corresponding Number.

To have Unscreened Transfer call a specific extension, the corresponding Number option should be that extension's number. The caller then dials that single digit to reach the extension.

- For example, to have callers dial 8 to reach extension 303, for key 8 enter UTRF for the Action and 303 for the corresponding Number.

 *By default, key 0 and TIMEOUT are both UTRF actions to 101. In addition, key 3 is an UTRF action to XXX.*

2. Optionally set the telephone system's Transfer Recall interval.

➤ **24-02-04 Transfer Recall Time**

Unanswered Unscreened Transfers route to the extension's mailbox after this interval.

 *By default, this interval is 30 seconds.*

---

## Operation

Not applicable

---

---

## *Voice Mail Overflow*

---

### **Description**

The telephone system can automatically reroute unanswered outside calls to the In-Mail Automated Attendant. Voice Mail Overflow ensures that VM8000 InMail picks up calls that do not go through. This allows callers to leave a message rather than having to call back later. Voice Mail can be the overflow destination for the following types of calls:

- Direct Inward Line (DIL) Overflow**  
A trunk that directly rings an extension can overflow to that extension's mailbox if not answered.
- Incoming Ring Groups**  
A trunk ringing an extension's line keys can overflow to the VM8000 InMail Automated Attendant.
- Department Calling Groups**  
A call to a Department Group master (pilot) number can overflow to VM8000 InMail if unanswered. The overflow destination is the Group Mailbox assigned to the Department Group. The Group Mailbox can be a:
  - Call Routing Mailbox**  
This gives the Department Group caller additional dialing options if their call is unanswered.
  - Announcement Mailbox**  
This plays a prerecorded announcement to the Department Group caller if their call is unanswered. The Announcement Mailbox can then hang up or provide additional dialing options.
  - Subscriber Mailbox**  
The Department Group caller can leave a message in the groups master mailbox. A Member of the group can then retrieve the message later on.

The call into the Department Group can be one of the following:

- A Direct Inward Line to the Department Group master (pilot) number.
- A Screened Transfer from the VM8000 InMail Automated Attendant to the Department Group master (pilot) number.
- An Unscreened Transfer from the VM8000 InMail Automated Attendant to the Department Group master (pilot) number.

---

## Related Features

### Answer Tables

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

### Automated Attendant

The Answer Table determines how the Automated Attendant answers calls.

### Routing Mailbox

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

### Dial Action Table

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

### Group (Shared) Mailbox

Use Group Mailboxes for:

Department Calling Group Overflow.

### Screened Transfer

A Screened Transfer from the VM8000 InMail Automated Attendant to a Department Group master number can overflow to the group Mailbox.

### Unscreened Transfer

An Unscreened Transfer from the VM8000 InMail Automated Attendant to a Department Group can overflow to the group Mailbox.

---

## Programming

### Programming DIL Overflow

1. Set up Direct Inward Lines.

➡ **22-02-01 Incoming Call Trunk Setup**

Assign Service Type 4 to each trunk you want to be a DIL. Make a separate entry for each Night Service mode.

 *By default, trunks are Service Type 0 (Normal).*

➡ **22-07-01 DIL Assignment**

For each trunk designated as a DIL above, enter the extension number of the DIL destination (e.g., 306). Make a separate entry for each Night Service mode.

 *By default, no DIL destinations are programmed.*

2. Assign VM8000 InMail as the overflow (no answer) destination.

➤ **22-08-01 DIL/IRG No Answer Destination**

For each trunk assigned as a DIL above, enter the VM8000 InMail Department Group pilot number to make VM8000 InMail the overflow (no answer) destination.

 *By default, the overflow (no answer) destination is Incoming Ring Group 1.*

3. Set the interval after which unanswered calls should route to the overflow destination.

➤ **22-01-04 DIL No Answer Recall Time**

Enter the interval after which unanswered calls should overflow to the programmed overflow (no answer) destination.

 *By default, this interval is 0 (no overflow).*

### Programming Incoming Ring Group Overflow

1. Set up the Incoming Ring Group trunks.

➤ **22-02-01 Incoming Call Trunk Setup**

Assign Service Type 0 (Normal) to each Incoming Ring Group trunk. Make a separate entry for each Night Service mode.

 *By default, trunks are Service Type 0 (Normal).*

2. Assign VM8000 InMail as the overflow (no answer) destination.

➤ **22-08-01 DIL/IRG No Answer Destination**

For each trunk assigned as an Incoming Ring Group trunk above, enter the VM8000 InMail Department Group pilot number to make VM8000 InMail the overflow (no answer) destination.

 *By default, the overflow (no answer) destination is Incoming Ring Group 1.*

3. Set the interval after which unanswered calls should route to the overflow destination.

➤ **22-01-04 DIL No Answer Recall Time**

Enter the interval after which unanswered calls should overflow to the programmed overflow (no answer) destination.

 *By default, this interval is 0 (no overflow).*

---

---

## Programming Department Calling Group Overflow for Screened Transfers (TRFs)

1. Set up the Department Group.

➔ **16-02-01 Department Group Assignment for Extensions.**

Assign telephone extensions to a Department Group.

*☞ By default, telephone extensions are assigned to Department Group 1.*

Assign the VM8000 InMail extensions to a unique Department Group (e.g., 2).

No other extensions should be in this group.

These extensions are the extensions the system assigns to the VM8000 InMail.

**Do not use Department Group 1.**

Be sure to set up the Department Group in order. (For example, the first extension should be order 1, the second order 2, etc.)

➔ **11-07-01 Department Group Pilot Numbers**

Assign master (pilot) numbers to Department Groups.

2. In the active Dial Action Table, assign a Screened Transfer (TRF) Action to the Department Group master number.

➔ **47-13-01 Dial Action Tables: TRF Action - Screened Transfer (1) (TRF)**

The corresponding *Number* option should be the Department Group master number.

For example, to allow callers to place Screened Transfers to Department Group 1 (600), enter TRF for the *Action* and 600 for the corresponding *Number*.

*☞ By default, there are no TRF actions assigned to Department Groups.*

3. Set how long the call will ring in the Department Group before overflow occurs.

➔ **47-08-02 Screened Transfer Timeout (Scrn Trf Timeout)**

For the active Call Routing Mailbox, set how long (1~255 seconds) the Screened Transfer from the VM8000 InMail Automated Attendant rings in the Department Group before overflow occurs.

*☞ By default, this interval is 15 seconds.*

4. Set up the Department Group Mailbox.

➔ **47-03-02 Group Mailbox Number (Mailbox Number)**

The Group Mailbox number must be the same as the Department Group master number.

*☞ By default, no Group Mailbox numbers are assigned.*

➤ **47-03-03 Group Mailbox Type (Mailbox Type)**

Assign the Group Mailbox category (2=Call Routing, 1=Subscriber, 0=Undefined).

*☞ By default, the Group Mailbox type is 1 (Subscriber).*

5. Set up the options for the Group Mailbox used for Department Group overflow.
- If you entered **2** (Call Routing) for *47-03-03 Group Mailbox Type*:
- [47-07 VM8000 InMail Routing Mailbox Options on page 3-42.](#)
  - [47-08 Routing Mailbox Call Routing Options on page 3-45.](#)
  - [47-09 Routing Mailbox Announcement Options on page 3-48.](#)
- If you entered **1** (Subscriber) for *47-03-03 Group Mailbox Type*:
- [47-06-01 Number of Messages on page 3-35.](#)
  - [47-06-02 Message Playback on page 3-35.](#)
  - [47-06-03 Auto Erase/Save of Messages \(Auto Erase/Save\) on page 3-36.](#)
  - [47-06-05 Recording Conversation Beep \(Rec Conv Beep\) on page 3-36.](#)
  - [47-06-06 Message Waiting Lamp \(Update MW Lamp\) on page 3-37.](#)
  - [47-06-07 Auto Attendant Do Not Disturb \(Auto-ATT DND\) on page 3-37.](#)
  - [47-06-08 Forced Unscreened Transfer \(Forced UTRF\) on page 3-37.](#)
  - [47-06-09 Auto Time Stamp on page 3-38.](#)
  - [47-06-10 System Administrator \(System Admin\) on page 3-38.](#)
  - [47-06-11 Dialing Option on page 3-38.](#)
  - [47-06-12 Next Call Routing Mailbox \(Next CR Mbox\) on page 3-39.](#)
  - [15-07-01 Programming Function Keys on page 3-3.](#)
- For each Department Group member, assign a Voice Mail key (code 77) for the group master number. This allows group members to easily retrieve the overflow messages.

**Programming Department Calling Group Overflow for Unscreened Transfers (UTRFs)**

1. Set up the Department Group.

➤ **16-02-01 Department Group Assignment for Extensions**

Assign telephone extensions to a Department Group.

Assign the VM8000 InMail extensions to a unique Department Group (e.g., 2).

No other extensions should be in this group.

These extensions are the extensions the system assigns to the VM8000 InMail.

**Do not use Department Group 1.**

Be sure to set up the Department Group in order. (For example, the first extension should be order 1, the second order 2, etc.)

➤ **11-07-01 Department Group Pilot Numbers**

Assign master (pilot) numbers to Department Groups.

2. In the active Dial Action Table, assign an Unscreened Transfer (UTRF) Action to the Department Group master number.
  - **47-13-01 Dial Action Tables: UTRF Action - Unscreened Transfer (2) (UTRF)**

The corresponding Number option should be the Department Group master number.

    - For example, to allow callers to place Screened Transfers to Department Group 1 (600), enter UTRF for the *Action* and 600 for the corresponding *Number*.

 *By default, there are two UTRF actions assigned to Department Groups.*
3. Set how long the call will ring in the Department Group before overflow occurs.
  - **24-02-04 Transfer Recall Time**

Set how long (0~64800 seconds) the Unscreened Transfer from the VM8000 InMail Automated Attendant rings in the Department Group before overflow occurs.

 *By default, this interval is 30 seconds.*
4. Set up the Department Group Mailbox.
  - **47-03-02 Group Mailbox Number (Mailbox Number)**

The Group Mailbox number must be the same as the Department Group master number.

 *By default, no Group Mailbox numbers are assigned.*
  - **47-03-03 Group Mailbox Type (Mailbox Type)**

Assign the Group Mailbox category (2=Call Routing, 1=Subscriber, 0=Undefined).

 *By default, the Group Mailbox type is 1 (Subscriber).*
5. Set up the options for the Group Mailbox used for Department Group overflow.

If you entered **2** (Call Routing) for *47-03-03 Group Mailbox Type*:

  - [47-07 VM8000 InMail Routing Mailbox Options on page 3-42.](#)
  - [47-08 Routing Mailbox Call Routing Options on page 3-45.](#)
  - [47-09 Routing Mailbox Announcement Options on page 3-48.](#)

If you entered **1** (Subscriber) for *47-03-03 Group Mailbox Type*:

  - [47-06-01 Number of Messages on page 3-35.](#)
  - [47-06-02 Message Playback on page 3-35.](#)
  - [47-06-03 Auto Erase/Save of Messages \(Auto Erase/Save\) on page 3-36.](#)
  - [47-06-05 Recording Conversation Beep \(Rec Conv Beep\) on page 3-36.](#)
  - [47-06-06 Message Waiting Lamp \(Update MW Lamp\) on page 3-37.](#)
  - [47-06-07 Auto Attendant Do Not Disturb \(Auto-ATT DND\) on page 3-37.](#)
  - [47-06-08 Forced Unscreened Transfer \(Forced UTRF\) on page 3-37.](#)
  - [47-06-09 Auto Time Stamp on page 3-38.](#)
  - [47-06-10 System Administrator \(System Admin\) on page 3-38.](#)

[47-06-11 Dialing Option on page 3-38.](#)

[47-06-12 Next Call Routing Mailbox \(Next CR Mbox\) on page 3-39.](#)

## Programming Department Calling Group Overflow for a DIL to the Master Number

1. Set up the Department Group.

➔ **16-02-01 Department Group Assignment for Extensions**

Assign telephone extensions to a Department Group.

Assign the VM8000 InMail extensions to a unique Department Group (e.g., 2).

No other extensions should be in this group.

These extensions are the extensions the system assigns to the VM8000 InMail.

**Do not use Department Group 1.**

Be sure to set up the Department Group in order. (For example, the first extension should be order 1, the second order 2, etc.)

➔ **11-07-01 Department Group Pilot Numbers**

Assign master (pilot) numbers to Department Groups.

2. Set up a DIL for the Department Group.

➔ **22-02-01 Incoming Call Trunk Setup**

Assign Service Type **4** to each trunk you want to be a DIL. Make a separate entry for each Night Service mode.

 *By default, trunks are Service Type **0** (Normal).*

➔ **22-07-01 DIL Assignment**

For each DIL you want to ring the Department Group directly, enter the Department Group master number.

 *By default, there are no DIL destinations programmed.*

➔ **22-08-01 DIL/IRG No Answer Destination**

For each DIL to the Department Group master number, enter **102** to make VM8000 InMail the overflow (no answer) destination.

 *By default, the overflow (no answer) destination is Incoming Ring Group **1**.*

3. Set how long a DIL rings in the Department Group before overflow occurs.

➔ **22-01-04 DIL No Answer Recall Time**

Set how long (**0~64800** seconds) the DIL rings in the Department Group before overflow occurs.

 *By default, this interval is **0** (no overflow).*

4. Set up the Department Group Mailbox.
  - **47-03-02 Group Mailbox Number (Mailbox Number)**

The Group Mailbox number must be the same as the Department Group master number.

 *By default, no Group Mailbox numbers are assigned.*
  - **47-03-03 Group Mailbox Type (Mailbox Type)**

Assign the Group Mailbox category (**2**=Call Routing, **1**=Subscriber, **0**=Undefined).

 *By default, the Group Mailbox type is **1** (Subscriber).*
5. Set up the options for the Group Mailbox used for Department Group overflow.

If you entered **2** (Call Routing) for *47-03-03 Group Mailbox Type*:

  - [47-07 VM8000 InMail Routing Mailbox Options on page 3-42.](#)
  - [47-08 Routing Mailbox Call Routing Options on page 3-45.](#)
  - [47-09 Routing Mailbox Announcement Options on page 3-48.](#)

If you entered **1** (Subscriber) for *47-03-03 Group Mailbox Type*:

  - [47-06-01 Number of Messages on page 3-35.](#)
  - [47-06-02 Message Playback on page 3-35.](#)
  - [47-06-03 Auto Erase/Save of Messages \(Auto Erase/Save\) on page 3-36.](#)
  - [47-06-05 Recording Conversation Beep \(Rec Conv Beep\) on page 3-36.](#)
  - [47-06-06 Message Waiting Lamp \(Update MW Lamp\) on page 3-37.](#)
  - [47-06-07 Auto Attendant Do Not Disturb \(Auto-ATT DND\) on page 3-37.](#)
  - [47-06-08 Forced Unscreened Transfer \(Forced UTRF\) on page 3-37.](#)
  - [47-06-09 Auto Time Stamp on page 3-38.](#)
  - [47-06-10 System Administrator \(System Admin\) on page 3-38.](#)
  - [47-06-11 Dialing Option on page 3-38.](#)
  - [47-06-12 Next Call Routing Mailbox \(Next CR Mbox\) on page 3-39.](#)

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## Operation

Not applicable

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## *Volume Control*

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### **Description**

Since VM8000 InMail is completely integrated with the telephone system software, Volume Control is available at a subscriber's keyset any time while listening to a message, greeting, or prerecorded voice prompt. Volume Controls let the user interactively adjust the loudness of the VM8000 InMail messages and prompts to a comfortable level.

---

### **Related Features**

Not applicable

---

### **Programming**

No additional programming required.

---

### **Operation**

| <b>Volume Control</b>                                                                        |
|----------------------------------------------------------------------------------------------|
| To adjust the volume while using any mailbox feature:<br><b>1. Press VOL Up or VOL Down.</b> |

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# Programming

## SECTION 1 BEFORE YOU START PROGRAMMING

### How to use this chapter

The VM8000 InMail programmable options allow you to customize the way the features associated with an option work. This Programming chapter provides detailed information to enable you to accomplish the following:

- Find out about each option.
- Review the list of features that an option affects.
- Learn how to enter the option data into system memory.

When you want to customize a feature, refer to information in the Features chapter, [Section 3 Feature Descriptions on page 2-11](#). The Feature Descriptions tells you what options you have to change to get the feature operation you want. Then, look up the options in this section and customize them as required.

## SECTION 2 START-UP PROGRAMMING (DEFAULT)

When you install the VM8000 InMail blade and turn on the system, VM8000 InMail does not automatically start working, but the following areas are programmed.

- Subscriber Mailboxes are enabled for extensions 101~108. The mailbox numbers are the same as the extension numbers.
- The Automated Attendant does not answer outside calls.

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## 2.1 VM8000 INMAIL CONFIGURATION

The following programs must be configured in a default system to get VM8000 InMail functions.

1. The VM8000 InMail blade is enabled.

➤ **47-01-17 VM8000 InMail Port**

This option is used to set the first port of VM8000 InMail. This value can be any valid station port not already in use. By default this option is not assigned. Changing this option requires the CHS2U GW-US be reset for changes to take effect.

2. Assign VM8000 InMail extensions to Department Group.

➤ **16-02-01 Department Group Assignment for Extensions**

Assign the VM8000 InMail extensions to a unique Department Group (e.g., 2).

No other extensions should be in this group.

These extensions are the extensions the system assigns to the In-Mail.

Do not use Department Group 1.

3. Be sure to set up the Department Group in order. (For example, the first extension should be order 1, the second order 2, etc.) Assign master number to VM8000 InMail Department Group.

➤ **11-07-01 Department Group Pilot Numbers**

4. Define the Voice Mail Department Group.

➤ **45-01-01 Voice Mail Integration Options – Voice Mail Department Group Number**

5. Set extensions 101-108 to use the Message key for Voice Mail operation.

➤ **15-02-26 Multiline Telephone Basic Data Setup – Message Key Operation Mode**

This option is 0 for all extensions.

No Voice Mail Programmable Function Keys are assigned (*15-07-01 Programming Function Keys* **does not** = 77 for any extensions).

6. Mailboxes for extensions 101~108 are activated.

➤ **47-02-01 VM8000 InMail Station Mailbox Options – Mailbox Active**

This option is 1 for extensions 101~108.

When activating additional mailboxes, Subscriber Mailboxes 1~26 normally correspond to extensions 101~126.

7. For extensions 101~108, the Subscriber Mailbox numbers are the same as the extension numbers.

➤ **47-02-02 VM8000 InMail Station Mailbox Options – Mailbox Number**

Normally, Subscriber Mailbox numbers correspond to the respective extension number. (For example, extensions 101~126 should use Subscriber Mailbox numbers 101~126).

**Options**

1~256

**Default**

Not Assigned

8. Also, the following program must be configured in a default system.

➤ **15-03-03 Single Line Telephone Basic Data Setup – Terminal Type**

Set at 1 (Special) for VM8000 InMail extensions.

## 2.2 Optional VM8000 InMail Start-Up Programming

Program Voice Mail keys on system extensions.

➤ **15-07-01 Programming Function Keys**

Voice Mail keys are code 77.

Normally, the additional data is the number of the extension you are programming.

You can optionally set up an extension Message key for Voice Mail access in the next step.

Keysets can also have Voice Mail keys for Virtual Extensions, a co-worker, or an uninstalled extension (for Message Center operation).

Extension users can use Service Code 751 to set up their own Voice Mail keys.

*✎ By default, no Voice Mail keys are assigned.*

## 2.3 Set up Automated Attendant to Answer Outside Calls

To have Automated Attendant answer outside calls, perform the following:

- Set up Direct Inward Lines (DILs)
- Terminate DILs to VM8000 InMail
- After the DILs to VM8000 InMail are set up, all calls are answered by Call Routing Mailbox 1 and Dial Action Table 1.
- Answer Table 1 Runs Monday-Friday from 8:30AM to 5:00PM, and uses Call Routing Mailbox 1.

- At all other times, the Default Mailbox answers – also using Call Routing Mailbox 1.
- Dial Action Table 1 enables the following usage:
  - Dial system extensions (if installed) 101~199, 3101~3257 and 3301~3457.
  - Dial 0 for an operator (extension 101).
  - Dial \* + Extension to leave a Quick Message in a mailbox.
  - Dial # + Extension to remotely log on to their mailbox.
  - Wait on the line to be automatically routed to the operator.

---

## Programming

1. Set up trunks as DILs.

➔ **22-02-01 Incoming Call Trunk Setup**

Assign Service Type 4 to each trunk you want to be a DIL. Make a separate entry for each Night Service mode.

*By default, trunks are Service Type 0 (Normal).*

2. Have the DILs terminate to VM8000 InMail extension.

➔ **22-07-01 DIL Assignment**

For each trunk you designate as a DIL, enter the VM8000 InMail group pilot number. Make a separate entry for each Night Service mode.

*By default, there are no DIL destinations programmed.*

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**SECTION 3      PROGRAM 15 EXTENSION, BASIC SETUP**

## Program 15-01 Basic Extension Data Set Up

---

### Description

Program 15-01 Basic Extension Data Setup defines the basic settings for each extension.

Use 15-01-01 Extension Name to enter an extension name for Directory Dialing. You can also enter an extension name from the telephone.

 For information on the other 15-01 Basic Extension Data Setup options, refer to the SV8100 Programming Manual.

---

### Options

 **15-01-01    Extension Name**

Enter the name for each extension, using up to 12 characters, A~Z, upper and lower case letters. Do not use non-alpha characters. To separate a first name from a last name, enter a space or comma as a delimiter. You can enter names in any of the following formats:

- First
- Last
- First (space) Last
- Last (space) First

You can also use Name Programming from the telephone to enter extension names (Speaker + 700 or PRG 15-07/SC 751 + 55).

 For help with programming names, see [Keys for Entering Names on page 3-6](#).

 See [Directory Dialing on page 2-69](#).

## Keys for Entering Names

| Key for Entering Names                                                                               |                                                                                                                                                                                                                      |
|------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| When entering names in the procedures below, refer to this chart. Names can be up to 12 digits long. |                                                                                                                                                                                                                      |
| Use this keypad digit . . .                                                                          | When you want to . . .                                                                                                                                                                                               |
| 1                                                                                                    | Enter characters:<br>1 @ [ ¥ ] ^ _ ` {   } → ← Á À Â Ã Ç É Ê ì ó                                                                                                                                                     |
| 2                                                                                                    | Enter characters: <b>A-C, a-c, 2.</b>                                                                                                                                                                                |
| 3                                                                                                    | Enter characters: <b>D-F, d-f, 3.</b>                                                                                                                                                                                |
| 4                                                                                                    | Enter characters: <b>G-I, g-i, 4.</b>                                                                                                                                                                                |
| 5                                                                                                    | Enter characters: <b>J-L, j-l, 5.</b>                                                                                                                                                                                |
| 6                                                                                                    | Enter characters: <b>M-O, m-o, 6.</b>                                                                                                                                                                                |
| 7                                                                                                    | Enter characters: <b>P-S, p-s, 7.</b>                                                                                                                                                                                |
| 8                                                                                                    | Enter characters: <b>T-V, t-v, 8.</b>                                                                                                                                                                                |
| 9                                                                                                    | Enter characters: <b>W-Z, w-z, 9.</b>                                                                                                                                                                                |
| 0                                                                                                    | Enter characters:<br>0 ! “ # \$ % & ' ( ) ô õ ú ä ö ü α ε θ                                                                                                                                                          |
| *                                                                                                    | Enter characters:<br>* + , - . / : ; < = > ? π Σ σ Ω ∞<br>ç £                                                                                                                                                        |
| #                                                                                                    | # = Accepts an entry (only required if two letters on the same key are needed - ex: TOM). Pressing # again = Space. (In system programming mode, use the right arrow soft key instead to accept and/or add a space.) |
| <b>Conf</b>                                                                                          | Clear the character entry one character at a time.                                                                                                                                                                   |
| <b>Hold</b>                                                                                          | Clear all the entries from the point of the flashing cursor and to the right.                                                                                                                                        |

### Options

Characters (12 maximum, using upper and lower case letters).

Use a space or comma as the delimiter between the first and last name.

### Default

No extension names entered.

## 15-01 Program Entry

| 15-01 Basic Extension Data Setup Program Entry<br>(Entry Range) [Default Setting] |           |                                                                                                                                                                  |
|-----------------------------------------------------------------------------------|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Speaker + ### + Password (12345678) + Transfer + 1501 + Option.</b>            |           |                                                                                                                                                                  |
|                                                                                   | <b>01</b> | Extension Name (12 characters max., A-Z using upper and lower case letters) [No entry]<br>Use a space or comma as the delimiter between the first and last name. |
|                                                                                   | <b>02</b> | Outgoing Trunk Line Preference (0=Off, 1=On) [0]                                                                                                                 |
|                                                                                   | <b>03</b> | SMDR Printout (0=Do not print on SMDR report, 1=Include on SMDR report) [1]                                                                                      |
|                                                                                   | <b>04</b> | ISDN Caller ID (0=Disable, 1=Enable) [1]                                                                                                                         |
|                                                                                   | <b>05</b> | Restriction for Outgoing Disable on Incoming Line (0=Disable, 1=Enable) [0]                                                                                      |
| <b>Press this:</b>                                                                |           | <b>To do this:</b>                                                                                                                                               |
| <b>Editing</b>                                                                    |           |                                                                                                                                                                  |
| <b>Transfer</b>                                                                   |           | Enter (accept) data you entered and advance to the next prompt, or advance to the next prompt without changing your entry.                                       |
| <b>-1</b>                                                                         | <b>+1</b> | Scroll backwards (-1) or forwards (+1) through the list of available entries.                                                                                    |
| <b>←</b>                                                                          | <b>→</b>  | When editing an entry, moves the cursor left or right.                                                                                                           |
| <b>Conf</b>                                                                       |           | When editing an entry, delete the character to the left of the cursor.                                                                                           |
| <b>Hold</b>                                                                       |           | When editing an entry, Hold erases the entire entry from the display.                                                                                            |
| <b>Line Keys (LK)</b>                                                             |           | Where indicated, press a line key to enter a specific value for the selected option.                                                                             |
| <b>Navigation</b>                                                                 |           |                                                                                                                                                                  |
| <b>Answer</b>                                                                     |           | Backs up to the previous level (e.g., from Option to Series, or from Series to Program).                                                                         |
| <b>↑</b>                                                                          | <b>↓</b>  | Scroll consecutively backwards or forwards through selected Option or Series.                                                                                    |

---

---

**SECTION 4      PROGRAM 41 ACD SETUP**

## 41-19 Voice Mail Delay Announcement

---

### Description

Use **Program 41-19 : Voice Mail Delay Announcement** to assign In-Mail Call Routing Mailboxes (PRG 47-09) as ACD Delay “Announcement” Mailboxes. Refer to [Figure 3-1 ACD Delay Announcement Flowchart on page 3-11](#) for programming example. Also, refer to the SV8100 ACD Manual for more information.

### Conditions

- The KSU must be licensed for ACD and In-Mail in order for this feature to work.
- Call Routing Mailboxes used for Delay Announcements cannot be used for other features.
- Call Routing boxes used for dial options cannot be used for other features.
- When Voice Mail Delay Announcements are being played, VM8000 InMail talk paths (ports) are used.
- VM8000 InMail cannot be used for ACD Night Announcement.
- If a caller chooses to dial out of a queue during the delay announcement the caller is immediately removed from the queue.

---

### Options

- ➔ **41-19-01    Delay Message Start Timer**  
Determine how long the system waits before playing the first Delay Message.  
**Options**  
0~64800  
**Default**  
0

- 
- 
- ➔ **41-19-02 Mailbox Number for 1st Announcement Message**

Assign Voice Mail ACD Announcement Mailbox as the message source for the 1st Announcement Message.

**Options**  
Dial (Up to 7 digits)

**Default**  
No Setting
  
  - ➔ **41-19-03 1st Delay Message Sending Count**

Determine the 1st Delay Message Sending Count. This entry must be set to 1 or higher in order for the message to play.

**Options**  
0 = No Message Played, 1~255

**Default**  
0
  
  - ➔ **41-19-04 Mailbox Number for 2nd Announcement Message**

Assign Voice Mail ACD Announcement Mailboxes as the message source for the 2nd Announcement Message.

**Options**  
Dial (Up to 7 digits)

**Default**  
No Setting
  
  - ➔ **41-19-05 2nd Delay Message Sending Count**

Determine the 2nd Delay Message Sending Count. This entry must be set to 1 or higher in order for the message to play.

**Options**  
0 = No Message Played, 1~255

**Default**  
0
  
  - ➔ **41-19-06 Wait Tone Type at Message Interval**

Determine what the caller will hear between the messages.

**Options**  
0 = Ring Back Tone  
1 = MOH Tone  
2 = BGM Source

**Default**  
0

- **41-19-07 ACD Forced Disconnect Time After 2<sup>nd</sup> Announcement**  
Assign how long the system should wait after the end of the ACD delay message before disconnecting.  
**Options**  
0~64800  
**Default**  
0
  
- **41-19-08 Delayed Message Interval Time**  
Set the timer for the interval between the Delayed Messages  
**Options**  
0~64800  
**Default**  
20

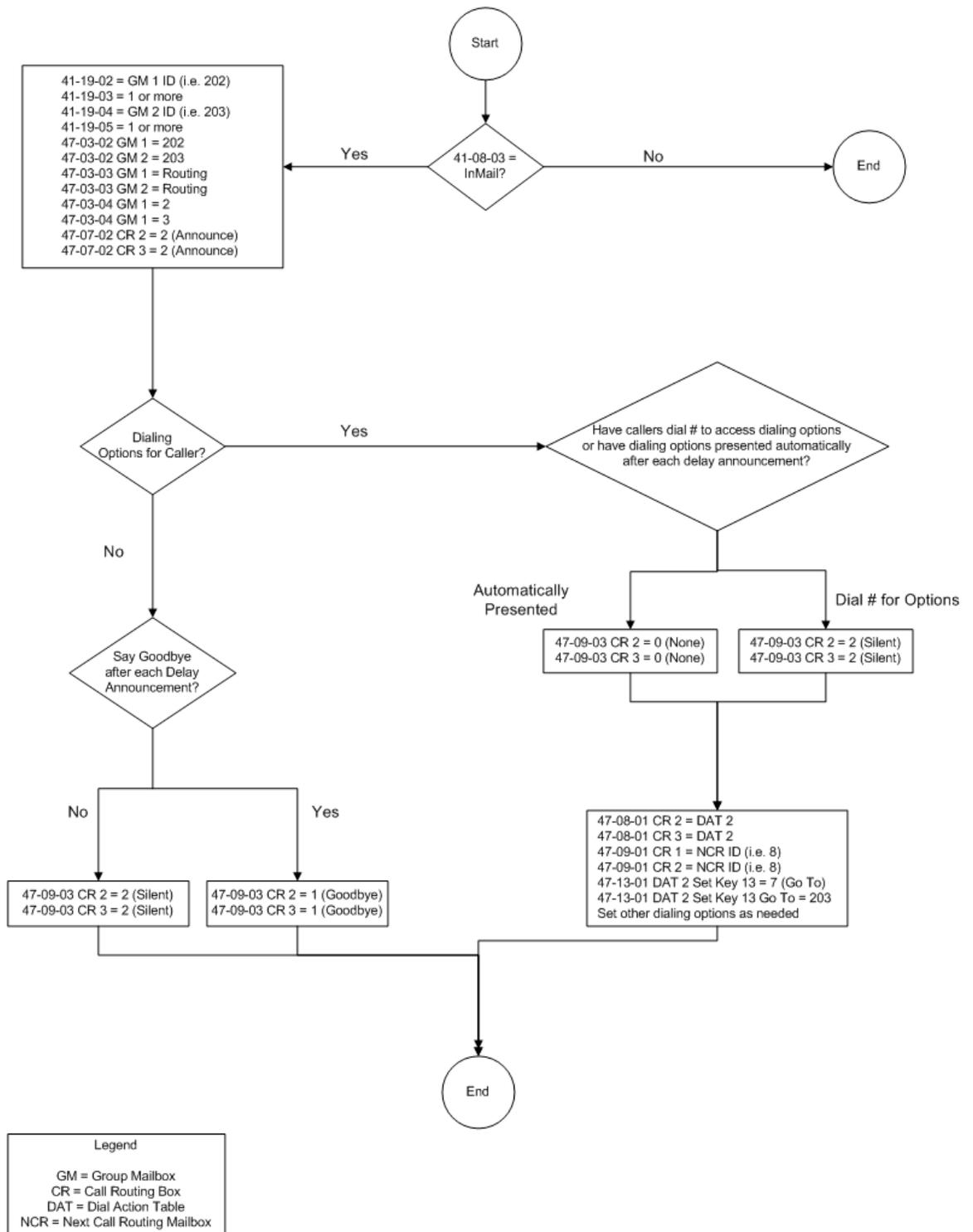


Figure 3-1 ACD Delay Announcement Flowchart

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---

**SECTION 5 PROGRAM 45 VOICE MAIL INTEGRATION**

## 45-01 Voice Mail Integration Options

---

### Description

Use **Program 45-01 : Voice Mail Integration Options** to customize certain voice mail integration options.

### Input Data

| Item No. | Item                                                                                                                                                                                                                                                                       | Input Data                | Default    |
|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|------------|
| 01       | <b>Voice Mail Department Group Number</b><br>Assign which Extension (Department) Group number is to be assigned as the voice mail group (non-networked system).                                                                                                            | 0~64<br>0 = No Voice Mail | 0          |
| 02       | <b>Voice Mail Master Name</b><br>Enter the Voice Mail master name (non-networked system).                                                                                                                                                                                  | Up to 12 Characters       | Voice Mail |
| 03       | --- Not Used ---                                                                                                                                                                                                                                                           |                           |            |
| 04       | <b>Park and Page</b><br>Enable/disable the system ability to process the Voice Mail Park and Page (*) commands. You should normally <b>enable</b> this option.                                                                                                             | 0 = Off<br>1 = On         | 1          |
| 05       | <b>Message Wait</b><br>Enable/disable the system ability to process the Voice Mail Message Wait (#) commands. You should normally <b>enable</b> this option. If enabled, be sure that the programmed Message Notification strings don't contain the code for trunk access. | 0 = Off<br>1 = On         | 1          |
| 06       | <b>Record Alert Tone Interval Time</b><br>This time sets the interval between voice Mail Conversation Record alerts                                                                                                                                                        | 0~64800 (sec)             | 30         |
| 14       | <b>CCIS Centralized Voice Mail Number</b><br>Assign the pilot number to Centralized Voice Mail over CCIS Link. This is assigned only in the remote switches.                                                                                                               | Dial (up to 8 digits)     | No Setting |
| 15       | <b>Analog Voice Mail Protocol Selection</b>                                                                                                                                                                                                                                | 0: Fixed<br>1: Program    | 0          |
| 16       | <b>Voice Mail Fax Digit Add Assignment</b>                                                                                                                                                                                                                                 | Up to four digits         | None       |

**Input Data (Continued)**

| <b>Item No.</b> | <b>Item</b>          | <b>Input Data</b> | <b>Default</b> |
|-----------------|----------------------|-------------------|----------------|
| 17              | Reply Mailbox Number | 0: No<br>1: Yes   | 1              |
| 18              | Trunk Number Mapping | 2~3               | 2              |

**Conditions**

None

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**Feature Cross Reference**

- Voice Mail Integration (Analog)

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**SECTION 6      PROGRAM 47 VM8000 INMAIL****47-01 VM8000 InMail System Options**

---

**Description**

Use Program 47-01 VM8000 InMail System Options to set up the VM8000 InMail system-wide options.

---

**Options****➤ 47-01-02    VM8000 InMail Master Name**

Use this option to modify the name for all VM8000 InMail ports. The system briefly displays this name when a display keyset user calls a Voice Mail port, either by pressing Message, the voice mail key, or by dialing the master number. You should always end the name with the ## characters. The system substitutes the port number for the last #. Using the default name VM8000 InMail ## for example, the keyset display shows VM8000 InMail #1 when calling port 1. Changing this program requires the CHS2U GW-US be reset for the changes to take effect.

 See *Keys for Entering Names on page 3-15*.

**Options**

Consider leaving the option at its default setting.

**Default**

VM8000 InMail ## (The system substitutes the port number for the # when calling the port).

## Keys for Entering Names

| Key for Entering Names                                                                               |                                                                                                                                                                                                                      |
|------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| When entering names in the procedures below, refer to this chart. Names can be up to 12 digits long. |                                                                                                                                                                                                                      |
| Use this keypad digit . . .                                                                          | When you want to . . .                                                                                                                                                                                               |
| 1                                                                                                    | Enter characters:<br>1 @ [ ¥ ] ^ _ ` {   } → ← Á À Â Ã Ç É Ê ì ó                                                                                                                                                     |
| 2                                                                                                    | Enter characters: <b>A-C, a-c, 2.</b>                                                                                                                                                                                |
| 3                                                                                                    | Enter characters: <b>D-F, d-f, 3.</b>                                                                                                                                                                                |
| 4                                                                                                    | Enter characters: <b>G-I, g-i, 4.</b>                                                                                                                                                                                |
| 5                                                                                                    | Enter characters: <b>J-L, j-l, 5.</b>                                                                                                                                                                                |
| 6                                                                                                    | Enter characters: <b>M-O, m-o, 6.</b>                                                                                                                                                                                |
| 7                                                                                                    | Enter characters: <b>P-S, p-s, 7.</b>                                                                                                                                                                                |
| 8                                                                                                    | Enter characters: <b>T-V, t-v, 8.</b>                                                                                                                                                                                |
| 9                                                                                                    | Enter characters: <b>W-Z, w-z, 9.</b>                                                                                                                                                                                |
| 0                                                                                                    | Enter characters:<br>0 ! “ # \$ % & ’ ( ) ô õ ú ä ö ü α ε θ                                                                                                                                                          |
| *                                                                                                    | Enter characters:<br>* + , - . / : ; < = > ? π Σ σ Ω ∞ ζ £                                                                                                                                                           |
| #                                                                                                    | # = Accepts an entry (only required if two letters on the same key are needed - ex: TOM). Pressing # again = Space. (In system programming mode, use the right arrow soft key instead to accept and/or add a space.) |
| <b>Conf</b>                                                                                          | Clear the character entry one character at a time.                                                                                                                                                                   |
| <b>Hold</b>                                                                                          | Clear all the entries from the point of the flashing cursor and to the right.                                                                                                                                        |

### 47-01-03 Subscriber Message Length (Subs Msg Length)

Use this option to set the maximum length of recorded messages for:

- Subscriber Mailbox users dialing RS to record and send a message.
- Extension users leaving a message in a Subscriber Mailbox.
- Outside Automated Attendant callers accessing a mailbox via a GOTO command and then dialing RS to record and send a message. Subscriber Mailbox Greetings.

- Announcement Messages.
- Call Routing Mailbox Instruction Menus.

 *The length of a Conversation Record is 10 times the Subscriber Message Length. Since the Conversation Record time cannot exceed 4095 seconds, any settings in Subscriber Message Length larger than 409 has no effect on the length of recorded conversations.*

 *See the following for more:*

- ◆ [Announcement Message on page 2-23](#)
- ◆ [Automated Attendant on page 2-45](#)
- ◆ [Routing Mailbox on page 2-211](#)
- ◆ [Live Record on page 2-139](#)
- ◆ [Greeting on page 2-109](#)
- ◆ [Subscriber Mailbox on page 2-227](#)

#### Options

1~4095 seconds

#### Default

120 seconds

### 47-01-04 **Non-Subscriber Message Length (Mbox Msg Length)**

Use this option to set the maximum length of recorded messages for:

- Automated Attendant callers leaving a message or Quick Message in a Subscriber Mailbox.
- Outside callers transferred by an extension user to a Subscriber Mailbox.

 *See the following for more:*

- ◆ [Automated Attendant on page 2-45](#)
- ◆ [Message Length on page 2-169](#)
- ◆ [Quick Message on page 2-203](#)
- ◆ [Subscriber Mailbox on page 2-227](#)

#### Options

1~4095 seconds.

#### Default

120 seconds.

### 47-01-05 **Message Backup/Go Ahead Time (Msg Bkup/Adv Time)**

Use this option to set the backup/go ahead interval. This interval sets how far VM8000 InMail backs up when a user dials B while listening to a message. This interval also sets how far VM8000 InMail jumps ahead when a user dials G while listening to a message.

 *See the following for more:*

- ◆ [Listening to Messages on page 2-135](#)
- ◆ [Message Length on page 2-169](#)

**Options**

1–60 Seconds.

**Default**

5 Seconds.

**➔ 47-01-06 Fax Extension**

Use this option to specify which system extension is the fax machine. When the Automated Attendant answers a call and detects fax (CNG) tone, it automatically transfers the call to this extension.

 See [Fax Detection on page 2-93](#) for more.

**Options**

No entry (Press Hold to clear).

Extension number (e.g., 310).

**Default**

No entry (Press Hold to clear).

**➔ 47-01-07 Digital Pager Callback Number (Pager CBack)**

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 telephone number. Normally, this option is X\*M#, where:

- X is the number of the extension that generated the notification.
- \* is a visual delimiter (to make the pager display easier to read).
- M is the number of new messages in the extension's mailbox.
- # is the digit normally used by the pager service for positive disconnect.

 See [Message Notification on page 2-173](#) for more.

**Options**

Digits (12 maximum, using 0–9, # and \*)

M (Number of messages - entered by pressing LK1)

No entry (Entered by pressing Hold)

X (Extension number - entered by pressing LK2)

VM8000 InMail automatically replaces the X command with the number of the extension that initially received the message.

**Default**

X\*M#

---

---

➡ **47-01-08 Delay in Dialing Digital Pager Callback Number (Pager Dial Delay)**

Use this option to set the delay (0~99 seconds) that occurs just before VM8000 InMail dials the Digital Pager Callback Number portion of the Message Notification callout number for a digital pager. Set this delay so the pager service has enough time to connect to the digital pager before sending the callback number. Your pager service may be able to help you determine the best value for this option (0~99 seconds). By default, this option is 9 seconds. When placing a digital pager notification, the system:

1. Seizes the trunk specified.
2. Dials user-entered notification number (in Message + OP + N).
3. Waits the 47-01-08 Delay in Dialing Digital Pager Callback Number interval.
4. Dials number entered in 47-01-07 Digital Pager Callback Number.

The system assumes that the notification number completes dialing approximately 4 seconds after trunk seizure. This means that, by default, the Digital Pager Callback Number is dialed to the pager service about 13 seconds after trunk seizure.

 See *Message Notification on page 2-173* for more.

**Options**

0~99 seconds

**Default**

9 seconds

➡ **47-01-09 Wait Between Digital Pager Callout Attempts (Notify Pager Intvl)**

Use this option to set the minimum time (1~255 minutes) between unacknowledged or unanswered digital pager Message Notification callouts. (A subscriber acknowledges a digital pager notification by logging onto their mailbox.) After this interval expires, VM8000 InMail tries the callout again (for up to the number of times set in 47-01-14 Number of Callout Attempts).

If the system dials the callout number and the pager service is busy, it will retry the number in one minute.

 See *Message Notification on page 2-173* for more.

**Options**

1~255 minutes

**Default**

15 minutes

- ➔ **47-01-10 Wait Between Non-Pager Callout Attempts (Notify N-Pgr Intvl)**  
Use this option to set the minimum time (1~255 minutes) between non-pager Message Notification callouts in which the destination answers, says “Hello,” dials 1 to acknowledge and then enters the wrong security code.  
 See [Message Notification on page 2-173](#) for more.
- Options**  
1~255 minutes
- Default**  
20 minutes
- ➔ **47-01-11 Wait Between Busy Non-Pager Callout Attempts (Notify Busy Intvl)**  
Use this option to set how long VM8000 InMail waits (1~255 minutes), after it dials a busy non-pager callout destination, before retrying the callout number.  
 See [Message Notification on page 2-173](#) for more.
- Options**  
1~255 minutes
- Default**  
15 minutes
- ➔ **47-01-12 Wait Between RNA Non-Pager Callout Attempts (Notify RNA Intvl)**  
Use this option to set how long VM8000 InMail will wait (1~255 minutes), after it dials an unanswered non-pager callout destination, before retrying the callout number.  
There are three types of unanswered non-pager callouts:
- If the callout rings the destination longer than the 47-01-13 Wait for Answer Non-Pager Callout Attempts option.
  - If the destination answers, says “Hello” (or the system detects answer supervision) and then hangs up without dialing 1 to log on to their mailbox. This typically happens if someone unfamiliar with notification answers the callout, or if the callout is picked up by an answering machine.
  - If the destination answers and then hangs up without saying “Hello.” This typically happens if someone unfamiliar with the notification answers the callout (like the above example), or if the call is picked up by an answering machine with insufficient outgoing message volume.
-  See [Message Notification on page 2-173](#) for more.
- Options**  
1~255 minutes
- Default**  
30 minutes

- 
- 
- **47-01-13 Wait for Answer Non-Pager Callout Attempts (Notify RNA Rings)**  
If a non-pager callout rings the destination longer than this interval (1~99 rings), VM8000 InMail marks the call as unanswered (Ring No Answer) and hangs up.  
*See [Message Notification on page 2-173](#) for more.*
- Options**  
1~99 rings
- Default**  
5 rings
- **47-01-14 Number of Callout Attempts (Notify Call Attmpt)**  
Use this option to set how many times (1~99 attempts) VM8000 InMail retries an incomplete Message Notification callout. This total includes unacknowledged callouts, callouts to a busy destination, and callouts to an unanswered destination. This option applies to pager and non-pager callouts.  
*See [Message Notification on page 2-173](#) for more.*
- Options**  
1~99 attempts
- Default**  
5 attempts
- **47-01-15 Send Pager Callout Until Acknowledged (Retry Until Ack)**  
When this option is enabled (1), VM8000 InMail will continue to retry a digital pager Message Notification callout until the notification is acknowledged. If this option is disabled (0), VM8000 InMail retries a digital pager Message Notification the number of times specified in 47-01-14 Number of Callout Attempts. This option does not apply to Message Notification callouts to telephone numbers.  
A digital pager notification is considered acknowledged when the recipient logs on to the mailbox.  
*See [Message Notification on page 2-173](#) for more.*
- Options**  
1 (Enabled)  
0 (No - disabled)
- Default**  
0 (No - disabled)
- **47-01-16 Name Format**  
Use this option to determine how extension names should be entered in 15-01-01 Basic Extension Data Setup – Extension Name or via the telephone. The options are 0 (first-last) and 1 (last-first).



## 47-01 Program Entry

| 47-01 VM8000 InMail System Options Program Entry<br>(Entry Range) [Default Setting] |           |                                                                                                                            |
|-------------------------------------------------------------------------------------|-----------|----------------------------------------------------------------------------------------------------------------------------|
| <b>Speaker + ### + Password (12345678) + Transfer + 4701 + Option.</b>              |           |                                                                                                                            |
|                                                                                     | <b>01</b> | DSPDB VM Type (0=VM8000 InMail, 1=VRS) [0]<br>LK1=VM8000 InMail, LK2=VRS                                                   |
|                                                                                     | <b>02</b> | VM8000 InMail Master Name (See <a href="#">Keys for Entering Names on page 3-15</a> ) [VM8000 InMail ##]                   |
|                                                                                     | <b>03</b> | Subs Msg Length (1~4095) [120]                                                                                             |
|                                                                                     | <b>04</b> | Mbox Msg Length (1~4095) [120]                                                                                             |
|                                                                                     | <b>05</b> | Msg Bkup/Adv Time (1~60) [5]                                                                                               |
|                                                                                     | <b>06</b> | Fax Extension (Extension number or no entry, entered by pressing Hold) [No entry]                                          |
|                                                                                     | <b>07</b> | Pager CBack (Digits, M=Number of messages, X=Extension number) [X*M#]<br>LK1=M, LK2=X                                      |
|                                                                                     | <b>08</b> | Pager Dial Delay (0~99) [9]                                                                                                |
|                                                                                     | <b>09</b> | Notify Pager Intvl (1~255) [15]                                                                                            |
|                                                                                     | <b>10</b> | Notify N-Pgr intvl (1~255) [20]                                                                                            |
|                                                                                     | <b>11</b> | Notify Busy Intvl (1~255) [15]                                                                                             |
|                                                                                     | <b>12</b> | Notify RNA Intvl (1~255) [30]                                                                                              |
|                                                                                     | <b>13</b> | Notify RNA Rings (1~99) [5]                                                                                                |
|                                                                                     | <b>14</b> | Notify Call Attmpt (1~99) [5]                                                                                              |
|                                                                                     | <b>15</b> | Retry Until Ack (1=Yes - enabled, 0=No - disabled) [0]                                                                     |
|                                                                                     | <b>16</b> | Name Format (0=First-Last, 1=Last-First) [0]                                                                               |
| <b>Press this:</b>                                                                  |           | <b>To do this:</b>                                                                                                         |
| <b>Editing</b>                                                                      |           |                                                                                                                            |
| <b>Transfer</b>                                                                     |           | Enter (accept) data you entered and advance to the next prompt, or advance to the next prompt without changing your entry. |
| <b>-1</b>                                                                           | <b>+1</b> | Scroll backwards (-1) or forwards (+1) through the list of available entries.                                              |
| <b>←</b>                                                                            | <b>→</b>  | When editing an entry, moves the cursor left or right.                                                                     |
| <b>Conf</b>                                                                         |           | When editing an entry, delete the character to the left of the cursor.                                                     |
| <b>Hold</b>                                                                         |           | When editing an entry, Hold erases the entire entry from the display.                                                      |
| <b>Line Keys (LK)</b>                                                               |           | Where indicated, press a line key to enter a specific value for the selected option.                                       |
| <b>Navigation</b>                                                                   |           |                                                                                                                            |
| <b>Answer</b>                                                                       |           | Backs up to the previous level (e.g., from Option to Series, or from Series to Program).                                   |
| <b>↑</b>                                                                            | <b>↓</b>  | Scroll consecutively backwards or forwards through selected Option or Series.                                              |

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## 47-02 VM8000 InMail Station Mailbox Options

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### Description

Use 47-02 VM8000 InMail Station Mailbox Options to set up a station (extension) mailbox. Station mailboxes are automatically assigned as Subscriber Mailboxes. You can also set up Group Mailboxes as Subscriber Mailboxes.

Typically, VM8000 InMail Station Mailbox numbers 1~26 correspond to extensions 101~126.

There are three Station Mailbox categories:

- Undefined
- Station
- Group

 Refer to [Group \(Shared\) Mailbox on page 2-115](#) and [Station Mailbox on page 2-225](#).

---

### Options

#### 47-02-01 Mailbox Type

Use this option to enable or disable the mailbox. An extension mailbox is not accessible when it is disabled (even though stored messages and configuration are retained in memory.) If disabled, a user pressing Message will initiate a remote logon and be asked to enter their mailbox number. A voice prompt then announces: "That mailbox does not exist."

- To make programming easier, consider associating a mailbox number with a station port.
- For example, mailbox 1 could correspond to port 1, which in turn corresponds to extension 101.

 See [Section 2 Start-Up Programming \(Default\)](#) for more.

 See [Subscriber Mailbox on page 2-227](#) for more.

#### Options

0 (Undefined)

1 (Personal)

2 (Group)

#### Default

Mailboxes 1~64 = 1 (Personal)

**➔ 47-02-02 Mailbox Number**

Use this option to select the extension number associated with the mailbox you are programming. Normally, mailbox 1 should use Mailbox Number 101, mailbox 2 should use Mailbox Number 102, etc.

- To make programming easier, consider associating a mailbox number with a station port. For example, mailbox 1 could correspond to port 1, which in turn corresponds to extension 101.

 See [Subscriber Mailbox on page 2-227](#) for more.

**Options**

Digits (7 maximum, using 0–9).

**Default**

Mailboxes 1–8 = 101–108.

For all other mailboxes, there is no entry.

**➔ 47-02-03 Number of Messages**

Use this option to set the maximum number of messages that can be left in the Subscriber Mailbox. If a caller tries to leave a message once this limit is reached, they hear, “That mailbox is full.” VM8000 InMail then hangs up.

 See [Message Storage Limit on page 2-187](#) for more.

**Options**

0–99 messages

To conserve storage space, enter 0 for all unused mailboxes.

**Default**

99 messages for mailbox 1.

20 messages for all other mailboxes.

**➔ 47-02-04 Message Playback**

Use this option to set the Subscriber Mailbox message playback order. When a subscriber listens to their messages, VM8000 InMail can play the oldest messages first (first-in-first-out, or FIFO), or the newest messages first (last-in-first-out, or LIFO).

 See [Message Playback Direction on page 2-181](#) for more.

**Options**

0 (FIFO - first-in-first-out, or oldest messages first).

1 (LIFO - last-in-first-out, or newest messages first).

**Default**

0 (FIFO - first-in-first-out, or oldest messages first).

**➔ 47-02-05 Auto Erase/Save of Messages (Auto Erase/Save)**

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. Depending on the setting of this option, VM8000 InMail either automatically saves or erases the message. If the mailbox user hangs up before listening to the *entire* new message, InMail retains the message as a new message.

 See [Auto Erase or Save on page 2-41](#).

**Options**

0 (Erase)

After the subscriber listens to the entire new message and hangs up, In-Mail erases the message.

1 (Save)

After the subscriber listens to the entire new message and hangs up, In-Mail saves the message.

**Default**

1 (Save) (see above).

➔ **47-02-07 Recording Conversation Beep (Rec Conv Beep)**

Use this option to enable or disable the Conversation Record beep. If enabled, all parties on a call will hear the voice prompt *Recording* followed by a single beep when the extension user initiates Conversation Record. If disabled, the voice prompt and beep will not occur. When you disable the Conversation Record beep, the following voice prompts do not occur while VM8000 InMail records the conversation:

- “Recording” (followed by a beep)
- “That mailbox is full” (if the mailbox message storage capacity is reached)
- “You have reached the recording limit” (if the recorded message is too long)

The SV8100 telephone system software provides an additional Conversation Record beep. This beep repeats according to the setting of Program 45-01-06 Voice Mail Integration Options: Record Alert Tone Interval Time (0~64800 seconds). To disable the SV8100 telephone system Conversation Record beep, enter 0 for this option.

 See [Live Record on page 2-139](#) for more.

**Options**

1 (Yes - enabled)

0 (No - disabled)

**Default**

1 (Yes - enabled)

➔ **47-02-08 Message Waiting Lamp (Update MW Lamp)**

Use this option to enable or disable Message Waiting lamp at the extension associated with the Subscriber mailbox. For Subscriber Mailboxes, leave this option enabled. For Guest Mailboxes, leave this option disabled.

 See [Guest Mailbox on page 2-123](#) for more.

 **Disabling this option also disables Message Notification.** See [Message Notification on page 2-173](#) for more.

 See [Message Waiting Lamp on page 2-189](#) for more.

 See [Subscriber Mailbox on page 2-227](#) for more.

**Options**

1 (Yes - enabled)

0 (No - disabled)

**Default**

1 (Yes - enabled)

- 
- 
- ➔ **47-02-09 Auto Attendant Do Not Disturb (Auto-ATT DND)**
- Use this option to enable or disable Auto Attendant Do Not Disturb. When a subscriber enables Auto Attendant Do Not Disturb, an Automated Attendant caller routes directly to the mailbox, hears the greeting, and is asked to leave a message. A subscriber can also enable Auto Attendant Do Not Disturb while recording their mailbox greeting.
-  See [Auto Attendant Do Not Disturb on page 2-39](#) for more.
- Options**
- 1 (Yes - enabled)
  - 0 (No - disabled)
- Default**
- 0 (No - disabled)
- ➔ **47-02-10 Forced Unscreened Transfer (Forced UTRF)**
- Use this option to enable or disable Automated Attendant Forced Unscreened Transfer for the Subscriber Mailbox. If enabled, each Screened Transfer (TRF) to the extension is converted to an Unscreened Transfer (UTRF). If disabled, Screened Transfers from the Automated Attendant occur normally.
-  See [Forced Unscreened Transfer on page 2-103](#) for more.
- Options**
- 1 (Yes - enabled)
  - 0 (No - disabled)
- Default**
- 0 (No - disabled)
- ➔ **47-02-11 Auto Time Stamp**
- Use this option to enable or disable Auto Time Stamp for the Subscriber Mailbox. If enabled, after the subscriber listens to a message VM8000 InMail will announce the time and date the message was left. Auto Time Stamp will also announce the message sender (if known).
- A subscriber can also enable Auto Time Stamp from their mailbox.
-  See [Auto Time Stamp on page 2-43](#) for more.
- Options**
- 1 (Yes - enabled)
  - 0 (No - disabled)
- Default**
- 0 (No - disabled)

- ➔ **47-02-12 System Administrator (System Admin)**
- Use this option to designate the Subscriber Mailbox as a System Administrator. This allows the subscriber to use the SA options after logging on to their mailbox.
- ✎ See [System Administrator on page 2-231](#) for more.
- Options**
- 1 (Yes - enabled)  
0 (No - disabled)
- Default**
- Mailbox 1 (101) = Enabled (1)  
All other mailboxes = Disabled (0)
- ➔ **47-02-13 Dialing Option (Dialing Option)**
- Dialing Option provides additional dialing options for Next Call Routing Mailbox calls (see Next Call Routing Mailbox below). If enabled, a caller who accesses the Subscriber Mailbox to leave a message can dial any option in the Next Call Routing Mailbox's Dial Action Table. If disabled, the caller can only dial 0 (to use the Next Call Routing Mailbox 0 action).
- ✎ See [Next Call Routing Mailbox on page 2-193](#).
- Options**
- 1 (Yes - enabled)  
0 (No - disabled)
- Default**
- 0 (No - disabled)
- ➔ **47-02-14 Next Call Routing Mailbox (Next CR Mbox)**
- Use this option to assign a Next Call Routing Mailbox to the Subscriber Mailbox. This provides callers with additional dialing options while listening to a Subscriber Mailbox recorded or default greeting. The digits the caller can dial depends on the setting of the Next Call Routing Mailbox and Alternate Next Call Routing Mailbox options.
- ✎ For a detailed explanation of the interaction of these two programs, turn to [Dialing Options while Listening to a Subscriber Mailbox Greeting on page 2-194](#).
- ✎ For an explanation of the options a caller can dial while recording, see [Record and Send a Message on page 2-207](#).
- ✎ See the following features for more:
- ◆ [Auto Attendant Do Not Disturb on page 2-39](#).
  - ◆ [Call Forward to a Mailbox on page 2-53](#).
  - ◆ [Exiting a Mailbox on page 2-89](#).
  - ◆ [Leaving a Message on page 2-131](#).
  - ◆ [Next Call Routing Mailbox on page 2-193](#)

**Options**

Call Routing Mailbox Number (up to two digits)

No entry - 0 (Entered by pressing Hold)

**Default**

1 (Call Routing Mailbox 1)

By default, Call Routing Mailbox numbers are 1-8.

**➔ 47-02-15 Directory List (Directory List)**

Use this option to specify the Directory List to which the Subscriber Mailbox belongs. When setting up Directory Dialing Mailboxes, you must specify which Directory List you want the Directory Dialing Mailbox to use. The Directory Dialing Mailbox can only call Subscriber Mailboxes that belong to the list it is programmed to use. The entries for this option are 1~8 (lists 1~8), 0 (belongs to no lists), or \* (belongs to all lists).

 See [Directory Dialing on page 2-69](#).

**Options**

1~8 (Directory List 1~8)

\* (Belongs to all lists)

0 (Belongs to no lists)

**Default**

0 (Belongs to no lists)

**➔ 47-02-16 Voice Prompt Language**

Use this option to specify the language used for each Subscriber Mailbox. The VM8000 InMail comes with three language prompts: US English, Mexican Spanish and Canadian French. Each mailbox can use any one of these languages. Additional languages can be licensed on the CCPU and the prompt sets downloaded from the support web page.

**Options**

01 - US English

02 - UK English

03 - Australian English

04 - French Canadian

05 - Dutch

06 - Mexican Spanish

07 - Latin America Spanish

08 - Italian

09 - German

10 - Madrid Spanish

11 - Norwegian

12 - Parisian French

13 - Brazilian Portuguese

14 - Japanese  
15 - Mandarin Chinese  
16 - Korean

**Default**

01 (US English)

 **47-02-19 Telephone User Interface Type**

Use this option to set if caller hear options in Numeric (press 1 for yes) or Mnemonic (press L to listen to messages).

**Options**

0 - Numeric  
1 - Mnemonic

**Default**

0 (Numeric)

## 47-02 Program Entry

| <b>47-02 VM8000 InMail Station Mailbox Options Program Entry<br/>(Entry Range) [Default Setting]</b>                                                                          |                                                                                                                                   |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|
| <b>Speaker + ### + Password (12345678) + Transfer + 4702 + Option.</b><br>This selects the option chosen for Station Mailbox 1.<br>There are 128 available mailboxes (1~128). |                                                                                                                                   |
| <b>01</b>                                                                                                                                                                     | Mailbox Active (1=Yes - enabled, 0=No - disabled) [1 for 101~108, 0 for all others]<br>LK1=No, LK2=Yes                            |
| <b>02</b>                                                                                                                                                                     | Mailbox Number (Digits, 7 max using 0~9) [1~8 = 101~108, No entry for all others]                                                 |
| <b>03</b>                                                                                                                                                                     | Number of Messages (0~99) [99 for mailbox 1, 20 for all others]                                                                   |
| <b>04</b>                                                                                                                                                                     | Message Playback (0=FIFO, 1=LIFO) [0]<br>LK1=FIFO, LK2=FIFO                                                                       |
| <b>05</b>                                                                                                                                                                     | Auto Erase/Save (0=Erase, 1=Save) [1]<br>LK1=Erase, LK2=Save                                                                      |
| <b>07</b>                                                                                                                                                                     | Rec Conv Beep (1=Yes - enabled, 0=No - disabled) [1]<br>LK1=No, LK2=Yes                                                           |
| <b>08</b>                                                                                                                                                                     | Update MW Lamp (1=Yes - enabled, 0=No - disabled) [1]<br>LK1=No, LK2=Yes                                                          |
| <b>09</b>                                                                                                                                                                     | Auto-ATT DND (1=Yes - enabled, 0=No - disabled) [0]<br>LK1=No, LK2=Yes                                                            |
| <b>10</b>                                                                                                                                                                     | Forced UTRF (1=Yes - enabled, 0=No - disabled) [0]<br>LK1=No, LK2=Yes                                                             |
| <b>11</b>                                                                                                                                                                     | Auto Time Stamp (1=Yes - enabled, 0=No - disabled) [0]<br>LK1=No, LK2=Yes                                                         |
| <b>12</b>                                                                                                                                                                     | System Admin (1=Yes - enabled, 0=No - disabled) [1 (Enabled) for Mailbox 1 (101), 0 (Disabled) for all others]<br>LK1=No, LK2=Yes |
| <b>13</b>                                                                                                                                                                     | Dialing Option (1=Yes - enabled, 0=No - disabled) [0]<br>LK1=No, LK2=Yes                                                          |
| <b>14</b>                                                                                                                                                                     | Next CR Mbox (1~32, Hold=No entry) [1]                                                                                            |
| <b>15</b>                                                                                                                                                                     | Directory List (1~8=Lists 1~8, 0=No list, *=All lists) [0]                                                                        |
| <b>Press this:</b>                                                                                                                                                            | <b>To do this:</b>                                                                                                                |
| <b>Editing</b>                                                                                                                                                                |                                                                                                                                   |
| <b>Transfer</b>                                                                                                                                                               | Enter (accept) data you entered and advance to the next prompt, or advance to the next prompt without changing your entry.        |
| <b>-1</b>                                                                                                                                                                     | <b>+1</b>                                                                                                                         |
| ←                                                                                                                                                                             | →                                                                                                                                 |
| <b>Conf</b>                                                                                                                                                                   | When editing an entry, delete the character to the left of the cursor.                                                            |
| <b>Hold</b>                                                                                                                                                                   | When editing an entry, Hold erases the entire entry from the display.                                                             |
| <b>Line Keys (LK)</b>                                                                                                                                                         | Where indicated, press a line key to enter a specific value for the selected option.                                              |

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| <b>47-02 VM8000 InMail Station Mailbox Options Program Entry (Continued)<br/>(Entry Range) [Default Setting]</b> |   |                                                                                          |
|------------------------------------------------------------------------------------------------------------------|---|------------------------------------------------------------------------------------------|
| <b>Navigation</b>                                                                                                |   |                                                                                          |
| <b>Redial</b>                                                                                                    |   | Redial + Mailbox number + Redial selects a new mailbox number                            |
| <b>Answer</b>                                                                                                    |   | Backs up to the previous level (e.g., from Option to Series, or from Series to Program). |
| ↑                                                                                                                | ↓ | Scroll consecutively backwards or forwards through selected Option or Series.            |

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## 47-03 Group Mailbox Options

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### Description

Use 47-03 Group Mailbox Options to set up the 32 Group Mailboxes (1~32). A Group Mailbox is used for Department Group overflow and can be a Subscriber, Call Routing, Announcement, or Directory Dialing Mailbox.

 See [Routing Mailbox on page 2-211](#).

---

### Options

#### 47-03-02 Group Mailbox Number (Mailbox Number)

When setting up Department Calling Group overflow, the Group Mailbox Number is the same as the Department Group Master (pilot) number. Use this option to select the Department Group Master (pilot) number associated with the Group Mailbox you are programming.

When using a Group Mailbox as an additional resource (for example, as an extra Directory Dialing Mailbox), you can do the following:

- Assign a pilot number to an unused Department Group in 11-07-01 Department Group Pilot Numbers.
- Set up the Group Mailbox in 47-03, using this pilot number in 47-03-02 Group Mailbox Number.
- When 47-03 programming is complete, remove the pilot number assignment in 11-07-01 Department Group Pilot Numbers.

 Refer to the following:

- ◆ See [Directory Dialing on page 2-69](#).
- ◆ See [Routing Mailbox on page 2-211](#).
- ◆ See [Voice Mail Overflow on page 2-249](#).

#### Options

Digits (7 maximum, using 0~9).

No entry (Entered by pressing Hold)

#### Default

No entry.

---

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**➤ 47-03-03 Group Mailbox Type (Mailbox Type)**

Use this option to set the Group Mailbox type. There are three types of In-Mail mailboxes: Call Routing (1), Announcement (2), and Subscriber (3).

- If the Group Mailbox is a Call Routing Mailbox (1), go to [47-03 Program Entry on page 3-34](#) to set up the Group Mailbox options.
- If the Group Mailbox is an Announcement Mailbox (2), go to [47-03 Group Mailbox Options on page 3-32](#) to set up the Group Mailbox options.
- If the Group Mailbox is a Subscriber Mailbox (3), go to [47-03 Group Mailbox Options on page 3-32](#) to set up the Group Mailbox options.
- If the Group Mailbox is a Call Routing Mailbox (4), go to [47-15 Routing Mailbox Directory Options on page 3-79](#) to set up the Group Mailbox options.

 See [Routing Mailbox on page 2-211](#).

 See [Voice Mail Overflow on page 2-249](#).

**Options**

- 0 (Undefined)
- 1 (Subscriber)
- 2 (Call Routing)

**Default**

- 1 (Subscriber)

## 47-03 Program Entry

| 47-03 VM8000 InMail Group Mailbox Options<br>(Entry Range) [Default Setting]                                                                                                    |           |                                                                                                                            |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|----------------------------------------------------------------------------------------------------------------------------|
| <b>Speaker + ### + Password (12345678) + Transfer + 4703 + Option.</b><br>This selects the option chosen for Group Mailbox 1.<br>There are 32 available Group Mailboxes (1~32). |           |                                                                                                                            |
|                                                                                                                                                                                 | <b>02</b> | Mailbox Number (Digits, 8 max using 0~9) [No entry]                                                                        |
|                                                                                                                                                                                 | <b>03</b> | Mailbox Type (2=Call Routing, 1=Subscriber, 0=Undefined) [1]                                                               |
| <b>Press this:</b>                                                                                                                                                              |           | <b>To do this:</b>                                                                                                         |
| <b>Editing</b>                                                                                                                                                                  |           |                                                                                                                            |
| <b>Transfer</b>                                                                                                                                                                 |           | Enter (accept) data you entered and advance to the next prompt, or advance to the next prompt without changing your entry. |
| <b>-1</b>                                                                                                                                                                       | <b>+1</b> | Scroll backwards (-1) or forwards (+1) through the list of available entries.                                              |
| <b>←</b>                                                                                                                                                                        | <b>→</b>  | When editing an entry, moves the cursor left or right.                                                                     |
| <b>Conf</b>                                                                                                                                                                     |           | When editing an entry, delete the character to the left of the cursor.                                                     |
| <b>Hold</b>                                                                                                                                                                     |           | When editing an entry, Hold erases the entire entry from the display.                                                      |
| <b>Line Keys (LK)</b>                                                                                                                                                           |           | Where indicated, press a line key to enter a specific value for the selected option.                                       |
| <b>Navigation</b>                                                                                                                                                               |           |                                                                                                                            |
| <b>Redial</b>                                                                                                                                                                   |           | Redial + Mailbox number + Redial selects a new mailbox number                                                              |
| <b>Answer</b>                                                                                                                                                                   |           | Backs up to the previous level (e.g., from Option to Series, or from Series to Program).                                   |
| <b>↑</b>                                                                                                                                                                        | <b>↓</b>  | Scroll consecutively backwards or forwards through selected Option or Series.                                              |

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## 47-06 Group Mailbox Subscriber Options

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### Description

Use 47-06 Group Mailbox Subscriber Options to set up a Group Mailbox assigned as a Subscriber Mailbox in 47-03-03 Group Mailbox Type.

 See the following for more:

- [Voice Mail Overflow on page 2-249](#)

---

### Options

#### 47-06-01 Number of Messages

Use this option to set the maximum number of messages that can be left in the Subscriber Mailbox. If a caller tries to leave a message after this limit is reached, they hear, "That mailbox is full." VM8000 InMail then hangs up.

 See [Routing Mailbox on page 2-211](#) for more.

 See [Message Storage Limit on page 2-187](#) for more.

 See [Voice Mail Overflow on page 2-249](#) for more.

#### Options

0~99 messages

To conserve storage space, enter 0 for all unused mailboxes.

#### Default

20

#### 47-06-02 Message Playback

Use this option to set the Subscriber Mailbox message playback order. When a subscriber listens to their messages, VM8000 InMail can play the oldest messages first (first-in-first-out, or FIFO), or the newest messages first (last-in-first-out, or LIFO).

 See [Routing Mailbox on page 2-211](#) for more.

 See [Message Playback Direction on page 2-181](#) for more.

 See [Voice Mail Overflow on page 2-249](#) for more.

#### Options

0 (FIFO - first-in-first-out, or oldest messages first).

1 (LIFO - last-in-first-out, or newest messages first).

#### Default

0 (FIFO - first-in-first-out, or oldest messages first).

**➔ 47-06-03 Auto Erase/Save of Messages (Auto Erase/Save)**

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. Depending on the setting of this option, VM8000 InMail will either automatically save or erase the message. If the mailbox user hangs up before listening to the *entire* new message, In-Mail retains the message as a new message.

 See [Auto Erase or Save on page 2-41](#) for more.

 See [Routing Mailbox on page 2-211](#) for more.

 See [Voice Mail Overflow on page 2-249](#) for more.

**Options****0 (Erase)**

After the subscriber listens to the entire new message and hangs up, In-Mail erases the message.

**1 (Save)**

After the subscriber listens to the entire new message and hangs up, In-Mail saves the message.

**Default**

1 (Save) (see above).

**➔ 47-06-05 Recording Conversation Beep (Rec Conv Beep)**

Use this option to enable or disable the Conversation Record beep. If enabled, all parties on a call hear the voice prompt Recording followed by a single beep when the extension user initiates Conversation Record. If disabled, the voice prompt and beep do not occur. When you disable the Conversation Record beep, the following voice prompts do not occur while VM8000 InMail records the conversation:

- “Recording” (followed by a beep)
- “That mailbox is full” (if the mailbox message storage capacity is reached)
- “You have reached the recording limit” (if the recorded message is too long)

The SV8100 telephone system software provides an additional Conversation Record beep. This beep repeats according to the setting of Program 45-01-06 Voice Mail Integration Options: Record Alert Tone Interval Time (0~64800 seconds). To disable the SV8100 telephone system Conversation Record beep, enter 0 for this option.

 See [Live Record on page 2-139](#) for more.

 See [Routing Mailbox on page 2-211](#) for more.

 See [Voice Mail Overflow on page 2-249](#) for more.

**Options**

1 (Yes - enabled)

0 (No - disabled)

**Default**

1 (Yes - enabled)

- 
- 
- ➔ **47-06-06 Message Waiting Lamp (Update MW Lamp)**
- Use this option to enable or disable Message Waiting lamp at the extension associated with the Subscriber mailbox. For Subscriber Mailboxes, you should leave this option enabled. For Guest Mailboxes, leave this option disabled.
- ✎ See [Guest Mailbox](#) for more.
  - ✎ See [Routing Mailbox](#) for more.
  - ✎ See [Message Waiting Lamp](#) for more.
  - ✎ See [Subscriber Mailbox](#) for more.
  - ✎ See [Voice Mail Overflow](#) for more.
- Options**
- 1 (Yes - enabled)  
0 (No - disabled)
- Default**
- 1 (Yes - enabled)
- ➔ **47-06-07 Auto Attendant Do Not Disturb (Auto-ATT DND)**
- Use this option to enable or disable Auto Attendant Do Not Disturb. When a subscriber enables Auto Attendant Do Not Disturb, an Automated Attendant caller routes directly to the mailbox, hears the greeting, and is asked to leave a message. A subscriber can also enable Auto Attendant Do Not Disturb while recording their mailbox greeting.
- ✎ See [Auto Attendant Do Not Disturb](#) for more.
  - ✎ See [Routing Mailbox](#) for more.
  - ✎ See [Voice Mail Overflow](#) for more.
- Options**
- 1 (Yes - enabled)  
0 (No - disabled)
- Default**
- 0 (No - disabled)
- ➔ **47-06-08 Forced Unscreened Transfer (Forced UTRF)**
- Use this option to enable or disable Automated Attendant Forced Unscreened Transfer for the Subscriber Mailbox. If enabled, each Screened Transfer (TRF) to the extension is converted to an Unscreened Transfer (UTRF). If disabled, Screened Transfers from the Automated Attendant occur normally.
- ✎ See [Forced Unscreened Transfer](#) for more.
  - ✎ See [Routing Mailbox](#) for more.
  - ✎ See [Voice Mail Overflow](#) for more.
- Options**
- 1 (Yes - enabled)  
0 (No - disabled)

**Default**

0 (No - disabled)

➔ **47-06-09 Auto Time Stamp**

Use this option to enable or disable Auto Time Stamp for the Subscriber Mailbox. If enabled, after the subscriber listens to a message VM8000 InMail announces the time and date the message was left. Auto Time Stamp will also announce the message sender (if known).

A subscriber can also enable Auto Time Stamp from his mailbox.

 See [Auto Time Stamp](#) for more.

 See [Routing Mailbox](#) for more.

 See [Voice Mail Overflow](#) for more.

**Options**

1 (Yes - enabled)

0 (No - disabled)

**Default**

0 (No - disabled)

➔ **47-06-10 System Administrator (System Admin)**

Use this option to designate the Subscriber Mailbox as a System Administrator. This allows the subscriber to use the SA options after logging onto their mailbox.

 See [Routing Mailbox](#) for more.

 See [System Administrator](#) for more.

 See [Voice Mail Overflow](#) for more.

**Options**

1 (Yes - enabled)

0 (No - disabled)

**Default**

0 (No - disabled)

➔ **47-06-11 Dialing Option**

Dialing Option provides additional dialing options for Next Call Routing Mailbox calls (see [Next Call Routing Mailbox](#) below). If enabled, a caller who accesses the Subscriber Mailbox to leave a message can dial any of the options in the Next Call Routing Mailbox's Dial Action Table. If disabled, the caller can only dial 0 (to use the Next Call Routing Mailbox's 0 action).

 See [Routing Mailbox](#) for more.

 See [Next Call Routing Mailbox](#).

 See [Voice Mail Overflow](#) for more.

**Options**

1 (Yes - enabled)

0 (No - disabled)

**Default**

0 (No - disabled)

**➔ 47-06-12 Next Call Routing Mailbox (Next CR Mbox)**

Use this option to assign a Next Call Routing Mailbox to the Subscriber Mailbox. This provides callers with additional dialing options while listening to a Subscriber Mailbox recorded or default greeting. The digits the caller can dial depends on the setting of the Next Call Routing Mailbox and Alternate Next Call Routing Mailbox options.

 Refer to [Dialing Options while Listening to a Subscriber Mailbox Greeting on page 2-194](#).

 For options to dial while recording, see [Record and Send a Message on page 2-207](#).

 See the following features:

- ◆ [Auto Attendant Do Not Disturb on page 2-39](#)
- ◆ [Call Forward to a Mailbox on page 2-53](#)
- ◆ [Exiting a Mailbox on page 2-89](#)
- ◆ [Leaving a Message on page 2-131](#)
- ◆ [47-07 VM8000 InMail Routing Mailbox Options on page 3-42](#)
- ◆ [Next Call Routing Mailbox on page 2-193](#)
- ◆ [Voice Mail Overflow on page 2-249](#)

**Options**

Call Routing Mailbox Number (up to 2 digits)

No entry - 0 (Entered by pressing Hold)

**Default**

1 (Call Routing Mailbox 1)

By default, Call Routing Mailbox numbers are 1~8.

**➔ 47-06-13 Directory List (Directory List)**

This option is currently not used.

**➔ 47-06-14 Voice Prompt Language**

Use this option to specify the language used for each Subscriber Mailbox. The VM8000 InMail comes with three language prompts: US English, Mexican Spanish and Canadian French. Each mailbox can use any one of these languages. Additional languages can be licensed on the CCPU and the prompt sets downloaded from the support web page.

**Options**

01 - US English

02 - UK English

03 - Australian English

04 - French Canadian

05 - Dutch

06 - Mexican Spanish

07 - Latin America Spanish

08 - Italian

09 - German  
10 - Madrid Spanish  
11 - Norwegian  
12 - Parisian French  
13 - Brazilian Portuguese  
14 - Japanese  
15 - Mandarin Chinese  
16 - Korean  
**Default**  
01 (US English)

- ➔ **47-06-17 Telephone User Interface Type**  
Use this option to set if caller hear options in Numeric (press 1 for yes) or Mnemonic (press L to listen to messages).  
**Options**  
0 - Numeric  
1 - Mnemonic  
**Default**  
0 (Numeric)

## 47-06 Program Entry

| <b>47-06 Group Mailbox Subscriber Options Program Entry<br/>(Entry Range) [Default Setting]</b>                                                                                                                                               |                                                                                                                            |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|
| <p><b>Speaker + ### + Password (12345678) + Transfer + 4706 + Option.</b><br/>                     This selects the option chosen for Group Subscriber Mailbox 1.<br/>                     There are 32 available Group Mailboxes (1~32).</p> |                                                                                                                            |
| <b>01</b>                                                                                                                                                                                                                                     | Number of Messages (0~99) [20]                                                                                             |
| <b>02</b>                                                                                                                                                                                                                                     | Message Playback (0=FIFO, 1=LIFO) [0]<br>LK1=FIFO, LK2=FIF0                                                                |
| <b>03</b>                                                                                                                                                                                                                                     | Auto Erase/Save (0=Erase, 1=Save) [1]<br>LK1=Erase, LK2=Save                                                               |
| <b>05</b>                                                                                                                                                                                                                                     | Rec Conv Beep (1=Yes - enabled, 0=No - disabled) [1]<br>LK1=No, LK2=Yes                                                    |
| <b>06</b>                                                                                                                                                                                                                                     | Update MW Lamp (1=Yes - enabled, 0=No - disabled) [1]<br>LK1=No, LK2=Yes                                                   |
| <b>07</b>                                                                                                                                                                                                                                     | Auto-ATT DND (1=Yes - enabled, 0=No - disabled) [0]<br>LK1=No, LK2=Yes                                                     |
| <b>08</b>                                                                                                                                                                                                                                     | Forced UTRF (1=Yes - enabled, 0=No - disabled) [0]<br>LK1=No, LK2=Yes                                                      |
| <b>09</b>                                                                                                                                                                                                                                     | Auto Time Stamp (1=Yes - enabled, 0=No - disabled) [0]<br>LK1=No, LK2=Yes                                                  |
| <b>10</b>                                                                                                                                                                                                                                     | System Admin (1=Yes - enabled, 0=No - disabled) [0]<br>LK1=No, LK2=Yes                                                     |
| <b>11</b>                                                                                                                                                                                                                                     | Dialing Option (1=Yes - enabled, 0=No - disabled) [0]<br>LK1=No, LK2=Yes                                                   |
| <b>12</b>                                                                                                                                                                                                                                     | Next CR Mbox (1~32, Hold=No entry) [1]                                                                                     |
| <b>13</b>                                                                                                                                                                                                                                     | Directory List (1~8=Lists 1~8, 0=No list, *=All lists) [0]                                                                 |
| <b>Press this:</b>                                                                                                                                                                                                                            | <b>To do this:</b>                                                                                                         |
| <b>Editing</b>                                                                                                                                                                                                                                |                                                                                                                            |
| <b>Transfer</b>                                                                                                                                                                                                                               | Enter (accept) data you entered and advance to the next prompt, or advance to the next prompt without changing your entry. |
| -1                                                                                                                                                                                                                                            | +1                                                                                                                         |
| Scroll backwards (-1) or forwards (+1) through the list of available entries.                                                                                                                                                                 |                                                                                                                            |
| ←                                                                                                                                                                                                                                             | →                                                                                                                          |
| When editing an entry, moves the cursor left or right.                                                                                                                                                                                        |                                                                                                                            |
| <b>Conf</b>                                                                                                                                                                                                                                   | When editing an entry, delete the character to the left of the cursor.                                                     |
| <b>Hold</b>                                                                                                                                                                                                                                   | When editing an entry, Hold erases the entire entry from the display.                                                      |
| <b>Line Keys (LK)</b>                                                                                                                                                                                                                         | Where indicated, press a line key to enter a specific value for the selected option.                                       |
| <b>Navigation</b>                                                                                                                                                                                                                             |                                                                                                                            |
| <b>Redial</b>                                                                                                                                                                                                                                 | Redial + Mailbox number + Redial selects a new mailbox number                                                              |
| <b>Answer</b>                                                                                                                                                                                                                                 | Backs up to the previous level (e.g., from Option to Series, or from Series to Program).                                   |
| ↑                                                                                                                                                                                                                                             | ↓                                                                                                                          |
| Scroll consecutively backwards or forwards through selected Option or Series.                                                                                                                                                                 |                                                                                                                            |

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## 47-07 VM8000 InMail Routing Mailbox Options

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### Description

Use 47-07 VM8000 InMail Routing Mailbox Options to set up the 32 Routing Mailboxes. Routing Mailboxes can be either Announcement or Call Routing Mailboxes.

Refer to the following:

- [Announcement Mailbox](#)
- [Routing Mailbox](#)

---

### Options

- **47-07-02 Routing Mailbox Type (Mailbox Type)**  
Use this option to set the Routing Mailbox type: Call Routing (1) or Announcement (2).

**Options**

- 1 (Call Routing)
- 2 (Announcement)
- 4 (Directory Dialing)

**Default**

- Mailboxes 1~8 = 1 (Call Routing).
- Mailboxes 9~32 = 2 (Announcement)

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➤ **47-07-03 Voice Prompt Language**

Use this option to specify the language used for each Subscriber Mailbox. The VM8000 InMail comes with three language prompts: US English, Mexican Spanish and Canadian French. Each mailbox can use any one of these languages. Additional languages can be licensed on the CCPU and the prompt sets downloaded from the support web page.

**Options**

- 01 - US English
- 02 - UK English
- 03 - Australian English
- 04 - French Canadian
- 05 - Dutch
- 06 - Mexican Spanish
- 07 - Latin America Spanish
- 08 - Italian
- 09 - German
- 10 - Madrid Spanish
- 11 - Norwegian
- 12 - Parisian French
- 13 - Brazilian Portuguese
- 14 - Japanese
- 15 - Mandarin Chinese
- 16 - Korean

**Default**

01 (US English)

➤ **47-07-04 Telephone User Interface Type**

Use this option to set if caller hear options in Numeric (press 1 for yes) or Mnemonic (press L to listen to messages).

**Options**

- 0 - Numeric
- 1 - Mnemonic

**Default**

0 (Numeric)

## 47-07 Program Entry

| <b>47-07 VM8000 InMail Routing Mailbox Options<br/>(Entry Range) [Default Setting]</b>                    |           |                                                                                                                            |
|-----------------------------------------------------------------------------------------------------------|-----------|----------------------------------------------------------------------------------------------------------------------------|
| <b>Speaker + ### + Password (12345678) + Transfer + 4707 + Option.</b>                                    |           |                                                                                                                            |
| This selects the option chosen for Routing mailbox 1.<br>There are 32 available Routing Mailboxes (1~32). |           |                                                                                                                            |
|                                                                                                           | <b>01</b> | Mailbox Active (1=Yes - enabled, 0=No - disabled) [1]<br>LK1=No, LK2=Yes                                                   |
|                                                                                                           | <b>02</b> | Mailbox Type (1=Call Routing, 2=Announcement) [1~8=1, 9~32=2]                                                              |
| <b>Press this:</b>                                                                                        |           | <b>To do this:</b>                                                                                                         |
| <b>Editing</b>                                                                                            |           |                                                                                                                            |
| <b>Transfer</b>                                                                                           |           | Enter (accept) data you entered and advance to the next prompt, or advance to the next prompt without changing your entry. |
| -1                                                                                                        | +1        | Scroll backwards (-1) or forwards (+1) through the list of available entries.                                              |
| ←                                                                                                         | →         | When editing an entry, moves the cursor left or right.                                                                     |
| <b>Conf</b>                                                                                               |           | When editing an entry, delete the character to the left of the cursor.                                                     |
| <b>Hold</b>                                                                                               |           | When editing an entry, Hold erases the entire entry from the display.                                                      |
| <b>Line Keys (LK)</b>                                                                                     |           | Where indicated, press a line key to enter a specific value for the selected option.                                       |
| <b>Navigation</b>                                                                                         |           |                                                                                                                            |
| <b>Redial</b>                                                                                             |           | Redial + Mailbox number + Redial selects a new mailbox number                                                              |
| <b>Answer</b>                                                                                             |           | Backs up to the previous level (e.g., from Option to Series, or from Series to Program).                                   |
| ↑                                                                                                         | ↓         | Scroll consecutively backwards or forwards through selected Option or Series.                                              |

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## 47-08 Routing Mailbox Call Routing Options

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### Description

Use 47-08 Routing Mailbox Call Routing Options to set the options for mailboxes assigned as Call Routing Mailboxes in 47-07-02 Routing Mailbox Type.

 See [Routing Mailbox](#) for more.

---

### Description

#### 47-08-01 Dial Action Table

Use this option to assign the Dial Action Table to the Call Routing Mailbox. The Dial Action Table defines the dialing options for the call Routing Mailbox.

 See [Routing Mailbox](#) and [Dial Action Table](#) for more.

##### Options

1~16 (Dial Action Table 1~16)

##### Default

1 (Dial Action Table 1)

#### 47-08-02 Screened Transfer Timeout (Scrn Trf Timeout)

Use this option to set how long a Screened Transfer (TRF) from the Automated Attendant rings an unanswered extension before recalling.

 This option has a similar function as *Customize: Mailbox Options: Call Routing: [Call Handling] Options: Delay Rings Before Redirect Transfer in VM8000 InMail*.

##### Options

0~255 seconds

Entering 0 causes immediate recall.

##### Default

15 seconds

#### 47-08-03 Time Limit for Dialing Commands (Dialing Timeout)

This option determines how long VM8000 InMail waits for an Automated Attendant caller to dial before routing the call to the Timeout destination.

 Be sure your Dial Action Tables have a Timeout action programmed.

 See [Routing Mailbox on page 2-211](#) and [Dial Action Table on page 2-63](#) for more.

If the caller waits too long to dial:

- When the associated Dial Action Table has a Timeout action programmed, the caller routes to that destination.

- When the associated Dial Action Table does not have a Timeout action programmed, the Instruction Menu repeats 3 times and then VM8000 InMail hangs up.

**Options**

0~99 seconds

Entering 0 causes the Automated Attendant to immediately route callers to the Timeout destination programmed in the active Dial Action Table.

**Default**

5 seconds

**➔ 47-08-04 Fax Detection**

Use this option to enable or disable Fax Detection for the Call Routing Mailbox. In enabled, the VM8000 InMail Automated Attendant (when using this Call Routing Mailbox) detects incoming fax CNG tone. The fax call then routes to the company fax machine according to the setting of [47-01-06 Fax Extension](#). If disabled, the Automated Attendant does not detect incoming fax calls.

 See [Fax Detection on page 2-93](#) for more.

**Options**

1 (Yes - enabled)

0 (No - disabled)

**Default**

0 (No - disabled)

## 47-08 Program Entry

| <b>47-08 Call Routing Mailbox Options<br/>(Entry Range) [Default Setting]</b>                                                                                                                                                               |           |                                                                                                                            |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|----------------------------------------------------------------------------------------------------------------------------|
| <p><b>Speaker + ### + Password (12345678) + Transfer + 4708 + Option.</b><br/>                     This selects the option chosen for Call Routing Mailbox 1.<br/>                     There are 32 available Routing Mailboxes (1~32).</p> |           |                                                                                                                            |
|                                                                                                                                                                                                                                             | <b>01</b> | Dial Action Table (1~16) [1]                                                                                               |
|                                                                                                                                                                                                                                             | <b>02</b> | Scrn Trf Timeout (0~255) [15]                                                                                              |
|                                                                                                                                                                                                                                             | <b>03</b> | Dialing Timeout (0~99) [5]                                                                                                 |
|                                                                                                                                                                                                                                             | <b>04</b> | Fax Detection (1=Yes - enabled, 0=No - disabled) [0]<br>LK1-No, LK2=Yes                                                    |
| <b>Press this:</b>                                                                                                                                                                                                                          |           | <b>To do this:</b>                                                                                                         |
| <b>Editing</b>                                                                                                                                                                                                                              |           |                                                                                                                            |
| <b>Transfer</b>                                                                                                                                                                                                                             |           | Enter (accept) data you entered and advance to the next prompt, or advance to the next prompt without changing your entry. |
| -1                                                                                                                                                                                                                                          | +1        | Scroll backwards (-1) or forwards (+1) through the list of available entries.                                              |
| ←                                                                                                                                                                                                                                           | →         | When editing an entry, moves the cursor left or right.                                                                     |
| <b>Conf</b>                                                                                                                                                                                                                                 |           | When editing an entry, delete the character to the left of the cursor.                                                     |
| <b>Hold</b>                                                                                                                                                                                                                                 |           | When editing an entry, Hold erases the entire entry from the display.                                                      |
| <b>Line Keys (LK)</b>                                                                                                                                                                                                                       |           | Where indicated, press a line key to enter a specific value for the selected option.                                       |
| <b>Navigation</b>                                                                                                                                                                                                                           |           |                                                                                                                            |
| <b>Redial</b>                                                                                                                                                                                                                               |           | Redial + Mailbox number + Redial selects a new mailbox number                                                              |
| <b>Answer</b>                                                                                                                                                                                                                               |           | Backs up to the previous level (e.g., from Option to Series, or from Series to Program).                                   |
| ↑                                                                                                                                                                                                                                           | ↓         | Scroll consecutively backwards or forwards through selected Option or Series.                                              |

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# 47-09 Routing Mailbox Announcement Options

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## Description

Use 47-09 Routing Mailbox Announcement Options to set the options for mailboxes assigned as Announcement Mailboxes in 47-07-02 Routing Mailbox Type.

 See [Announcement Mailbox on page 2-17](#) for more.

---

## Options

### 47-09-01 Next Call Routing Mailbox (Next CR Mbox)

If you set up an Announcement Mailbox to answer Automated Attendant calls, use this option to provide additional routing options to the Automated Attendant callers. This option interacts with Repeat Count and Hang Up After below.

 For a detailed explanation of the interaction of these options, turn to the following charts:

- ◆ [Direct Announcement Mailbox Routing on page 2-196](#)
- ◆ [Routed Announcement Mailbox Routing on page 2-19](#)
- ◆ [Announcement Mailbox on page 2-17](#) and [Next Call Routing Mailbox on page 2-193](#)

#### Options

Call Routing Mailbox Number (up to 2 digits)

No entry - 0 (Entered by pressing Hold)

#### Default

No entry - 0

By default, Call Routing Mailbox numbers are 1~8.

### 47-09-02 Repeat Count (Repeat Count)

Enter the number of times you want the Announcement Mailbox message to repeat to callers. After an Announcement Mailbox caller initially listens to the message, it repeats the number of times specified in this option. This option interacts with Next Call Routing Mailbox and Hang Up After when providing routing options.

 For a detailed explanation of the interaction of these options, turn to the following charts:

- ◆ [Direct Announcement Mailbox Routing on page 2-196.](#)
- ◆ [Routed Announcement Mailbox Routing on page 2-19.](#)
- ◆ [Announcement Mailbox on page 2-17](#) and [Next Call Routing Mailbox on page 2-193.](#)

**Options**

0 (No repeats)

1~10 (Announcement repeats 1~10 times)

**Default**

0 (No repeats)

**47-09-03 Hang Up After (HangUp)**

Use this option along with Next Call Routing Mailbox and Repeat Count above to provide additional routing options to Automated Attendant callers. PRG 47-07-02 must be set to 1 (Announce) for this setting to be used.

 For a detailed explanation of the interaction of these options, turn to the following charts:

- ◆ [Direct Announcement Mailbox Routing on page 2-196.](#)
- ◆ [Routed Announcement Mailbox Routing on page 2-19.](#)
- ◆ [Announcement Mailbox on page 2-17](#) and [Next Call Routing Mailbox on page 2-193.](#)

**Options**

0:None

This setting enables the option of sending the caller to another Call Routing or Announcement box. The destination Call Routing box is set in 47-05-01. If no destination Call Routing box is set, the system plays “Goodbye” to the caller after playing the Call Routing Announcement Box greeting then hangs up.

1:Goodbye

When this setting is enabled the system plays “Goodbye” to the caller after playing the Call Routing Announcement Box greeting, then hangs up. Callers cannot be routed to another Call Routing box with this setting enabled.

2:Silent

When this setting is enabled the system will hang up the caller after playing the Call Routing Announcement Box greeting. Callers cannot be routed to another Call Routing box with this setting enabled.

**Default**

0:None

## 47-09 Program Entry

| <b>47-09 Announcement Mailbox Options<br/>(Entry Range) [Default Setting]</b>                                              |           |                                                                                                                            |
|----------------------------------------------------------------------------------------------------------------------------|-----------|----------------------------------------------------------------------------------------------------------------------------|
| <b>Speaker + ### + Password (12345678) + Transfer + 4709 + Option.</b><br>There are 32 available Routing Mailboxes (1~32). |           |                                                                                                                            |
|                                                                                                                            | <b>01</b> | Next CR Mbox (1~32, 0=Undefined) [0]                                                                                       |
|                                                                                                                            | <b>02</b> | Repeat Count (1~10, 0=No repeat) [0]                                                                                       |
|                                                                                                                            | <b>03</b> | 0 = None, 1 = Goodbye, 2 = Silent                                                                                          |
| <b>Press this:</b>                                                                                                         |           | <b>To do this:</b>                                                                                                         |
| <b>Editing</b>                                                                                                             |           |                                                                                                                            |
| <b>Transfer</b>                                                                                                            |           | Enter (accept) data you entered and advance to the next prompt, or advance to the next prompt without changing your entry. |
| -1                                                                                                                         | +1        | Scroll backwards (-1) or forwards (+1) through the list of available entries.                                              |
| ←                                                                                                                          | →         | When editing an entry, moves the cursor left or right.                                                                     |
| <b>Conf</b>                                                                                                                |           | When editing an entry, delete the character to the left of the cursor.                                                     |
| <b>Hold</b>                                                                                                                |           | When editing an entry, Hold erases the entire entry from the display.                                                      |
| <b>Line Keys (LK)</b>                                                                                                      |           | Where indicated, press a line key to enter a specific value for the selected option.                                       |
| <b>Navigation</b>                                                                                                          |           |                                                                                                                            |
| <b>Redial</b>                                                                                                              |           | Redial + Mailbox number + Redial selects a new mailbox number                                                              |
| <b>Answer</b>                                                                                                              |           | Backs up to the previous level (e.g., from Option to Series, or from Series to Program).                                   |
| ↑                                                                                                                          | ↓         | Scroll consecutively backwards or forwards through selected Option or Series.                                              |

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## 47-10 VM8000 InMail Trunk Options

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### Description

Use 47-10 VM8000 InMail Trunk Options to assign VM8000 InMail options for each trunk. Currently, only 47-10-01 Answer Table Assignment is available.

 See [Automated Attendant on page 2-45](#).

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### Options

-  **47-10-01 Answer Table Assignment (Answer Table)**

Use this Use 47-10 VM8000 InMail Trunk Options option to assign an VM8000 InMail Answer Table to each Direct Inward Line (DIL) the Automated Attendant should answer. The Automated Attendant follows the routing specified by the selected Answer Table.

 For more on setting up DILs to VM8000 InMail, see [Section 7 Set Up Automated Attendant to Answer Outside Calls](#).

**Options**  
Answer Use 47-10 VM8000 InMail Trunk Options Table (1~8)

**Default**  
1 (Answer Use 47-10 VM8000 InMail Trunk Options Table 1)
-  **47-10-02 Record Pad Control**

Use this option to pad or attenuate the volume for messages recorded on or greetings played to outside callers on a specific trunk.

**Options**  
01 - 63 (-15.5dB to 15.5dB)

**Default**  
32 (0.0 dB)
-  **47-10-03 Voice Prompt Language**

Use this option to specify the language used for each Subscriber Mailbox. The VM8000 InMail comes with three language prompts: US English, Mexican Spanish and Canadian French. Each mailbox can use any one of these languages. Additional languages can be licensed on the CCPU and the prompt sets downloaded from the support web page.

**Options**  
01 - US English  
02 - UK English  
03 - Australian English  
04 - French Canadian

05 - Dutch  
06 - Mexican Spanish  
07 - Latin America Spanish  
08 - Italian  
09 - German  
10 - Madrid Spanish  
11 - Norwegian  
12 - Parisian French  
13 - Brazilian Portuguese  
14 - Japanese  
15 - Mandarin Chinese  
16 - Korean

**Default**

01 (US English)

➔ **47-10-04 Telephone User Interface Type**

Use this option to set if caller hear options in Numeric (press 1 for yes) or Mnemonic (press L to listen to messages).

**Options**

0 - Numeric  
1 - Mnemonic

**Default**

0 (Numeric)

## 47-10 Program Entry

| 47-10 VM8000 InMail Trunk Options<br>(Entry Range) [Default Setting]                                                                       |           |                                                                                                                            |
|--------------------------------------------------------------------------------------------------------------------------------------------|-----------|----------------------------------------------------------------------------------------------------------------------------|
| <p><b>Speaker + ### + Password (12345678) + Transfer + 4710 + Option.</b><br/>                     There are 8 available trunks (1~8).</p> |           |                                                                                                                            |
|                                                                                                                                            | <b>01</b> | Answer Table (1~8) [1]                                                                                                     |
| <b>Press this:</b>                                                                                                                         |           | <b>To do this:</b>                                                                                                         |
| <b>Editing</b>                                                                                                                             |           |                                                                                                                            |
| <b>Transfer</b>                                                                                                                            |           | Enter (accept) data you entered and advance to the next prompt, or advance to the next prompt without changing your entry. |
| -1                                                                                                                                         | +1        | Scroll backwards (-1) or forwards (+1) through the list of available entries.                                              |
| ←                                                                                                                                          | →         | When editing an entry, moves the cursor left or right.                                                                     |
| <b>Conf</b>                                                                                                                                |           | When editing an entry, delete the character to the left of the cursor.                                                     |
| <b>Hold</b>                                                                                                                                |           | When editing an entry, Hold erases the entire entry from the display.                                                      |
| <b>Line Keys (LK)</b>                                                                                                                      |           | Where indicated, press a line key to enter a specific value for the selected option.                                       |
| <b>Navigation</b>                                                                                                                          |           |                                                                                                                            |
| <b>Redial</b>                                                                                                                              |           | Redial + Trunk number + Redial selects a new trunk.                                                                        |
| <b>Answer</b>                                                                                                                              |           | Backs up to the previous level (e.g., from Option to Series, or from Series to Program).                                   |
| ↑                                                                                                                                          | ↓         | Scroll consecutively backwards or forwards through selected Option or Series.                                              |

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## 47-11 VM8000 InMail Answer Table Options

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### Description

Use 47-11 VM8000 InMail Answer Table Options to set options for the Answer Tables. VM8000 InMail provides 8 Answer Tables (1~8). To set up the schedules for each Answer Table, go to 47-12 VM8000 InMail Answer Table Schedule.

 See [Answer Tables on page 2-29](#) for more information.

---

### Options

 **47-11-01 Answer Schedule Override (Schedule Override)**

Use this option to enable or disable Answer Schedule Override for the selected Answer Table. If enabled and you make an entry for Override Mailbox below, the active Answer Table routes calls to the Override Mailbox.

 See [Answer Schedule Override on page 2-25](#) for more.

#### Options

1 (Yes - Use 47-11 VM8000 InMail Answer Table Options)

#### Default

0 (No - Use 47-11 VM8000 InMail Answer Table Options)

 **47-11-02 Override Mailbox Category (Override MB Ctg)**

Use this option to specify the category of the mailbox to which Automated Attendant calls should route when you enable Answer Schedule Override. VM8000 InMail mailbox categories are Subscriber Mailbox, Group Mailbox, and Routing Mailbox.

VM8000 InMail handles the routing according to the type of mailbox (Subscriber, Call Routing, or Announcement) within the specified category:

- If the Override Mailbox is a Station Mailbox, the outside caller hears the mailbox greeting (if recorded) and can leave a message.
- If the Override Mailbox is an Announcement Mailbox, the outside caller hears the recorded announcement. Depending on how the Announcement Mailbox is programmed, VM8000 InMail then hangs up, reroutes the call, or provides additional dialing options.
- If the Override Mailbox is a Call Routing Mailbox, the outside caller hears the instruction menu and can dial any option allowed by the associated Dial Action Table.
- If the Override Mailbox is a Directory Dialing Mailbox, the outside caller can reach an extension by dialing the first few letters in the extension user's name.

 See [Answer Schedule Override on page 2-25](#) for more.

**Options**

- 0 (Undefined)
- 1 (Station Mailbox)
- 2 (Group Mailbox)
- 3 (Routing Mailbox)

**Default**

0 (Undefined)

 If any of the Input Data values are entered, the terminal displays the **Override Mailbox Number** selection (below).

 **47-11-02 Override Mailbox Number (Override MB Num)**

Use this option to specify the mailbox to which Automated Attendant calls should route when you enable Answer Schedule Override. The mailbox number you select in this option should match the mailbox category specified in 47-11-02 Override Mailbox Category above.

**Options**

Digits (3 maximum, using 0-9).

**Default**

No entry.

 **47-11-03 Default Mailbox Category (Default MB Ctg)**

Use this option to specify the category of mailbox used as the Default Mailbox. VM8000 InMail mailbox categories are Subscriber Mailbox, Group Mailbox, and Routing Mailbox. VM8000 InMail uses the Default Mailbox whenever an Answer Schedule is not in effect.

VM8000 InMail handles the routing according to the type of mailbox (Subscriber, Call Routing, or Announcement) within the specified category:

- If the Default Mailbox is a Subscriber Mailbox, the outside caller hears the mailbox greeting (if recorded) and can leave a message.
- If the Default Mailbox is an Announcement Mailbox, the outside caller hears the recorded announcement. Depending on how the Announcement Mailbox is programmed, VM8000 InMail then hangs up, reroutes the call, or provides additional dialing options.
- If the Default Mailbox is a Call Routing Mailbox, the outside caller hears the instruction menu and can dial any option allowed by the associated Dial Action Table.
- If the Default Mailbox is a Directory Dialing Mailbox, the outside caller can reach an extension by dialing the first few letters in the extension user's name

 See [Answer Tables on page 2-29](#).

**Options**

- 0 (Undefined)
- 1 (Station Mailbox)
- 2 (Group Mailbox)
- 3 (Routing Mailbox)

**Default**

Answer Table 1 = 3 (Routing Mailbox)

Answer Table 2~8 = 0 (Undefined)

 If any of the Input Data values are entered, the terminal displays the **Override Mailbox Number** selection (below).

**➔ 47-11-03 Default Mailbox Number (Default MB Num)**

Use this option to set the Answer Table's Default Mailbox number. VM8000 InMail uses the Default Mailbox when an Answer Schedule is not in effect. By default, this occurs at all times other than Monday through Friday from 8:30 AM to 5:00 PM.

 See [Answer Tables on page 2-29](#).

**Options**

Digits (3 maximum, using 0~9).

Do not enter leading zeros. (For example, for Routing Mailbox 1 enter 1, not 01 or 001).

**Default**

Answer Table 1 = 1

Answer Table 2~8 = No entry

**➔ 47-11-04 Next Answer Table**

When 10 Answer Schedules within an Answer Table are not sufficient, use this option to link two Answer Tables together. VM8000 InMail treats the two linked tables as a single 20-entry Answer Table.

 See [Answer Tables on page 2-29](#) for more.

**Options**

Answer Table (1~8)

0 (Undefined)

**Default**

0 (Undefined)

## 47-11 Program Entry

| <b>47-11 VM8000 InMail Answer Table Options<br/>(Entry Range) [Default Setting]</b>                                                               |           |                                                                                                                            |
|---------------------------------------------------------------------------------------------------------------------------------------------------|-----------|----------------------------------------------------------------------------------------------------------------------------|
| <p><b>Speaker + ### + Password (12345678) + Transfer + 4711 + Option.</b><br/>                     There are 8 available Answer Tables (1~8).</p> |           |                                                                                                                            |
|                                                                                                                                                   | <b>01</b> | Schedule Override (1=Yes - enabled, 0=No - disabled) [0]<br>LK1-No, LK2=Yes                                                |
|                                                                                                                                                   | <b>02</b> | Override MB Ctg (1=Station Mailbox, 2=Group Mailbox, 3=Routing Mailbox, 0=Undefined) [0]                                   |
|                                                                                                                                                   |           | Override MB Num (Digits, 3 max., using 0~9) [No entry]                                                                     |
|                                                                                                                                                   | <b>03</b> | Default MB Ctg (1=Station Mailbox, 2=Group Mailbox, 3=Routing Mailbox, 0=Undefined) [0]                                    |
|                                                                                                                                                   |           | Default MB Num (Digits, 3 max., using 0~9) [Answer Table 1 = 1, Answer Tables 2~8 = No entry]                              |
|                                                                                                                                                   | <b>04</b> | Next Answer Table (1~8, 0=Undefined)                                                                                       |
| <b>Press this:</b>                                                                                                                                |           | <b>To do this:</b>                                                                                                         |
| <b>Editing</b>                                                                                                                                    |           |                                                                                                                            |
| <b>Transfer</b>                                                                                                                                   |           | Enter (accept) data you entered and advance to the next prompt, or advance to the next prompt without changing your entry. |
| -1                                                                                                                                                | +1        | Scroll backwards (-1) or forwards (+1) through the list of available entries.                                              |
| ←                                                                                                                                                 | →         | When editing an entry, moves the cursor left or right.                                                                     |
| <b>Conf</b>                                                                                                                                       |           | When editing an entry, delete the character to the left of the cursor.                                                     |
| <b>Hold</b>                                                                                                                                       |           | When editing an entry, Hold erases the entire entry from the display.                                                      |
| <b>Line Keys (LK)</b>                                                                                                                             |           | Where indicated, press a line key to enter a specific value for the selected option.                                       |
| <b>Navigation</b>                                                                                                                                 |           |                                                                                                                            |
| <b>Redial</b>                                                                                                                                     |           | Redial + Table number + Redial selects a new table.                                                                        |
| <b>Answer</b>                                                                                                                                     |           | Backs up to the previous level (e.g., from Option to Series, or from Series to Program).                                   |
| ↑                                                                                                                                                 | ↓         | Scroll consecutively backwards or forwards through selected Option or Series.                                              |

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## 47-12 VM8000 InMail Answer Schedules

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### Description

Use 47-12 VM8000 InMail Answer Schedules to set up the VM8000 InMail Automated Attendant Answer Schedules. There are eight Answer Tables, with up to 10 Answer Schedules in each Answer Table.

 See [Answer Tables on page 2-29](#) for more information.

---

### Options

#### 47-12-01 **Schedule Type (Entryxx Schedule Type)**

Use this option to assign a Schedule Type to the selected Answer Schedule. The Schedule Type determines how the Answer Schedule answers calls.

 See [Answer Tables on page 2-29](#) for more.

The schedule can be one of the following types:

1. **Day of the Week**  
A Type 1 Answer Schedule runs on a specific day of the week. For this type of schedule, select:
  - ◆ The day of the week the schedule should run:
  - ◆ The schedule start time.
  - ◆ The schedule end time.
  - ◆ The Call Routing or Announcement Mailbox used to answer calls.
  
2. **Range of Days**  
A Type 2 Answer Schedule runs for a range of days. For this type of schedule, select:
  - ◆ The day of the week the schedule should start.
  - ◆ The day of the week the schedule should stop.
  - ◆ The time on the start day the schedule should start.
  - ◆ The time on the stop day the schedule should stop.
  - ◆ The Call Routing or Announcement Mailbox used to answer the calls.

### 3. Date

A type 3 Answer Schedule runs only on a specific day of the year. For this type of schedule, select:

- ◆ The specific date the schedule should run.
- ◆ On the selected date, the time the schedule should start.
- ◆ On the selected date, the time the schedule should stop.
- ◆ The Call Routing or Announcement Mailbox used to answer the calls.

#### Options

1 (Day of the Week)

2 (Range of Days)

3 (Date)

0 (Undefined)

#### Default

Answer Table 1/Schedule 1 = 2 (Range of Days)

All other schedules = 0 (Undefined)

### ➔ 47-12-02 Answering Mailbox Category (Entryxx MB Ctg)

Use this option to specify the category of mailbox to which Automated Attendant calls should route when the schedule is in effect. VM8000 InMail mailbox categories are Subscriber Mailbox, Group Mailbox, or Routing Mailbox.

VM8000 InMail handles the routing according to the exact type of Subscriber, Group, or Routing Mailbox specified.

- If the Answering Mailbox is a Subscriber Mailbox, the outside caller hears the mailbox greeting (if recorded) and can leave a message.
- If the Answering Mailbox is an Announcement Mailbox, the outside caller hears the recorded announcement. Depending on how the Announcement Mailbox is programmed, VM8000 InMail then hangs up, reroutes the call, or provides additional dialing options.
- If the Answering Mailbox is a Call Routing Mailbox, the outside caller hears the instruction menu and can dial any option allowed by the associated Dial Action Table.
- If the Answering Mailbox is a Directory Dialing Mailbox, the outside caller hears the Directory Dialing Message and can reach an extension by dialing the first few letters of the person's name.

 See [Answer Tables on page 2-29](#).

#### Options

1 (Station Mailbox)

2 (Group Mailbox)

3 (Routing Mailbox)

0 (Undefined)

**Default**

3 (Routing Mailbox)

 When data is entered in 47-12-02, the terminal displays the **Answering Mailbox Number** entry (next).

**Answering Mailbox Number (Entryxx MB Num)**

Use this option to set the number of the Answering Mailbox the Automated Attendant uses when the selected schedule is in effect. This mailbox is defined in 47-12-02 Answering Mailbox Category.

 This item number is different when using PCPro/WebPro due to the window layout of the applications. Refer to the PCPro/WebPro applications for more information.

 See [Answer Tables on page 2-29](#).

**Options**

Digits (3 maximum, using 0~9).

**Default**

Answer Table 1/Schedule 1 = 1

All other Answer Schedules = No entry

 **47-12-03 Day of the Week (Entryxx Day)**

For Day of the Week (Type 1) Answer Schedules, use this option to select the day of the week the Answer Schedule should be active.

 See [Type 1 \(Day of Week\) Example on page 3-64](#).

 See [Answer Tables on page 2-29](#).

**Options**

1 (Sunday)

2 (Monday)

3 (Tuesday)

4 (Wednesday)

5 (Thursday)

6 (Friday)

7 (Saturday)

**Default**

1 (Sunday)

 **47-12-04 Start Day (Entryxx Start Day)**

For Range of Days (Type 2) Answer Schedules, use this option to select the day of the week the Answer Schedule should start.

 Refer to [Type 2 \(Range of Days\) Example on page 3-66](#).

 See [Answer Tables on page 2-29](#).

**Options**

1 (Sunday)

2 (Monday)

3 (Tuesday)

4 (Wednesday)

5 (Thursday)

6 (Friday)

7 (Saturday)

**Default**

1 (Sunday)

Answer Table 1/Schedule 1 = 2 (Monday)

All other schedules = 1 (Sunday)

➤ **47-12-05 End Day (Entryxx End Day)**

For Range of Days (Type 2) Answer Schedules, use this option to select the day of the week the Answer Schedule should end.

 Refer to [Type 2 \(Range of Days\) Example on page 3-66](#).

 See [Answer Tables on page 2-29](#).

**Options**

1 (Sunday)

2 (Monday)

3 (Tuesday)

4 (Wednesday)

5 (Thursday)

6 (Friday)

7 (Saturday)

**Default**

Answer Table 1/Schedule 1 = 6 (Friday)

All other Answer Schedules = 1 (Sunday)

➤ **47-12-06 Date (Entryxx Date)**

For Date (Type 3) Answer Schedules, use this option to select the date the Answer Schedule should be active.

 Refer to [Type 3 \(Date\) Example on page 3-67](#).

 See [Answer Tables on page 2-29](#).

**Options**

MMDD

For example:

0101 = January 1

1231 = December 31

0000 = No date set

**Default**

0000 = No date set

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➤ **47-12-07 Schedule Start Time (Entryxx Start Time)**

Use this option to specify the time the Answer Schedule should start. It applies to Day of the Week (Type 1), Range of Days (Type 2), and Date (Type 3) schedules. (To make a schedule run continuously, make the same entry for 47-12-08 Schedule Start Time and 47-12-09 Schedule End Time.)

 See [Answer Tables on page 2-29](#).

**Options**

HHMM (24-hour clock)

For example:

0130 = 1:30AM

1700 = 5:00PM

**Default**

Answer Table 1/Schedule 1 = 08:30 (8:30AM)

All other schedules are undefined.

➤ **47-12-08 Schedule End Time (Entryxx End Time)**

Use this option to specify the time the Answer Schedule should end. It applies to Day of the Week (Type 1), Range of Days (Type 2), and Date (Type 3) schedules. (To make a schedule run continuously, make the same entry for 47-12-08 Schedule Start Time and 47-12-09 Schedule End Time.)

 See [Answer Tables on page 2-29](#).

**Options**

HHMM (24-hour clock)

For example:

0130 = 1:30AM

1700 = 5:00PM

**Default**

Answer Table 1/Schedule 1 = 1700 (5:00PM).

All other schedules = 0000 (Undefined).

## 47-12 Program Entry

| <b>47-12 VM8000 InMail Answer Schedules<br/>(Entry Range) [Default Setting]</b>          |           |                                                                                                                                                                                                                                                                            |
|------------------------------------------------------------------------------------------|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Speaker + ### + Password (12345678) + Transfer + 4712 + Option.</b>                   |           |                                                                                                                                                                                                                                                                            |
| There are 10 Answer Schedules (1~10) within each of the 8 available Answer Tables (1~8). |           |                                                                                                                                                                                                                                                                            |
|                                                                                          | <b>01</b> | Entryxx Schedule Type (1=Day of the Week, 2=Range of Days, 3=Date, 0=Undefined)<br>[Answer Table 1/Schedule 1 = 2, All other schedules = 0]                                                                                                                                |
|                                                                                          | <b>02</b> | Entry MB (1=Station, 2=Group, 3=Routing, 0=Undefined)<br>[Answer Table 1/Schedule 1 = 3, All other schedules = 0]                                                                                                                                                          |
|                                                                                          |           | Entryxx MB Num (3 digits, using 0~9) [Answer Table 1/Schedule 1 = 1, All other schedules = No entry]                                                                                                                                                                       |
|                                                                                          | <b>03</b> | Entryxx Day (1=Sunday, 2=Monday, 3=Tuesday, 4=Wednesday, 5=Thursday, 6=Friday, 7=Saturday)[1]<br>LK1=Sunday, LK2=Monday, LK3=Tuesday, LK4=Wednesday, LK5=Thursday, LK6=Friday, LK7=Saturday                                                                                |
|                                                                                          | <b>04</b> | Entryxx Start Day (1=Sunday, 2=Monday, 3=Tuesday, 4=Wednesday, 5=Thursday, 6=Friday, 7=Saturday) [Answer Table 1/Schedule 1 = 2 (Monday), All other schedules = 1 (Sunday)]<br>LK1=Sunday, LK2=Monday, LK3=Tuesday, LK4=Wednesday, LK5=Thursday, LK6=Friday, LK7=Saturday  |
|                                                                                          | <b>05</b> | Entryxx End Day (1=Sunday, 2=Monday, 3=Tuesday, 4=Wednesday, 5=Thursday, 6=Friday, 7=Saturday)<br>[Answer Table 1/Schedule 1 = 6 (Friday), All other schedules = 1 (Sunday)]<br>LK1=Sunday, LK2=Monday, LK3=Tuesday, LK4=Wednesday, LK5=Thursday, LK6=Friday, LK7=Saturday |
|                                                                                          | <b>06</b> | Entryxx Date(MM/DD) (MMDD) [0000]                                                                                                                                                                                                                                          |
|                                                                                          | <b>07</b> | Entryxx Start Time (HHMM) [0000][Answer Table 1/Schedule 1 = 0830, All other schedules = 0000]                                                                                                                                                                             |
|                                                                                          | <b>08</b> | Entryxx End Time (HHMM) [Answer Table 1/Schedule 1 = 1700, All other schedules = 0000]                                                                                                                                                                                     |
| <b>Press this:</b>                                                                       |           | <b>To do this:</b>                                                                                                                                                                                                                                                         |
| <b>Editing</b>                                                                           |           |                                                                                                                                                                                                                                                                            |
| <b>Transfer</b>                                                                          |           | Enter (accept) data you entered and advance to the next prompt, or advance to the next prompt without changing your entry.                                                                                                                                                 |
| -1                                                                                       | +1        | Scroll backwards (-1) or forwards (+1) through the list of available entries.                                                                                                                                                                                              |
| ←                                                                                        | →         | When editing an entry, moves the cursor left or right.                                                                                                                                                                                                                     |
| <b>Conf</b>                                                                              |           | When editing an entry, delete the character to the left of the cursor.                                                                                                                                                                                                     |
| <b>Hold</b>                                                                              |           | When editing an entry, Hold erases the entire entry from the display.                                                                                                                                                                                                      |
| <b>Line Keys (LK)</b>                                                                    |           | Where indicated, press a line key to enter a specific value for the selected option.                                                                                                                                                                                       |
| <b>Navigation</b>                                                                        |           |                                                                                                                                                                                                                                                                            |
| <b>Redial</b>                                                                            |           | Redial + Table number + Redial selects an Answer Table.<br>Redial + Redial +Entry number + Redial selects an Answer Schedule.                                                                                                                                              |
| <b>Answer</b>                                                                            |           | Backs up to the previous level (e.g., from Option to Series, or from Series to Program).                                                                                                                                                                                   |

|                                                                                             |   |                                                                               |
|---------------------------------------------------------------------------------------------|---|-------------------------------------------------------------------------------|
| <b>47-12 VM8000 InMail Answer Schedules (Continued)<br/>(Entry Range) [Default Setting]</b> |   |                                                                               |
| ↑                                                                                           | ↓ | Scroll consecutively backwards or forwards through selected Option or Series. |

### Type 1 (Day of Week) Example

In this example, Answer Table 1 routes calls as follows:

- Schedule 1 uses Routing Mailbox 2 and runs Sunday from 8:30AM to 5:00PM.
- Schedule 2 uses Subscriber Mailbox 3 and runs Wednesday from 10:30AM to 5:00PM.
- Schedule 3 uses Routing Mailbox 4 and runs Tuesday from 9:00AM to 10:00AM.
- At all other times, routing is handled by the Default Mailbox specified in 47-11-03 Default Mailbox Category and 47-11-03 Default Mailbox Number.

When setting up Answer Tables with multiple types, build the Answer Schedules in the following order:

- Range of Days
- Day of Week
- Date

| <b>Type 1 (Day of Week) Example</b> |                                                                                                              |
|-------------------------------------|--------------------------------------------------------------------------------------------------------------|
| <b>Answer Table 1</b>               |                                                                                                              |
|                                     | Answer Schedule 1<br>Answer Schedule 1 is a Day of Week schedule that runs Sunday from 8:30AM to 5:00PM.     |
|                                     | 47-12-01 Entry01 Schedule Type = 1                                                                           |
|                                     | 47-12-02 Entry01 MB Ctg = 3<br>47-12-03 Entry01 MB Num = 2                                                   |
|                                     | 47-12-04 Entry01 Day = 1                                                                                     |
|                                     | 47-12-05 Entry01 Start Day = 1 (Entry does not matter)                                                       |
|                                     | 47-12-06 Entry01 End Day = 1 (Entry does not matter)                                                         |
|                                     | 47-12-07 Entry01 Date (MMDD) = 0000 (Entry does not matter)                                                  |
|                                     | 47-12-08 Entry01 Start Time = 0830 (8:30AM)                                                                  |
|                                     | 47-12-09 Entry01 End Time = 1700 (5:00PM)                                                                    |
|                                     | Answer Schedule 2<br>Answer Schedule 2 is a Day of Week schedule that runs Wednesday from 10:30AM to 5:00PM. |
|                                     | 47-12-01 Entry01 Schedule Type = 1                                                                           |
|                                     | 47-12-02 Entry01 MB Ctg = 1<br>47-12-03 Entry01 MB Num = 3                                                   |

| <b>Type 1 (Day of Week) Example (Continued)</b> |                                                                                                                                         |
|-------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|
|                                                 | 47-12-04 Entry01 Day = 4                                                                                                                |
|                                                 | 47-12-05 Entry01 Start Day = 1 (Entry does not matter)                                                                                  |
|                                                 | 47-12-06 Entry01 End Day = 1 (Entry does not matter)                                                                                    |
|                                                 | 47-12-07 Entry01 Date (MMDD) = 0000 (Entry does not matter)                                                                             |
|                                                 | 47-12-08 Entry01 Start Time = 1030 (10:30AM)                                                                                            |
|                                                 | 47-12-09 Entry01 End Time = 1700 (5:00PM)                                                                                               |
|                                                 | <p>Answer Schedule 3<br/>                     Answer Schedule 3 is a Day of Week schedule that runs Tuesday from 9:00AM to 10:00AM.</p> |
|                                                 | 47-12-01 Entry01 Schedule Type = 1                                                                                                      |
|                                                 | 47-12-02 Entry01 MB Ctg = 3                                                                                                             |
|                                                 | 47-12-03 Entry01 MB num = 4                                                                                                             |
|                                                 | 47-12-04 Entry01 Day = 3                                                                                                                |
|                                                 | 47-12-05 Entry01 Start Day = 1 (Entry does not matter)                                                                                  |
|                                                 | 47-12-06 Entry01 End Day = 1 (Entry does not matter)                                                                                    |
|                                                 | 47-12-07 Entry01 Date (MMDD) = 0000 (Entry does not matter)                                                                             |
|                                                 | 47-12-08 Entry01 Start Time = 0900 (9:00AM)                                                                                             |
|                                                 | 47-12-09 Entry01 End Time = 1000 (10:00PM)                                                                                              |

## Type 2 (Range of Days) Example

In this example, Answer Table 1 routes calls as follows:

- Schedule 1 uses Routing Mailbox 1 and runs Sunday through Wednesday from 8:30AM to 5:00PM.
- Schedule 2 uses Routing Mailbox 2 and runs Thursday and Friday from 11:00AM to 1:00PM.
- At all other times, routing is handled by the Default Mailbox specified in 47-11-04 Default Mailbox Category and 47-11-05 Default Mailbox Number.

When setting up Answer Tables with multiple types, build the Answer Schedules in the following order:

- Range of Days
- Day of Week
- Date

| <b>Type 2 (Range of Days) Example</b> |                                                                                                                                                   |
|---------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Answer Table 1</b>                 |                                                                                                                                                   |
|                                       | Answer Schedule 1<br>Answer Schedule 1 is a Range of Days schedule that starts schedule that runs Sunday through Wednesday from 8:30AM to 5:00PM. |
|                                       | 47-12-01 Entry01 Schedule Type = 2                                                                                                                |
|                                       | 47-12-02 Entry01 MB Ctg = 3<br>47-12-03 Entry01 MB Num = 1                                                                                        |
|                                       | 47-12-04 Entry01 Day = 1 (Entry does not matter)                                                                                                  |
|                                       | 47-12-05 Entry01 Start Day = 1 (Sunday)                                                                                                           |
|                                       | 47-12-06 Entry01 End Day = 4 (Wednesday)                                                                                                          |
|                                       | 47-12-07 Entry01 Date (MMDD) = 0000 (Entry does not matter)                                                                                       |
|                                       | 47-12-08 Entry01 Start Time = 0830 (8:30AM)                                                                                                       |
|                                       | 47-12-09 Entry01 End Time = 1700 (5:00PM)                                                                                                         |
|                                       | Answer Schedule 2<br>Answer Schedule 2 is a Range of Days schedule that runs Thursday and Friday from 11:00AM to 1:00PM.                          |
|                                       | 47-12-01 Entry01 Schedule Type = 2                                                                                                                |
|                                       | 47-12-02 Entry01 MB Ctg = 3<br>47-12-03 Entry01 MB Num = 2                                                                                        |
|                                       | 47-12-04 Entry01 Day = 1 (Entry does not matter)                                                                                                  |
|                                       | 47-12-05 Entry01 Start Day = 4 (Wednesday)                                                                                                        |
|                                       | 47-12-06 Entry01 End Day = 5 (Thursday)                                                                                                           |
|                                       | 47-12-07 Entry01 Date (MMDD) = 0000 (Entry does not matter)                                                                                       |
|                                       | 47-12-08 Entry01 Start Time = 1100 (11:00AM)                                                                                                      |
|                                       | 47-12-09 Entry01 End Time = 1300 (1:00PM)                                                                                                         |

### Type 3 (Date) Example

In this example, Answer Table 1 routes calls as follows:

- Schedule 1 uses Routing Mailbox 1 and runs every day from 8:30AM to 5:00PM.
- Schedule 2 uses Routing Mailbox 9 and runs only on Christmas Day from 8:30AM to 5:00PM.
- At all other times, routing is handled by the Default Mailbox specified in 47-11-04 Default Mailbox Category and 47-11-05 Default Mailbox Number.

When setting up Answer Tables with multiple types, build the Answer Schedules in the following order:

- Range of Days
- Day of Week
- Date

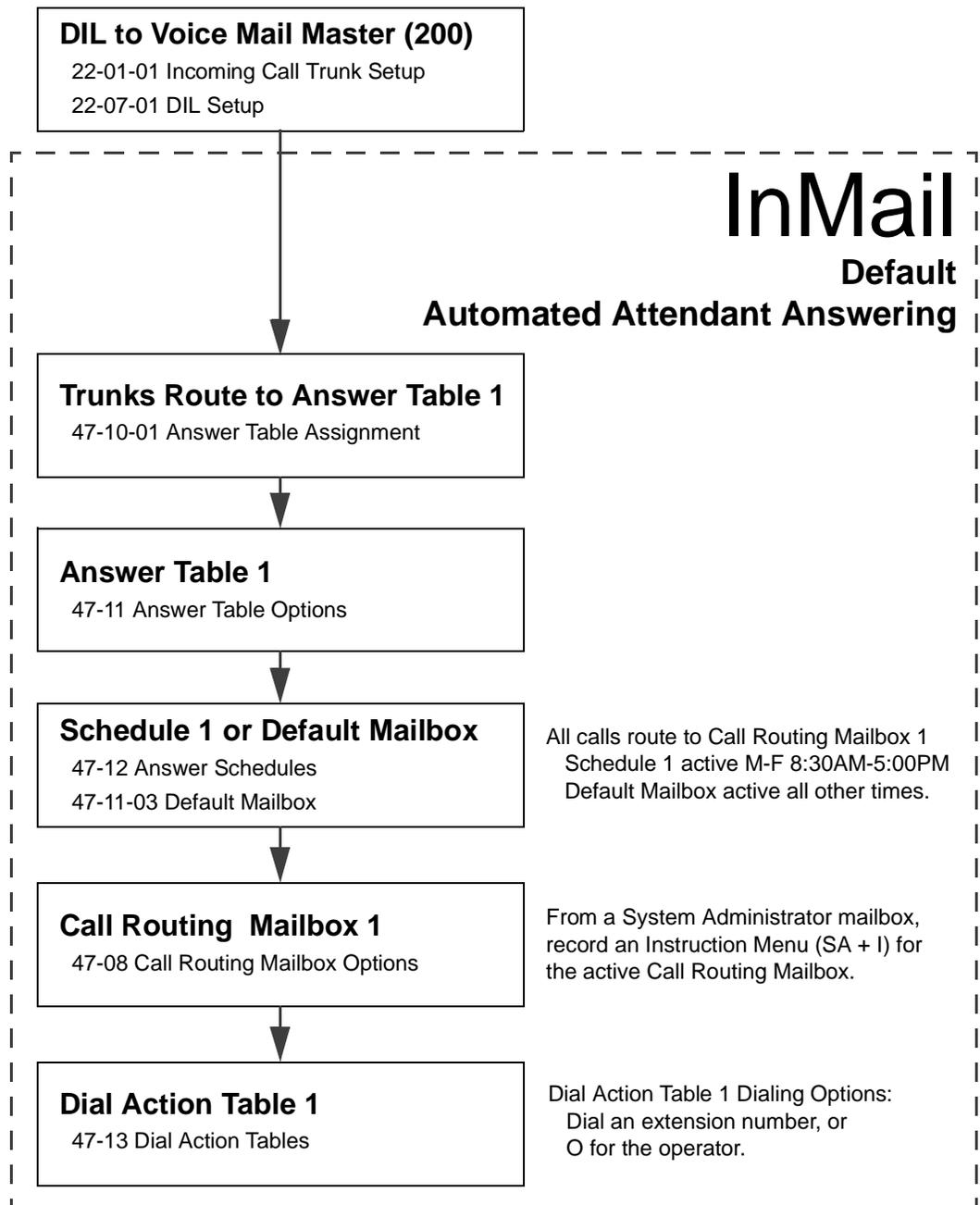
| <b>Type 3 (Date) Example</b> |                                                                                                                                    |
|------------------------------|------------------------------------------------------------------------------------------------------------------------------------|
| <b>Answer Table 1</b>        |                                                                                                                                    |
|                              | Answer Schedule 1<br>Answer Schedule 1 is a Range of Days schedule that starts schedule that runs every day from 8:30AM to 5:00PM. |
|                              | 47-12-01 Entry01 Schedule Type = 2                                                                                                 |
|                              | 47-12-02 Entry01 MB Ctg = 3<br>47-12-03 Entry01 MB Num = 1                                                                         |
|                              | 47-12-04 Entry01 Day = 1 (Entry does not matter)                                                                                   |
|                              | 47-12-05 Entry01 Start Day = 1 (Sunday)                                                                                            |
|                              | 47-12-06 Entry01 End Day = 1 (Sunday)                                                                                              |
|                              | 47-12-07 Entry01 Date (MMDD) = 0000 (Entry does not matter)                                                                        |
|                              | 47-12-08 Entry01 Start Time = 0830 (8:30AM)                                                                                        |
|                              | 47-12-09 Entry01 End Time = 1700 (5:00PM)                                                                                          |
|                              | Answer Schedule 2<br>Answer Schedule 2 is a Date schedule that runs only on Christmas Day from 8:30AM to 5:00PM.                   |
|                              | 47-12-01 Entry01 Schedule Type = 3                                                                                                 |
|                              | 47-12-02 Entry01 MB Ctg = 3<br>47-12-03 Entry01 MB Num = 9                                                                         |
|                              | 47-12-04 Entry01 Day = 1 (Entry does not matter)                                                                                   |
|                              | 47-12-05 Entry01 Start Day = 1 (Entry does not matter)                                                                             |
|                              | 47-12-06 Entry01 End Day = 1 (Entry does not matter)                                                                               |
|                              | 47-12-07 Entry01 Date (MMDD) = 1225 (December 25, Christmas Day)                                                                   |
|                              | 47-12-08 Entry01 Start Time = 0830 (8:30AM)                                                                                        |
|                              | 47-12-09 Entry01 End Time = 1700 (5:00PM)                                                                                          |

## 47-13 VM8000 InMail Dial Action Tables

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### Description

Use 47-13 VM8000 InMail Dial Action Tables to set up the VM8000 InMail Dial Action Tables. The Dial Action Table defines the options than an Automated Attendant caller can dial. A Dial Action Table is associated with a Call Routing Mailbox, which is in turn associated with an Answer Table. When an Answer Table is active, its associated Call Routing Mailbox selects the Dial Action Table which provides dialing options to callers. The illustration below shows how this works in a default VM8000 InMail system. There are 16 Dial Action Tables:



| Dial Action Table Default Settings |                                                                        |                         |
|------------------------------------|------------------------------------------------------------------------|-------------------------|
| Key                                | Dial Action Table 1                                                    | Dial Action Tables 2-16 |
| 1                                  | UTRF to XXX<br>(Unscreened Transfer to user-dialed extension)          | UND<br>(Undefined)      |
| 2                                  | UND<br>(Undefined)                                                     | UND<br>(Undefined)      |
| 3                                  | UTRF to XXXX<br>(Unscreened Transfer to user-dialed extension)         | UND<br>(Undefined)      |
| 4                                  | UND<br>(Undefined)                                                     | UND<br>(Undefined)      |
| 5                                  | UND<br>(Undefined)                                                     | UND<br>(Undefined)      |
| 6                                  | UND<br>(Undefined)                                                     | UND<br>(Undefined)      |
| 7                                  | UND<br>(Undefined)                                                     | UND<br>(Undefined)      |
| 8                                  | UND<br>(Undefined)                                                     | UND<br>(Undefined)      |
| 9                                  | HNGUP<br>(Hangup)                                                      | UND<br>(Undefined)      |
| 0                                  | UTRF to 101<br>(Unscreened Transfer to 101)                            | UND<br>(Undefined)      |
| *                                  | REC1 to IXXX<br>(Quick Message with greeting to user-dialed extension) | UND<br>(Undefined)      |
| #                                  | LOGON to IXXX<br>(Logon to user-dialed mailbox)                        | UND<br>(Undefined)      |
| <b>TIMEOUT</b>                     | UTRF to 101<br>(Unscreened Transfer to 101)                            | UND<br>(Undefined)      |

 *TIMEOUT* provides the routing for rotary dial callers. See [Automatic Routing for Rotary Dial Callers on page 2-51](#) for more.

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### TRF Action - Screened Transfer (1) (TRF)

Use this action to allow an Automated Attendant caller to place a Screened Transfer to an extension. After an Automated Attendant caller dials an extension, VM8000 InMail calls (screens) the destination to see if the transfer can go through.

- 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, is busy, or is in Do Not Disturb, the Automated Attendant doesn't extend the call. It then provides the caller with additional options.

#### **Number Option**

Normally, the corresponding Number option should be XXX. Note that the key you choose for this action is the first digit of the called extension number.

 For example, to allow callers to place Screened Transfers to extensions 101~108, for key 3 enter TRF for the Action and XXX for the corresponding Number.

To have Screened Transfer call a specific extension, the corresponding Number option should be that extension number. The caller then dials that single digit to reach the extension.

 For example, to have callers dial 8 to reach extension 303, for key 8 enter TRF for the Action and 303 for the corresponding Number.

#### **Additional Information**

-  See the call routing chart detailed in [Screened Transfer \(TRF\) Operation on page 2-218](#).
-  Also see [Screened Transfer on page 2-217](#) and [Unscreened Transfer on page 2-245](#).

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## UTRF Action - Unscreened Transfer (2) (UTRF)

Use this action to allow an Automated Attendant caller to place an Unscreened Transfer to an extension. This is similar to telephone system unscreened transfers in which the transferring party immediately extends the call. After an Automated Attendant caller dials an extension, VM8000 InMail transfers the call to the destination and hangs up. Any recalls or additional routing are handled by the telephone system – just as with any other unscreened transfer.

### Number Option

Normally, the corresponding *Number* option should be XXX. Note that the key you choose for this action is the first digit of the called extension number.

 For example, to allow callers to place Unscreened Transfers to extensions 101~199, for key 3 enter UTRF for the Action and XXX for the corresponding Number.

To have Unscreened Transfer call a specific extension, the corresponding *Number* option should be that extension's number. The caller then dials that single digit to reach the extension.

 For example, to have callers dial 8 to reach extension 303, for key 8 enter UTRF for the Action and 303 for the corresponding Number.

### Additional Information

-  Refer to the [Unscreened Transfer \(UTRF\) Operation on page 2-246](#) to see the call routing chart.
-  Also see [Screened Transfer on page 2-217](#) and [Unscreened Transfer on page 2-245](#).

## REC1 Action - Quick Message With Greeting (3) (REC1)

Use this action to allow an Automated Attendant caller to leave a Quick Message at an extension. With this action, the caller hears the extension greeting prior to leaving the message.

### Number Options

To have the caller leave a quick Message at a specific extension, the corresponding Number option should be the extension number.

To have the caller leave a Quick Message at any caller-dialed extension, the corresponding Number option should be IXXX.

To have the caller leave a Quick Message at a caller-dialed extension in a specific range, the corresponding Number option should be XXX.

 For example, to allow callers to leave a Quick Message extensions 101~108, for key 3 enter REC1 for the Action and XXX for the corresponding Number.

### Additional Information

-  See [Quick Message on page 2-203](#) for more.

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## REC2 Action - Quick Message Without Greeting (4) (REC2)

Use this action to allow an Automated Attendant caller to leave a Quick Message at an extension. With this action, the caller *does not* hear the extension's greeting prior to leaving the message. Instead, the caller hears the voice prompt "Recording" followed by a beep.

### Number Option

To have the caller leave a quick Message at a specific extension, the corresponding Number option should be the extension number.

To have the caller leave a Quick Message at any caller-dialed extension, the corresponding Number option should be IXXX.

To have the caller leave a Quick Message at a caller-dialed extension in a specific range, the corresponding Number option should be XXX.

 For example, to allow callers to leave a Quick Message extensions 101~108, for key 3 enter REC2 for the Action and XXX for the corresponding Number.

### Additional Information

 See [Quick Message on page 2-203](#) for more.

## LOGON Action - Log On to Voice Mail (5) (LOGON)

Use this key action to allow an Automated Attendant caller to log on to Voice Mail. Depending on programming (see Number Option below), the caller is logged directly on to a Subscriber Mailbox or is prompted to enter a Subscriber Mailbox of their own choosing. You cannot use the LOGON option with Call Routing and Announcement Mailboxes.

### Number Option

To log directly into a specific Subscriber Mailbox, enter the mailbox number in the corresponding Number option.

 For example, to have key 4 log directly into Subscriber Mailbox 305, for key 4 enter LOGON for the Action and 305 for the corresponding Number.

To have VM8000 InMail request Automated Attendant callers to select a Subscriber Mailbox to log into, enter N in the corresponding Number option. The key you choose must represent the first digit in the Subscriber Mailbox numbers.

 For example, to have the Automated Attendant request callers to enter the number of the Subscriber Mailbox into which they wish to log, for key 3 enter LOGON for the Action and N for the corresponding Number. When callers dial 3, they hear, "Please enter your mailbox number."

To have VM8000 InMail require Automated Attendant callers to enter a Subscriber Mailbox to log on to (without playing an announcement), enter XXX in the corresponding Number option. The key you choose must represent the first digit in the Subscriber Mailbox numbers.

 For example, to allow callers to log onto mailboxes 101~108, for key 3 enter LOGON for the Action and XXX for the corresponding Number.

To log on to any valid Subscriber Mailbox, enter IXXX in the corresponding *Number* option.

 For example, to allow callers to dial 1 plus any Subscriber Mailbox number to log on, for key 1 enter LOGON for the Action and IXXX for the corresponding Number.

#### **Additional Information**

 See [Log On to Voice Mail on page 2-141](#) for more information.

### **Hang Up Action (6) (HNGUP)**

When an Automated Attendant caller presses a key assigned to this action, VM8000 InMail says “Goodbye” and immediately hangs up.

#### **Number Option**

No entry is required in the corresponding Number option.

#### **Additional Information**

 See [Hang Up on page 2-127](#) for more.

### **GOTO Action - Go to Mailbox (7) (GOTO)**

Use this option to provide Automated Attendant callers with the ability to route to Call Routing and Announcement Mailboxes. For example, a caller can dial a digit for Sales, and then go to the Call Routing or Announcement Mailbox that provides the dialing options and instructions for Sales.

#### **Number Option**

To have Automated Attendant callers dial a single digit to go to a Call Routing or Announcement Mailbox, enter the mailbox number in the corresponding *Number* option.

 For example, to have key 1 go to Call Routing Mailbox 1, for key 1 enter GOTO for the Action and 1 for the corresponding Number.

To have VM8000 InMail require Automated Attendant callers to enter a Call Routing or Announcement Mailbox to go to, enter XXX in the corresponding *Number* option. The key you choose must represent the first digit in the mailbox numbers.

 For example, to allow callers to go to mailboxes 1~16, for key 0 enter GOTO for the Action and XXX for the corresponding Number.

To log into **any** valid Call Routing or Subscriber Mailbox, enter IXXX in the corresponding *Number* option.

 For example, to allow callers to dial 1 plus any Call Routing or Announcement Mailbox number to go to, for key 1 enter GOTO for the Action and IXXX for the corresponding Number.

#### **Additional Information**

 See [Go To A Mailbox on page 2-107](#) for more information.

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### UND Action - Undefined Routing (0) (UND)

Use this key action if you want a key to have no routing (no operation). When an Automated Attendant caller presses an undefined key, they hear, “*That is an invalid entry.*” The caller can then dial another option.

#### **Number Option**

Not applicable

#### **Additional Information**

 See [Undefined Routing on page 2-243](#) for more information.

### Digits (0~9, #, and \*)

Use Dial Action Table digits to route an Automated Attendant call to a specific location (such as an extension). For example, to set up a TRF Action to route to extension 305, for digit 3 enter TRF for the *Action* and 305 for the corresponding *Number*.

 See [Dial Action Table on page 2-63](#) for more information.

#### **Options**

0~9, #, and \* (8 digits max.)

#### **Default**

 See [Dial Action Table Default Settings on page 3-70](#).

### Caller Dialed Digits (X) [Entered by pressing LK2]

Use the X option to route an Automated Attendant call based on digits the caller dials. Each X entry represents one caller-dialed digit. For example, to set up a TRF Action to route to any caller dialed extension in the 101~399 range, for digit 3 enter TRF for the *Action* and XXX for the corresponding *Number*.

 See [Dial Action Table on page 2-63](#) for more information.

#### **Options**

X (Entered by pressing LK2)

#### **Default**

 See [Dial Action Table Default Settings on page 3-70](#).

**Ignore Digits (I) [Entered by pressing LK3]**

Use the I option to represent any digit dialed by the Automated Attendant caller that VM8000 InMail ignores for routing. An example of this is REC action assigned to the \* key in Dial Action Table 1 by default. The *Action* is REC2 and the *Number* is IXXX. This means that a caller can dial \* + any mailbox number to leave a Quick Message in that mailbox. VM8000 InMail ignores the first digit dialed by the caller (\*), and routes according to the next 3 digits dialed.

 See [Dial Action Table on page 2-63](#) for more.

**Options**

I (Entered by pressing LK3)

**Default**

 See [Dial Action Table Default Settings on page 3-70](#).

**No Routing (N) [Entered by pressing LK1]**

Use the N option when you want no Automated Attendant routing to automatically occur. This can be used with the LOGON action when you want to prompt the caller to enter a mailbox number. To do this for the # key (for example), for the # key enter LOGON for the *Action* and N for the corresponding *Number*. When the caller dials #, they hear: “*Please enter the mailbox number. Or, to exit, press the pound key.*”

**Options**

N (Entered by pressing LK1)

**Default**

 See [Dial Action Table Default Settings on page 3-70](#).

**Pause (P) [Entered by pressing LK4]**

Use the P option when you want the Automated Attendant to pause while dialing.

**Options**

P (Entered by pressing LK4)

**Default**

 See [Dial Action Table Default Settings on page 3-70](#).

## 47-13 Program Entry

| <b>47-13 VM8000 InMail Dial Action Tables<br/>(Entry Range) [Default Setting]</b>                                                                                                                                                                                                                                                                                                                                                                                               |                              |                    |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|--------------------|
| When entering Keyxx Action data:<br>0=Undefined, 1=TRF, 2=UTRF, 3=REC1, 4=REC2, 5=LOGON, 6=Hangup, 7=GOTO<br>LK1=Undefined, LK2=TRF, LK3=UTRF, LK4=REC1, LK5=REC2, LK6=LOGON, LK7=Hangup<br>When entering Keyxx Data data:<br>8 digits max, using 0~9, #, *, X, I, N, P<br>LK1=N (No routing), LK2=X (Caller-dialed digits), LK3=I (Ignore Digits), LK4=P (Pause)<br>Default Settings below are for Dial Action Table 1. All actions for Dial Action Tables 2~16 are undefined. |                              |                    |
| <b>Speaker + ### + Password (12345678) + Transfer + 4713 + Option.</b><br>There are 16 Dial Action Tables (1~16).                                                                                                                                                                                                                                                                                                                                                               |                              |                    |
| <b>01</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Key 01 Action [0-Undefined]  | Key 01 Data [0]    |
| <b>02</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Key 02 Action [0-Undefined]  | Key 02 Data [0]    |
| <b>03</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Key 03 Action [2 - UTRF]     | Key 03 Data [XXXX] |
| <b>04</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Key 04 Action [0 -Undefined] | Key 04 Data [0]    |
| <b>05</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Key 05 Action [0-Undefined]  | Key 05 Data [0]    |
| <b>06</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Key 06 Action [0-Undefined]  | Key 06 Data [0]    |
| <b>07</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Key 07 Action [0-Undefined]  | Key 07 Data [0]    |
| <b>08</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Key 08 Action [0-Undefined]  | Key 08 Data [0]    |
| <b>09</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Key 09 Action [6-Hangup]     | Key 09 Data [0]    |
| <b>10<br/>(0 key)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Key 10 Action [2 - UTRF]     | Key 10 Data [101]  |
| <b>11<br/>(* key)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Key 11 Action [3-REC1]       | Key 11 Data [IXXX] |
| <b>12<br/>(# key)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Key 12 Action [5-LOGON]      | Key 12 Data [IXXX] |
| <b>13<br/>(Timeout)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Key 13 Action [2 - UTRF]     | Key 13 Data [101]  |

| <b>47-13 VM8000 InMail Dial Action Tables (Continued)</b><br><b>(Entry Range) [Default Setting]</b> |           |                                                                                                                               |
|-----------------------------------------------------------------------------------------------------|-----------|-------------------------------------------------------------------------------------------------------------------------------|
| <b>Press this:</b>                                                                                  |           | <b>To do this:</b>                                                                                                            |
| <b>Editing</b>                                                                                      |           |                                                                                                                               |
| <b>Transfer</b>                                                                                     |           | Enter (accept) data you entered and advance to the next prompt, or advance to the next prompt without changing your entry.    |
| <b>-1</b>                                                                                           | <b>+1</b> | Scroll backwards (-1) or forwards (+1) through the list of available entries.                                                 |
| <b>←</b>                                                                                            | <b>→</b>  | When editing an entry, moves the cursor left or right.                                                                        |
| <b>Conf</b>                                                                                         |           | When editing an entry, delete the character to the left of the cursor.                                                        |
| <b>Hold</b>                                                                                         |           | When editing an entry, Hold erases the entire entry from the display.                                                         |
| <b>Line Keys (LK)</b>                                                                               |           | Where indicated, press a line key to enter a specific value for the selected option.                                          |
| <b>Navigation</b>                                                                                   |           |                                                                                                                               |
| <b>Redial</b>                                                                                       |           | Redial + Table number + Redial selects an Answer Table.<br>Redial + Redial +Entry number + Redial selects an Answer Schedule. |
| <b>Answer</b>                                                                                       |           | Backs up to the previous level (e.g., from Option to Series, or from Series to Program).                                      |
| <b>↑</b>                                                                                            | <b>↓</b>  | Scroll consecutively backwards or forwards through selected Option or Series.                                                 |

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## 47-15 Routing Mailbox Directory Options

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### Description

Use 47-15 Routing Mailbox Directory Options to set up the Routing Mailbox assigned as a Directory Dialing Mailbox in 47-07-02 Routing Mailbox Type.

 See the following for more:

- [Routing Mailbox on page 2-211.](#)
- [Directory Dialing on page 2-69.](#)

---

### Options

- ➔ **47-15-01 Minimum Number of Letters (Min Num Letters)**

Use this option to specify the minimum number of letters the caller should dial to be routed by the Directory Dialing Mailbox. Callers must dial this minimum number of letters, followed by #. The entries for this option are 1-3.

 Refer to [Directory Dialing on page 2-69.](#)

**Options**  
1~3 (Minimum number of letters)

**Default**  
1 (Minimum number of letters = 1)
  
- ➔ **47-15-02 Directory List Number to Use (Directory List)**

Use this option to specify which Directory List the Directory Dialing Mailbox should use. The Directory Dialing Mailbox can call only Subscriber Mailboxes that are in the list specified by this option. The entries for this option are 1~8.

 Refer to [Directory Dialing on page 2-69.](#)

**Options**  
1~8 (Directory List 1~8)

**Default**  
1 (Directory List 1)

### ➤ 47-15-03 Extension Name Match (Name Match)

Use this option to determine which portion of the extension's programmed name Directory Dialing uses to route the call. The options are 0 (first) or 1 (last). The setting you choose in this option depends on how you set up 47-01-16 Name Format.

*Refer to [Directory Dialing on page 2-69](#).*

See the following example:

| 47-01-16 Name Format Setting | 47-15-03 Extension Name Match | Entered Name | Directory Dialing Routes by: |
|------------------------------|-------------------------------|--------------|------------------------------|
| 1 (first-last)               | 0 (first)                     | Mary Jones   | Mary                         |
|                              | 1 (last)                      |              | Jones                        |
| 2 (last-first)               | 0 (first)                     |              | Jones                        |
|                              | 1 (last)                      |              | Mary                         |

#### Options

- 0 (First portion of programmed name)
- 1 (Second portion of programmed name)

#### Default

- 0 (First portion of programmed name)

### ➤ 47-15-04 Unscreened or Screened Transfer (Transfer Option)

Use this option to define the action Directory Dialing uses when routing a call. The entries for this option are 0 (Screened Transfer) or 1 (Unscreened Transfer).

*Refer to [Directory Dialing on page 2-69](#).*

#### Options

- 0 (Screened Transfer)
- 1 (Unscreened Transfer)

#### Default

- 0 (Screened Transfer)

### ➤ 47-15-05 Screened Transfer Timeout (Scrn Trf Timeout)

Use this option to set how long a Screened Transfer (STRF) from the Directory Dialing Mailbox rings an unanswered extension before recalling. The entry range for this option is 0~255 seconds. A setting of 0 = no recall.

*The **24-02-04 Transfer Recall Time** interval has no interaction with this timer.*

*Refer to [Directory Dialing on page 2-69](#).*

#### Options

- 1~255 seconds
- 0 (No recall)

#### Default

- 15 seconds

**➔ 47-15-06 Time Limit for Dialing Timeout (Dialing Timeout)**

This option determines how long VM8000 InMail waits for the caller connected to the Directory Dialing Mailbox to dial before repeating the Directory Dialing Message. If the caller doesn't dial within three repeats of the message, In-Mail routes the call to the Next Call Routing Mailbox for the Directory Dialing Mailbox (if any) or hangs up. The entry range for this option is 0~99 seconds. A setting of 0 = no timeout.

 Refer to [Directory Dialing on page 2-69](#).

**Options**

1~99 seconds

0 (No timeout)

**Default**

5

**➔ 47-15-07 Fax Detection**

Use this option to enable or disable Fax Detection for the Directory Dialing Mailbox. If enabled (1), the Directory Dialing Mailbox detects incoming fax CNG tone. The fax then routes to the company fax machine according to the settings of 47-01-06 Fax Extension. If disabled (0), the Directory Dialing Mailbox does not detect incoming fax calls.

 Refer to [Directory Dialing on page 2-69](#).

**Options**

0 (No - disabled)

1 (Yes - enabled)

**Default**

0 (No - disabled)

**➔ 47-15-08 Next Call Routing Mailbox (Next CR Mbox)**

Use this option to specify the Next Call Routing Mailbox (1~32) for the Directory Dialing Mailbox. If a Next Call Routing Mailbox is specified, the following occurs:

- If the caller dials 0 while listening to the Directory Dialing Message, the call routes to the 0 action programmed into the Dial Action Table associated with the Next Call Routing Mailbox.
- If the caller dials # while listening to the Directory Dialing Message, the call routes immediately to the Next Call Routing Mailbox and the recorded Instruction Menu Message for that mailbox is played.

 Refer to [Directory Dialing on page 2-69](#).

**Options**

Call Routing Mailbox Number (up to 2 digits)

No entry - 0 (Entered by pressing Hold)

**Default**

No entry - 0

By default, Call Routing Mailbox numbers are 1~8.

## 47-15 Program Entry

| 47-15 Routing Directory Dialing Mailbox Options<br>(Entry Range) [Default Setting]                                  |           |                                                                                                                            |
|---------------------------------------------------------------------------------------------------------------------|-----------|----------------------------------------------------------------------------------------------------------------------------|
| <b>Speaker + ### + Password (12345678) + Transfer + 4714 + Option.</b>                                              |           |                                                                                                                            |
| This selects the option chosen for Call Routing Mailbox 1.<br>There are 32 available Call Routing Mailboxes (1~32). |           |                                                                                                                            |
|                                                                                                                     | <b>01</b> | Min Num Letters (1~3) [1]                                                                                                  |
|                                                                                                                     | <b>02</b> | Directory List (1~8) [1]                                                                                                   |
|                                                                                                                     | <b>03</b> | Name Match (0=First portion of programmed name, 1=Second portion of programmed name) [0]                                   |
|                                                                                                                     | <b>04</b> | Transfer Option (0=Screened Transfer, 1=Unscreened Transfer) [0]                                                           |
|                                                                                                                     | <b>05</b> | Scrn Trf Timeout (1~255 seconds, 0=No recall) [15]                                                                         |
|                                                                                                                     | <b>06</b> | Dialing Timeout (1~99 seconds, 0=No timeout) [5]                                                                           |
|                                                                                                                     | <b>07</b> | Fax Detection (0=Disabled, 1=Enabled) [0]                                                                                  |
|                                                                                                                     | <b>08</b> | Next CR Mbox (1~32, 0=Entered by pressing Hold=Undefined) [0]                                                              |
| <b>Press this:</b>                                                                                                  |           | <b>To do this:</b>                                                                                                         |
| <b>Editing</b>                                                                                                      |           |                                                                                                                            |
| <b>Hold</b>                                                                                                         |           | Enter (accept) data you entered and advance to the next prompt, or advance to the next prompt without changing your entry. |
| <b>-1</b>                                                                                                           | <b>+1</b> | Scroll backwards (-1) or forwards (+1) through the list of available entries.                                              |
| <b>←</b>                                                                                                            | <b>→</b>  | When editing an entry, moves the cursor left or right.                                                                     |
| <b>Conf</b>                                                                                                         |           | When editing an entry, delete the character to the left of the cursor.                                                     |
| <b>Hold</b>                                                                                                         |           | When editing an entry, Hold erases the entire entry from the display.                                                      |
| <b>Line Keys (LK)</b>                                                                                               |           | Where indicated, press a line key to enter a specific value for the selected option.                                       |
| <b>Navigation</b>                                                                                                   |           |                                                                                                                            |
| <b>Redial</b>                                                                                                       |           | Redial + Mailbox number + Redial selects a new mailbox number                                                              |
| <b>Answer</b>                                                                                                       |           | Backs up to the previous level (e.g., from Option to Series, or from Series to Program).                                   |
| <b>↑</b>                                                                                                            | <b>↓</b>  | Scroll consecutively backwards or forwards through selected Option or Series.                                              |

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## 47-16 InMail Language License

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### Description

This command defines the language order that the In-Mail can use. Depending on the language license number, the In-Mail can use these languages defined in this program, starting from Language 1. For example, if the system has 4 languages license, the In-Mail can use the languages defined in the Language 1, 2, 3 and 4 in this program.

---

### Options

➤ **47-16-01 InMail Language License**

This command defines the language order that the In-Mail can use. Depending on the language license number, the In-Mail can use these languages defined in this program, starting from Language 1. For example, if the system has 4 languages license, the In-Mail can use the languages defined in the Language 1, 2, 3 and 4 in this program.

**Options**

- 01 - US English
- 02 - UK English
- 03 - Australian English
- 04 - French Canadian
- 05 - Dutch
- 06 - Mexican Spanish
- 07 - Latin America Spanish
- 08 - Italian
- 09 - German
- 10 - Madrid Spanish
- 11 - Norwegian
- 12 - Parisian French
- 13 - Brazilian Portuguese
- 14 - Japanese
- 15 - Mandarin Chinese
- 16 - Korean

**Default**

- 01 - US English)
- 02 - French Canadian
- 03 – Mexican Spanish

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## 47-17 Routing Mailbox Distribution Options – Mailbox Type

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### Description

Use 47-17 : Routing Distribution Mailbox Options to assign data when Program 47-07-02 is set to 4 (Distribution).

---

### Options

- **47-17-01 Routing Mailbox Distribution Options – Mailbox Type**

This command defines the type of mailbox of a Distribution List member. These settings will be used if PRG 47-07-02 Routing Mailbox Type is set to Distribution. You can have Station Mailboxes and/or Group Mailboxes as members of a Distribution List.

**Options**

  - 0 - Undefined
  - 1 - Station Mailbox
  - 2 - Group Mailbox

**Default**

0 (Undefined)
  
- **47-17-02 Routing Mailbox Distribution Options – Mailbox Number**

This command defines the mailbox number of a Distribution List member.

**Options**

Valid Station or Group mailbox number up to three digits.

**Default**

Undefined

# VM8000 InMail Utility

## SECTION 1 VM8000 INMAIL UTILITY

This chapter introduces the VM8000 InMail Utility which allows the user to do the following:

- ❑ Determine the version of system voice prompts currently installed on the VM8000 InMail CompactFlash card. Refer to [Selecting the CompactFlash Card on page 4-6](#).
- ❑ Back up the system voice prompts and recorded names, messages and greetings stored on the VM8000 InMail CompactFlash card to your PC hard disk. Refer to [Backing Up the VM8000 InMail CompactFlash Card on page 4-7](#).
- ❑ Restore the system voice prompts and recorded names, messages, and greetings stored on the your PC hard disk to the VM8000 InMail CompactFlash card. Refer to [Restoring a Backed-up Database to the VM8000 InMail CompactFlash Card on page 4-8](#).
- ❑ Update the system voice prompts stored on the VM8000 InMail CompactFlash Card (required for feature upgrades). Refer to [Updating the System Prompts on page 4-9](#).
- ❑ Optionally, initialize (completely erase) the VM8000 InMail CompactFlash card and load the latest system voice prompts. Refer to [Initializing the VM8000 InMail CompactFlash Card on page 4-10](#).

### WARNING



*The SV8100 system must be powered off and the InMail drive must be removed from the CD-CP00-US when using this utility. The telephone system and InMail are inoperable during this time.*

## SECTION 2 REQUIREMENTS

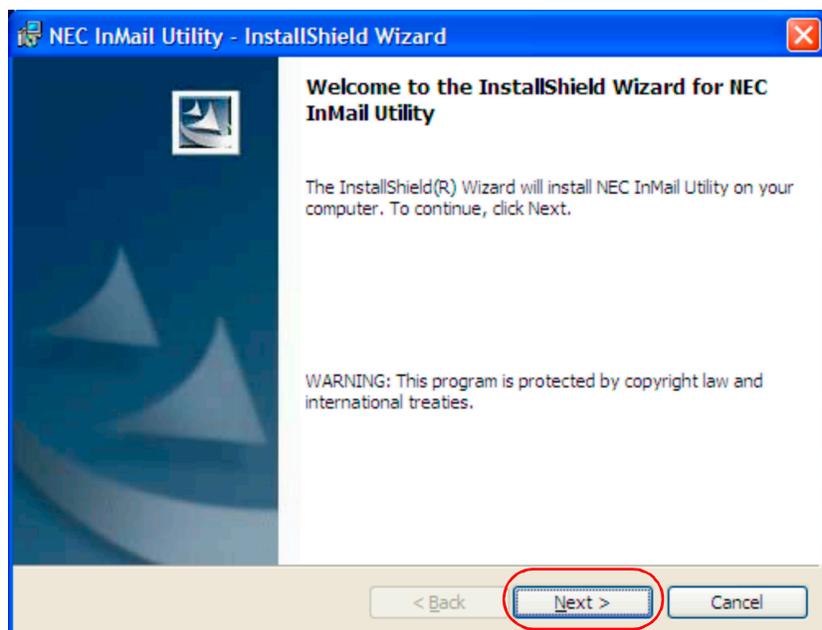
When installing the VM8000 InMail utility, the following minimum requirements apply:

- ❑ Pentium 330 MHz with 128 MB RAM, 256 Color 800 x 600 display, USB port.
- ❑ Windows 2000, Windows XP (32-bit), or Windows Vista (32-bit).
- ❑ CompactFlash Card Reader (SimpleTech STI-UCF-100 or equivalent), or, if your PC has a PCMCIA slot, PC Card Adapter for Type I CompactFlash Cards (SimpleTech STI-CFAD or equivalent).

## SECTION 3 INSTALLING AND STARTING THE VM8000 INMAIL UTILITY

### Installation

1. If the PC has an older version of the VM8000 InMail Utility, un-install it first. If the PC does not have an older version of the VM8000 InMail Utility, proceed to step 2.
2. Double-click the installer file (e.g., NEC In-Mail Utility Version 1\_2.exe). After the installer starts, [Figure 4-1 InMail Utility Install Wizard Welcome Screen](#) is displayed.
3. Click **Next**, on the Install Wizard Welcome Screen.

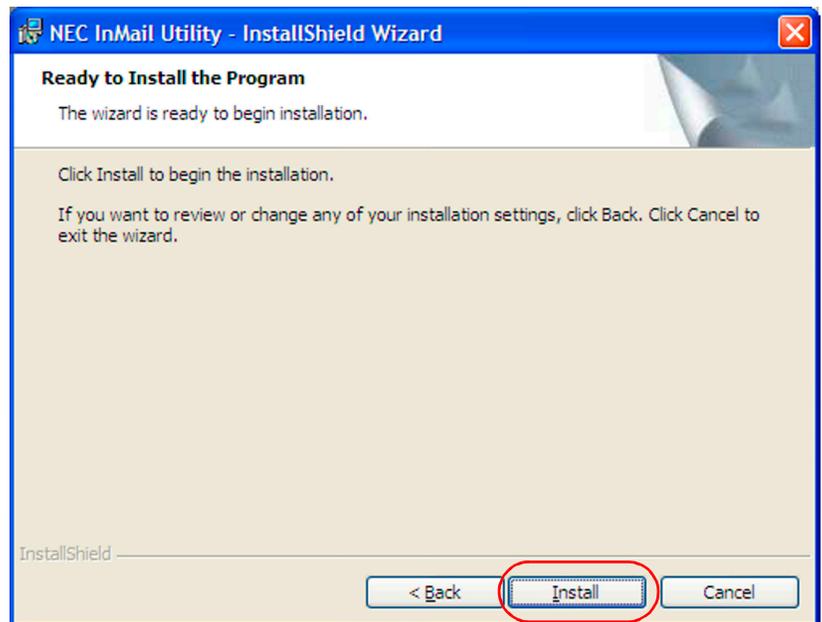


[Figure 4-2 VM8000 InMail Utility Install Wizard Settings Screen](#) is displayed.

**Figure 4-1 InMail Utility Install Wizard Welcome Screen**

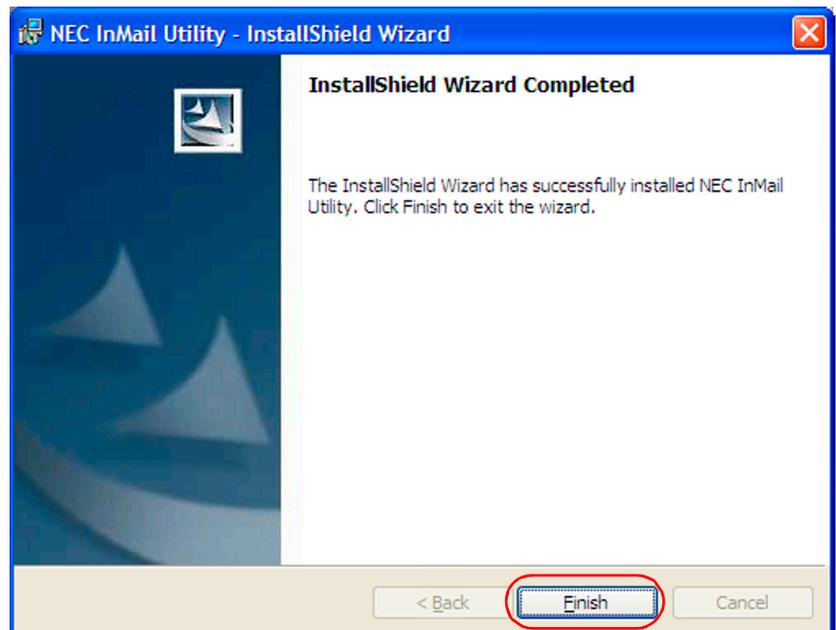
4. On the VM8000 InMail Utility Install Setting Screen (Figure 4-2), click **Install** to accept the displayed information.

**Figure 4-3 InMail Utility Install Wizard Install Completion Screen** is displayed.



**Figure 4-2 VM8000 InMail Utility Install Wizard Settings Screen**

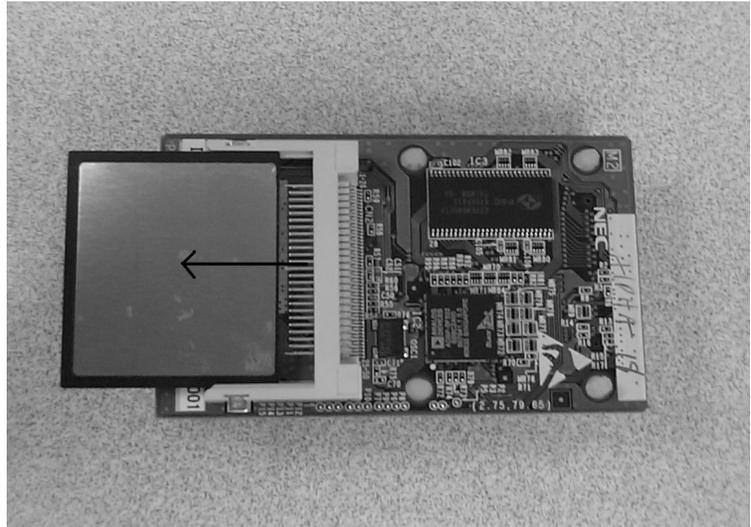
5. On the Install Wizard Completion Screen (Figure 4-3), click **Finish**. This completes the installation.



**Figure 4-3 InMail Utility Install Wizard Install Completion Screen**

## Starting the VM8000 InMail Utility

1. Turn off the telephone system and access the VM8000 InMail blade. (Refer to the VM8000 InMail Quick Setup Guide that came with In-Mail for additional instructions, if required.)

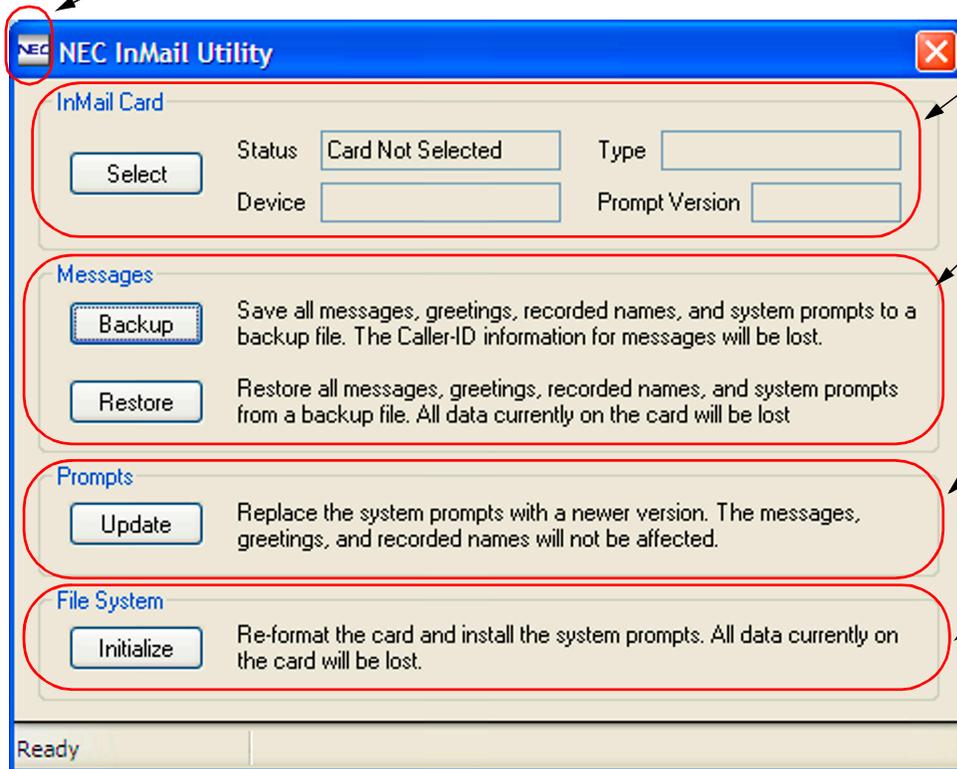


**Figure 4-4 Removing the CompactFlash Card from the Blade**

2. Following proper anti-static precautions, remove the VM8000 InMail CompactFlash Card from the In-Mail blade. (Refer to [Figure 4-4 Removing the CompactFlash Card from the Blade.](#))
3. Insert the VM8000 InMail CompactFlash Card in the PC CompactFlash Card reader.

4. Double-click the VM8000 InMail Utility shortcut on the PC desktop. The VM8000 InMail Utility Main Screen is displayed. (Refer to [Figure 4-5 InMail Utility Main Screen.](#))

To check the utility version number, click here, then select **About NEC VM8000 InMail Utility...**



**Select** the CompactFlash Reader and display important InMail CompactFlash card information.

**Backup** to the PC and **restore** the voice prompts as well as recorded names, messages and greetings stored on the InMail CompactFlash Card.

**Update** the voice prompts stored on the InMail CompactFlash Card (required for feature upgrades).

Optionally **initialize** (completely erase) the InMail CompactFlash card and load the latest voice prompts.

**Figure 4-5 InMail Utility Main Screen**

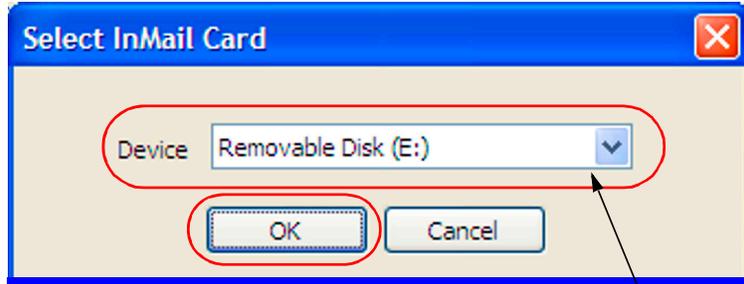
### Selecting the CompactFlash Card

After inserting the VM8000 InMail CompactFlash card into the reader, it must be selected.

1. From the InMail Utility Main Screen (Figure 4-5), click **Select**.

Figure 4-6 Utility Select InMail Card Screen is displayed.

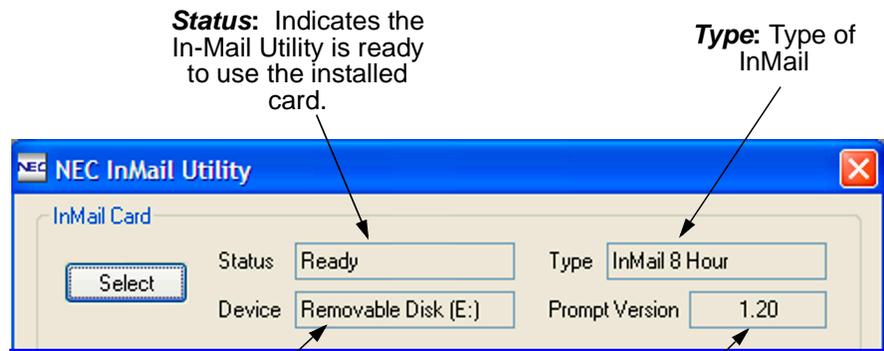
*If the InMail CompactFlash Card is changed in the middle of an InMail Utility session, click **Select** to read the new card.*



**Device** Select the InMail card from the drop-down box.

Figure 4-6 Utility Select InMail Card Screen

2. Use the drop-down box on the Utility Select InMail Card Screen (Figure 4-6) to select the card (Device) and click **OK**.



**Status:** Indicates the In-Mail Utility is ready to use the installed card.

**Type:** Type of InMail

**Device:** The card reader drive ID or volume label (if any).

**Prompt Version:** The version of the system prompts on the In-Mail CompactFlash card.

Figure 4-7 Updated InMail Portion of InMail Utility Main Screen

The InMail Card portion of the Main Screen updates with the card information. (Refer to Figure 4-7 Updated InMail Portion of InMail Utility Main Screen.)

## Backing Up the VM8000 InMail CompactFlash Card

The voice prompts, and the recorded names, messages and greetings stored on the VM8000 InMail CompactFlash Card can be backed up to the hard drive on the PC.

- To back up the VM8000 InMail CompactFlash Card, click **Backup** on the InMail Utility Main Screen (refer to [Figure 4-5 InMail Utility Main Screen on page 4-5.](#))

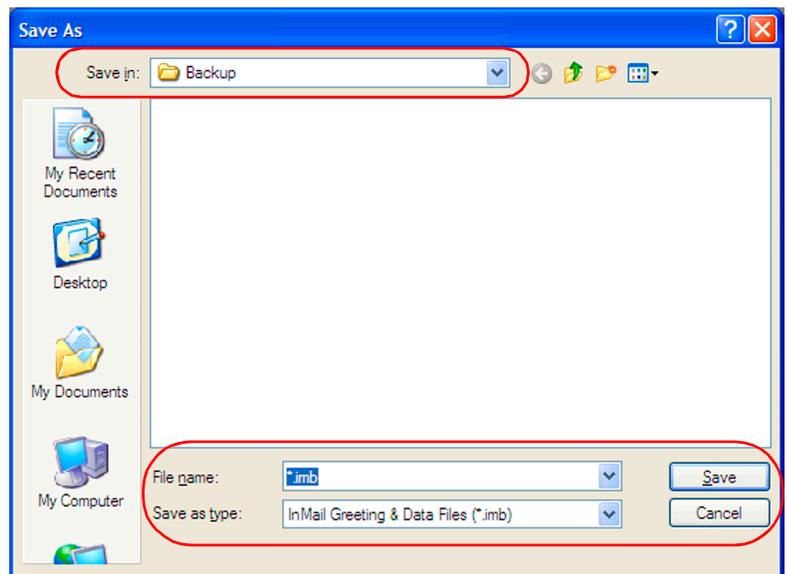
The Save As (Backup) Screen is displayed. (Refer to [Figure 4-8.](#))

*The default backup directory is C:\NEC\In-Mail\Backup.*

*A directory for the backup hard drive of the PC. If maintaining several customer sites, consider making a separate folder for each site.*

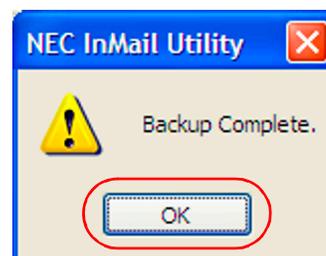
*Caller ID data, stored as part of an incoming voice message, are not retained during the backup. This information is lost.*

*After the backup, messages stored in Subscriber Mailboxes may be restored as new messages.*



**Figure 4-8 InMail Utility Save As (Backup) Screen**

- Select the location (**Save in:**) on the hard drive of the PC where the backup files are stored and click **Save**. The backup may take several minutes.



**Figure 4-9 InMail Utility Backup Complete Message**

- When the backup completes, [Figure 4-9 InMail Utility Backup Complete Message](#) is displayed.

## Restoring a Backed-up Database to the VM8000 InMail CompactFlash Card

System voice prompts, and the recorded names, messages and greetings backed-up on hard drive of the PC can be restored to the VM8000 InMail CompactFlash Card.

1. To restore backed-up data to the VM8000 InMail CompactFlash Card, click **Restore** on the InMail Utility Main Screen (Figure 4-5 on page 5).

2. On the InMail Utility Database Restore Screen, choose the database to be restored to the card (**Look In: File name:**) and click **Open**. (Refer to Figure 4-10.)

*Restoring a database to an In-Mail CompactFlash card erases all the data currently stored on the card.*

*The restore takes several minutes.*

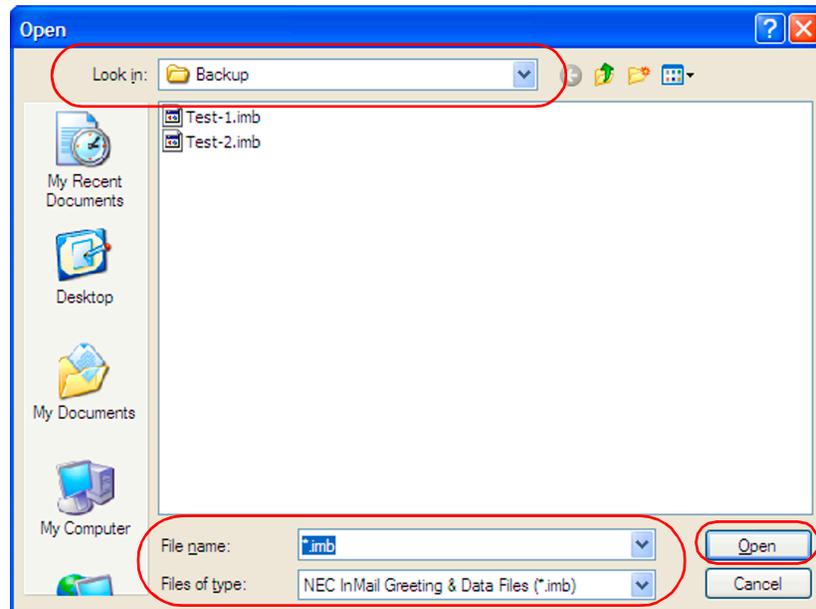


Figure 4-10 InMail Utility Database Restore

3. When the restore completes, Figure 4-11 InMail Utility Restore Complete Message on page 4-8 is displayed.

4. On the InMail Utility Restore Complete Message Screen, click **OK**. (Refer to Figure 4-11.)

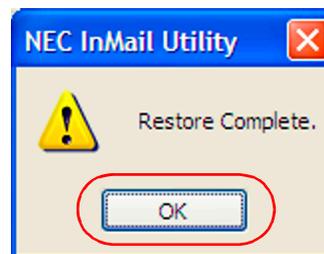


Figure 4-11 InMail Utility Restore Complete Message

## Updating the System Prompts

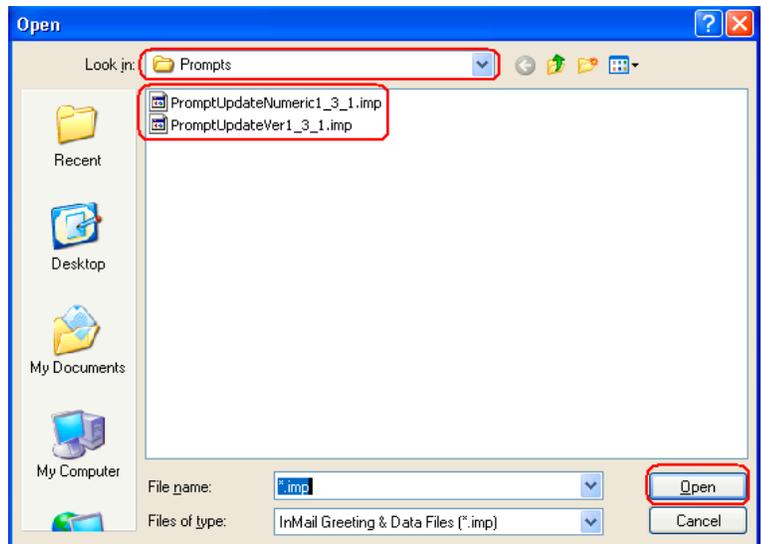
You may need to update the VM8000 InMail system prompts on the VM8000 InMail CompactFlash Card to be able to use new features. The documentation that came with the new software indicates when this is required.

There are two prompt set options. The standard Mnemonic prompt set "PromptUpdateVer1\_3\_1.imp" or the Numeric prompt set "PromptUpdateNumeric1\_3\_1.imp".

- To reinstall or change the prompt set on the InMail CompactFlash Card, click **Update** on the InMail Utility Main Screen (Refer to [Figure 4-5 on page 5.](#))

*The default location for the system prompt file is C:\NEC\VM8000 InMail\Prompts.*

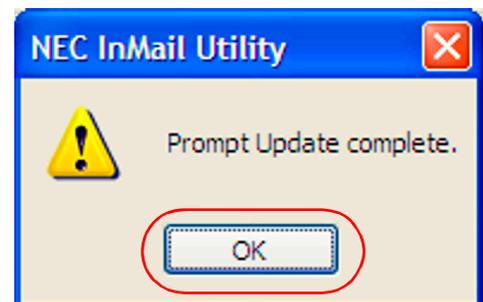
*Recorded names, messages and greetings are not lost when the system voice prompts are updated.*



**Figure 4-12 InMail Utility Update Prompts**

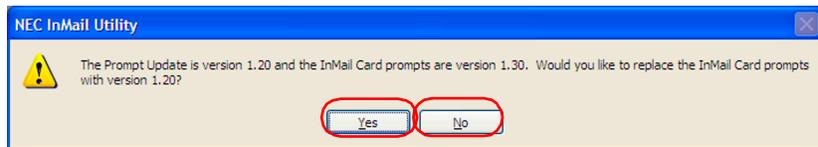
- On the VM8000 InMail Utility Update Prompts screen, select the appropriate file prompt update file (\*.imp). The standard Mnemonic prompt set "PromptUpdateVer1\_3\_1.imp" or the Numeric prompt set "PromptUpdateNumeric1\_3\_1.imp". Then click **Open**. (Refer to [Figure 4-12.](#))
- When the prompt update completes, the [Figure 4-13 InMail Utility Prompt Update Complete Message](#) on page 4-9 is displayed.

*If the system voice prompts that are currently set on the InMail CompactFlash Card are newer than the prompts that are being set, a message similar to the one in [Figure 4-14 InMail Utility Prompt Update Version Conversion Confirmation Screen](#) is displayed.*



**Figure 4-13 InMail Utility Prompt Update Complete Message**

4. On the VM8000 InMail Utility Prompt Update Version Conversion Confirmation Screen (Figure 4-14), click **Yes** to overwrite the newer prompt set or **No** to cancel the update.



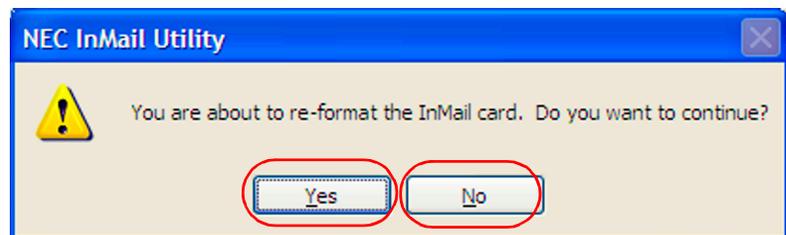
**Figure 4-14 InMail Utility Prompt Update Version Conversion Confirmation Screen**

*Overwriting a newer system voice prompt set with an older set can disable certain VM8000 InMail features.*

### Initializing the VM8000 InMail CompactFlash Card

The VM8000 InMail Utility provides the option of initializing (reformatting) the InMail CompactFlash Card. Initializing **completely erases** the card and loads the latest system voice prompts. All recorded names, messages and greetings are permanently erased during initialization. When initializing a CompactFlash card, the Mnemonic prompts are always installed. If the Numeric prompt set is to be used it must be installed after the initialization has finished. Refer to [Updating the System Prompts on page 4-9](#) for details.

1. To initialize (reformat) the InMail CompactFlash Card, click **Initialize** on the On the InMail Utility Main Screen (Figure 4-5 on page 5).



**Figure 4-15 InMail Utility Initialize Confirmation Screen**

Figure 4-15 InMail Utility Initialize Confirmation Screen is displayed.

2. On the InMail Utility Initialize Confirmation Screen, click **Yes** to continue initializing or **No** to cancel. If **Yes**, a screen indicating that the format option must be selected is displayed. (Refer to [Figure 4-16 InMail Utility Format Options Message Screen](#).)

- On the InMail Utility Format Options Screen (Figure 4-16), click **OK**.

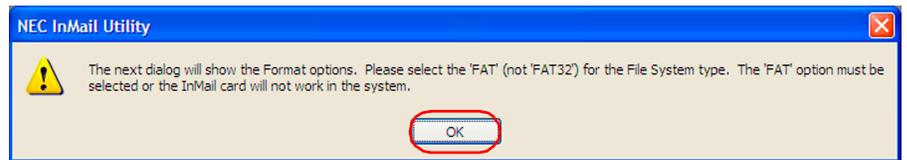


Figure 4-16 InMail Utility Format Options Message Screen

Figure 4-17 InMail Utility Format Selections Screen is displayed.

- When Figure 4-17 InMail Utility Format Selections Screen is displayed, select the options on the screen and provide the appropriate information.

**Capacity** indicates the storage capacity of the InMail CompactFlash Card. This option cannot be changed.

For **File system**, the FAT option must be selected. If FAT32 is chosen, the InMail CompactFlash Card **does not work** in the InMail blade.

The **Allocation unit size** option cannot be changed. It should be set as shown.

To help identify an InMail CompactFlash Card, optionally enter a **Volume label**. The label can have up to 11 characters, and typically represents a site or customer. The InMail Utility displays the volume label in the InMail Card: Device field.

The setting for the **Quick Format** option has no affect. Leave it either checked or unchecked.

If necessary, click **Close** to abort the initialization. Otherwise, click **Start**.

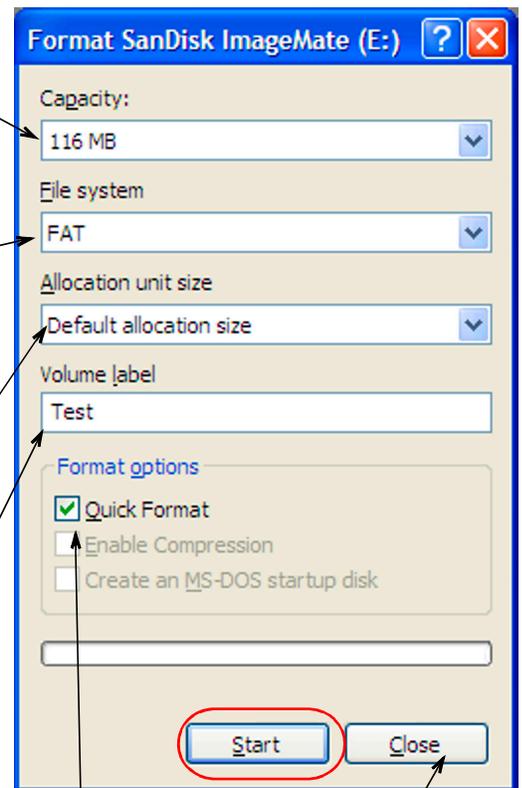


Figure 4-17 InMail Utility Format Selections Screen

5. After the proper selections are made on the InMail Utility Format Selections Screen (Figure 4-17 on page 11), click **Start**.

Figure 4-18 InMail Utility Format Removable Disk Warning Screen is displayed.

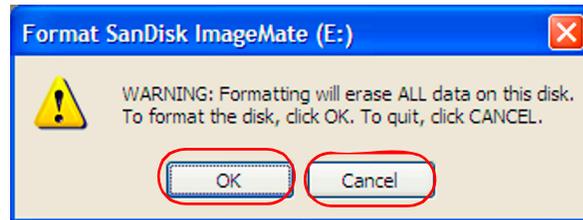


Figure 4-18 InMail Utility Format Removable Disk Warning Screen

6. On the InMail Utility Format Removable Warning Screen (Figure 4-18), click **OK** to initialize the In-Mail CompactFlash Card, or click **Cancel** to abort the initialization and exit without initializing.

7. If **OK** was clicked and initialization is complete, Figure 4-19 InMail Utility Format Complete Message Screen is displayed.

8. On the InMail Utility Format Complete Message screen, click **OK** to return to the InMail Utility Format Selections Screen (Figure 4-17 on page 11).

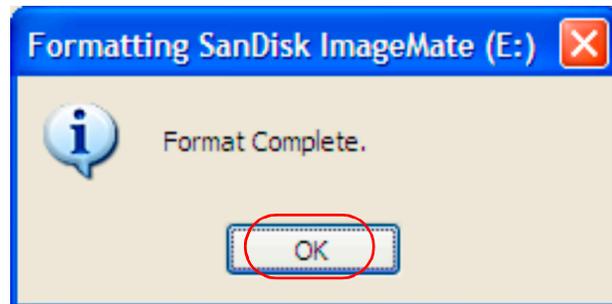


Figure 4-19 InMail Utility Format Complete Message Screen

9. On the InMail Utility Format Selections Screen (Figure 4-17 on page 11), click **Close** to return to the Main Menu (Figure 4-5 on page 5).

 The system voice prompts are automatically restored to the VM8000 InMail CompactFlash Card after clicking **Close**.

# Soft Key Glossary

Following is an alphabetical index of the VM8000 InMail soft keys (available for all multiline terminals with soft keys). Also see the Operation section of each feature.

| Soft Key      | Feature                                                                                                                                                                                                          | Definition                                                                                   |
|---------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|
| <b>AM</b>     | Message Notification                                                                                                                                                                                             | When programming a Message Notification time, press to indicate that the entered time is AM. |
| <b>Annc</b>   | Announcement Mailbox<br>System Administrator                                                                                                                                                                     | Press to access the Announcement Mailbox message options.                                    |
| <b>Cancel</b> | Announcement Mailbox<br>Auto Att. Do Not Disturb<br>Call Routing Mailbox<br>Conversation Record<br>Greeting<br>Instruction Menu<br>Mailbox Name<br>Message Forward<br>Message Reply<br>Record and Send a Message | Press to erase the current message, name, or greeting.                                       |
| <b>Cncl</b>   |                                                                                                                                                                                                                  |                                                                                              |
| <b>Chnge</b>  | Message Notification                                                                                                                                                                                             | Change the Message Notification setup.                                                       |
| <b>Cont</b>   | Message Forward<br>Message Reply<br>Record and Send a Message                                                                                                                                                    | Press to begin recording.                                                                    |
| <b>Done</b>   | Announcement Mailbox<br>Auto Att. Do Not Disturb<br>Call Routing Mailbox<br>Conversation Record<br>Greeting<br>Instruction Menu<br>Mailbox Name<br>Message Forward<br>Message Reply<br>Record and Send a Message | Press to exit the recording mode while recording a message, name, or greeting.               |

| <b>Soft Key</b>                        | <b>Feature</b>                                                                                                                                                                                                                                                                                                                                                                                   | <b>Definition</b>                                                                |
|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|
| <b>Erase</b>                           | Announcement Mailbox<br>Auto Att. Do Not Disturb<br>Call Routing Mailbox<br>Greeting<br>Instruction Menu<br>Listening to Messages<br>Mailbox Name<br>Message Delete<br>Security Code                                                                                                                                                                                                             | Press to erase the currently accessed message, name, greeting, or Security Code. |
| <b>Greet</b>                           | System Administrator                                                                                                                                                                                                                                                                                                                                                                             | Press to erase a subscriber's greeting from the System Administrator Mailbox.    |
| <b>Exit</b>                            | Answer Schedule Override<br>Announcement Mailbox<br>Auto Att. Do Not Disturb<br>Auto Time Stamp<br>Call Routing Mailbox<br>Erasing All Messages<br>Exiting a Mailbox<br>Greeting<br>Instruction Menu<br>Listening to Messages<br>Mailbox Name<br>Mailbox Sec. Code Delete<br>Main Menu<br>Message Forward<br>Message Notification<br>Message Reply<br>Record and Send a Message<br>Security Code | Press to go back to the previous menu level or exit your mailbox.                |
| <b>Greet</b>                           | Auto Att. Do Not Disturb<br>Greeting<br>Main Menu                                                                                                                                                                                                                                                                                                                                                | Press to access the Mailbox Greeting options.                                    |
| <b>Gr1</b><br><b>Gr2</b><br><b>Gr3</b> | Auto Att. Do Not Disturb<br>Greeting                                                                                                                                                                                                                                                                                                                                                             | Press to select a Greeting                                                       |
| <b>Instr</b>                           | Call Routing Mailbox<br>Instruction Menu<br>System Administrator                                                                                                                                                                                                                                                                                                                                 | Press to access the Instruction Menu options.                                    |

| <b>Soft Key</b> | <b>Feature</b>                                                                                                                                                                                                                                                                         | <b>Definition</b>                                                                            |
|-----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|
| <b>Lstn</b>     | Announcement Mailbox<br>Auto Att. Do Not Disturb<br>Call Routing Mailbox<br>Caller ID with Return Call<br>Greeting<br>Instruction Menu<br>Listening to Messages<br>Mailbox Name<br>Main Menu<br>Make Call<br>Message Delete<br>Message Forward<br>Message Reply<br>Time and Date Stamp | Press to listen to message, name or greeting.                                                |
| <b>MBOX</b>     | Answer Schedule Override<br>Message Forward<br>Message Reply<br>Record and Send a Message                                                                                                                                                                                              | Select another mailbox.                                                                      |
| <b>Msgs</b>     | Erasing All Messages<br>System Administrator                                                                                                                                                                                                                                           | Press to erase all messages in the selected Subscriber Mailbox.                              |
| <b>Next</b>     | Message Notification                                                                                                                                                                                                                                                                   | Press to skip to the next option without changing your entry.                                |
| <b>Next</b>     | Listening to Messages                                                                                                                                                                                                                                                                  | While listening to a message, press to listen to the next message.                           |
| <b>Notif</b>    | Message Notification                                                                                                                                                                                                                                                                   | Press to access the Message Notification Options Menu.                                       |
| <b>Num</b>      | Message Notification                                                                                                                                                                                                                                                                   | Press to program a telephone number as the notification destination.                         |
| <b>Off</b>      | Answer Schedule Override<br>Auto Time Stamp<br>Message Notification                                                                                                                                                                                                                    | Press to turn the selected feature off.                                                      |
| <b>OK</b>       | Message Notification                                                                                                                                                                                                                                                                   | Accept the notification number entered and back up to the previous level.                    |
| <b>On</b>       | Answer Schedule Override<br>Auto Time Stamp<br>Message Notification                                                                                                                                                                                                                    | Press to turn the selected feature on.                                                       |
| <b>PM</b>       | Message Notification                                                                                                                                                                                                                                                                   | When programming a Message Notification time, press to indicate that the entered time is PM. |
| <b>Pager</b>    | Message Notification                                                                                                                                                                                                                                                                   | Press to program a pager number as the notification destination.                             |

| <b>Soft Key</b> | <b>Feature</b>                                                                                                                                                                                                                            | <b>Definition</b>                                            |
|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|
| <b>Pause</b>    | Announcement Mailbox<br>Auto Att. Do Not Disturb<br>Call Routing Mailbox<br>Conversation Record<br>Greeting<br>Instruction Menu<br>Listening to Messages<br>Mailbox Name<br>Message Forward<br>Message Reply<br>Record and Send a Message | Press to pause while recording a message, name or greeting.  |
| <b>Rec</b>      | Announcement Mailbox<br>Auto Att. Do Not Disturb<br>Call Routing Mailbox<br>Greeting<br>Instruction Menu<br>Mailbox Name<br>Main Menu<br>Record and Send a Message                                                                        | Press to record a message, name or greeting.                 |
| <b>Rpt</b>      | Listening to Messages                                                                                                                                                                                                                     | Go back to the beginning of the message.                     |
| <b>Resume</b>   | Announcement Mailbox<br>Auto Att. Do Not Disturb<br>Call Routing Mailbox<br>Conversation Record<br>Greeting<br>Instruction Menu<br>Mailbox Name<br>Message Forward<br>Message Reply<br>Record and Send a Message                          | Press to resume while recording a message, name or greeting. |
| <b>Return</b>   | Exiting a Mailbox                                                                                                                                                                                                                         | Press to return to your mailbox.                             |
| <b>Sec</b>      | Security Code                                                                                                                                                                                                                             | Press to access the Security Code options.                   |
| <b>Subs</b>     | Erasing All Messages<br>Mailbox Name<br>Mailbox Sec. Code Delete<br>Security Code<br>System Administrator                                                                                                                                 | Press to select the Subscriber Mailbox maintenance options.  |
| <b>Time</b>     | Auto Time Stamp                                                                                                                                                                                                                           | Press to select the Auto Time Stamp feature.                 |

# ***UNIVERGE SV8100***

## **VM8000 INMAIL SYSTEM GUIDE**

NEC Unified Solutions, Inc.

Issue 1.0

