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VOICE / FAX MAIL SYSTEM USER GUIDE

July 1999



V 1.1 - 7/99

Wait Till You Hear What We See

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ABOUT THIS BOOK

This user guide is a reference guide for the mailbox owner on the CADENCE system.

It describes how to setup your mailbox features, and how to use the various mailbox owner features. Please review this guide carefully before you use your mailbox.

Your voice mail box has the capability of storing private messages and faxes, offering a number of options for sending or redirecting messages and faxes and providing several ways to notify you of new messages or calls.

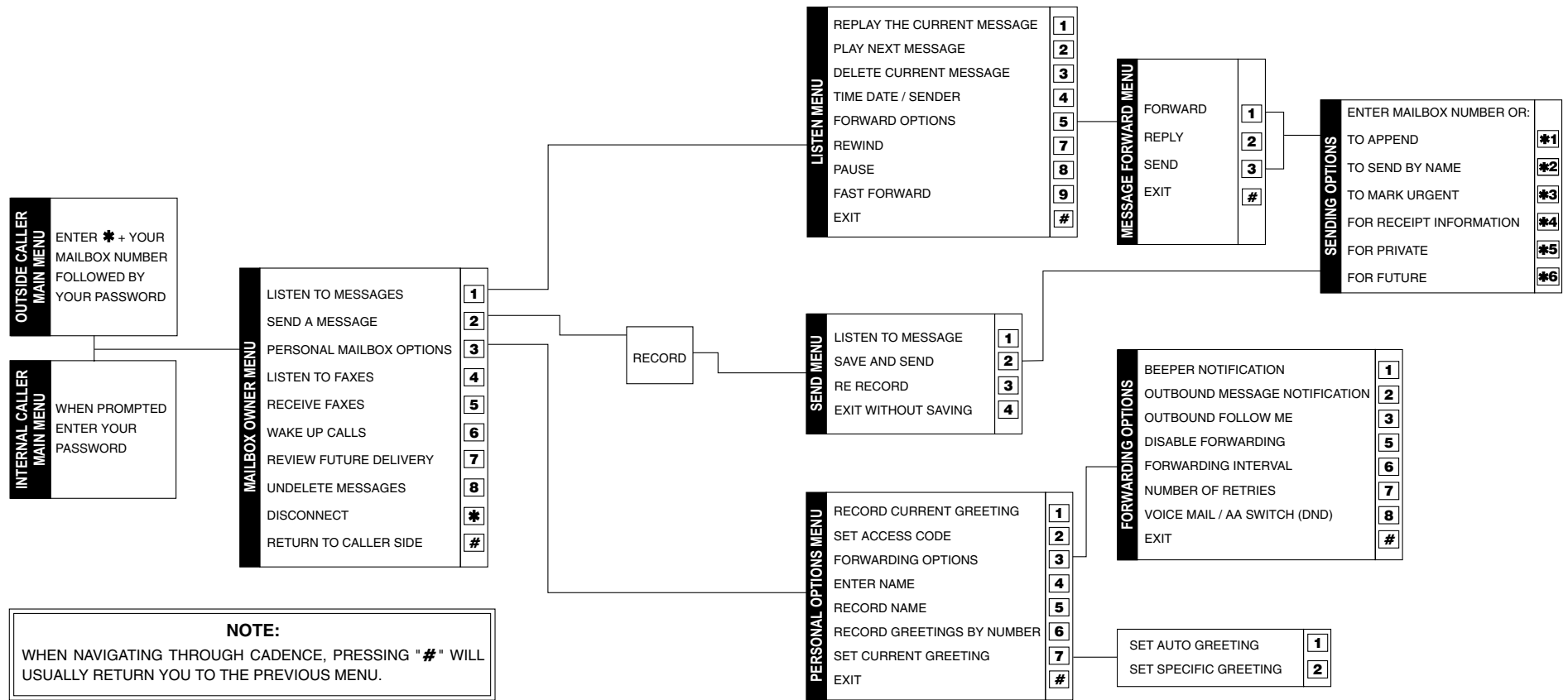
This guide can be used by mailbox owners from within the office or from telephones outside the office. The basic operation is the same, but the access method will be different. See the user guide flow chart for more details.

Note that some features and prompts detailed here may not be available to all mailbox owners. See your system administrator if you have questions about feature availability.





CADENCE



User Guide Flow Chart



GETTING STARTED



Using your new CADENCE mailbox is as simple as following a few simple spoken instructions. First time users should read this user guide as a tutorial. The first things to should do are:

- Access your mailbox
- Record a personal greeting
- Change your access code
- Enter your name
- Record your name

ACCESSING YOUR MAILBOX

Outside callers

- Dial the phone number that will be answered by CADENCE. The main greeting will answer.
- During the Greeting, enter [*].
- Enter your mailbox number (mailbox numbers will usually match your extension number.
- Enter your access code (the default access code is 9876).

Inside callers

- Press the key assigned to ring CADENCE [VMMSG].
- When prompted enter your access code (the default access code is 9876).

At this point the inside and outside callers follow the same instructions. You will hear a message stating the number of messages left in your mailbox. You will then hear the Mailbox Owner Main Menu with the following options:

- 1** Listen to messages – See *Listening to your Message*
- 2** Send a message – See *Sending Messages*
- 3** Set personal mailbox options – See *Setting Personal Mailbox Options*
- 4** Listen to faxes – See *Fax Options*



- 5** Receive faxes – See *Fax Options*
- 6** Set or cancel wake up calls – See *Additional Options*
- 7** Review future delivery – See *Additional Options*
- 8** Undelete message – See *Additional Options*
- *** Disconnect
- #** Exit and return to the main menu



SETTING PERSONAL MAILBOX OPTIONS

At the mailbox Owner Main Menu press **[3]** CADENCE will play the Personal Options Menu:

1 RECORD A PERSONAL GREETING

Your personal greeting will be played every time someone reaches your mailbox. A typical text for a personal greeting message is:

“Hi, this is sorry I can’t take your call right now. Please leave your name and number and I will get back to you as soon as I can.”

Record your greeting message and press **[#]** when you are done (your old message will be played first if it exists). After recording your message, you will be able to listen to the message you recorded, save the message you recorded, and return to the previous menu, record the message again, or exit without saving the message.

2 SET YOUR ACCESS CODE

Choose any 4 digits for your access code. Make sure you write down your access code for future reference. The factory default access code for every mailbox is 9876.

3 CALL FORWARDING OPTIONS

Call forwarding options are explained on page 13 of this guide.

4 ENTER YOUR NAME

If you enter your name, callers who do not know your extension number may reach you by dialing the letters of your first or last name on their telephone keypad. CADENCE will automatically match the entered letters with your extension and transfer the call.

At the prompt, dial the keys that correspond with the first 3 letters of your last name. For the letter Q press **[7]** and for the letter Z press **[9]**. If you make a mistake and wish to restart, enter **[*]**.



Example: If your name is Joe E. Stevens, enter the following digits from your telephone keypad:

For Stevens enter: [7], [8], [3]

For Joe enter: [5], [6], [3]

Note: In order to allow CADENCE to properly handle the name search function it is absolutely necessary for your names to be entered correctly into the system as specified in RECORD YOUR NAME.

5 RECORD YOUR NAME

Use this option to record your name. Your recorded name is played in various situations. It is very important to have the mailbox record your name for proper functioning of the CADENCE system.

Your mailbox is now set up and ready to take messages.

6 RECORD A GREETING BY NUMBER

Follow the prompts and record the greeting number of your choice (1 through 9).

7 SET CURRENT PERSONAL GREETING MESSAGE

This option provides mailbox owners with a library of up to 9 personal greeting messages. Once this option is selected, you have two choices:

1 AUTOMATIC GREETING CHANGE

If this option is set CADENCE will play personal greeting message based on the day or night mode of operation, personal greeting number 1 will play during the day, and personal greeting message number 2 will play during the night. If you set this you cannot use personal greetings 3 to 9.

2 SELECT A NEW GREETING

Follow the prompts and select a new greeting message (1–9). These must already be recorded in step 6 above.

LISTENING TO YOUR MESSAGES



If there are new messages in your mailbox your **VMMMSG** key will be lit.

Call CADENCE by pressing the key assigned to ring CADENCE [**VMMMSG**], and when prompted enter your password. Select [**1**] option to listen to messages that were left in your mailbox. At the end of each message played you will hear the Listen Menu with the following functions (once you are familiar with these options they can be dialed any time a message is playing):

- 1 To replay the message you just heard.
- 2 To save the message you just heard and listen to the next message.
- 3 To delete the message you just heard listen to the next message.
- 4 To hear the time and date, and sender's information of the message you just heard. Sender information is not available on outside calls.
- 5 For forwarding options (see message forwarding options).
- 6 To return the call directly to the telephone number that left the message. This feature must be allowed by your system administrator.
- 7 To rewind the message.
- 8 To pause during message playback for 15 seconds. During this paused state you can dial 7 to reduce the playback volume or 9 to increase it.
- 9 To fast forward the message.
- # Exit and return to the caller side.



MESSAGE FORWARDING OPTIONS

If option [5] is selected you will be given a choice to Forward, Reply or Send this message.

- 1 FORWARD** This will forward the message (and keep a copy in your mailbox).
- 2 REPLY** This will leave a reply directly in the senders mailbox.
- 3 SEND** This will send the message (without leaving a copy in your mailbox).

Special Sending Options

After making a selection from the Forwarding Options Menu simply follow the prompts. Options may include any of the following:

Dial the number to transfer the message to (if you want to set any of the conditions listed below you must set them first). Dialing the destination number is the last step.

- * 1** Append to the message (add your own voice message) to the forwarded or sent message.
- * 2** Dial by name to forward or send the message by the destination's mailbox owner's name instead of his extension number.
- * 3** Mark the message as urgent.
- * 4** Message delivery confirmation. Once the message is received, the system will automatically insert a confirmation message in the originating mailbox.
- * 5** Mark the message as Private.
- * 6** Mark the message as Future delivery. Follow the prompts to program delivery time.

SENDING MESSAGES



Select this option to record a message and send it to another mailbox. Record your message at the tone. After recording the message, you will hear the Send Menu with the following functions:

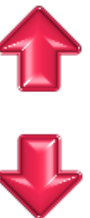
- 1** Listen to the message you recorded
- 2** Save the message you recorded
- 3** Record the message again
- 4** Exit without saving the message, and return to the Mailbox Owner Main Menu

When you are done recording, select Save and either enter the number of the mailbox to which you want the message sent, or select a special sending option detailed below.

When CADENCE is leaving a message in a group mailbox with more than 5 members, it first plays the prompt, "One moment please". While saving a message, CADENCE beeps once in a few seconds to let the caller know that it is alive. When message is saved, CADENCE plays, "The procedure has been successfully completed". You may hang up if you do not want to wait for this.

Dial the number to transfer the message to (if you want to set any of the conditions listed below you must set them first). Dialing the destination number is the last step.

- * 2** Dial by name to forward or send the message by the destination's mailbox owner's name instead of his extension number.
- * 3** Mark the message as urgent.
- * 4** Message delivery confirmation. Once the message is received, the system will automatically insert a confirmation message in the originating mailbox.





Mark the message as Private.



Mark the message as Future delivery. Follow the prompts to program delivery time.

DIRECT MESSAGING



To make it easy to leave messages for others in your office without having to dial their extension number first, keyset users may simply dial # plus a mailbox (extension) number and leave a message directly. If you dial a busy extension press # to connect directly with the mailbox.

SELF MEMO



Pressing ## will leave a message in your own mailbox.



CALL FORWARDING

Select **[3]** from Personal Options.

Forwarding options allows you to redirect phone calls and messages from your extension or mailbox to another extension, an outside telephone, or a beeper. The following forwarding options are available. All outbound forwarding options are controlled by the system administrator and must be allowed by the administrator before they can be activated by the mailbox owner.

1 MESSAGE NOTIFICATION TO BEEPER

When this function is activated, CADENCE will call your beeper service and notify you after each message is left in your voice mailbox. At the prompt, enter the phone number of your beeper service followed by the # key.

2 OUTBOUND MESSAGE NOTIFICATION

When this function is activated, CADENCE will call any outside telephone number you indicate after each message is left in your voice mailbox. To hear your message at the remote location, pick up the telephone and enter your access code.

At the prompt, enter the telephone number of the outside location where you want to receive calls.

3 OUTBOUND CALL FORWARDING (FOLLOW ME)

When this function is activated, CADENCE can forward calls received at your extension to any outside telephone you specify (please see your system administrator before activating this feature).

At the prompt, enter the telephone number of the receiving location for your calls.

When CADENCE calls you at the outbound number, answer the phone and say "Hello", this will indicate to CADENCE that the call has been answered. This feature is available with auto attendant transfers only.



5 CANCEL CALL FORWARDING

Use this function to cancel any of the forwarding options (notification) mentioned above.

6 SET NOTIFICATION INTERVAL

Use this option to set the time interval between each time the system will notify when there is a message. The interval time could be between 1 and 60 minutes.

7 NUMBER OF NOTIFICATIONS

Use this option to specify the number of times the system will notify when there is a new message. This number can be any number between 1 and 15.

8 DND (VM / AA SWITCH)

Activating this feature will prevent the automated attendant from transferring calls to your extension. The calls will go immediately to your mailbox.

Exit and return to the Personal Options Menu.

ADDITIONAL OPTIONS

Available from Mailbox Main Menu.

6 WAKE UP CALLS

If allowed by the system administrator you may be able to set 'wake up calls'. These will serve as alarms and can be internal or external numbers. Up to three events may be programmed, each may be a different number to be called at a different time.

7 REVIEW FUTURE DELIVERY

This option will play any future delivery messages you have that are waiting to be sent, that may be kept or deleted.

8 UNDELETE MESSAGES

Deleted voice mail messages are temporarily stored in memory until midnight of the day of message deletion. Select this option to recover ("undelete") previously deleted messages during this period of time.

FAX OPTIONS

If allowed by the system administrator you may be able to receive faxes in your mailbox. If enabled callers can press 4 at your personal greeting and leave you a confidential fax.

4 RETRIEVING FAXES

When you receive a fax in your mailbox you must redirect it to a fax machine to be printed. This can be done at any time to any fax machine.

To redirect a fax, access your mailbox and press 4 to "listen to" faxes. Listening to faxes will play the date and time that each fax was received. After this information is played for each fax you may REPLAY, PLAY NEXT, DELETE, GET TIME AND DATE, FORWARD (keep a copy), OR SEND (move the fax) to another mailbox in the same manner that you would any other voice message or since it is a fax you may press "0" to mark it for retrieval.



When all faxes have been “heard” you will be given the following choices.

1 RECEIVE MARKED FAXES

You will receive only the faxes you marked (by pressing “0” in the previous menu).

2 RECEIVE ALL FAXES

You will receive all the faxes in your mailbox.

3 SET DEFAULT NUMBER

Allows you to set a default number to receive faxes at. Use this option if you frequently send faxes to the same number, like your office fax machine. If less than 5 digits are entered here, CADENCE will assume that the number is an extension on the DCS switch.

PREVIOUS MENU

Return to the previous menu.

If you choose to receive faxes from the above menu the options will be:

1 RECEIVE TO DEFAULT PHONE NUMBER

This is the phone number you entered in option 3 in the previous menu.

2 RECEIVE TO DIFFERENT PHONE NUMBER

You may enter a different number to receive the faxes.

3 TO CURRENT FAX MACHINE

If you are calling from the fax machine and want to receive the faxes on the current call.

KEYSET USER FUNCTIONS



The following options are available if you have a DCS keyset. They require setup by the system administrator.

MESSAGE WAITING LIGHTS

When a new message is left in your mailbox, the voice mail message light on your keyset will flash. Press this flashing key and follow the prompts to retrieve messages.

CALL RECORD

If you have a call record key programmed on your keyset you can press this key to record conversations in progress. Press the key again to end conversation recording.

NOTE: If you have a display keyset you also have an option to pause the recording.

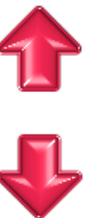
WARNING

Before using this feature make sure that you are not violating any state or federal laws. Some states require that the recorded party be notified. Samsung Telecommunications is not responsible for any illegal use of this feature.

ANSWER MACHINE EMULATION

If you have an Answer Machine Emulation key programmed on your keyset, you can use it to monitor calls going to your voice mail, and optionally answer them. The operation of this feature is similar to screening a call on a home answering machine.

Your keyset must be set to forward on no answer to voice mail. After ringing your station the caller will be connected to voice mail and hear your personal greeting before leaving a message. During this time you will be monitoring the connection between the caller and your voice mail box. You can pick up the call at any time or ignore it.



To activate this feature press the **AME** key. It will light and the feature is set. Press again to turn off. If this key is pressed while a station is ringing (during forward no answer), the feature will be turned on for the current call only.

While the caller is leaving a message or ringing you may:

1. Press **[#]** to immediately put the caller in your voice mailbox and monitor it.
2. Press **[*]** to immediately disconnect your station. The caller continues to leave a message normally.
3. Pick up the handset and monitor privately.
4. Press **ANS / RLS** to answer the call (using the handset or speaker).

NOTE: If you do not want to hear your personal greeting during this process you can select AME BGM in your keyset MMC 110. This will play background music at your keyset instead of your personal greeting.

AME PASSWORD

If your keyset has AME PASSWORD (MMC 110) set to YES, you must enter your station password to listen to messages being left. This will prevent unauthorized people from listening to messages being left for you.

If the password option is turned on, while a message is being left, press the flashing AME light and enter your station password (not your CADENCE password). You will then hear the message being left.

SHORTCUTS

Calling

Calling a station that is busy or does not answer you can press **[#]** to immediately send the call to the called parties mailbox.

Being Called

If your phone rings and you want to send the caller directly to your mailbox, simply press **[#]**.

INTERACTIVE DISPLAYS



Display keyset users have a more convenient method to view mailbox contents, use the soft keys and displays to perform tasks like view and retrieve messages, save, delete, fast forward, rewind, and pause, or perform mailbox administration.

VIEWING MAILBOX CONTENTS

If you have new messages, in addition to the message waiting light you will see the following display indicating how many messages you have:

```
5 NEW MSGS
Mon 06 Oct 04:07
```

You can call CADENCE and retrieve messages using the keypad on your phone or you can press the **SCROLL** key twice and select the Voice Mail option. After entering your password, use the displays and soft keys to view the Caller*, the callers number* and the date and time the message was left. This can be useful if you are waiting for a specific message but do not have time to hear all new messages.

*Caller ID is needed for this feature.

The following displays indicate the available soft key options

```
ABC COMPANY
D&T LISTEN NUM
```

```
Tue 07 Oct 10:45
NAME LISTEN NUM
```

```
3055922700
D&T LISTEN NAME
```

Options for this display include:

D&T: Display the Date and Time the message was received.



- NAME:** Display the Name of the person calling (CID data is needed for this feature).
- NUM:** Display the Number of the person calling (CID data is needed for this feature).
- LISTEN:** Play the current displayed message
- NOTE:** Pressing * will take you to old messages immediately.

If you are reviewing a fax you may press # and enter a number where the fax can be redirected.

RETRIEVING MESSAGES

If you select the listen option, the message will begin to play. In addition to the spoken prompts, you will have the option of using the display and soft keys on your keyset to control the messages. Each screen shows three options. Press the scroll button to view the next three.

```
7/14 13:51 :701
AGAIN NXT DEL>
```

Press Scroll:

```
7/14 13:51 :701
REW. PAUSE FF>
```

Press Scroll:

```
7/14 13:51 :701
FWD REPLY SEND>
```

Options for this display include:

- AGAIN:** Play the current message again.
- NXT:** Play the next message — the current message will be saved.
- DEL:** Delete the current message and play the next.
- REW:** Rewinds the current message by 10 seconds.
- FF:** Fast forward the current message by 10 seconds.
- PAUSE:** Pause playback of the current message. Press PAUSE again and restart.
- FWD:** Forward the message to another mailbox. A copy will be kept in your mailbox.
- REPLY:** Reply directly to the senders mailbox.
- SEND:** Send the message to another mailbox. A copy will not be kept in your mailbox.
- RETURN:** Return the call to the sender (this must be allowed by your system administrator).

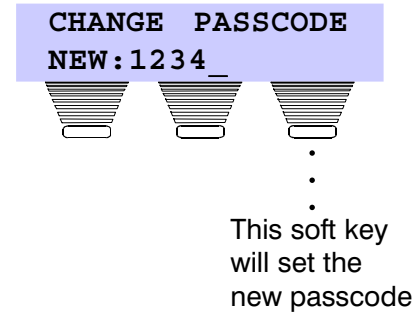
ADMINISTRATION

To perform mailbox administration via the keyset display and soft keys, press the scroll key twice and select the VOICE MAIL option. Enter the password and select ADMIN. Use the flow chart to familiarize yourself with the mailbox administration displays. These are the same options that you would receive if you had called CADENCE and were responding to 'voice prompts', but here they are presented in a visual format that you may find easier to use.

Practice using your new voice mail box, and if you encounter any problems call the system administrator.

NOTE: When setting CADENCE Administrator Options use your keyset display and soft keys. Use soft key #3 to set each option.

Example:



See the *Mailbox Administration Using Soft Keys* chart on the next page.



Mailbox Administration using Soft Keys

N O T E S

