



Integrated Multi-Application Generator

User guide for All Types of Telephone Sets



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User Guide

for All Types of Telephone Sets



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Woodbury, New York**



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NOTICE

This publication refers to emaGEN, Telrad Connegy Integrated Multi Application Generator, Release 1.0, connected to Telrad UNITE 128, 400, and 1000 exchanges, Release SB7/DB7/LB7, as of May 2003.

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WHAT IS emaGEN?

emaGEN is the UNITE system's application generator, incorporating an electronic voice mail system. It provides you with an easy, fast and dependable way to communicate with people inside and outside your organization.

- For outside callers dialing in to your organization, emaGEN plays a recorded announcement that offers assistance in reaching the person with whom they want to speak, and provides options for proceeding if that person is subsequently unavailable.
- For you, as an emaGEN subscriber, the wide variety of emaGEN features provides you with the flexibility you need in managing your communications requirements, such as handling incoming calls, and leaving and receiving messages. This manual provides you with an explanation of these features, together with step-by-step instructions for operating the emaGEN functions.

BASIC CONCEPTS

WHAT IS A MAILBOX?

Every internal emaGEN user is assigned a mailbox for her own personal use. This is where the recorded messages you receive are stored.

Each mailbox has a unique number (up to six digits). Your mailbox number is usually the same as your extension number.

Once the system administrator has assigned a mailbox to you, you personalize it by:

- obtaining a unique password from the system administrator (which you can change or cancel);
- recording your name in your mailbox;
- recording the personal greetings that you want your callers to hear when you are unavailable or busy.

MENUS

A menu is a list of options. For example, upon entering the system at your extension, you receive the emaGEN MAIN Menu:

<i>To leave a message</i>	[2]
<i>To enter a mailbox</i>	[#]
<i>To enter your mailbox</i>	#[#]
<i>To request extension number assistance</i>	[9]
<i>To exit from emaGEN</i>	[*]

You make a selection from a menu by pressing the appropriate key. You may then receive another, different list of options, depending upon your selection.

You do not have to listen to the entire recorded menu before making your selection.

Your system may have been programmed with menus that are slightly different from the ones in this manual. See your system administrator for more information.

NOTE

After the menu recording is finished, you have five seconds in which to make a selection from the menu. If you do not make a selection within five seconds, the previous menu appears or is played. If again you do not make a choice within five seconds, you exit emaGEN.

YOUR PASSWORD

Your mailbox has a unique password to make sure that no one but you has access to the messages you receive. You receive your password (of up to 12 digits) from the system administrator.

TYPOGRAPHIC CONVENTIONS

In this guide the names of fixed buttons and dialpad buttons appear in bold type and within brackets, as in **[SPKR]** or **[2]**. The names of menus are in all capital letters, as in MAILBOX Menu.

WHAT CAN YOU DO WITH emaGEN

emaGEN enables you to perform the following functions:

- receive messages;
- view your message listing on screen;
- leave messages for other subscribers;
- leave messages for a group of subscribers;

- record your telephone conversations;
- screen incoming calls;
- store messages intended for future delivery;
- have a message time tag (date and time that a message was sent) attached to incoming messages;
- attach an annotation to a message you are redirecting;
- receive confirmation when a message you have sent is heard by the receiving party;
- tag messages as urgent and/or private;
- forward calls and/or messages to another destination;
- index saved messages for future retrieval;
- copy or transfer messages you have received to other mailboxes;
- program Automated Attendant service for your mailbox.

ACCESSING emaGEN

The emaGEN External Main Menu (below) is played to external callers dialing in to the emaGEN system. You can access this menu from outside the system by dialing the emaGEN telephone number, given to you by the system administrator. You hear the following options:

<i>To call an extension</i>	Dial the extension no.
<i>To leave a message</i>	Dial the mailbox number
<i>To ask for extension assistance</i>	Dial [9]
<i>To ask for operator assistance</i>	Dial [0]

If you are calling from inside the system, simply dial the emaGEN access code, given to you by the system administrator.

NOTE

If you use a non-tone dial telephone to dial into the emaGEN, the call is handled according to system programming. Generally, the call is forwarded directly to operator assistance. Refer to your system administrator for details.

If a caller from outside the system dials an extension that is busy or doesn't answer, emaGEN responds with the following options:

<i>To wait for the extension</i>	Dial [1]
<i>To leave a message</i>	Dial [2]
<i>To reach the operator</i>	Dial [0]
<i>To return to the previous menu</i>	Dial [*]

Your system may be programmed differently, and you may not have the option of waiting for the extension, or you may be prompted to leave a message immediately.

GETTING STARTED WITH YOUR MAILBOX

ENTERING YOUR MAILBOX

You generally enter your mailbox from your own extension, using the emaGEN access code that the system administrator has defined. However, you can also enter your mailbox from any standard tone dial telephone. For example, if you are at home and want to listen to the messages you received at the office, you can dial the emaGEN telephone number and then enter your mailbox.

To enter your mailbox from your own extension

1. Dial the emaGEN access code; you receive the internal MAIN Menu:

<i>To leave a message</i>	[2]
<i>To enter a mailbox</i>	[#]
<i>To enter your own mailbox</i>	[#][#]
<i>To request extension number assistance</i>	[9]
<i>To exit from emaGEN</i>	[*]

2. Dial [#][#]; if you have any messages, you hear a recorded announcement:
You have <number> new messages and <number> saved messages, and are asked to enter your password.

3. Enter your password;
you receive the MAILBOX Menu.

<i>To view a list of your messages</i>	[9]
<i>To listen to your new messages</i>	[1]
<i>To record a group message</i>	[5]
<i>To listen to your saved messages</i>	[6]
<i>To leave a message for another mailbox</i>	[2]
<i>To record personal greetings</i>	[3]
<i>To set mailbox options</i>	[4]
<i>To undelete messages</i>	[7] *
<i>To review your future delivery messages</i>	[8] **

* You hear this option only if there are deleted messages which may still be recovered.

** You hear this option only if there are future delivery messages waiting in your mailbox.

To enter your mailbox from another extension within the system

1. Dial the emaGEN access code;
you receive the internal Main Menu (see above).
2. Dial [#] and your mailbox number;
you are asked to enter your password.
3. Enter your password;
you receive the MAILBOX Menu.

To enter your mailbox from a telephone outside the system

1. Dial the emaGEN telephone number;
you receive the external MAIN Menu.
2. Dial [#] and your mailbox number;
you are asked to enter your password.

3. Enter your password;
you receive the MAILBOX Menu.

RECORDING YOUR NAME AND PERSONAL GREETINGS

You personalize your mailbox by recording your name and your own personal greetings.

To record your name

1. Press **[3]** from the MAILBOX Menu;
you receive the PERSONAL GREETINGS Menu:

To record your mailbox greeting [1]

To record your personal busy greeting [2]

To record your name [3]

To record your special temporary greeting [4]

To record your internal mailbox greeting [5]

To record your hold greeting [6]

2. Press **[3]**;
you receive the PERSONAL GREETINGS RECORD Menu.

To playback the message [1]

To erase the existing message [3]

To record a new message [5]

*To record a new message
with amplification* [6]

3. Press **[5]**, and wait for the tone before saying your name.

Unless your system is programmed differently, you have one minute to finish recording. The system administrator may program the recording time to a greater value, up to unlimited.

4. When you finish recording, press [#]; you receive the END OF RECORD Menu:

<i>To review your recorded message</i>	[1]
<i>To save your message</i>	[2]
<i>To erase this message</i>	[3]
<i>To add to this message</i>	[4]
<i>To erase this message and record a new one</i>	[5]

5. Press [2], to save the recording of your name; you return to the PERSONAL GREETINGS Menu.

NOTE

If you exit the END OF RECORD Menu without pressing [2], your recording will not be effective.

To record your personal greetings

You record your various personal greetings in the same way that you record your name. The only difference is that you select [1], [2], [4], [5] or [6] from the PERSONAL GREETINGS Menu in step 2 above, depending upon the type of greeting you want to record. There is no other difference in the procedure.

- Callers hear your personal **mailbox greeting** when you don't answer your ringing telephone, when it is in the Do Not Disturb (DND) mode, or when you have not recorded a busy greeting;
- Callers hear your **busy greeting** if they call while you are using your telephone;
- Callers hear your **special temporary greeting** (for example, while you are on vacation), until you erase it, after which your mailbox reverts to your regular personal greeting.
- Callers from within the system hear your **internal**

greeting (if programmed) as an alternative to your mailbox greeting.

- Callers hear your **hold greeting** if you put them on hold.

CHANGING YOUR PASSWORD

You receive your initial password from the system administrator, but can change it at any time. You may also delete your password. However, if you do so, anyone can enter your mailbox and listen to your messages.

To change your password

1. Enter your mailbox (dial the emaGEN access code and dial **#[#]**).
2. Enter your current password; you receive the Mailbox Menu.
3. Press **[4]**; you receive the MAILBOX OPTIONS Menu:

Call out options [1]

To change your password [2]

To change your transfer status [3]

To program group lists [6]

4. Press **[2]**;
5. You are asked to enter your new password. Enter your new password (up to nine digits) followed by **#[#]**.
6. You now have the following options:

Call out options [1]

To change your password [2]

7. The new password is either confirmed or canceled and you return to the MAILBOX OPTIONS Menu.

LEAVING MESSAGES

LEAVING ORDINARY MESSAGES

You can leave a message from inside or outside of your mailbox.

To leave a message

1. From **outside** your mailbox, dial the emaGEN access code; you receive the emaGEN MAIN Menu:

<i>To leave a message</i>	[2]
<i>To enter a mailbox</i>	[#]
<i>To enter your mailbox</i>	[#][#]
<i>To leave a messages for a group</i>	[5]
<i>To request extension number assistance</i>	[9]
<i>To exit from emaGEN</i>	[*]

or

From **inside** your mailbox -- dial [*] to move backwards through the menu options, until you hear the MAILBOX Menu:

<i>To view a list of your messages</i>	[9]
<i>To listen to your new messages</i>	[1]
<i>To listen to your saved messages</i>	[6]
<i>To leave a message for another mailbox</i>	[2]
<i>To record personal greetings</i>	[3]
<i>To set mailbox options</i>	[4]
<i>To record a group message</i>	[5]
<i>To undelete messages</i>	[7] *
<i>To review your future delivery messages</i>	[8] **

* You hear this option only if there are deleted messages which may still be recovered.

** You hear this option only if there are future delivery messages waiting in your mailbox.

2. Press **[2]**;

you are asked to enter a mailbox number.

3. Dial the mailbox number or **[#]** for group;

you hear a recorded message:

*Message will be sent to mailbox number _____. Please record after the tone, then dial **[#]** after recording.*

Then you hear a short tone. If the mailbox has a personal greeting, you hear it instead of the voice message sequence. You can press **[*]** to stop the greeting from playing to the end.

If you want to define a specific mailbox group for this message (carbon record), press **[#]**; you hear a message: *"Please enter mailbox number.*

For Dial By Name, dial pound.

Dial pound twice to complete the list."

NOTE

The length of time available for you to indicate that you want to add another mailbox (carbon record) for the message is usually 1 second, but can be

changed by the system administrator on a per user basis.

3.1 Enter the number of the first mailbox you wish to add to carbon record the message.

You hear the CONFIRMATION menu:

<i>To confirm the mailbox</i>	[1]
<i>To skip the mailbox</i>	[2]
<i>To proceed with the operation</i>	[3]
<i>To cancel the operation</i>	[*]
<i>To end list</i>	[#]

4. Dial **[1]** to add this mailbox to list.
5. Repeat step 3.1 for each mailbox to which you want to carbon record the message.
When the list is completed, dial **[#]** twice; you hear a tone to start recording.

6. After you hear the tone, record your message.
Unless programmed differently, you have two minutes to record your message.
When you have finished recording, dial **[#]**; you receive the END OF RECORD Menu:

<i>To review your recorded message</i>	[1]
<i>To confirm and save this message in the system</i>	[2]
<i>To erase this message</i>	[3]
<i>To add to this message</i>	[4]
<i>To erase this message and record a new one</i>	[5]
<i>To confirm and save this message with options</i>	[6]
<i>To repeat this menu</i>	[#]

7. Press **[2]**; your message is sent and you return to the MAILBOX Menu.

NOTE

If you hang up without pressing any key, your message is sent and you exit emaGEN.

If you dial **[1]** you hear the message again and remain in the END OF RECORD Menu.

If you dial **[3]** the message is erased and you return to the MAILBOX Menu.

If you dial **[4]** you hear a tone, state your addition to the message, and dial **[#]**; you remain in the END OF RECORD Menu.

If you dial **[5]** the message is erased. You hear a tone, record your new message and dial **[#]**. You remain in the END OF Record Menu.

If you dial **[6]**, you can designate the message as being of a special type. (See next section, **Leaving Special Types of Messages**).

LEAVING SPECIAL TYPES OF MESSAGES

A message can be tagged with one or more of the following four attributes:

1. **Urgent.** A message tagged 'URGENT' will be heard before other non-tagged messages sent to the target mailbox, regardless of its chronological arrival.
2. **Confidential.** When you tag a message with the CONFIDENTIAL attribute, the system indicates that it saved the message as "confidential". However, you should be aware that a CONFIDENTIAL tag does not prevent the recipient from forwarding the message to other subscribers. However, you can ask the system administrator to program your mailbox so that private messages are not automatically copied from your mailbox into

another mailbox. (See *Making Sure Messages Are Taken Care Of.*)

3. **Confirmation.** If you tag a message for confirmation, you will receive a recorded announcement at the time the person to whom you sent the message listens to it: *Your message to <name of recipient> on <date and time that you sent the message> was heard.* If the target mailbox has no name, the mailbox extension number is heard instead. Note that the date and time in the recorded announcement are the date and time that you sent the message to the target mailbox.
4. **Future delivery.** The message you have recorded will be sent on the date and time that you specify (see below).

To tag a message with a special attribute

1. If you dial **[6]** in the END OF RECORD Menu (see above), you receive the MESSAGE ATTRIBUTES Menu as follows:

<i>To designate a message as urgent</i>	[1]
<i>To designate a message as private</i>	[2]
<i>To tag a message as confirmed</i>	[3]
<i>To designate a message as future delivery</i>	[4]

2. Select the attribute you desire for your message by dialing the corresponding number.

You can give a message more than one of the above attributes. For instance, you can make a message both urgent and private. First dial **[1]** for urgent and then dial **[2]** for private. The MESSAGE ATTRIBUTES Menu continues to appear until you dial **[*]** or until you have given the message all of the possible attributes. emaGEN plays a confirmation announcement for each attribute you attach to a

message.

When you dial **[*]**, you return to the MAILBOX Menu if you are inside your mailbox, or to the MAIN Menu if you are outside your mailbox.

To tag messages as 'FUTURE DELIVERY'

1. After dialing **[4]** from the MESSAGE ATTRIBUTES Menu, you are asked to enter the delivery month.
2. Dial two digits to designate the month; you are asked to enter the delivery day.
3. Dial two digits to indicate the day; you are asked to enter the time, using 12 hour time format of four digits, followed by **[*]** for AM or **[#]** for PM.

For example, 0830* means 8:30 AM, and 0830# means 8:30 PM.

4. The following message is heard: *You programmed the message to be delivered on XXXX at XXXX. Dial 1 to confirm, 2 to change your entry.* Pressing **[2]** returns you to step 1, above.

MANAGING FUTURE DELIVERY MESSAGES

After you have recorded a future delivery message, you can review and modify the date and the time at which the message will be sent.

To review the date and time

1. Select **[8]** -- To receive your future delivery messages - from the MAILBOX Menu; you hear a recorded announcement: *Enter the mailbox number to which you sent future delivery messages. You have X unheard messages..* After you hear all your unheard messages, your future delivery messages are

announced and you hear a modified LISTEN Menu

<i>To repeat this message</i>	[1]
<i>To save this message and play the next</i>	[2]
<i>To erase this message and play the next</i>	[3]
<i>To review current delivery time</i>	[4]
<i>To modify delivery time</i>	[5]
<i>To exit</i>	[*]

2. Press **[4]**; you hear the date and time at which the message is to be sent.

To modify the date or time

1. Select **[8]** -- To receive your future delivery messages -
- from the MAILBOX Menu;
you hear a recorded announcement: *Enter the mailbox number to which you sent future delivery messages. You have X unheard messages..* After you hear all your unheard messages, your future delivery messages are announced and you hear a modified LISTEN Menu.
2. Press **[5]**.
3. Repeat steps 2 - 4 in the FUTURE DELIVERY procedure, above; you are returned to the LISTEN Menu.

LEAVING A MESSAGE FOR A GROUP LIST

Your system administrator can designate a number of mailboxes as belonging to the same group, known as a group list. Each group list is assigned a number, from 1 to 99999. This enables you to record a single message, and send it to all the mailboxes in a group list, with a single operation.

Consult your system administrator to see which, if any, group lists have been defined, and to determine if your own mailbox extension is part of a group list.

You can also define a list of mailboxes to which you want to send a specific message. Unlike your personal group list, which is permanent, this list is temporary and used only for the current message. Sending a message to such a list is called carbon record.

To leave a message for a group of mailboxes

1. From **outside** your mailbox, dial the emaGEN access code; you receive the emaGEN MAIN Menu:

<i>To leave a message</i>	[2]
<i>To enter a mailbox</i>	[#]
<i>To enter your mailbox</i>	[#][#]
<i>To leave a messages for a group</i>	[5]
<i>To request extension number assistance</i>	[9]
<i>To exit from emaGEN</i>	[*]

or

From **inside** your mailbox -- dial [*] to move backwards through the menu options, until you hear the MAILBOX Menu:

<i>To view a list of your messages</i>	[9]
<i>To listen to your new messages</i>	[1]
<i>To listen to your saved messages</i>	[6]
<i>To leave a message for another mailbox</i>	[2]
<i>To record a group message</i>	[5]
<i>To record personal greetings</i>	[3]
<i>To set mailbox options</i>	[4]
<i>To undelete messages</i>	[7] *
<i>To review your future delivery messages</i>	[8] **

- * You hear this option only if there are deleted messages which may still be recovered.
- ** You hear this option only if there are future delivery messages waiting in your mailbox.

2. Dial **[5]**;

you hear a message:

Please enter a system group list number, or pound for private group distribution.

3. **For a system defined group list/private group:**

After you pressed **[5]** as per the previous step, you have two possibilities:

- To leave a message to a system group;
- To leave a message to a private group.

If you want to send a message to a group list, enter the system group number, or **[#]** following the private group number; you hear a message:

*This is mailbox group number ____ **or** This is <mailbox group name>. Please state your message clearly, then dial pound.*

4. When you finish recording, press [#];
you hear the END OF RECORD Menu:

<i>To review your recorded message</i>	[1]
<i>To confirm and save this message in the system</i>	[2]
<i>To erase this message</i>	[3]
<i>To add to this message</i>	[4]
<i>To erase this message and record a new one</i>	[5]
<i>To confirm and save this message with options</i>	[6]
<i>To repeat this menu</i>	[#]
<i>To return to previous menu</i>	[*]

If you hang up without pressing any key, your message is sent and you exit emaGEN.

For instructions on defining your personal distribution group, refer to the section titled **Advanced emaGEN Subscriber Features**.

RECEIVING MESSAGES

LISTENING TO YOUR MESSAGES

If there are any messages waiting for you in your mailbox, you hear a broken dial tone when you lift the handset.

To listen to your messages

1. Enter your mailbox; you hear a recorded announcement telling you how many emaGEN messages are waiting for you, and then you are asked to enter your password.
2. Enter your password; you hear the MAILBOX Menu:

<i>To view a list of your messages</i>	[9]
<i>To listen to your new messages</i>	[1]
<i>To listen to your saved messages</i>	[6]
<i>To record a group message</i>	[5]
<i>To leave a message for another mailbox</i>	[2]
<i>To record personal greetings</i>	[3]
<i>To set mailbox options</i>	[4]
<i>To undelete messages</i>	[7] *
<i>To review your future delivery messages</i>	[8] **

* You hear this option only if there are deleted messages which may still be recovered.

** You hear this option only if there are future delivery messages waiting in your mailbox.

3. To listen to your messages, press **[6]**;
the MESSAGE TYPE SELECTION Menu appears:

<i>To listen to your new messages</i>	[1]
<i>To listen to your saved messages</i>	[2]
<i>To listen to your future delivery messages</i>	[3]
<i>To listen to your confirmation messages</i>	[4]
<i>To listen to your indexed messages</i>	[5]
<i>To listen to your email messages</i>	[6]
<i>Fax messages</i>	[7]

4. Dial **[1]**, **[2]**, **[3]**, **[4]**, **[5]**, **[6]** or **[7]** to hear messages in any of the above categories. The order in which messages are played (earliest first or latest first) depends on how this has been defined for you.

After listening to each message, you hear the LISTEN Menu:

<i>To repeat this message</i>	[1]
<i>To save this message and play the next one</i>	[2]
<i>To erase this message and play the next one</i>	[3]
<i>To reply to this message</i>	[4]
<i>To transfer/copy the message to another box</i>	[5]
<i>For more options</i>	[6]
<i>To rewind message while listening</i>	[7]
<i>To pause message while listening</i>	[8]
<i>To fast forward message while listening</i>	[9]
<i>Skip this message</i>	[0]

(Alternatively, you can ask your system administrator to program your MAILBOX Menu so that you can access your messages in a slightly different manner.

In such case, you listen to your new messages by pressing **[1]**, and saved messages can be heard by pressing **[6]**, while future delivery messages can be heard by pressing **[8]**. The LISTEN Menu is then played) .

If you dial **[6]** while listening to a message, you receive the MORE LISTEN OPTIONS Menu:

<i>To lower volume</i>	[1]
<i>For normal volume</i>	[2]
<i>To raise volume</i>	[3]
<i>To decrease speed</i>	[4]
<i>For normal speed</i>	[5]
<i>To increase speed</i>	[6]
<i>To convert a saved message to new</i>	[7]
<i>To add an ID tag to this message</i>	[8]
<i>To repeat this message with time and mailbox tag</i>	[9]
<i>To return to the previous message</i>	[0]

The above menu enables you to change the volume or speed of the message you are listening to, or to repeat the message with its time tag. The last option, **[0]**, enables you to return to the previous message, which can be new, saved, deleted or email. This option does not appear in the prompt.

CONTINUOUS LISTENING To listen to all your messages in sequence without hearing the menu after each message, select **[1]** immediately after the message type selection. To listen to new messages continuously, press **[1] [1]**; to listen to saved messages, press **[2] [1]**; to listen to email messages, press **[6] [1]**.

NEW MESSAGES If you select **[1]** -- New Messages, either from the MAILBOX Menu or the MESSAGE TYPE

SELECTION Menu, you are informed how many of these were tagged 'Urgent' by the sender. 'Urgent' messages are played first and are prefixed by an 'URGENT!' announcement. Once a message has been heard, its classification changes to 'SAVED', and can be reheard by selecting [2] from the MESSAGE TYPE SELECTION Menu.

CONFIRMATION MESSAGES New confirmation messages are also contained in the 'New messages' category. Saved confirmation messages can be heard by dialing [4] in the MESSAGE TYPE SELECTION Menu.

CHANGING A SAVED MESSAGE TO A NEW MESSAGE

You may want a message that you have already heard to be played together with your new messages.

To change the status of a message from saved to new

1. After listening to a saved message, press [6] from the LISTEN Menu;
you receive the MORE LISTEN OPTIONS Menu.
2. Press [7];
the message is played with your new messages.

DETERMINING WHO A MESSAGE IS FROM AND WHEN YOU RECEIVED IT

Each message has an attached *header*, or time tag, containing the name or extension number of the person who sent the message, and the data and time that the message was sent. The time tag is in the form of a recorded announcement, played before the message itself if you have activated the header option.

To listen to the message header for a particular message

1. After listening to a message, press [6] from the LISTEN Menu;
you receive the MORE LISTEN OPTIONS Menu.

2. Press **[9]**; the message is repeated with its time tag and the mailbox from which it was sent.

RECOVERING A MESSAGE THAT YOU HAVE DELETED

If you delete a message, and then decide you require the message after all, it is possible -- within 1 to 365 days, as defined by the system administrator -- to recover it.

To recover a deleted message

- Enter your mailbox and select **[7]**, the undelete messages option, from the MAILBOX Menu; emaGEN announces how many messages have been successfully recovered, and you may listen to them by selecting the OTHER MESSAGES option from the MAILBOX MENU.

NOTE

If the undelete messages option does not appear in the menu, this is because there are no deleted messages in your mailbox that are capable of being restored.

REPLYING TO A MESSAGE

You can immediately reply to a message as soon as you finish listening to it.

To reply to a message you have just listened to

1. From the LISTEN Menu, press **[4]**; you hear a recorded announcement:

*Message will be sent to mailbox number _____. Please record after the tone, then dial **[#]** after recording.*

Then you hear a tone.

NOTE

If the person who left the message did so from outside the system -- for example, your boss called from home to leave you a message -- you hear a

recorded announcement:

*This message arrived from an outside party --
Please enter mailbox number.*

2. If you dial **[*]**, the system continues playing your other messages.
3. If you do not know the number of the mailbox that called you, you can press **[#]** to access Directory Assistance.

You hear the following menu:

To call this number [1]

To send a reply message [2]

If you press [2], you are prompted to enter the mailbox number. At this point, you can press [9] to obtain Directory Assistance and find out the number of the calling mailbox.

4. State your reply to the message clearly.

5. Press [#];
you receive the END OF RECORD Menu:

To review your recorded message [1]

*To confirm and save this message
in the system* [2]

To erase this message [3]

To add to this message [4]

*To erase this message and record
a new one* [5]

*To confirm and save this message
with options* [6]

To repeat this menu [#]

To return to previous menu [*]

6. Press [2]; the message is sent and you return to the LISTEN Menu.

COPYING OR TRANSFERRING A MESSAGE TO ANOTHER MAILBOX

You can copy or transfer a message someone sent you into another mailbox or mailbox group. If you copy it, a copy remains in your mailbox. If you transfer the message, it is sent to another mailbox or mailbox group and erased

from your mailbox.

To copy or transfer a message, you must first be listening to it.

1. When you hear a message you want to copy or transfer, press **[5]** from the LISTEN Menu;

You receive the COPY/SEND Menu:

To keep this message and send a copy to another mailbox [1]

To transfer this message to another mailbox [2]

To keep this message and send copies to group members [3]

To transfer this message to group members [4]

To copy message to multiple boxes [5]

To send message to multiple boxes [6]

2. Press **[1]** and the mailbox number, or **[2]** and the mailbox number, to copy or transfer the message to a single mailbox.

If you do not know the mailbox number, you can press **[9]** for Directory Assistance.

3. Similarly, to copy or transfer messages to mailbox groups, dial **[3]** or **[4]** and enter the group number.

NOTE

Upon being sent, the message is deleted from your mailbox.

The ANNOTATION Menu is now displayed:

To record an annotation message [1]

To send or copy the message now [2]

To abort this operation [3]

For further options [4]

4. If you want to attach an annotation, see the next section, **Message Annotation -- Adding your own comments.**
5. Press **[2]**; emaGEN informs you that the message has been copied or sent to the appropriate mailbox or mailbox group;
 - or**
 - Press **[3]** if you want to abort the send/copy procedure;
 - or**
 - Press **[4]** if you want to tag your message prior to sending; you receive the SEND/COPY OPTIONS Menu:

<i>To tag the message as urgent</i>	[1]
<i>To tag the message as confidential</i>	[2]
<i>To tag the message for confirmation</i>	[3]
<i>To repeat this menu</i>	[0]
<i>To return to previous menu</i>	[*]

Select the attribute you want to attach to the message by pressing the corresponding number or softkey; you can attach any or all of the attributes in this fashion. Once you have selected all desired and appropriate attributes, press **[*]**.

Select **[2]** from the END OF RECORD menu to complete the send/copy procedure. Once done, you return to the visual list, to hear the next message.

CARBON COPYING OR CARBON SENDING A MESSAGE TO ANOTHER MAILBOX

You can carbon copy or carbon send a message someone sent you into a specific mailbox group - a group you define for the particular message. If you carbon copy it, a copy remains in your mailbox. If you carbon send the message, it is sent to the mailbox group and erased from your mail-

box.

To carbon copy or carbon send a message, you must first be listening to it.

1. When you hear a message you want to carbon copy or carbon send, press **[5]**; you receive the COPY/SEND Menu:

To keep this message and send a copy to another mailbox [1]

To transfer this message to another mailbox [2]

To keep this message and send copies to group members [3]

To transfer this message to group members [4]

To copy message to multiple boxes [5]

To send message to multiple boxes [6]

2. Press **[5]** or **[6]**.

You hear a message:

“Please enter mailbox number or dial 9 for Directory Assistance.”

3. Enter the number of the first mailbox to which you want to carbon copy or carbon send the message, or Dial **[9]** for Directory Assistance, and enter up to the first six characters of the name. See **Directory Assistance** under **Dialing Assistance for Outside Callers** for instructions on how to use Dial By Name.

4. You hear the Confirmation menu:

To add this mailbox to list [1]

To skip the mailbox [2]

To cancel the operation [*]

To end list [#]

5. Repeat step 3 for each mailbox to which you want to carbon copy or carbon send the message.
6. When the list is completed, dial [#]. Proceed as for sending a message to a group of mailboxes.

MESSAGE ANNOTATION -- ADDING YOUR OWN COMMENTS

You may want to add your own comments to a message that you are copying or transferring to someone else's mailbox. When you add comments, the person to whom you pass on the message first hears your comments, and then the message.

Once you have added comments to the message, they behave as part of the message. If someone listens to or deletes the message, she also listens to or deletes the annotation.

The rewind and fast forward features, however, function separately for the annotation and the message.

You may add more than one annotation to any single message (i.e. you can send the same message with different annotations to other mailboxes); and you can change a message annotation by rerecording it.

To attach an annotation

After making your desired selection from the COPY/SEND Menu, you receive the ANNOTATION Menu:

<i>To record an annotation message</i>	[1]
<i>To send or copy the message now</i>	[2]
<i>To abort this operation</i>	[3]
<i>For further options</i>	[4]

NOTE

Just as you can record an annotation for a message to a single mailbox, so you can add an annotation to a group message.

If you hang up while in the ANNOTATION Menu, your message nonetheless will be transferred or copied. To abort a 'send' or 'copy' operation, dial **[3]** to exit the ANNOTATION Menu, and then **[*]** to exit the COPY/SEND Menu.

1. Dial **[1]**.

You hear a recorded announcement: *Please state your message clearly. Then, dial pound.*

2. Record your annotation, then press **[#]**; you receive the END OF RECORD Menu:

<i>To review your recorded message</i>	[1]
<i>To confirm and save this message in the system</i>	[2]
<i>To erase this message</i>	[3]
<i>To add to this message</i>	[4]
<i>To erase this message and record a new one</i>	[5]
<i>To repeat this menu</i>	[0]
<i>To return to previous menu</i>	[*]

3. Press **[2]**, or hang up without pressing any button.

The message, together with your annotation, is copied or sent to the appropriate mailbox or mailbox group.

To delete an annotation from a message

- After recording the annotation, before saving it, press **[3]** in the END OF RECORD Menu.

To change the annotation of a message

1. Press **[5]** while listening to either the annotation or the message itself;
you are transferred to the COPY/SEND menu.

To keep this message and send a copy to another mailbox [1]

To transfer this message to another mailbox [2]

To keep this message and send copies to group members [3]

To transfer this message to group members [4]

To copy to multiple boxes [5]

To send to multiple boxes [6]

2. Press **[1]**, **[2]**, **[3]** or **[4]**, according to the desired menu option, and the mailbox number;
The ANNOTATION Menu is now displayed.
3. Dial **[1]** to record a new annotation, then save the message.
Every user to whom you have sent the message will now hear the updated annotation.

NOTE

If after having recorded a new annotation, you do not save it or subsequently delete it, the message will be heard as if no annotation was ever recorded.

Additional menu operations

The following commands are also available when operat-

ing the ANNOTATION Menu:

- Dial **[0]** to repeat the ANNOTATION Menu options;
- Dial **[*]** to return to the COPY/SEND Menu;

INDEXING YOUR MESSAGES

emaGEN offers you the possibility of tagging your saved messages, and sorting them into indices for future retrieval. This allows you to identify and access a specific message without having to first listen to all chronologically preceding messages.

You can allocate your messages to your own Personal index, which can hold up to a maximum of 9 messages (tagged 1 to 9); or to the System Index, which has a capacity of 999 messages (tagged 1 to 999).

To mark a message as indexed

After listening to a given message, you hear the LISTEN Menu as normal. You decide you would like to allocate the message to an index:

1. From the LISTEN Menu, press **[6]**;
you receive the MORE LISTEN OPTIONS Menu:

<i>To lower volume</i>	[1]
<i>For normal volume</i>	[2]
<i>To raise volume</i>	[3]
<i>To decrease speed</i>	[4]
<i>For normal speed</i>	[5]
<i>To increase speed</i>	[6]
<i>To convert a saved message to new</i>	[7]
<i>To add an ID tag to this message</i>	[8]
<i>To repeat this message with time tag</i>	[9]

2. Press **[8]**;
you hear the following message:
Enter a message index number between 1 and 9, or dial pound for the System index.
3. Select a number between 1 and 9, for example 7, to tag the message as '7' in your personal index; **or** dial **[#]**;
emaGEN assigns the message a System index number between 10 and 137, and informs you accordingly:
Message index <number>.
You are returned to the LISTEN Menu.

If you attempt to assign a message with a personal identification number that is already in use, you receive the following message:

This Identification tag is taken. To reassign it to the current message, dial pound. To select another identification tag, dial a digit between 1 and 9. To exit, dial star.

To retrieve an indexed message

1. Enter your mailbox, and from the MAILBOX Menu, select **[6]**;
you receive the MESSAGE TYPE SELECTION Menu:

<i>To listen to your new messages</i>	[1]
<i>To listen to your saved messages</i>	[2]
<i>To listen to your future delivery messages</i>	[3]
<i>To listen to your confirmation messages</i>	[4]
<i>To listen to your indexed messages</i>	[5]
2. Dial **[5]**; you hear the following announcement:
You have <number> private indexed messages in your mailbox. Enter the message identification tag 1 to 9, or dial pound for the System index.
3. Enter the appropriate index tag
emaGEN retrieves and plays the message as instructed.

You are then transferred to the LISTEN Menu.

To remove a message from an index

After retrieving and listening to the message you wish to remove from the index, you receive the MORE LISTEN OPTIONS Menu:

1. Dial **[8]**;
you hear the following announcement:
To remove identification tag, dial pound (#).
2. Dial **[#]**;
the Index tag is removed from the message and you are returned to the LISTEN Menu.

TRANSFERRING CALLS TO YOUR MAILBOX

You can indicate that all incoming calls are to be received by your mailbox. When this feature is activated, callers are informed that you are not receiving calls, and are invited to leave you a message.

To transfer incoming calls to your mailbox

1. Dial **[4]** in the MAILBOX Menu; you receive the MAILBOX OPTIONS Menu.
2. Press **[3]** for the transfer status option.
3. Press **[1]** to transfer all your incoming calls to your mailbox.

To transfer incoming calls to your phone

Follow the instructions for transferring incoming calls to your mailbox. The **[1]** of step 3 toggles your transfer status between transferring calls to your mailbox and transferring calls to your phone.

PROGRAMMED INTERVIEW

If the system administrator has programmed this feature, it conducts a recorded interview with an outside caller.

For example, the system administrator can program an interview that takes orders over the phone. The recorded interview questions might ask the customer her name and address, what product they want to order, what size, what color, etc. and how they want to make payment. The answers are recorded. The interview consists of a maximum of eight interview questions, followed by a closing message to the caller.

To conduct an interview

1. Dial the emaGEN telephone number;
you hear the main opening greeting, which includes an instruction to dial **[4]** for the interview (for example, *If you want to order a catalog item, dial [4]*).
2. Dial **[4]**;
you hear the first interview question.
3. Answer the question and dial **[#]** to indicate that you have finished your answer, or simply wait for the allotted time to pass;
you hear the next question.
4. Answer the rest of the questions, until you hear the closing message.

NOTE

Your system administrator may program up to nine different interviews into the system. If there is more than one interview, the main opening greeting contains dialing instructions for accessing the different interviews. For example, *To order a catalog item, dial [7]. To request billing information, dial [8].* Once the caller has dialed into the desired interview, it is conducted as above.

FOREIGN LANGUAGE ANNOUNCEMENTS

emaGEN offers you the option of having your mailbox operate in languages other than English.

If this option has been installed in your system your system administrator can program your mailbox so that you and people calling your mailbox have a choice of hearing announcements and instructions in up to ten different languages.

It is possible to program a mailbox so that its owner hears options and announcements in a foreign language, while incoming callers hear them in English.

System announcements and instructions are in English unless otherwise programmed by the system administrator, in which case the main opening greeting provides the caller with an option for changing the language.

ADVANCED emaGEN

SUBSCRIBER FEATURES

This section contains a description of a number of more advanced mailbox features. If you prefer, each of these features can also be programmed for you by your system administrator, on the dedicated emaGEN Personal Computer.

GROUP LISTS

In addition to mailbox groups, which are programmed by the system administrator, you can also define your own personal group lists for sending out common messages. A group list can consist of any number of member mailboxes.

To create a group list

1. Dial **[4]** in the MAILBOX Menu; you receive the MAILBOX OPTIONS Menu.
2. Press **[6]** for the group lists option; you are transferred to the GROUP LIST Menu:

To create a list [1]

To record the list name [2]

To delete a list [3]

To set member options [4]

3. Press **[1]** and then enter the number of the list; the list is added, and you are returned to the DISTRIBUTION LIST Menu.

To delete a group list

1. From the MAILBOX OPTIONS Menu, press **[6]** to access the GROUP LIST Menu.
2. Press **[3]**, then enter the number of the list you wish to delete.
3. Press **[#]**.
4. You are requested to confirm the deletion by entering **[#]**, or to press **[0]** to exit.
The list you specified is deleted and you are returned to the GROUP LIST Menu.

TO ADD MEMBERS TO A LIST

1. From the MAILBOX OPTIONS Menu, press **[6]** to access the GROUP LIST Menu.
2. Press **[4]** to access the MEMBER OPTIONS menu;
3. Enter the number of the list, followed by **[#]**.
4. Enter the mailbox number of the person you wish to add.
5. Repeat step 4, or hang up, or press **[*]** to continue.

To delete members from a list

1. From the MAILBOX OPTIONS Menu, press **[6]** to access the GROUP LIST Menu.
2. Press **[4]** to access the MEMBER OPTIONS menu;
3. Enter the number of the mailbox you wish to delete from the list, followed by **[#]**.
4. Press **[3]** to delete a member from the list.
5. Press **[#]** to confirm the deletion, or **[*]** to cancel.
6. You may repeat step 5, or hang up.
After you have deleted all members of your group list, you hear the announcement *Your group list is empty.*

TO LIST THE MEMBERS OF A GROUP

1. From the MAILBOX OPTIONS Menu, press **[6]** to access the GROUP LIST Menu.

2. Press **[4]** to access the MEMBER OPTIONS menu;
3. Enter the number of the list, followed by **[#]**.
4. Press **[1]** to list the members of the list.
5. After all members of the list are read out, you are returned to the MEMBER OPTIONS menu.

emaGEN AT A GLANCE

To enter your mailbox

At your extension:

1. Enter the emaGEN access number;
2. Dial [#] twice;
3. Enter your password (if applicable).

From another extension:

1. Enter the emaGEN access number;
2. Dial [#];
3. Enter your mailbox number;
4. Enter your password (if applicable).

From outside the system:

1. Dial the emaGEN telephone number;
2. Dial [#];
3. Enter your mailbox number;
4. Enter your password (if applicable).

The following procedures assume you have accessed your eMaGEN mailbox:

RECORD YOUR NAME

3 3 5 -- record your name -- **# 2**

RECORD YOUR MAILBOX GREETING

3 1 5 -- greeting -- **# 2**

RECORD YOUR BUSY GREETING

3 2 5 -- greeting -- **# 2**

RECORD YOUR TEMPORARY GREETING

3 4 5 -- greeting -- **# 2**

RECORD YOUR INTERNAL GREETING

3 5 5 -- greeting -- **# 2**

TO CHANGE YOUR PASSWORD

4 2 -- enter up to nine digits. -- **1**

TO LEAVE A MESSAGE

2 -- mailbox number, message -- **# 2**

TO LEAVE A MESSAGE WITH CONFIRMATION

2 -- mailbox number, message -- **# 6 3 * ***

TO LEAVE A PRIVATE MESSAGE

2 -- mailbox number, message -- **# 6 2 * ***

TO LEAVE AN URGENT MESSAGE

2 -- mailbox number, message -- **# 6 1 * ***

TO LEAVE A FUTURE DELIVERY MESSAGE

2 -- mailbox number, message -- **# 6 4** -- month (2 digits),
day (two digits),
time (four digits,
for PM or
* for AM) -- **1 * ***

TO LEAVE A MESSAGE FOR A MAILBOX GROUP

5 -- mailbox group number, message -- **# 2**

TO LISTEN TO YOUR NEW MESSAGES

1

TO CARBON RECORD A MESSAGE

2 **#** -- 1st mailbox number -- **1** -- message **# 2**
:
last mailbox number -- **#**

The following procedures assume you have accessed your e_{ma}GEN mailbox and heard a message:

TO RECOVER A MESSAGE YOU JUST DELETED

7

TO REPLY TO A NEW MESSAGE

4

-- message --

#

2

TO REPLY TO AN OLD MESSAGE

6

2

4

-- message --

#

2

TO TRANSFER A MESSAGE WITHOUT ANNOTATION

5

2

-- mailbox number --

2

TO COPY A MESSAGE WITHOUT ANNOTATION

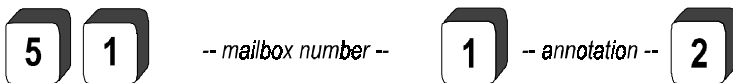
5

1

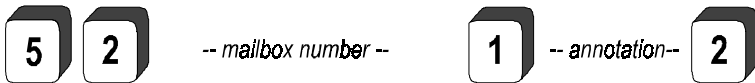
-- mailbox number --

2

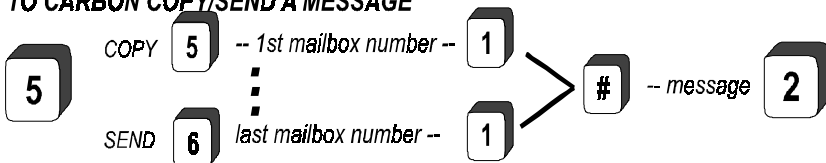
TO RECORD AN ANNOTATION AND THEN COPY THE MESSAGE



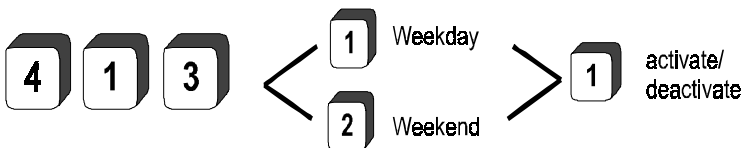
TO RECORD AN ANNOTATION AND THEN TRANSFER THE MESSAGE



TO CARBON COPY/SEND A MESSAGE



TO ACTIVATE OR DEACTIVATE WAKE UP



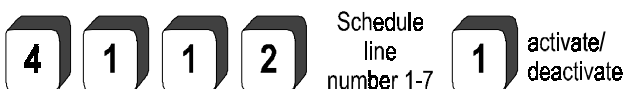
TO ACTIVATE OR DEACTIVATE FOLLOW ME



TO ACTIVATE OR DEACTIVATE MAIN MESSAGE NOTIFICATION



TO ACTIVATE OR DEACTIVATE SCHEDULE LINE NUMBER



TO CREATE A LIST

4 **6** **1** -- list number -- **#**

TO RECORD A LIST NAME

4 **6** **2** -- list number -- **#** **2** *Message name* **#**

TO DELETE A LIST

4 **6** **3** -- list number -- **#**

TO ADD A MEMBER TO A LIST

4 **6** **4** -- list number -- **#** **2** Mailbox
:
:
last mailbox *****

TO DELETE A MEMBER FROM A LIST

4 **6** **4** -- list number -- **#** **3** Mailbox
:
:
last mailbox **#**