



Enterprise Edge 2.0 Voice Messaging FAX User Guide

www.nortelnetworks.com

© 2000 Nortel Networks
P0911632 Issue 02

Contents

Introduction	5
Learning about FAX	5
About the Express Messaging Line	6
Your Personal mailbox greeting	6
Recording a Greeting	6
Receiving a fax message	8
Retrieving a fax message	9
Transferring a Fax call to your mailbox	9
Setting up a preset fax machine	10
Printing fax messages	11
Printing new or saved fax messages in your mailbox	11
Printing a fax message	15
Fax cover page	18
Fax forward cover page	18
Sending fax messages	19
Forwarding a fax message to another mailbox	20
Forwarding a fax message to an external number	22
Fax System Group message (Fax Broadcast)	23
About the Fax System Group List	23
Sending a Fax System Group message (Fax Broadcast)	24

Enterprise Edge 2.0 Voice Messaging FAX User Guide

Introduction

This guide explains how to use Enterprise Edge Voice Messaging FAX with your personal mailbox. It explains how to receive, print and send fax messages.

All Enterprise Edge one line and two line display telephones provide Voice Messaging voice prompts. On telephones with display buttons, the voice prompts are delayed for five seconds. If you do not see an option on your telephone display, wait for the voice prompt to announce the additional options.

To use FAX features, press the display buttons or the dialpad buttons on your telephone.

When you see a display button like this: **PLAY**, or a dialpad button like this: **2**, press either button to activate the Voice Messaging feature. This guide shows you both methods.

Note: This document explains the Enterprise Edge Voice Messaging features related to FAX. If you need instructions about other Voice Messaging features, refer to the *Enterprise Edge 2.0 Voice Messaging Set Up and Operation Guide* or the *Enterprise Edge 2.0 Voice Messaging Reference Guide*.

Learning about FAX

Enterprise Edge Voice Messaging FAX lets you use Fax features with your personal mailbox.

A fax document in a mailbox is called a fax message. Fax messages can have a voice introduction. This means that a caller can leave a fax message in a mailbox with or without an introductory voice message. FAX lets a caller leave a fax message in a personal mailbox for a mailbox owner. The mailbox owner can:

- retrieve and print the fax message on a fax machine
- forward the fax message to another mailbox.

About the Express Messaging Line

An Express Messaging Line can be assigned to a mailbox. A fax message sent to the Express Messaging Line bypasses the greeting and the Automated Attendant. The fax message is sent immediately to your mailbox. You access the fax message the same way you access other fax messages. For more information about accessing fax messages, refer to [Receiving a fax message](#) on page 8.

Ask your System Administrator for the telephone number of your Express Messaging Line. Then you can inform people of your direct fax line number.

Your Personal mailbox greeting

In your Personal mailbox greeting, you must inform callers that they can leave fax messages in your mailbox. Also inform callers that they must call from a fax machine telephone to send you a fax message. The caller must press START/SEND on the fax machine. Enterprise Edge Voice Messaging automatically receives and stores the fax message in your mailbox. For example:

“Hello. You have reached Brian Purdy with Ideal Office Machines. I am in the office today, but I am currently away from the phone. Please leave your name, telephone number and a brief message after the tone.

If you want to send me a fax and you are calling from a fax machine telephone, press the START/SEND button on the fax machine.”

For more information about Personal mailbox greetings, refer to the *Enterprise Edge 2.0 Voice Messaging Set Up and Operation Guide* or ask your System Administrator.

Recording a Greeting

To record a Greeting:

1. Press .

2. Enter your password and press **OK** or **#**. Your unique password is assigned when you first open your mailbox and perform the initialization steps. If you are recording a greeting from a telephone that is not assigned to your personal mailbox, press **OTHR**. The display shows the **Log:** prompt. When this prompt appears, enter your mailbox number and password. If you are using a one line display telephone, press at the **Pswd:** prompt to reach the **Log:** prompt.

3. Press **ADMIN** or .

Mailbox admin
GREET PSWD QUIT

4. Press **GREET** or **2**.

Greeting options
REC CHOOSE CFWD

5. Press **REC** or **1**.

Greeting:
PRIME ALT PERS

6. Press **PRIME** or **1**.

Note: Press **ALT** to record your Alternate Greeting. If you are changing your greeting, your current recorded Primary Greeting begins to play.

Record new?
YES NO QUIT

7. Press **YES** or **1**.

Record greeting:
RETRY OK

8. At the tone, record your greeting and press **OK** or **#** to end your recording. Do not use Handsfree to record a greeting. For best results, speak directly into the telephone handset, clearly and at a pace that is easy to understand.

Note: In your greeting tell callers they can leave a fax message in your mailbox. Refer to [Your Personal mailbox greeting](#) on page 6.

Accept greeting?
RETRY PLAY OK

9. Press **OK** or **#** to accept the greeting or press **RETRY** or **2** to erase and re-record the greeting or press **PLAY** or **1** to play the greeting.

10. Press **Rls** to end this session.

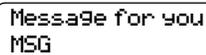
Receiving a fax message

You can receive two types of fax messages: non-voice introduced and voice introduced. An introduction is a voice message that a caller records to introduce a fax message. In a non-voice introduced fax message, a caller leaves only a fax message.

A caller can send a fax message to your personal mailbox by using the autosend feature on their fax machine. If the call is answered by an Automated Attendant, the call transfers to the designated Fax answering extension. If the call is answered by a mailbox, the fax message is placed in the mailbox. If the call is answered by a person, they hear a fax tone.

Note: If you answer a call and hear a fax tone, transfer the call to your mailbox by pressing . The fax message is sent to your mailbox.

When you receive a message in your mailbox, your telephone display shows:



Message for you
MSG

This display indicates that you have a new voice message or a fax message in your mailbox. To check messages you must open your mailbox.

To open your mailbox:

1. Press .



Pswd:
OTHR RETRY OK

2. Enter your mailbox password and press or .



1 new 1 saved
PLAY REC ADMIN

3. After you open your mailbox, the telephone display shows the number of new and saved messages. In this example, there is one new message and one saved message. A voice prompt tells you how many new and saved fax messages you have.

An average text fax message uses 10 seconds of mailbox message time per page. A fax message that contains graphics can use as much as two minutes of mailbox message time per page. After you print or forward your fax messages, delete them from your mailbox.

Retrieving a fax message

When you retrieve a fax message, Voice Messaging shows the fax identification number on the display. If the message is a voice introduced fax message, the Fax identification number plays before the voice message.

To retrieve your fax messages:

1. Press **PLAY** or **2** to retrieve your new fax messages.
2. Press **6** until you find the saved fax message you want to print.

Transferring a Fax call to your mailbox

If you answer a call while a caller is attempting to leave a fax message in your mailbox, you can transfer the call to your mailbox.

To transfer a fax call to your mailbox:

1. Press **Feature** **9** **8** **6**. **Do not put the call on hold.**
The caller hears your mailbox greeting.

If you answer your telephone and hear a fax tone, transfer the fax call to your mailbox.

While the call is active:

1. Press **Feature** **9** **8** **6**. **Do not put the call on hold.**
2. Enter your mailbox number.
The fax message is left in your mailbox.

Setting up a preset fax machine

Each personal mailbox can have a preset fax machine assigned for printing fax messages. If you select the Preset option, fax messages are printed at the same fax machine every time.

To set up the preset fax machine:

1. Press **Feature** **9** **8** **1**.
2. Enter your password and press **OK** or **#**.

Pswd:
 OTHR RETRY **OK**
3. Press **ADMIN** or **8**.

0 new 0 saved
 PLAY REC **ADMIN**
4. Press **7**.

Mailbox admin
 GREET PSWD QUIT
5. This display appears if there is no preset fax machine. If the fax machine is preset, the display shows: **Preset fax**. You have the option to change the preset fax telephone number.

No Preset
6. Press **PHONE** or **1** to enter the fax telephone number or press **EXT** or **2** to enter the fax extension number.

Destination:
 PHONE EXT
7. Enter the fax telephone number and press **OK** or **#**.

Dest. Ph:
 RETRY **OK**
8. Press **OK** or **#** to accept the fax telephone number represented by the **<x>**. Press **ADD** to add special characters to the fax telephone number. For information on adding special characters, refer to the *Enterprise Edge 2.0 Voice Messaging Set Up and Operation Guide*.

<x>
 ADD OK
9. Press **Rls** to end the session.

Mailbox admin
 GREET PSWD QUIT

Printing fax messages

You can print the fax messages left in your mailbox on any fax machine. You can print all of your fax messages at once or print them individually.

If you print all of the fax messages at once, you cannot listen to any voice introductions included with the fax messages. If you do not listen to a voice introduction, the fax message remains “new” in your mailbox and you can listen to the voice content of the message later.

If you print each fax message individually, you can listen to the introduction before you print the fax message.

Whether you print all the fax messages at once or individually, use one of these three options:

- **Preset:** prints the fax messages on the preset fax machine that you assign.
- **Other:** prints the fax messages on the fax machine destination that you assign.
- **Manual:** requires opening your mailbox from a fax telephone. Locate the fax message you want to print and follow the voice prompts. You are prompted to press **START** on the fax machine to receive the fax message. All the fax messages are printed on the fax machine you use to access your mailbox.

Printing new or saved fax messages in your mailbox

You can print all the new or saved fax messages in your mailbox at once. You have three choices of where to print the faxes: Preset, Other or Manual. Fax messages are preceded by a cover page if you select the Preset or Other option. A cover page is not added if you select the Manual option and print from a mailbox. For more information refer to [Fax cover page](#) on page 18.

Printing new or saved fax messages on the preset fax machine

To print all of the new or saved fax messages on the preset fax machine:

1. Press **Feature** **9** **8** **1**.

Pswd:
OTHR RETRY OK

2. Enter your password and press **OK** or **#**.

1 new 1 saved
PLAY REC ADMIN

3. Press **1**.

Print all
NEW SAVED

4. Press **NEW** or **1** to print all the new fax messages or press **SAVED** or **2** to print all the saved fax messages.

Print msg
PRESET OTHR MANU

5. Press **PRESET** or **1**.

Note: To send the fax messages to the preset fax machine, you must enter the preset fax machine telephone number. Refer to [Setting up a preset fax machine](#) on page 10.

Printed <> msg's

Press **Rls** to end this session.

For information about changing the preset fax machine, refer to [Setting up a preset fax machine](#) on page 10. After you end the session, Enterprise Edge Voice Messaging prints the fax messages on the preset fax machine.

Printing all new or saved fax messages using the Other option

To print all the new or saved fax messages using the Other option:

1. Press **Feature** **9** **8** **1**.
2. Enter your password and press **OK** or **#**.

Pswd:
 OTHR RETRY OK
3. Press **1** to print the fax messages.

1 new 1 saved
 PLAY REC ADMIN
4. Press **NEW** or **1** to print all the new fax messages or press **SAVED** or **2** to print all the saved fax messages.

Print all
 NEW SAVED
5. Press **OTHR** or **2**.

Print ms9
 PRESET OTHR MANU
6. Press **PHONE** or **1** to enter the fax telephone number. Press **EXT** or **2** to enter the fax extension number.

Destination:
 PHONE EXT
7. Enter the fax telephone number and press **OK** or **#**.

Dest Ph:
 RETRY OK
8. Press **OK** or **#** to accept the fax telephone number represented here by the **<>**. Press **ADD** to add special characters to the fax telephone number. For information on adding special characters, refer to the *Enterprise Edge 2.0 Voice Messaging Set Up and Operation Guide*.

<>
 ADD OK
9. Press **Rls** to end this session.

Printed <> ms9s

After you end the session, Enterprise Edge Voice Messaging prints the fax messages on the assigned fax machine.

Printing all new or saved fax messages using the Manual option

To use the Manual option, you must first open your personal mailbox from a fax machine telephone.

To retrieve and print all your new or saved fax messages using the Manual option:

1. From the fax machine telephone, call into a line that is answered by the Automated Attendant.
2. Press *** *** , or in the UK press **8 8** , to access your mailbox while the Automated Attendant Greeting plays.
3. Enter your mailbox number and password and press **#** .
4. Press **1** to print your fax messages.
5. If you have both new and saved fax messages, you can print either all new or saved fax messages. Press **1** to print all new fax messages. Press **2** to print all saved fax messages.

Note: Step 5 is bypassed if you have only new fax messages or if you have only saved fax messages.

6. Press **3** to use the Manual option to print the new fax messages.
7. Press **START/SEND** on the fax machine.
8. Replace the fax machine telephone handset.
The session ends when all the faxes are printed.

Printing a fax message

You can print an individual fax message from your mailbox. A cover sheet precedes the fax message. Refer to [Fax cover page](#) on page 18.

You have three choices of where to print the fax message: Preset, Other and Manual. For more information about fax message printing options, refer to [Printing fax messages](#) on page 11.

Printing a fax message on the preset fax machine

To print a fax message on the preset fax machine:

1. Press .

Pswd:
OTHR RETRY OK

2. Enter your password and press **OK** or .

2 new 0 saved
PLAY REC ADMIN

3. Press **PLAY** or .

<date> Fax:1
<< STOP >>

4. The date received and the Fax ID number appear on the display. Press until you find the fax message you want to print.

Note: If the fax message is preceded by a voice introduction, wait until the voice introduction finishes playing before printing.

End of message
COPY ERASE NEXT

5. Press to print the fax message.

Print msg
PRESET OTHR MANU

6. Press **PRESET** or . The preset fax machine prints the fax message.

Printed msg

7. Press to end the session.

For information about changing the preset fax machine, refer to [Setting up a preset fax machine](#) on page 10.

Printing a fax message using the Other option

To print a fax message using the Other option:

1. Press **Feature** **9** **8** **1**.
2. Enter your password and press **OK** or **#**.

Pswd:
 OTHR RETRY OK
3. Press **PLAY** or **2**.

2 new 0 saved
 PLAY REC ADMIN
4. The date received and the Fax ID number appear on the display. Press **6** until you find the fax message you want to print.

<date> Fax:1
 << STOP >>
5. Press **1** to print the fax message. If the fax message is preceded by a voice introduction, wait until the voice introduction finishes playing before pressing **1**.

End of message
 COPY ERASE NEXT
6. Press **OTHR** or **2**.

Print msg
 PRESET OTHR MANU
7. Press **PHONE** or **1** to enter the fax telephone number or press **EXT** or **2** to enter the fax extension number.

Destination:
 PHONE EXT
8. Enter the fax telephone number and press **OK** or **#**.

Dest Ph:
 RETRY OK
9. Press **OK** or **#** to accept the fax telephone number represented here by **<x>**. Press **ADD** to add special characters to the fax telephone number. For information on adding special characters, refer to the *Enterprise Edge 2.0 Voice Messaging Set Up and Operation Guide*.

<x>
 ADD OK
10. Press **Rls** to end the session.

Printed msg

Voice Messaging prints the fax message on the assigned fax machine.

Printing a fax message using the Manual option

To print a fax message using the Manual option, you must first call and open your personal mailbox from a fax machine telephone.

To print a fax message using the Manual option:

1. Call into a line from the fax machine telephone that is answered by the Automated Attendant.
2. Press *** *** , or in the UK press **8 8** , to access your mailbox while the Automated Attendant Greeting plays.
3. Enter your mailbox number and password and press **#** .
4. Press **2** to listen to your new messages.
5. Press **6** to listen to your saved messages. Press **6** until you find the fax message you want to print.
6. Press **1** to print the fax message.
7. Press **3** to use the Manual option.
8. Press START/SEND on the fax machine.
9. Replace the fax machine telephone handset.
The session ends after the fax message prints on the fax machine you are using.

Fax cover page

A fax cover page prints with each fax message you print using the Preset and Other feature. The fax cover page contains the following information:

- the date and time the fax prints
- the name and telephone number of the mailbox owner
- the destination fax number
- the Fax ID number (if a single fax message is printed)
- the number of pages to follow

Note: A fax cover sheet is not added if you print a fax from a mailbox and use the Manual feature.

Fax forward cover page

A fax forward cover page is called a Forward Cover Page. The Forward Cover Page contains the same information as a fax cover page and also includes:

- the recipient's name
- the Fax ID number if the fax is forwarded to an external number

You can send the same fax message to more than one person, but not to a Group List. For information refer to [Forwarding a fax message to another mailbox](#) on page 20, or [Forwarding a fax message to an external number](#) on page 22.

Sending fax messages

A fax message and a fax message voice introduction can be sent to any personal mailbox. To send the fax message you must call the personal mailbox from a fax machine telephone.

To leave a fax message in a personal mailbox:

1. Place the document that you want to send on the fax machine.
2. From the fax machine telephone dial the Enterprise Edge telephone number of the person you want to send a fax to. Wait for the mailbox greeting or let the Voice Messaging operator transfer you to the mailbox to leave a fax message. If the person you are calling answers their telephone, tell them to transfer you to their mailbox so that you can send a fax.
3. After the mailbox greeting plays, wait for a beep and record an introduction for the fax message. Do not hang up the telephone.
4. Press **START/SEND** on the fax machine.
5. Replace the fax machine telephone handset. This session ends when the transmission is complete.

Forwarding a fax message to another mailbox

You can forward a fax message you have received to another mailbox and add an introductory message as a part of the forwarded message. The message appears as a fax message in the recipient's mailbox. If you cannot forward a fax message, ask your System Administrator if your mailbox is set up to allow you to forward fax messages.

You can also forward a received Fax Message to an external number. For information, refer to [Forwarding a fax message to an external number](#) on page 22.

When a fax message is forwarded, a new cover sheet is added to the original fax message, becoming part of the new message. However, if the fax message already has an Enterprise Edge-generated fax forward cover sheet, it is replaced by a new Fax forward cover sheet. For more information, refer to [Fax forward cover page](#) on page 18.

To forward a fax message to another mailbox:

1. Press .

Pswd:
OTHR RETRY OK

2. Enter your password and press **OK** or .

2 new 0 saved
PLAY REC ADMIN

3. Press **PLAY** or .

<date> Fax:1
<<< STOP >>>

4. The date received and the Fax ID number appear on the display. Press until you find the saved fax message you want to forward.

End of message
COPY ERASE NEXT

5. Press **COPY** or .

Copy fax
MBOX OTHR

6. Press **MBOX** or to forward the fax message to another mailbox.

Record Intro?
YES NO

7. Press **YES** or to record an introduction to the fax message
or
press **NO** or and go to step 10 if you do not want to record an introduction to the forwarded fax message .

Record message:
RETRY PAUSE OK

8. Record the introduction and press **OK** or to end the recording.

Note: Press **RETRY** or to re-record the introduction, or press **PAUSE** or to pause while you record the introduction.

```
Accept rec?
RETRY  PLAY  OK
```

9. Press **OK** or **#** to accept the recording.

```
Mbox:
DIR          QUIT
```

10. Enter the mailbox number where you want to forward the fax message, or press **DIR** or **#** to use the Company Directory.

```
Wayne, Paul
OPTS  CC  SEND
```

11. Press **SEND** or **#** to forward the message without a delivery option. Paul Wayne is an example of a mailbox owner in this display. Press **OPTS** or **3** to assign message Delivery options Certified, Urgent, Private or Timed Delivery.

```
Another copy?
YES          QUIT
```

12. To send this message to another mailbox owner, press **YES** or **1** and repeat steps 6 to 11.

13. Press **QUIT** or **Rls** to end this session.

Forwarding a fax message to an external number

You can forward a received fax message to an external number. However, you cannot add an introductory message to the fax message.

To forward a fax message to an external number:

1. Press **Feature** **2** **9** **8** **1**.

Pswd:
OTHR RETRY OK

2. Enter your password and press **OK** or **#**.

2 new 0 saved
PLAY REC ADMIN

3. Press **PLAY** or **2**.

<date> Fax:1
<< STOP >>

4. The date received and the Fax ID number appear on the display. Press **6** until you find the fax message you want to forward.

End of message
COPY ERASE NEXT

5. Press **COPY** or **5**.

Copy fax
MBOX OTHR

6. Press **OTHR** or **2**.

Name:
RETRY BKSP OK

7. You are prompted to enter the recipient's name. The name can be a maximum of eight characters. Using the telephone dialpad, enter the name of the recipient. After each letter, press **#** to enter the next letter. If there is an error in the name, press **RETRY** and re-enter the name. Press **OK** to accept the name. For more information about using the dialpad, refer to the *Enterprise Edge 2.0 Voice Messaging Reference Guide*.

Destination:
PHONE EXT

8. Press **PHONE** or **1** to enter the fax telephone number. Press **EXT** or **2** to enter the fax extension number.

Dest Ph:
RETRY OK

9. Enter the fax telephone number and press **OK** or **#**.

<>
ADD OK

10. Press **OK** or **#** to accept the fax telephone number represented here by **<>**. Press **ADD** to add special characters to the fax telephone number. For information on adding special characters, refer to the *Enterprise Edge 2.0 Voice Messaging Set Up and Operation Guide*.

Msg sent

11. Voice Messaging forwards the fax message.

Another copy?
YES QUIT

12. Press **YES** or **1** and repeat steps 6 to 11 to send this message to another external number.

13. Press **QUIT** or **Rls** to end this session.

Fax System Group message (Fax Broadcast)

Send a Fax System Group message if you want to send a group a fax message that pertains to them. All Fax System Group Lists are created by the System Administrator.

About the Fax System Group List

A Fax System Group List is a collection of fax machines at other locations. When you send a fax message to a Fax System Group List, each fax machine in the Fax System Group List receives the same fax message. Ask your System Administrator for a list of fax machines in each Fax System Group List.

If you need a Fax System Group List, ask your System Administrator to create one for you. When you give the System Administrator the information, include:

- the names of the recipients
- a list of the fax machine numbers
- the Fax System Group List name

Sending a Fax System Group message (Fax Broadcast)

Before you send a Fax System Group message, be sure your System Administrator adds the Fax System Group List, and the List contains all the fax machines that are to receive the fax message.

To send a Fax System Group message from your Enterprise Edge telephone:

1. Press .

```
Pswd:
OTHR  RETRY  OK
```

2. Enter your password and press or .

```
2 new 0 saved
PLAY  REC  ADMIN
```

3. Press or .

```
<date> Fax:1
<<< STOP >>>
```

4. The date received and the Fax ID number appear on the display. Press until you find the fax message you want to forward.

```
End of message
COPY  ERASE  NEXT
```

5. Press or .

```
Copy fax
MBOX  OTHR
```

6. Press or to forward the fax message to another mailbox.

```
Record Intro?
YES  NO
```

7. Press or .

Note: Fax Group List recipients do not hear the voice introduction.

```
Mbox:
DIR  QUIT
```

8. Enter the Fax System Group List number.

```
<Glist name>
OPTS  CC  SEND
```

9. Press or to send the fax message. Press or to assign message Delivery options Certified, Urgent, Private or Timed Delivery. Press to send the message to another recipient. Press to end this session.