NORTEL NETWORKS

Enterprise Edge 2.0 Voice Messaging Quick Reference Guide

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Enterprise Edge 2.0 Voice Messaging Quick Reference Guide

Initializing your Mailbox

You can begin to use Enterprise Edge Voice Messaging as soon as you initialize your mailbox.

To open and initialize your mailbox, follow these steps:

1. Press Feature 9 8 1 to open your mailbox**.**
2. Press 0 0 0 0 (the default password) and press OK or #.
3. Choose a password from four to eight digits long that does not start with zero. Enter your new mailbox password and press OK or #.
4. Enter your new mailbox password again and press OK or #.
5. At the tone, record your name in the Company Directory.
6. Press Rls to end this session.

Personal Mailbox greetings

You can record Primary, Alternate or optional Personalized greetings. Your Primary Mailbox greeting is for everyday use. Your Alternate Mailbox greeting is for times when you are away from the office. If your company subscribes to Caller ID, you can record Personalized Mailbox greetings. For Personalized Mailbox greetings, you program Enterprise Edge Voice Messaging to identify a specific incoming telephone number. Your Personalized Mailbox greeting plays to callers from that number.

Enterprise Edge Voice Messaging feature code

Use feature codes to access the different Enterprise Edge Voice Messaging operations.

Operation	Default feature code	Description
Leave a Message	Feature 9 8 0	Leaves a message in a mailbox initialized with Enterprise Edge Voice Messaging.
Open Mailbox	Feature 9 8 1	Opens your mailbox.
Forward to Voice Messaging	Feature 9 8 4	Forwards your telephone to Enterprise Edge Voice Messaging.
Transfer	Feature 9 8 6	Transfers a call to a mailbox.
Interrupt	Feature 9 8 7	Interrupts a caller listening to your Personal Mailbox greeting or leaving a message.
Call Record	Feature 9 8 9	Records a telephone call from your Enterprise Edge telephone. The resulting message is left in your mailbox.

Setting up the Interrupt feature

Before you can use the Interrupt feature you must program a memory button with an indicator for the feature. While a caller is listening to your mailbox greeting or leaving a message, the Interrupt memory button indicator blinks quickly. Press the Interrupt memory button to retrieve the call.

To program a memory button for the Interrupt feature:

1. Do not lift your handset. Press Feature * 3.
2. The display shows Program Features.
3. Press a memory button with an LCD indicator.
4. Press Feature 9 8 7.

The display shows that the button is programmed.

Forwarding your calls to Enterprise Edge Voice Messaging

To forward your calls to Enterprise Edge Voice Messaging, press Feature 9 8 4.

Setting up Call Forward Remotely

1. Call the Automated Attendant or your telephone from any tone dial telephone.
2. While the greeting plays press * *, or in the UK press 8 8.
3. Enter your Mailbox number and password and press #.
4. Press 8, press 2 and then press 3.
5. Press 1 to enable or disable Call Forward.
6. Press 1 to enable or disable Call Display.
7. Replace the handset to end the session.

Retrieving erased messages

You can retrieve an erased message if you are still in an Enterprise Edge Voice Messaging session. An erased message remains in your mailbox until you end your current Enterprise Edge Voice Messaging session.

After you erase a new or saved message, the number of new or saved messages shown on the display decreases by one. If the display shows `0 new 0 saved`, you can play and retrieve your erased messages. Press PLAY or 2 to listen to your erased message.

After you play your erased message, you have the option to save it. If you end the current session without saving the erased message, it is permanently deleted from Enterprise Edge Voice Messaging.

Frequently used dialpad keys

After you log on to your mailbox, you can access these frequently used functions:

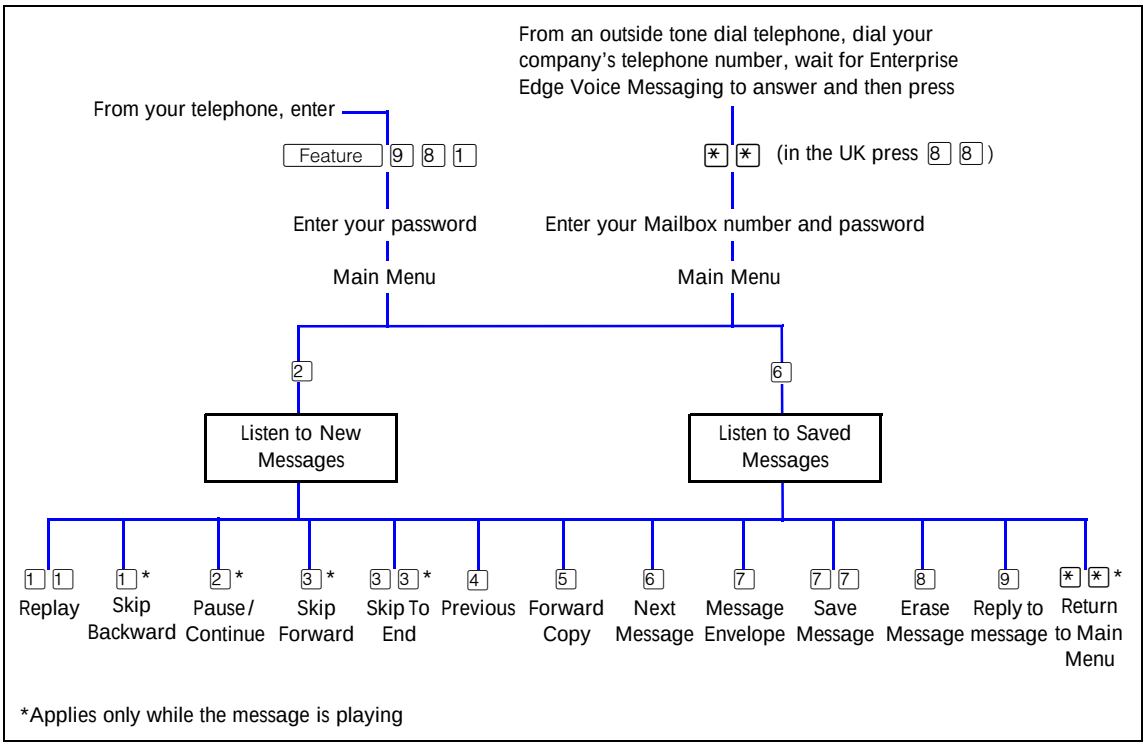
- to replay the Enterprise Edge Voice Messaging options, press * *.
- to see the previous display on a one line display telephone, press *.
- to interrupt most voice prompts or enter an option, press #.
- to speak to the Target Attendant or Operator, press 0.

Enterprise Edge Voice Messaging features

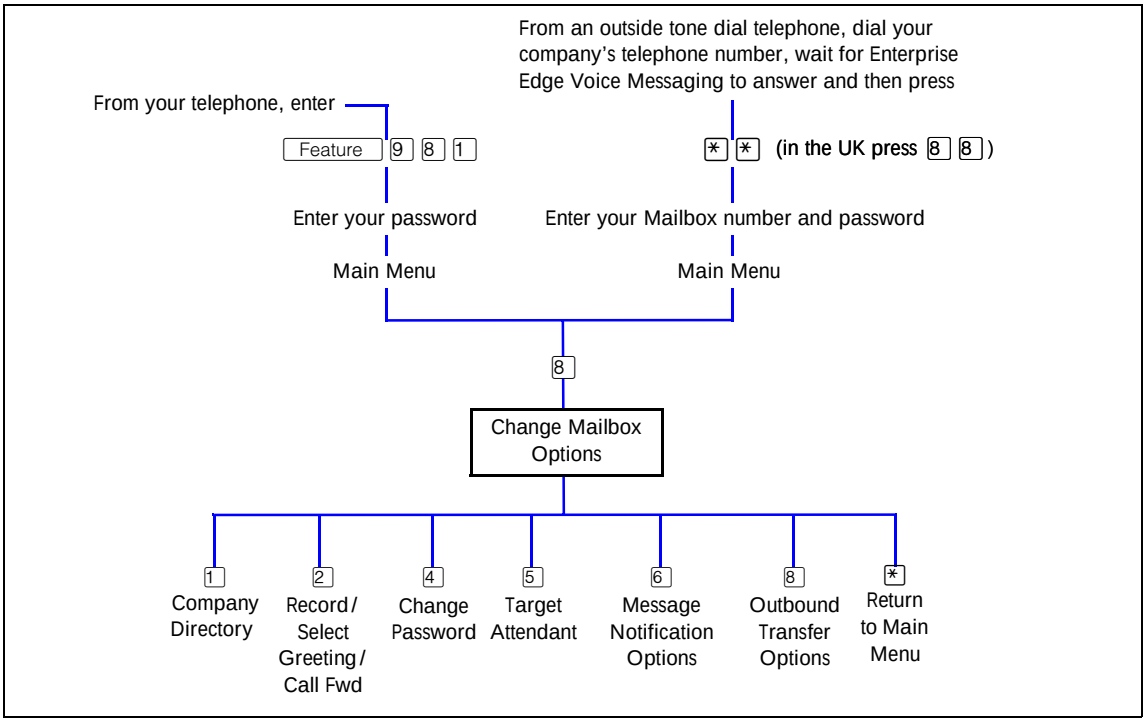
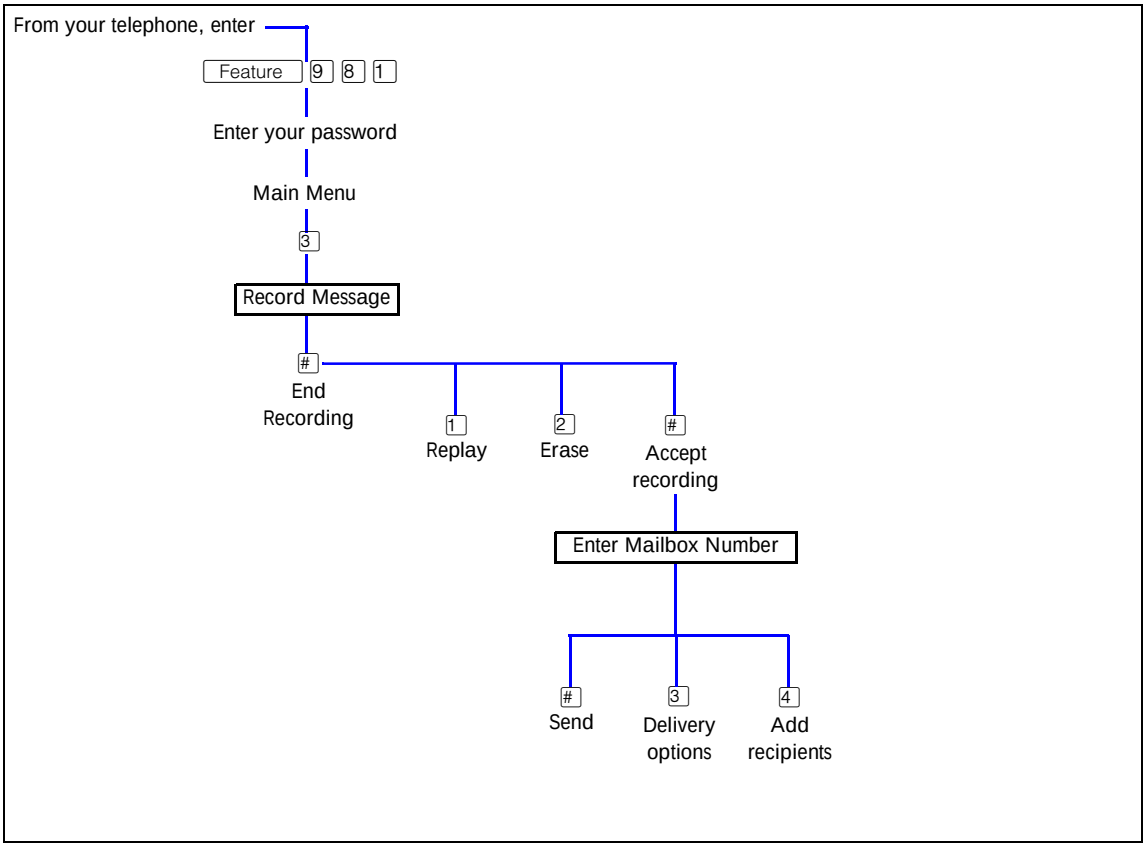
For more information about all the Enterprise Edge Voice Messaging features, refer to the *Enterprise Edge 2.0 Voice Messaging Reference Guide*. This guide explains in detail:

- Automated Attendant
- Alternate extensions
- Alternate language
- Call Screening
- Company Directory
- Leaving a mailbox message
- Off-premise Message Notification
- Outbound Transfer
- Personal Mailbox greetings
- Replying to a message
- Sending a message to a Group List
- Target Attendant
- Transferring calls

Listening to your Messages



Changing your mailbox options



Recording and sending a message