

VoiceTrak AVM6

Voice Mail

User Guide

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VoiceTrak AVM6

User Guide

Introduction

Welcome to VoiceTrak AVM6 (AVM6). Your new voice mail system has been designed to provide you with the latest features in call-processing technology in an easy-to-use format. AVM6 offers you enhanced connectivity in your business. The ability to easily tailor your mailbox for your own needs. Including convenience in retrieving your messages, and most of all, security and peace of mind that all of your messages are getting to you, no matter where in the world you are, and all with a minimum of effort. AVM6 has many user-friendly features, including:

1. Access to your messages from anywhere in the world
2. The ability to personalize your mailbox with up to three different greetings
3. The convenience of message notification
4. Easy-to-follow, menu-prompted message management
5. Message forwarding to other users on the system
6. The ability to edit messages
7. An easy-to-use directory, listing users by either their first *or* last names
8. The security of being able to choose and change your own personal password
9. Message distribution, allowing you to send a message to virtually any number of other system users, without having to record it more than once.
10. A date and time stamp for each message

Plus many additional features, all of which were specifically designed to make things simpler and more hassle-free for you, the user.

Getting Started

As a user on the AVM6 system, you have been assigned a mailbox number by your system administrator; the system administrator is the person to contact if you have any questions about the operation of your system.

Access to AVM6 is simple: from inside the office, simply dial the extension number, which has been assigned for AVM6; when outside the office, simply dial in on a regular seven-digit telephone number. Once you have reached AVM6, just follow the instructions in the Accessing Your Mailbox section of this manual. There is certain information you will need to access your messages, and in the interest of safekeeping, we recommend you write it below, and keep this manual in a safe place. Please note that the default password for your mailbox is pound (#).

1. The Internal telephone number for AVM6 is _____.
2. The External telephone number for AVM6 is _____.
3. My Mailbox number is _____.
4. My Password is _____.
5. The System Administrator is _____
at extension _____.

When you access your mailbox for the first time, you will want to do the following:

1. Record a new personal greeting.
2. Enter your own password.
3. Record your name for the user directory.

Once you have done these three things, your mailbox will be up and ready to go.

Configuring Your Mailbox for the First Time

Below are instructions that will make it easy for you to set your mailbox up for the first time. Follow everything closely and you won't have any problems at all. The first thing you should do after accessing your mailbox is set your password; after that, you should record your greeting, and then record your name. Remember, if at any time you wish to back up to the previous menu, all you have to do is press the star (*) key. If at any time you wish to exit, pressing three stars in a row (***) will allow you to exit from AVM6. It is recommended that you read these instructions once through in their entirety before commencing. If you have any difficulties, please contact your system administrator.

1. Dial the number assigned to AVM6. If you are inside the office this will typically be an extension number; from outside the office, you will be dialing a regular seven-digit telephone number to connect to AVM6.

Note: If no private outside number has been assigned to AVM6, you may call the main office number and have the attendant transfer you into the AVM6 system.

2. When AVM6 answers, press the star (*) key and enter your mailbox number.
3. Since you have not yet recorded your greeting, you will hear a prompt asking you to leave a message. Press the pound (#) key the moment you hear the prompt.
4. You will then be prompted for your password. Once again, press the pound (#) key.
5. You will now be in the Main Menu of your mailbox. Press three (3).
6. When prompted to, enter your new password. It should be four digits long.

7. You will be asked to re-enter your password for verification reasons. Do so when prompted.

Note: If you do not do this, or do not enter the same password as you initially entered, then your password will not be changed from the default, which is a pound (#).

8. You should hear "Your password has been changed", followed by the Main Menu of your mailbox. If you do not, repeat steps 5 through 7 until you hear confirmation that your password has been accepted.
9. From the Main Menu of your mailbox, press four (4). You will then be given the options to Record a New Greeting, Delete a Greeting, or Change the Active Greeting. Press one (1) to Record a New Greeting.
10. You will then be asked to enter the greeting number. Press one (1).
11. At the tone, record your own greeting. When you are done, press the pound (#) key.
12. You will then be given the option to review the greeting, save the greeting, or re-record the greeting. If you are not satisfied with the greeting you just recorded, simply press three (3) and start speaking when you hear the tone. If you wish to review it, do so, and you will be given the same three options once it is done playing.
13. If you are satisfied with the greeting you have recorded, then press two (2) to save the greeting. After this, you will be asked to press one (1) to make the new greeting active. Do so. Note: If you do not, it will not be activated, and will not play. Once you have done this, you will find yourself back in the Main Menu of your mailbox.
14. From the Main Menu, press nine (9). You will be prompted to record your name at the tone.
15. Once you have done so, press pound (#). You will then be returned to the Main User Menu.
16. Your setup is complete.

Changing Your Password

Never use star () or pound (#) as part of your password. If you do you will not be able to access your mailbox.*

If you have not already changed your password, do so now. The default password is pound (#), and although you may continue to use this password, we strongly recommend that you enter your own. Changing your password periodically is also a very good idea. The more often you change it, the more secure your mailbox. Your password should be four digits long, and should be **numeric characters only**.

1. From the Main User Menu, press three (3).
2. Enter your new password when prompted.
3. Re-enter the same password as before, for verification. Note: If you do not **enter the same number twice, your password will remain the same**.
4. Always remember that the pound (#) is the default password, and that if nothing has been done to the system yet, that will be your password when you first access your mailbox.

About Your Password....

Your password is what protects your privacy, and the privacy of those who leave messages in your mailbox. Although you *may* leave your password at the default (#), we strongly recommend that you enter your own personal password. Entering an obvious one (e.g., 1234 or the like) is also advised against. Choosing four entirely random digits is the best, and periodically changing your password is also an excellent way to maximize security.

Recording Your Name

Once your name is recorded, whenever anyone is transferred to your mailbox or extension, they will be prompted with "Transferring to [your name]".

To record your name:

1. From the Main User Menu, press (9).
2. Record your name at the tone and press (#) when you are done. You will then be automatically returned to the Main User Menu.

Changing Your Greeting

To re-record a greeting you must first delete the old greeting and then record a new greeting.

This feature is used to record or change your outgoing greeting. AVM6 supports up to three greetings, one active and two inactive. You may change your active greeting at any time from any telephone.

1. From the Main User Menu, press four (4).
2. You will be given the following options:
 - a. Press one (1) to Record a new greeting
 - b. Press two (2) to Delete a greeting
 - c. Press three (3) to Change the active greeting
 - d. Press * to return to the Main Menu

To Record a New Greeting

1. Enter the number of the greeting that you wish to record. Remember, if the greeting already exists, you will be prompted to delete the old greeting first.
2. Record your greeting at the tone.
3. Press the pound (#) when you are done.
4. You will then be given the following options:
 - Press (1) to review the greeting
 - Press (2) to save the greeting. If you choose this, you will be given two more options:
 1. Press (1) to make the new greeting active.
NOTE: If you do not press (1), your greeting will not play.
 2. Press (2) to leave the old greeting active.
 3. Press (3) to re-record the greeting.
 4. Press (*) to return to the previous menu.

To Delete a New Greeting

1. Enter the number of the greeting that you wish to delete.
2. The greeting will play, and then you will be prompted to confirm the deletion. To confirm, press (1). If you do not want to delete this greeting, then press (*) to return to the previous menu.

To Change the Active Greeting

Only one of your three greetings can be played at a time. If you wish to make another greeting active, but don't wish to delete it, then you may simply change the greeting. This feature allows you to temporarily change your greeting, but without having to go through the work of deleting and then recreating it later. With this feature, changing your active greetings can be done in less than half a minute!

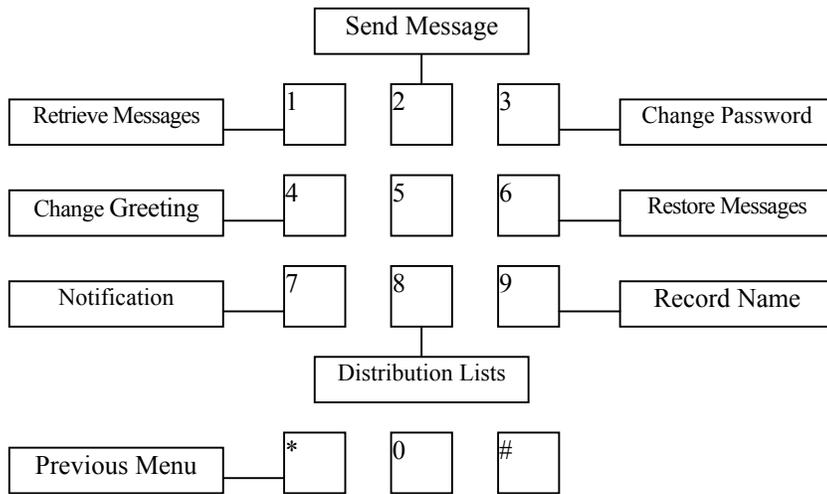
Accessing Your Mailbox

The following is a routine guide as well as a reference for normal mailbox maintenance, message retrieval, message management, setting up message notification, etc. Depending upon your telephone system, the instructions which follow directly below will most likely be used by you every time you wish to access your mailbox, whether to retrieve messages, change your greeting, or access a distribution group. If your telephone system is a Protege', then see the section Special Instructions For the Sprint Protege'.

If you have any questions, please contact your system administrator.

1. Dial the AVM6 number.
2. Once AVM6 answers, press the star (*) key and then, when prompted to, enter your mailbox number.
3. Once you hear your personal greeting start to play, press the pound (#) key.
4. You will then be prompted to enter your password. Do so. You will then hear the Main User Menu for your mailbox.

Main User Menu



All the functions of your mailbox can be accessed from the Main User Menu. This Menu allows you to retrieve messages, send those messages or ones you've recorded to other users on the system, manage your message notification, manage your distribution lists, and record your name. The Main User Menu also allows you to record your own outgoing greeting. You can record up to three different greetings for your mailbox, and you may change your active greeting at any time.

A Distribution List allows you to record and send the same message to several mailboxes. Each user can have up to five distribution lists with 48 mailboxes per list.

Message notification allows AVM6 to let you know when you have received a message, whether by blinking a light on the telephone in your office, or by notifying your own personal pager!

Erase the wrong message by accident? AVM6 can handle that, too, because it comes equipped with the capability to quickly and, most importantly, *easily* restore messages that have been erased.

AVM6 also allows you to set your own password, thereby insuring not only exclusivity of access to your mailbox for you, but also guaranteeing the privacy of those leaving messages for you.

Retrieving Message

1. Access AVM6, and enter your mailbox's Main User Menu.
2. Press one (1) to retrieve messages.

You will then be given four more options.

- Press (1) to retrieve New Messages
- Press (2) to retrieve Old Messages
- Press (3) to retrieve All Messages
- Press (*) to return to previous menu

Once you have selected an option, AVM6 will announce the number of messages, old and new, which you have in your mailbox, and then it will begin to play them back, one at a time.

During message playback, you may use your keypad to control the flow of the message, like this:

- Press (1) to rewind one second
- Press (4) to rewind five seconds
- Press (7) to the start of the message
- Press (3) to fast-forward one second
- Press (6) to fast-forward five seconds
- Press (9) to fast forward to the end of the message
- Press (5) to pause
- Press (*) or (#) to skip the message

After each message is finished, you will hear the date and time followed by these options.

- Press (1) to save the message
- Press (2) to play the previous message
- Press (3) to replay the message
- Press (4) to erase the message
- Press (5) to forward the message to another user's mailbox
- Press (*) to return to the previous menu

Recording and Sending Messages

1. From the Main User Menu press two (2).
2. Enter the mailbox number.
3. Record the message at the tone.
4. Press the pound (#) key when you are done. You will then be offered the following options:
 5. Press (1) to review the message
 6. Press (2) to send the message
 7. Press (3) to re-record the message
 8. Press (*) to return to the previous menu
9. Enter the number of the greeting that you wish to make active.
10. Press the (*) button if you wish to return to the previous menu without changing your active greeting.

Restoring Erased Messages

Accidentally delete the wrong message? Decide that you wanted to keep a message just moments after you've erased it? AVM6 can automatically restore it with just the press of a key. Just press (6) while in the Main User Menu.

Important: If you wish to restore an erased message, you **MUST** do it before exiting your mailbox. Once you exit, you will no longer be able to restore erased messages

Managing Message Notification

AVM6 will call and let you know when you have messages either by lighting a message waiting light, calling an internal (office) telephone, an external telephone, or your personal pager.

Note: For any external notification, whether an actual telephone line or a personal pager, you can enter up to 28 digits in the appropriate field.

After pressing (7) from the Main User Menu, you will be given the following options:

1. Press (1) to change message notification number
2. Press (2) to deactivate message notification
3. Press (3) to activate message notification

If you select one (1), to change your notification number, you will be given the following options:

1. To change your internal number, press (1) and then enter your internal telephone number (normally your extension number), plus the (#) key.
2. To change your external notification number, press (2) and then enter your new external notification number, plus the (#) key. This can be any number including long distance.
3. To change your pager number, press (3) and then enter your pager number plus the (#) key. When you are paged, your pager will display your mailbox number.

Note: Do not enter an access number, such as (9). AVM6 will take care of this for you.

Deactivating Message Notification

Selecting this option will turn off your message notification. Just press (2).

Activating Message Notification

Selecting this option will turn on your message notification. Just press (3). You will be given three options:

1. To turn on internal notification, press (1).
2. To turn on external notification, press (2).
3. To turn on pager notification, press (3).

Retrieving Messages when notified

If you do not retrieve your messages, AVM6 will continue trying to notify you. The number of times AVM6 will try to notify you and the amount of time between notification attempts are both set by the system administrator. Once the messages have been retrieved, AVM6 will remove you from the notification list, turn off your message waiting lamp if enabled.

If you using external notification and you answer your telephone when AVM6 calls, you will be prompted to enter your password. After you have entered you password, you will be placed in the Main User Menu, and then you may retrieve your messages in the regular manner.

Management of Distribution Lists

With this feature you can record and send the same message to several mailboxes at one time. This feature allows you to pass information along to members of your staff or others in your department with even greater ease and speed. Each user can have up to five distribution lists with 48 mailboxes per list.

A broadcast message is a message distributed to every mailbox on the AVM6 system and will automatically play when system users access their mailboxes. Because this is used primarily to distribute emergency or urgent information, this option is not usually available for every mailbox, but is assigned by your system administrator. If your mailbox is enabled for broadcast (something which must be done by your system administrator), you can send a message to every single user on the system just by choosing distribution list number 6 (see below).

Note: Broadcast messages will continue to play until erased by the system administrator.

1. From the Main User Menu, press (8).
2. Record the message you wish to distribute.
3. Press the pound (#) key, and you will then be given three options:
 - Press one (1) to review the message.
 - Press two (2) to send the message. You will then need to enter the number of the distribution list (1-5, or 6 for broadcast).
 - Press three (3) to re-record the message.

Deleting a Broadcast Message

Your system administrator is the only person who can delete a broadcast message. The proper procedure for deleting a broadcast message is:

1. Using the mouse, click the part of the toolbar that says "Stats".
2. From Stats, click on Mbx Message Status".
3. Click once on the Broadcast Mailbox (the default broadcast mailbox is 999).
4. Click on the View button.
5. Click on the message.
6. Click on the Delete button.

-OR-

1. Call the AVM6 System.
2. Press (*) twice.
3. Enter the system password.
4. Press (1) to edit system mailboxes.
5. Enter the number of the Broadcast mailbox (the default broadcast mailbox is (999)).
6. Retrieve and then delete the message

To Call AVM6

From the office: _____

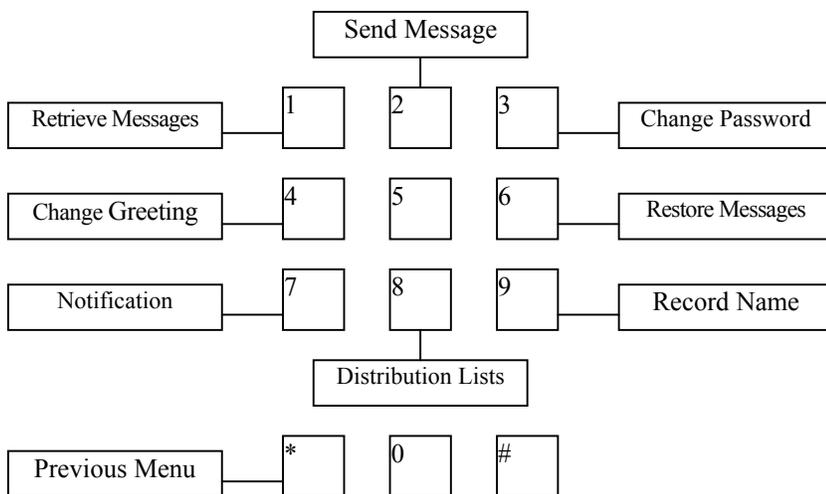
Outside the office: _____

Mailbox Information

Mailbox Number: _____

Password: _____

Message Menu Quick Guide



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